

## The PHOnetic

*For anyone interested in primary health*



Turanganui PHO's Fortnightly Newsletter, Issue 39, July 9, 2008

### KMC GPs Bring Youth and Enthusiasm



**KMC's Mark Devcich and Anuya Deshpande**

#### Story and Image by Clare Webber

Two Turanganui Primary Health Organisation general practitioners have recently become registered with Pinnacle and their youth and enthusiasm is being admired.

Mark Devcich has left behind a life at sea and Anuya Deshpande has come from the other side of the world. Both have taken up positions as general practitioners at Kaiti Medical Centre.

"The Pinnacle registration process is part of becoming a provider delivering a service of a certain standard," Kaiti Medical Centre General Practitioner Tom James said.

"Registration with Pinnacle is part of a formal process for GPs, where their previous experience and qualifications are examined in a credentialing process to ensure they are suitable candidates for ongoing accreditation.

"These doctors have become registered, and it is great to have enthusiastic young doctors bringing in a variety of new skills to the practice."

Mark Devcich worked as a part-time locum GP at Kaiti Medical Centre for over a year before becoming a more permanent member of staff, working four days a week.

Before he came to Gisborne Mark worked as a GP in Kaitaia for 18 years. Then he and his family spent three years sailing in the South Pacific returning to terra firma for their daughter's high school years.

"Gisborne is quite similar to the far north - I like being in the country and the small populations. The lifestyle is good in Gisborne. After having no house for a few years it is great to get in and have a home we can do some work on, and get my hands in the dirt for a change, rather than the sea."

Mark is also part of the Palliative Care team at Gisborne Hospital where he works half a day each week.

Anuya Deshpande spent five months as a graduate locum at Kaiti Medical Centre in 2006/2007 before returning home to London where she spent a year working as a GP.

She arrived back again earlier this year and has been a fulltime GP at KMC since. Lifestyle is also a big factor in Anuya's choice to return.

"Working as a GP in Gisborne, I can do what I trained to do in England, but with half the stress I would have working there. Here there is a very good work atmosphere; well organised, fair, and with good management infrastructure."

Both GPs agree the Pinnacle contract is a good way of maintaining a good standard of health care in Gisborne.

## Audience Loved the Team that was Making up Numbers!



#### By Hayley Redpath

In an outstanding display of team spirit, 18 intrepid Turanga Health staff performed in front of a 3000-strong audience on Saturday to ensure this district's best four kapa haka teams could qualify for a national competition.

Established just two weeks ago, Te Oranga o Turanga kapa haka team entered Tamararo Auahi Kore at the last minute in a bid to boost numbers.

Tamararo Auahi Kore is the premiere local kapa haka festival, and a minimum of 14 teams are needed if the top four want to earn a berth at the national Te Matatini Festival.

"We were there just making up numbers so the best teams could go through" said Turanga Health personal assistant Tarn Keelan.

"Our whole goal was to support the kaupapa of Tamararo and we had a great time," said Tarn.

"...and don't forget, they beat the Tairāwhiti District Health team," said proud supporter and fellow staffer Albie Stewart.

**Te Oranga o Turanga minutes ahead of their performance.**

The Turanga Health team’s performance received massive audience support. Those watching knew the motivation behind the team’s entry and cheered and waved when the group performed fun familiar items known by young and old.

The audience recognised waiata sometimes sung at Kohanga Reo and the Ka Mate haka frequently performed by the All Blacks. There was a large round of applause for Mateora Fox, a Vanessa Lowndes Centre whanau member who captured everyone’s heart.

“We only had five practices, and some of us had never been on stage, so I think we can all be proud,” said Tarn.

As well as being entertaining, Te Oranga o Turanga also used the opportunity to pass on an important message - Me Whai Oranga a Whanau Mo Nga Whakatipuranga – Lets Build Whanau Wellness for Future Generations!

A number of other Turanga Health staff members were competing for other teams at a much more serious level, and as a result will be attending Te Matatini in Tauranga in February. Congratulations to Albie Stewart, Mere Waihi, Rapiata Ria, Maewa Thornton, Polly Maxwell and father and son duo Guy and Johnny Moetara.

## Increasing GP Referrals to Turanga Health

By Clare Webber

Increasing the number of general practice referrals is a goal for Turanga Health this year as the Maori health provider puts itself under the microscope.

Improved communication between Turanga Health and general practitioners has been identified as a key issue in a recent independent assessment.

As a result, Turanga Health has undertaken a “reshuffling” of its strategic plan. One focus is building pathways for two-way communication with GPs in order to increase GP referrals to the range of services Turanga Health offers.

“We have had some hard questions to tackle and address, and one of them was the relationship between Turanga Health and GPs,” Turanga Health Chief Executive Reweti Ropiha said.

“Our challenge since the PHO was created in 2002 has been trying to cement relationships between Turanga Health and other health services. We started at the big picture level, and now, six years down the track, the work we have done is filtering through to the service level.

“We are as big a part of primary health care as the GPs and now we need to engage with GPs and build a good relationship with them.”

Recent changes at Turanga Health include the introduction of Medtech software, aligning it with general practice, and introducing protocols around service provision such as feedback, patient information and visits within 24 hours, Mr Ropiha said.

“We need to flesh out what the problems are with getting GP referrals and sort those out. We can only do that by building two-way trust between Turanga Health and the GPs.”

“Building a relationship based on trust between GPs and ourselves is a key goal of Turanga Health’s strategic plan,” Turanga Health Clinical Manager Shirley Keown said.

“GPs having trust in us, that we can deliver, and vice versa, we are looking for their expertise too. Sharing information is very important.”

Turanganui PHO Chief Executive Keriana Brooking said an agreement between Turanga Health and Pinnacle Inc would see GP referrals a focus of their partnership this year.

“Turanga Health and GPs that do refer have worked hard to make the process work well for both sides,” she said.

Ms Brooking said a successful partnership would see referrals to Turanga Health gradually increase over the year, eventually reaching referrals numbers generated to other community providers. Green Prescription regularly gets 60-80 monthly referrals from Gisborne general practices.

Mangapapa Medical Centre GP Ken McFarlane said referring patients to Turanga Health has been useful.

Turanga Health had additional resources such as time, tools and techniques to deal with health issues, and were able to give useful feedback, Dr McFarlane said.

“As GPs we can not do everything – no-one can. So it is important to use the resources available to us.”

A referral letter designed by Dr McFarlane and distributed to all Turanganui PHO general practices simplifies the process, making it similar to that of referring patients to hospital specialists.

One difficulty when referring patients to Turanga Health is knowing what services are available, what the referral criteria are, and then building up experience with using that service, Dr McFarlane said.

**With this in mind, The PHOnetic will be highlighting each of the major services Turanga Health offers in a series of articles to appear shortly.**

| <b>Community News</b>   |
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| <p>This section of our newsletter is devoted to you and your projects. If you would like to advertise your event, seminar or meeting, email details to <a href="#">The PHOnetic</a>.</p> <p>If you do not wish to receive this newsletter, please click <a href="#">here</a> and send an email requesting that you unsubscribe.</p> <p>Alternatively you can request an addition to The PHOnetic's email distribution list.</p> <p><b>QP10 Presentation Regional Launch</b> One practice nurse, one general practitioner and one administrator from each practice advised to attend. Tuesday 22 July, 7pm, Pirates Conference Centre, 15 Anzac St, Gisborne. Coffee and dessert will be provided so please RSVP <a href="#">Louise Cameron</a> from Pinnacle.</p> <p><b>CME Meeting: "Finding and Eradicating the Pox!"</b> Friday 25 July, Turanga Health Boardroom at 7am. As a light breakfast is provided RSVPs are required to <a href="#">Robyne McKeague</a>.</p> <p>Nicky Perkins, Lead Clinician, Auckland Sexual Health Service will be guest speaker.</p> <p>An opportunity not to be missed for doctors and smeartakers!</p> <p><b>Smeartaker Training Grant</b> A smeartaker training grant is available from the National Screening Unit. Grants are available to nurses who meet the criteria below and the criteria listed on the application form:</p> <ul style="list-style-type: none"> <li>• enrol in an approved course that commences between 1 July 2008 and is completed by 30 June 2009</li> <li>• have their employer's support</li> <li>• provide the required information</li> <li>• successfully complete the course within one year from commencement.</li> </ul> <p>Please note that applications now go direct to the NSU not via NZNO – contact details are listed on the application form.</p> <p><a href="#">Smear Grant Application Form</a></p> <p><b>Tairawhiti District Health Board Meeting</b>, Tuesday 22 July, 9am, Morris Adair Building, Gisborne Hospital.</p> <p><b>Community and Public Health Advisory Committee/Disability Support Advisory Committee</b> Meeting Tuesday, 29 July, 12.30pm, Morris Adair Building, Gisborne Hospital.</p> <p><b>Hospital Advisory Committee</b> Meeting, Monday 21 July, 12.30pm, Morris Adair Building, Gisborne Hospital.</p> <p>Visit <a href="http://www.tdh.org.nz">www.tdh.org.nz</a> for all TDH meeting agendas.</p> |

## QP Presentation Regional Launch

**Message from Pinnacle**

Practice teams are warmly invited to join us for the launch of QP12. We encourage at least one practice nurse, one general practitioner, and one member of the administration team to attend.

Key benefits of attending will be:

- A succinct but comprehensive overview of QP12 goals and reporting requirements
- An opportunity to interact with other practice teams, share ideas, give us feedback...and maybe even have a bit of fun together!

Tuesday 22 July, 7pm, Pirates Conference Centre, 15 Anzac St, Gisborne.

Coffee and dessert will be provided so please rsvp [Louise Cameron](#) from Pinnacle.

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## Smertaker training grant for practice nurses

**Message from Hilary Graham-Smith, Director of Nursing, Pinnacle**

The smertaker training grant is again available from the National Screening Unit at the Ministry of Health.

Grants are available to nurses who meet the criteria below and the criteria listed on the application form

- enrol in an approved course that commences between 1 July 2008 and is completed by 30 June 2009
- have their employer's support
- provide the required information
- successfully complete the course within one year from commencement.

Please note that applications now go direct to the NSU not via NZNO – contact details are listed on the application form.

[Smear Grant Application Form](#)

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## Support for Person Exposed to Dioxin

The Ministry of Health is implementing a new health support service for people historically exposed to dioxin from the former Ivon Watkins Dow (IWD) factory in Paritutu, New Plymouth. The service begins in Taranaki on 1 July 2008 and will be available in other parts of the country by October 2008.

Turanganui Primary Health Organisation has been advised that there may be at least one person living in the district able to access this service.

The service provides a free annual check-up with a general practitioner (GP) or practice nurse. The service takes a health-promotion based approach with the aim of helping people stay as healthy as possible. Individuals may also be referred to other health services like smoking cessation, physical activity and nutrition support, primary mental health care. Doctors may also refer people for genetic counselling or serum dioxin testing.

To access the Service, individuals need to make an application to have their eligibility assessed by the Ministry of Health. Applications may take up to 20 days to process.

Eligibility for the free service depends on where people lived or worked in relation to the IWD factory and for how long.

More information about the health support service is available from the [Ministry of Health's website](#).

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