



The PHOnetic
For anyone interested in primary health

Turanganui PHO's Fortnightly Newsletter, Issue 40, July 23, 2008

If you think that quality costs, you should try a mistake...



Dr Steven Lillis, passionate about QP12.

Story and Image by Hayley Redpath

Last night's launch of Quality Plan 12 attracted lively debate about the pressure on general practice to manage new programmes and procedures that come with new funding and quality requirements.

A steady flow of questions were fired at visiting Pinnacle staff including passionate stalwart of quality programmes Dr Steven Lillis.

Dr Lillis has been part of Pinnacle's Quality Plan since its inception twelve years ago. He responded to general practice staff concerns with vigorous riposte based on his years of experience and a commitment to the changing environment in medicine.

If you think that quality costs, you should try a mistake, he told the audience. "The environment we operate in has changed, expectations have changed, patients expect more from medical care and reasonably so.

"There are people who continually buy into a vision of making general practice better than what it is and there are people who thoroughly enjoy the challenges that it brings.

"But at the same time there are those who are a little more sceptical of what is being achieved and can sometimes pose interesting and difficult questions."

He told staff general practice was different to what it was twenty years ago.

"It's hard work but it doesn't mean it's not worth doing."

Over 30 general practice staff attended the launch at Pirates Conference Rooms with most practices having at least one GP, nurse and administration staff member attend.

Every year Pinnacle release the latest Quality Plan ensuring general practices have a work plan for maintaining high quality primary health care services.

The launch was also attended by Pinnacle Quality Advisor Lyndsey Webber. During the evening time did not permit Lyndsey to present attendees with information comparing the progress from QP9, 10, and 11.

Lindsey promoted a team approach to meeting the goals in QP12 and the [table attached](#) demonstrates how far practices have come over the past few years, particularly in population health.

For example the table shows a 3% increase in cervical screening of the eligible population over the period 2006-2008 or QP9 to QP11.

For more information on QP12 contact Lindsey Webber by [email](#) or phone **(07) 858 5983** or **027 204 4387**.

Fourth Practice Looking at HealthRight

By Hayley Redpath

City Medical Centre is likely to become the next general practice to offer HealthRight once further preparatory work is completed by Pinnacle Inc and the practice.

City Medical will be the fourth practice offering one of Turanganui Primary Health Organisation's chronic care management programmes.

"Once underway, City's approach looks like a very sensible way to go," says HealthRight Manager Diane Williams.

"City is looking at a broad brush approach and offering Healthright Lifetime Lifestyle to those with chronic conditions who fit the criteria of the New Zealand Guidelines for chronic care management. Alongside this City will carry out cardio vascular risk assessment screening of its at risk population in line with QP12."

The Village Clinic is now offering HealthRight Chance Check (an opportunity for patients to be screened for cardiovascular disease), and Lifetime Lifestyle (chronic condition management) to patients of all ethnicities.

Kaiti Medical Centre and Serendipity Health Ltd are running HealthRight Lifetime Lifestyle programmes.

When it first began, HealthRight was for Maori and Pacific Island patients of a certain age to help reduce

Community News

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 [The PHOnetic](#).

If you do not wish to receive this newsletter, please click [here](#) and send an email requesting that you unsubscribe.

Alternatively you can request an addition to The PHOnetic's email distribution list.

Cancer Society Launch of Nationwide DVD The Cancer Society is launching a DVD which runs for 15 mins with a vital message and real life stories from people affected by smoking. This is a must for your workplace and as an education tool. To view email [Mary Mazengarb](#) at the Cancer Society, or phone **(06) 8...** and she will bring the DVD to your workplace or post to you if out of town.

Name that Site: Competition We are keen

health inequalities. Opening up the service to involve a broader range of patients coincided with the introduction of Pinnacle's Quality Plan 12 or QP12.

QP12, launched last night, provides an incentive to general practices to do cardio vascular risk assessments using guidelines developed by the independent New Zealand Guidelines Group. The assessments dovetail into HealthRight Chance Check.

"With new programmes like HealthRight it can take a while for staff to begin to feel on top of the work flow. However in saying that, all three navigation sites are doing very well with The Village Clinic already starting to invite its second tier of patients.

Meanwhile HealthRight Social Worker Tina Holmes and HealthRight Lifestyle Coach Shelley Mitchell are starting to receive a flow of referrals. Diane says these recent milestones reflect a "PHO" way of working and a change in the way some staff practice.

In other HealthRight developments:

- Diane will spend Tuesday's at Kaiti Medical Centre working through MedTech/HealthRight issues around invites, recalls, declines, and other minor teething problems. While there, she is available to other general practices for HealthRight queries
- The Bpac tool is now being successfully used in all the navigation sites to better manage diabetes annual checks and provide CVD risk scores.

Message from New Primary Health Nurse

Leader at TDH

Submitted to the PHOnetic by Heather Robertson

Heather Robertson has joined the Te Puna Waiora team as the first ever Primary Health Nurse Leader for Tairāwhiti. She is based on the second floor of the Morris Adair building, Gisborne Hospital.

She says a Primary Health Care Nurse Advisory Group is to be established. The first meeting will be Thursday 7 August. Please contact Heather if you are interested in being part of this group.

Heather was previously the team leader for the Well Child and has worked in primary health care for over 19 years as a plunket and public health nurse. She completed a Masters degree in 2006 and is currently undertaking a PhD to look at the impact of the Primary Health Care Strategy on primary health care nurses in Tairāwhiti and to identify factors that support and/or impede primary health care nursing's full participation in the Strategy.

Heather's primary focus in the first year will be about developing a plan of action to address the role of primary care nurses in supporting the primary care strategy (including potentially the development of more nurse practitioners), understanding the nursing workforce gaps in the sector, and supporting the development of a number of key innovative service development projects.

She is available Monday to Thursday if you wish to find out about the role or would like to discuss anything relating to primary health care nursing practice.

Heather Robertson, Primary Health Nurse Leader, Tairāwhiti District Health, Private Bag 7001, Gisborne, 869 0570 x 8599, [Heather Robertson](#).

to find an innovative and dynamic name for a nursing education web site for Tairāwhiti which is currently being developed.

The name will need to reflect nursing, education and professional development - could be a name, an acronym using Te Reo - what ever comes to mind.

Please forward your area/department ideas to me by July 24th. Prize will be morning tea for the winners. Look forward to some brilliant ideas.

[Robyn Dymock](#), Tairāwhiti District Health, Education Co-ordinator.

CME Meeting: "Finding and Eradicating the Pox!" Friday 25 July, Turanga Health Boardroom at 7am. As a light breakfast is provided rsvps are required to [Robyne McKeague](#).

Nicky Perkins, Lead Clinician, Auckland Sexual Health Service will be guest speaker.

An opportunity not to be missed for doctors and smertakers!

Smertaker Training Grant A smertaker 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:

- 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](#)

Tairāwhiti District Health Board Meeting, Tuesday 19 August, 9am, Morris Adair Building, Gisborne Hospital.

Community and Public Health Advisory Committee/Disability Support Advisory Committee Meeting Tuesday, 29 July, 12.30pm, Morris Adair Building, Gisborne Hospital. Guest speakers on Oral Health: Janet Vette, Team Leader School Dental Service; Dwayne Tamatea, Turanga Health; Fushia Harrison, East Coast Oral Health Programmes; and Janet Willson, Project Manager, Tairāwhiti Oral Health Business Case.

Hospital Advisory Committee Meeting, Monday 18 August, 12.30pm, Morris Adair Building, Gisborne Hospital.

Visit www.tdh.org.nz for all TDH meeting agendas.