



WENTWEST
DIVISIONAL

focus

FOCUS #4 | OCT 09

General Practices benefit from WentWest's nursing recruitment campaign

In 2009 WentWest successfully ran a recruitment campaign to source nurses available to work in General Practice.

WentWest advertised in ten local papers, at the University of Western Sydney and on the Australian Practice Nurse Association website. Three promotional recruitment events were also held during the year for nurses interested in working for a General Practice.

As a result, 16 nurses have been employed and a further 38 nurses have expressed an interest in working in General Practice.

The nurses recruited are mostly registered nurses; however, enrolled nurses and assistants in nursing have also registered their interest. Experience varies from midwifery to dementia with one fully accredited immuniser, and languages spoken range from Hindi to Spanish.

GPs are feeling the benefits. Having another health care professional on their team brings a range of multidisciplinary skills, helps relieve daily pressure and increases capacity within the Practice.

WentWest continues to support



The first of three Practice Nursing recruitment events held at the Parramatta Leagues club this year

nurses to successfully transition from hospital and community nursing into General Practice. WentWest held two orientation workshops for nurses new to General Practice with 20 nurses attending in May and 18 in June.

The workshops provided a comprehensive overview of nursing in General Practice with presentations from experienced speakers, including Registered Nurses, Mel Vella and Rani Sundar. A range of topics were covered such as MBS Item Numbers, Immunisation, Recall and Reminder, Accreditation and IMIT.

In addition, WentWest held several clinical training events, including Ear Irrigation, Wound Closure, I.V. and

Cannulation as well as network meetings, to ensure all Practice Nurses have the range of clinical skills required.

In 2009, WentWest will work in partnership with UNSW (Parramatta Campus) to achieve transition to graduate Practice placements being undertaken in General Practice by those completing nursing degrees.

Wentwest will continue to promote Practice Nursing to nurses and will host promotional events to recruit more nurses as required.

If you are interested in hiring a Practice Nurse or would like to obtain more information on a career in Practice Nursing, please contact WentWest on (02) 8833 8029 or visit: www.wentwest.com.au.



Registered Nurses and WentWest orientation workshop presenters, Mel Vella and Rani Sundar



the release of the National Health and Hospital Reform Report (NH&HR), draft of the National Primary Health Care strategy and, of course, the Swine Flu.

The Swine Flu has created considerable additional work for General Practice. WentWest is working to assist and support you manage the pandemic, including recently providing training to 98 per cent of Practices on infection control and Swine Flu.

WentWest will also be working closely with GPs and SWAHS to

Welcome to the second *Divisional Focus* for 2009. Since our last edition, there have been several significant developments in the health field, such as

ensure the roll out of vaccinations for Swine Flu is co-ordinated, and we will continue to keep you updated of all developments on a regular basis.

The new direction for the health care reforms, which at first glance may seem daunting, is actually very inclusive of General Practice as it recognises General Practice's centrality to health care in Australia.

The final shape that the new reforms will take is yet to be determined, so to provide your feedback to the Government on the reform measures go to: www.yourhealth.gov.au. Alternatively, please contact WentWest to discuss any of the issues.

We are pleased to welcome the following new team members who have recently joined WentWest:

Nada Vidic – Integration Co-ordinator, ABHI;

Ken Wong – Integration Co-ordinator, HealthOne Auburn and Mt Druitt;
Chanthea Sek – Receptionist;
Fran Alexander – Education Co-ordinator; and
Lisa Fyfe – Executive Assistant.

We would also like to farewell WentWest CEO, Debbie Heagney, who resigned last month to pursue other opportunities. Debbie made a significant contribution to the organisation over the past two and a half years and we wish her all the best in her new role.

I have been appointed Acting CEO and am always interested to hear from our GPs and Practices about ways that WentWest can improve the services and support we provide. Please feel free to contact me any time.

Olivia Wood
Acting CEO

Swine flu (Influenza H1N1) Update

Lowering the risk of a second wave of swine flu (Influenza H1N1) in the WentWest region through the flu vaccination program is in the hands of local General Practices.

WentWest is supporting Practices with information about using multi-dose vials, organising flu clinics and recall reminder through our Practice support program. This is an important role for General Practice to ensure the western Sydney community is protected against further outbreaks of this disease.

The vaccination program is important to avoid a second wave of flu epidemic hitting Australian shores when the northern hemisphere goes through their flu season.

The most important recent updates and resources relating to the H1N1 vaccination include:

- Guidelines for the administration of pandemic (H1N1) influenza vaccine from multi-dose vials (MDV), produced jointly by the Australian Technical Advisory Group on Immunisation (ATAGI) and the Royal Australian College of General Practitioners (RACGP);
- Pandemic (H1N1) 2009 Influenza Vaccine Consent Form;
- Patient Fact Sheets and Information leaflets relating to the vaccine;

- H1N1 Influenza 09 General Practice Vaccine Order Form;
- RACGP Checklist for General Practice: H1N1 vaccine immunisation program.

While use of the resources has not been made compulsory by the Australian Government, many Practices are finding these useful in implementing their vaccination program. In addition, compliance may be required by insurers. General Practice is encouraged to contact their medical indemnity providers to determine the specific requirements.

The above resources, in addition to copies of presentations given at our recent training event: 'H1N1 Vaccination program update and the use of multi-dose vials', are all available on the WentWest website under the 'Health Alerts' section at: www.wentwest.com.au.

WentWest can also help your Practice to set up Flu Clinics. We can show you how to correctly enter that a vaccine has been administered into medical software, help you to establish recall systems to target those patients most at risk or to set up and manage booking systems if you wish to run vaccination clinics.

If you would like copies of resources or a Practice visit to help establish systems, please contact WentWest on (02) 8833 8029 or email: support@wentwest.com.au.

Group Sessions through the Access to Allied Psychological Services (ATAPS) Program

WentWest is offering General Practitioners the opportunity to refer patients into Group Psychological sessions.

There are six groups available:

Anxiety Busters – a group for young people in primary or high school to help them deal with the causes and effects of anxiety;

Anger Busters – an anger management treatment group for young people in primary or high school;

Depression Management – a group that helps patients manage their depression;

Anxiety Management – aimed at helping patients manage the causes and effects of anxiety;

Perinatal Group Therapy – a group that helps patients cope with being a parent; and

Managing Insomnia – helping patients deal with insomnia.

GPs may refer to the ATAPS groups shown above:

1. Select a group psychological session;
2. Have the patient read and sign the ATAPS Privacy and Consent Form;
3. Complete the ATAPS Minimum Data Set including the Group Sessions section;
4. Complete the Referral to the Allied Health Professional;
5. Bill MBS Item 2710 for the completed Mental Health Care Plan;
6. Add the patient to recall reminder system for review.

The patient will then undergo a telephone triage to ensure that they are appropriate for group sessions and safe to wait for the start date.

GPs may still make referrals to individual sessions through the ATAPS Program. For more information on Group Sessions, contact your Area Services Co-ordinator on 8833 8029 or to find an Allied Health Professional to make a referral, visit the Online Health Services Directory at: <http://www.wentwest.com/ohsd/>



headspace Mt Druitt is a community of youth service providers that offer support to young people aged 12-25 who may be experiencing mental health and/or drug and alcohol issues.

Associate Professor Michael Fasher, a GP in Blacktown, currently runs a clinic at *headspace*, primarily for those young people who report that they do not have a GP.

"GPs can refer patients for an assessment at *headspace* Mt Druitt. At *headspace* these young people will receive a comprehensive assessment, which will be returned to the referring GP. This assessment will conclude with a formulation of the issues which, when appropriate, will make it easy for the GP to write up a Mental Health Plan. GPs can then use these plans to refer to their psychologist of choice, to utilise the WentWest ATAPS program or to refer to psychologists working as private practitioners at *headspace*. The *headspace* psychologists will provide timely reports to enable the GP to regularly review the Mental Health Plans."

headspace is open from Monday to Friday 9am–5pm and is located at: Shop 12, Daniel Thomas Plaza, 6-10 Mount Street Mt Druitt. For more information, contact the Intake Officer on (02) 9675 2602 or fax: (02) 8887 5610.



Perinatal ATAPS

The ATAPS program has now expanded to include services for perinatal depression targeting expectant and new mothers suffering from depression.

The ATAPS program is provided by WentWest and gives GPs in the region access to psychological services from qualified allied health professionals to support patients who would otherwise have trouble accessing these services.

The new perinatal initiative aims to:

- Improve prevention and early detection of antenatal and post-natal depression; and
- Provide better care, support and treatment for perinatal depression.

GPs can now refer suitable patients suffering from ante- or post-natal depression for group or individual psychological sessions. Suitable patients can receive up to 12 sessions or 18 sessions in extreme circumstances.

There are currently 15 allied health professionals with an interest in ante- and post-natal depression. They are available to provide psychological services to those who would otherwise be disadvantaged in accessing these services.

In addition to these allied health professionals, WentWest has contracted two psychologists to work at Lifeline Parramatta on Wednesday afternoons and HealthOne Mt Druitt on Friday mornings every fortnight.

For more information on the Perinatal ATAPS program please contact WentWest on (02) 8833 8029.



SHAPE program offers hope for overweight and obese patients in western Sydney

self-manage their health and fitness into the future by offering practical skills, education and resources on a range of lifestyle topics including diet, nutrition, exercise, goal-setting and lifestyle risks.

The spring term, offered 75 patients access to local fitness facilities in Mount Druitt, Blacktown and Northmead, in addition to fortnightly group education sessions. Success of the program will be determined by the results of pre- and post-assessments along with feedback from participants, fitness trainers, program facilitators and referring GPs.

Dr Daniel Kek of Mount Druitt Medical Centre has had more than 16 patients involved in SHAPE's pilot and spring term and suggests the program is an effective combination of exercise, education and self-management.

"I see many patients who know they need to make changes to their lifestyle, but have no idea where to start. Many can't afford gym member-

ships and exercising outdoors is off-putting. Some are just confused by all the media regarding dieting and have no idea what is the best method to lose weight and maintain it into the future", Dr Kek said.

"SHAPE offers these people both the practical and theoretical aspects to weight loss and, because it is heavily subsidised, it takes away the financial burden which can sometimes act as a deterrent."

SHAPE was also recently accredited as a Lifestyle Modification Program (LMP) and as such is suitable for patients aged 45-49 who are at risk of developing Type 2 diabetes.

WentWest is currently taking referrals for the summer term of SHAPE. The eight-week program will be offered in Mount Druitt, Blacktown, Merrylands and Auburn.

To find out more on SHAPE visit www.wentwest.com.au, contact your Area Services Co-ordinator, or email your query to shape@wentwest.com.au.

In July, WentWest launched its SHAPE (Sessions for Health and Physical Exercise) initiative. Designed to target western Sydney's escalating obesity rates, SHAPE aims to be a practical, holistic solution to achieving and maintaining a healthy lifestyle with the guidance of both GPs and exercise physiologists.

The multi-faceted program offers referred patients the opportunity to

SHAPE is a health and fitness program designed for overweight and obese patients in western Sydney.

SHAPE offers:

- Regular sessions on a range of lifestyle factors including diet, nutrition, goal-setting, physical activity and much more;
- Practical advice and resources for managing your patients' weight and creating a healthier lifestyle.

To find out more about SHAPE, visit: www.wentwest.com.au, contact Rachel Barker on (02) 8833 8017 or email: shape@wentwest.com.au

Program available for a limited time only.
This project was funded by the Australian Government Department of Health & Ageing.

Focus on 'At Risk Groups'

WentWest recently held a Category 1 Active Learning Module for GPs at the Mercure Hotel in Parramatta. The focus of the event was three 'At Risk Groups', being those of refugee status, Aboriginal or Torres Strait Islander descent and those aged 45-49.

The event included cross-cultural awareness from a GP perspective in relation to both refugee and Aboriginal and Torres Strait Islander groups.

This was followed by a practical session of group work on health checks with Dr Mervat Akladious (Refugee Health Check), Dr Penny Abbott (Aboriginal and Torres Strait Islander Health Checks) and Dr Sanjiv Shah (45-49 Health Check).

There was also an IT workshop to teach GPs how to reduce the administrative burden of the check using templates.

The afternoon session consisted of lectures on Hepatitis C, Heart Disease and Chronic Obstructive Pulmonary Disease, and concluded with a plenary question and answer panel with the specialists.

The event was well-received by participants who commented positively on both the format and the quality of speakers.

WentWest aims to host further Active Learning Modules in the future, so keep an eye out for upcoming events, including MD3 training and Antenatal Shared Care.

Australian Primary Care Collaboratives and WentWest: Pioneering Change

Eight Practices in the WentWest Area have joined the Australian Primary Care Collaboratives Program (APCC) for the State Wave.

Funded by the Department of Health and Ageing, the program is designed to pioneer change, improve patient health outcomes and establish a culture of continuous quality improvement within primary care.

Originating from the United States and introduced in the UK and now Australia, the program uses 'Change Principles' developed by an expert panel to implement changes in General Practice around relevant topic areas such as Diabetes, Coronary Heart Disease and Access and Care Redesign.

Participating Practices attend three learning workshops where champion GPs and Practice Staff share learning from successful 'Plan, Do, Study, Act' (PDSA) cycles that

they implement in their Practices, which result in improvements in patient care. From these workshops, with the support of WentWest Area Service Co-ordinators, Practices can implement small, manageable and measureable strategies to create rapid change that generates fast results.

Over 600 General Practices in Australia have benefited through the program already, and a further 209 Practices are signed up to participate this year.

WentWest will launch the program on a local level in 2010 and another 20 General Practices from the WentWest area will be given the opportunity to join this new wave of quality improvement programs that are arising in primary care.

To express your interest to participate in the APCC, please contact your Area Services Co-ordinator on (02) 8833 8029.

Multilingual diabetes poster

There are more than 28,500 people living with diabetes in the WentWest area (National Diabetes Service Scheme, September 2008).

According to the NSW Department of Health Chief Officer's 2008 Statistical Report, there were a significantly higher number of hospital admissions amongst diabetic patients from culturally and linguistically diverse backgrounds.

The WentWest region is also host to more than 118,082 people from culturally and linguistically diverse backgrounds, many of whom struggle to understand how to manage their diabetes. As a result, WentWest has developed a multilingual poster to promote awareness of the importance of diabetes management.

The eleven languages most predominantly spoken were selected: Arabic, Traditional Chinese, Simple Chinese, Farsi, Hindi, Italian, Maltese, Samoan, Tagalog, Tamil and Turkish.

The poster empowers patients to discuss their diabetes condition with their GPs and is intended to be displayed in the GP waiting area.

If you would like a copy of the poster, please contact your WentWest Area Services Co-ordinator on (02) 8833 8029.

Home Medicines Review Report and Management Plans: What do you do?

Many GPs forget to claim Home Medicine Reviews (HMRs) and Practice staff may not realise that the second visit is part of the HMR process, and when item 900 can be claimed.

The second visit takes place after the GP has received the pharmacist report and prepares a Management Plan in consultation with the patient.

Tips on preparation of the Management Plan

1. Use the templates as a guide

Paper-based templates are available from the HMR facilitator and the Medical Director templates all have columns with headings to aid the process.

2. Use the patient disease states as a guide

Documenting the disease state helps

you to identify the medications that you feel would be the most suitable to treat.

3. Use the pharmacist recommendations as a guide

Once you have documented the disease, state the pharmacist recommendations can be assessed. Some easy questions include:

- Is this recommendation a good idea? If it is, incorporate it into the plan;
- Is this recommendation something I should consider? If it is, incorporate some form of monitoring of the problem into the plan to consider the changes at the next visit.

Some GPs prefer to complete the Management Plan while the patient is present or it can be started and in draft form when the patient returns for

the second visit. Patient agreement to the Management Plan is a great way of getting the patient to take more responsibility for the treatment of their condition.

If the patient agrees to the plan they are more likely to comply and you are more likely to obtain better disease management. It also meets all the new risk management requirements.

When the plan is complete, there should be copies for both the patient file in the surgery and the pharmacy, and the patient should also be offered a copy. You are then ready to claim Item 900 (\$140.20).

For more information contact Alex Elia at WentWest on (02) 8833 8028 or 0408 005 795 or email alex.elia@wentwest.com.au.

Home Medicine Review Case Studies

WentWest recently held a series of case studies with Home Medicines Reviews as the core focus. The aim was to provide GPs and pharmacists with an insight into what sort of patients would benefit from this service, offer practical clinical information, and create an opportunity to work together in a collaborative environment.

GPs who attended all three events in the series and completed the rein-



GPs and pharmacists attending the 'Asthma and the Not So Old' event

forcing activity of billing HMRs are entitled to 40 Category One QACPD points.

The three events were held in close succession: 'Ischaemic Heart Disease' (June), 'Asthma and the Not So Old' (July) and 'The Challenge of Behaviour and Psychotropic Medications' (August). Each event was attended by well over 60 participants including both GPs and Pharmacists who earned CPD points.

Each event began with a GP presentation on the chosen topic followed by the presentation of a case study.

Finally, participants engaged in active discussion to determine the best treatment plan for the presented patient and were able to share their valuable knowledge and experience.

The practical case studies also showed how a Home Medicines Review can benefit their patients.



Dr Matthew Chircop presenting on the 'Challenge of Behaviour' and 'Psychotropic Medications'

The events provided pharmacists and GPs with an opportunity to interact and gain feedback on the HMR service and also share their experiences while learning more about the process.

For more information on upcoming Active Learning Modules, or to find out more about the HMR process, please contact WentWest on (02) 8833 8029.

Antiplatelet and anticoagulant therapy in stroke prevention: new NPS program

WentWest is participating in a new National Prescribing Service Limited (NPS) therapeutic education program, 'Antiplatelet and anticoagulant therapy in stroke prevention'.

Stroke is the second leading cause of death in Australia and often results in significant long-term disability. Antiplatelet and anticoagulant therapies have an important role in primary and secondary prevention.

This latest program focuses on:

- Assessing absolute cardiovascular risk to establish which patients would benefit from aspirin in primary prevention of cardiovascular events;
- Deciphering the evidence behind aspirin, aspirin plus dipyridamole and clopidogrel to choose the appropriate antiplatelet to prevent recurrent stroke and TIA;
- Using scoring of risk factors in patients with atrial fibrillation to stratify stroke risk and decide between warfarin and aspirin;

- Assessing risk factors for bleeding in patients with atrial fibrillation before commencing warfarin therapy;
- Strategies that will help increase patient concordance with warfarin and educate patients on the safe use of warfarin;
- The importance of maintaining INR within therapeutic range.

"This program focuses on the importance of assessing a person's risk of stroke to help decide on appropriateness of prescribing warfarin or aspirin. It is well documented that warfarin is underutilised in atrial fibrillation, yet it reduces the relative risk of stroke in patients with atrial fibrillation by 64 per cent, while aspirin reduces the relative risk by 22 per cent," says NPS clinical expert, Education and Quality Assurance Program Manager, Ms Judith Mackson.

Participation in an educational visit provides participants with:

- A summary card of the independent,



evidence based information;

- The new Australian Cardiovascular risk assessment tool;
- Dental guidelines for the treatment of patients taking warfarin;
- Warfarin patient information;
- Two QA & CPD points.

For more information on the educational program please contact Rebecca Cause at WentWest on (02) 8833 8026.



Dr R E Pope

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Care providers collaborate to combat chronic disease

GPs, hospitals and community health have integrated to provide continuity of care to patients in Blacktown, Auburn and Mount Druitt areas under the Australian Better Health Initiative and HealthOne programs.

Patients now receive co-ordinated care and better support to remain healthy in the community as health care providers support each other in the management of chronic conditions.

Australian Better Health Initiative (ABHI)

GPs are notified on the patient's presentation and discharge from the Blacktown Emergency Department with summaries and reports that are faxed to them from the hospital. To date there have been more than 300 notifications to GPs.

Prior to patients being discharged from in-patient areas, their GPs are updated by the team members from the hospital though a teleconference. Summaries of the teleconference are



Blacktown GP, Dr Bruce Miller, who is involved with the ABHI program

sent back to the GP who continues care and may bill Medicare for the teleconference. More than 20 have taken place to date.

Community nurses continue care based on the management plan and background information sent by GPs, an independent assessment, allied health involvement and then provide written feedback to GPs.

A community case conference is further organised, supported by the GP Liaison Nurse to build a multidisciplinary care plan through which the patient is supported to manage their chronic condition.

This integration is done in partnership between WentWest, who is funded to manage the project, Sydney West Area Health Service and the GPs, including Blacktown Medical Practitioners Association.

The initiative began as a pilot in Blacktown and is now being implemented in Auburn. ABHI is a national program to strengthen the health system's focus on promoting good health and reducing the burden of chronic disease.

If you would like more information about ABHI, contact Micheal Kundukulam on (02) 8833 8029 or email: micheal.kundukulam@wentwest.com.au.

HealthOne – improving primary and community health care

HealthOne is a New South Wales Government Initiative that is aimed at increasing the capacity of the primary health and community care sector. This is achieved through the provision of equitable, accessible and comprehensive care, integrating General Practice and State Government-funded community health services, and engaging non-government and private care/service providers.

HealthOne sites are located in Mount Druitt and Auburn in the WentWest area. While the focus of HealthOne Mount Druitt is on children and young families at risk and people with chronic and complex conditions, Auburn focuses on refugee

populations and people with chronic and complex conditions.

HealthOne Mount Druitt virtually integrates care providers and services to achieve better health outcomes for its clients. It involves the collaboration of care from various providers such as GPs and Community Health by facilitating communication, influencing multidisciplinary care planning and co-ordinating care for them.

Potential clients are identified by GPs, Community Health, hospitals and GP Liaison Nurses, who are appropriately screened and then enrolled into HealthOne. Once the client is enrolled and GP identified, the GPLN and GP work together to

link the client to appropriate care providers or services to continue care.

As a result, clients receive holistic and co-ordinated continuity of care. GPs receive continued feedback about the client's health needs and progress, as a case manager from community health continues care, and the client is kept informed throughout the process.

Clients will be enrolled into HealthOne to deliver comprehensive care between the GPs, community health worker and other health professionals, including private care providers.

Care providers identify clients needing care co-ordination and engaging the GPLN to facilitate collaboration between GPs, Community Health and other service providers.

If you would like more information, please contact Micheal Kundukulam on (02) 8833 8029 or email: micheal.kundukulam@wentwest.com.au.

GP Survey – helping WentWest to improve its services

In late 2008, WentWest undertook a division-wide Needs Survey of its stakeholders. The survey, completed by 138 GPs, Practice Nurses and Practice Managers, provided valuable insight into the areas that required assistance from the Division, including Practice support, education and IT services.

This feedback has allowed Went-

West to further enhance the delivery of critical services throughout 2009 and has been a major influence in our planning over the past 12 months.

Your Say in 2009

Moving forward, WentWest will be releasing its 2009 Needs Survey in October. Once again, the survey will

aim to uncover those areas most in need of focus for the Division. We value the feedback offered by all members and encourage you to actively participate.

Survey participants have the chance to win one of twenty-five \$50 vouchers from Borders. Don't miss out on this valuable opportunity to have your say on the direction of WentWest in 2010.

	YOUR FEEDBACK	OUR RESPONSE IN 2009
Practice Support	94% of respondents were either satisfied or very satisfied with the support they received from the Division.	In 2009 WentWest has continued to build on the quality and breadth of services offered to Practices.
Communication	Overall, respondents were particularly pleased with the level and means of communication provided by the Division.	WentWest has appointed several new team members during 2009 to ensure responsive and tailored support for all Practices.
Practice Nursing	56% of surveyed Practices have at least one Practice Nurse, with another 6% looking to employ one in the near future.	Four recruitment events were conducted with WentWest assisting in the successful placement of 16 Practice Nurses.
Accreditation	79% of surveyed Practices were accredited. The remaining 21% of respondents stated time and complexity of process as some of the reasons for not being accredited.	In 2009, WentWest has assisted more than 50 Practices through the process, 9 of which are newly accredited; and also offered a range of resources, templates, and promotional materials to support Practices.
Indigenous Patients	73% of Practices record patients of Aboriginal and Torres Strait Islander status.	Increased identification has led to a marked increase in support for Aboriginal and Torres Strait Islander patients, allowing for better service delivery to those in need.
Online Health Services Directory	Despite strong awareness, 50% had not accessed the Directory. Directory users requested more up-to-date details on listings.	WentWest has re-launched the Online Health Services Directory. The improved site is more user-friendly and details are now regularly updated.
Education	95% were satisfied with the education provided by the Division, with Chronic Disease Care and Immunisation among the most popular topics.	Throughout 2009, WentWest has continued to enhance its education program with more than 70 events conducted and the appointment of an education co-ordinator.

MSL Peer Support Program for individuals living with Multiple Sclerosis



Multiple Sclerosis Limited (MSL) has been supporting and helping people with Multiple Sclerosis (MS) since 1956. Through an extensive network of centres, branches, support groups and health services, MSL provides specialist programs to people with MS, their families, carers, friends and health care professionals.

One of these programs is its ACT/NSW Telephone Peer Support Program. The program provides telephone peer support for

individuals with MS and their partners/carers by other individuals living with MS who have undertaken specific peer support training.

It gives individuals living with MS the opportunity to share their experiences and feel supported by others who understand the challenges that people with MS face on a daily basis. Individuals can refer themselves or they can be referred by their treating General Practitioner or allied health care provider.

If you would like further details about the program, please visit: <http://www.mssociety.org.au/live/peer-support.asp> or to refer a patient to the program, please call MS Connect on 1800 042 138.

WentWest's Online Health Services Directory

Ever wanted to find an Arabic-speaking gynaecologist who practices in the Blacktown area? Well, what if you could do this in a few clicks and easily print a map to their surgery and their contact details, or even email the details directly to the patient. WentWest's Online Health Services Directory (OHSD) will allow you to do all this and more.

What is the OHSD?

WentWest successfully launched its OHSD in 2007 with more than 1000 listings, due to the growing demand for a directory to link GPs with other local health care professionals. This directory has recently been updated to

include the details of over 1400 health care professionals and centres along with an array of new useful features.

How will the OHSD help me?

The directory still gives you access to information such as names, addresses, contact numbers and consultation times of listings, but now has added features to make the process of locating and referring to your colleagues even easier:

- View and print a location map for any listed clinician;
- Email limited details of the referred clinician directly to a patient;
- GPs can elect to be listed on the public 'Find a Local GP' search;

- Import details from the website directly into Medical Director address book;
- Update your own user and entity details;
- Ability to customise and sort searches;
- Access an easy-to-follow user help guide.

More information?

If you would like a login account, to be listed on the directory or to receive a demonstration session from your Area Services Co-ordinator, contact us on (02) 8833 8029. Alternatively, log onto the directory at www.wentwest.com.au/ohsd and follow the links.

Medical Director Training Workshops

Looking to improve your efficiency or have your Practice staff trained on Medical Director 3? Now you can as WentWest is offering several MD3 training workshops during the remainder of the year.

What is covered?

All major areas of MD3 are covered and you have the flexibility to attend the sessions that suit your particular job function. All workshop attendees will have the opportunity to follow the instruction-led workshop and receive a comprehensive workshop manual that includes easy-to-follow instructions and time-saving tips.

Topics covered over the course of the three sessions include:

- Introduction to Medical Director
- Progress Notes
- Script Writing
- Pathology
- Recall and Reminder
- Letter Writer

When will they be run?

Sessions are conveniently scheduled on weekday evenings and will be run throughout the year.

2009 Session Details

Session 1:

- Introduction to MD3
- Progress Notes

Session 2:

- Script Writing
- Pathology

Session 3:

- Recall & Reminder
- Letter Writer

Upcoming Dates

Tuesday, 13th October
6.30–9.30pm

Tuesday, 10th November
6.30–9.30pm

These workshops are active learning and 40 Points (Category 1) are avail-

able to GPs attending all three sessions, otherwise Category 2 points are available on a session-by-session basis.

Is there a cost involved?

The cost of each session is \$80 and includes a light supper, the use of a laptop and workshop manuals.

Where will the training be held?

WentWest offices, Level 3,
20-24 Wentworth Street, Parramatta.

Are there any prerequisites?

All participants are welcome, and those who are new to computers will receive additional help from the dedicated WentWest staff members during the session.

More information and registration?

Contact Daniel Hanna for further information on (02) 8833 8033 or register by going to: www.wentwest.com.au/mdtraining/registration.pdf.

Please register early as places are limited for each workshop.

Improve the 'health' of your Practice – Practice Diagnosis Program (PDx)



Some Practices have been dreaming of a 'product' that can 'scan' or better still X-ray their Practice. They have been working hard for years and have seen patient numbers rise, accompanied by a growth that is praised by GPs and Practice staff alike.

Welcome to the Practice Diagnosis Program (PDx). The program includes a comprehensive analysis of each of your Practice areas in terms of facilities systems, human resources systems, clinical services systems, patient systems, financial systems and Practice development systems.

Your Practice is a living organism, which needs to have a 'check-up' regularly to see how it is really functioning. PDx takes an 'X-ray' of your Practice to offer you a diagnostics report.

PDx offers epidemiology and mapping of your Practice, which provides access to information such as prevalence of cardiovascular disease by age group, diabetes management meas-

ures and a comparison of prevalence of chronic disease profiles by age group.

A comparison of the estimated potential value with your actual earnings derived from EPC items is given by the report. The Practice also receives a business modeling report, which links the numbers of patients, in particular, population groupings with specific services that could apply to those patients. In turn, the value of these services to your Practice income is also detailed.

For example, if your patient population shows 310 patients aged over 75 years old, then the report will show the potential earnings for that population if the Practice were to claim an item 700. The same applies for the 45–49 year old health check, Aboriginal population and other items.

PDx not only analyses your Practice's clinical data but also its operational system to identify issues and propose solutions. The PDx Program will be offered on a fee for service basis.



Practice Management Learning Series (PMLS)

The Practice Management Learning Series (PMLS) aims to give participants the opportunity to expand on their current Practice management knowledge base and explore new ways to understand and improve the productivity and performance of their practice.

PMLS is made up of four modules including: Financial Management, Managing People, Succession Planning and Strategic Business Planning.

Practice principals and Practice managers are encouraged to attend the series, where those interested in taking their Practice to the next level

are exposed to activities that will challenge the way Practice Management is executed at their Practices.

When daily tasks are repetitive, there is a tendency to 'mechanise' them and look at them as the 'way that it has always been done'.

There may be new ways to efficiently execute these tasks at your Practice but the Practice Manager has to enter into a 'discovery' phase requiring effort and a willingness to explore new ways of doing things at the Practice.

Discovery doesn't necessarily translate into more work or extra staff requirements. It simply means that

you are looking at your Practice in an analytical way to achieve effective and efficient functioning.

A budget may reveal areas that can be shaped to produce more for the Practice or looking at staff engagement may reveal levels of motivation that alter essential functions of the Practice.

In the next few months, we will be looking at different areas of a Practice, getting you to reflect on what is being done and how to obtain better results. Remember, if you keep doing what you are doing, you will keep getting the results you are getting.

To find out more about any of the programs above email: practice.managers@wentwest.com.au or refer to the Education Calendar on the back page.

WENTWEST DIVISIONAL EDUCATION CALENDAR

	DATE	TIME	EVENT	VENUE
OCTOBER	Sunday, 11th October	9.30am–5.00pm	Australian Primary Care Collaborative: Learning Workshop 1 (Day 1)	Novotel, Brighton Le Sands, Cnr Grand Pde and Princess St, Brighton Le Sands
	Monday, 12th October	9.00am–3.15pm	Australian Primary Care Collaborative: Learning Workshop 1 (Day 2)	Novotel, Brighton Le Sands, Cnr Grand Pde and Princess St, Brighton Le Sands
	Tuesday, 13th October	6.30–9.30pm	Medical Director 3 Training	WentWest, Level 3, 20–24 Wentworth St, Parramatta
	Wednesday, 14th October	12.00–2.00pm	Parramatta & Holroyd – Facial and Breast Cosmetic Surgery	Lachlans, Old Govt House, Parramatta Park, Parramatta
	Wednesday, 21st October	12.30–2.00pm	Blacktown Medical Practitioners Association	Chopsticks Restaurant, 6 Ash St, Blacktown
	Thursday, 22nd October	6.30–8.00pm	Practice Nurse Network Meeting	WentWest, Level 3, 20–24 Wentworth St, Parramatta
	Wednesday, 28th October	8.30–9.30am	ANSC – Tutorial	Westmead Hospital, Antenatal Clinic, Cnr Hawkesbury and Darcy Roads, Westmead
	Thursday, 22nd October	6.00–8.00pm	Practice Managers Learning Series – Information Management & Technology	WentWest, Level 3, 20–24 Wentworth St, Parramatta
NOVEMBER	Tuesday, 10th November	6.30–9.30pm	Medical Director 3 Training	WentWest, Level 3, 20–24 Wentworth St, Parramatta
	Wednesday, 11th November	12.00–2.00pm	Parramatta & Holroyd – TBC	Lachlans, Old Govt House, Parramatta Park, Parramatta
	Tuesday, 17th November	6.30–9.00pm	NPS Stroke Event	TBC
	Wednesday, 18th November	12.30–2.00pm	Blacktown Medical Practitioners Association	Chopsticks Restaurant, 6 Ash St, Blacktown
	Wednesday, 18th November	7.00–9.30pm	Cardio Pulmonary Resuscitation and Automatic Defibrillator	The Holroyd Centre, 17 Miller Street, Merrylands
	Tuesday, 24th November	6.30–8.30pm	Shop Smart and Eat Wisely: Nutrition Advice for Diabetes	WentWest, Level 3, 20–24 Wentworth St, Parramatta
	Wednesday, 25th November	6.30–9.00pm	HIV Event	Mariott Courtyard 18–40 Anderson St, Parramatta
DEC	Friday, 4th December	9.30am–5.00pm	Australian Primary Care Collaborative: Learning Workshop 2 (Day 1)	Novotel, Brighton Le Sands, Cnr Grand Pde and Princess St, Brighton Le Sands
	Saturday, 5th December	9.00am–3.15pm	Australian Primary Care Collaborative: Learning Workshop 2 (Day 2)	Novotel, Brighton Le Sands, Cnr Grand Pde and Princess St, Brighton Le Sands



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