

**Welcome to the final edition of
Practice Pulse for 2007.**



*WE WOULD LIKE TO TAKE THIS
OPPORTUNITY TO WISH YOU
A VERY MERRY CHRISTMAS AND A
SAFE AND PROSPEROUS NEW YEAR.*



In this newsletter you will find articles on Chronic Disease Self Management Courses for practice patients, that will be available free of charge in 2008, information on the Canning Extraction Tool and a 'showcase' on Page Four of the Practice Manager and Practice Nurse Networking and Education Dinner.

We are sad to announce the resignation of Gae Sawyer. Gae was the Practice Nurse and Immunisation Officer with FGPN for almost four years and her enthusiasm and support to staff and division members will be greatly missed. Gae has taken up the position of the Nursing in General Practice Program Officer with the WA General Practice Network.

We welcome Palee Kaur who has taken on the role of Practice Nurse and Immunisation Officer with FGPN. Please contact Palee for all your nursing advice, she is looking forward to working with you.

INTRODUCING FGPN NEW STAFF MEMBERS



Palee Kaur
Practice Nurse & Immunisation Officer

Palee is a Registered Nurse and Midwife and an experienced Practice Nurse. She comes from Brisbane, Queensland where she worked in a Division of General Practice in a GP liaison role. Palee has also worked in hospitals in Singapore and Australia specializing in special care neonatology.

As FGPN practice nurse and immunisation officer Palee can assist your practice with immunisation, education, accreditation and general support. Please feel free to contact Palee via email paleek@frdgp.com.au or call 9319 0555.



Susan Quin
Aged Care Program Officer

Susan began working at Fremantle GP Network in November in the role of Aged Care Program Officer. Susan has a Psychology background and an MSc in Health Promotion and Education. Arriving in Western Australia from Scotland 18 months ago she has most recently been working as GP Education Coordinator at The Cancer Council WA.

Susan can be contacted on 9319 0555 or email susanq@frdgp.com.au

LIVING WITH CHRONIC DISEASE

Coming in 2008 - *LIVING WITH CHRONIC DISEASE* Self Management Courses for your practice patients.

- Does your practice have patients with chronic health conditions such as diabetes, heart disease, arthritis or high blood pressure?
- Are these patients finding it difficult to manage their health condition and cope with the impact this condition has on their lives?

If you have answered yes to the two questions above, then the *Living Life with Chronic Conditions* program may be just the thing for your patients.

Fremantle GP Network has received funding to run the courses throughout 2008. The courses will be held at local community venues from early 2008.

The *Living Life with Chronic Conditions* program is a 6 week course with a two and a half hour session each week. The course is facilitated by two trained and understanding leaders in a friendly and supportive environment.

The program covers a range of health topics such as:

- healthy eating
- relaxation techniques
- managing pain and fatigue
- exercise
- depression
- managing medications
- problem solving
- goal setting, and
- working with your health professional

Anybody with a chronic condition is welcome to attend this **free** program. Participants are also encouraged to bring a partner, family member or carer with them to the sessions as they too can benefit from the course. Further information on how your practice doctors can refer patients to the course will be distributed in early 2008 or alternatively **contact Jesse at Fremantle GP Network on 9319 0555 or email jessep@frdgp.com.au**.

POSTPONEMENT IMMUNISATION CERTIFICATION COURSE FOR PRACTICE NURSES

This course has been put on hold pending the imminent release of the 9th Edition Immunisation Handbook, therefore, please do not send in applications for this course until further notice.

For further information please call Palee Kaur on 9319 0555 or email paleek@frdgp.com.au

HOME MEDICINE REVIEWS: Item 900

Are you missing out on claiming Item 900 for Home Medicines Reviews at your practice?

Quarterly statistics show that GP *Home Medicines Review* claims have been consistently below those made by community pharmacies since the inception of the HMR program.

In 2006-2007 there were 34,137 HMR pharmacy claims and only 32,626 GP claims i.e. a total of 1,511 Item Number 900 were not claimed by doctors! In an ideal world, GP and pharmacy claims should match each other.

Item 900 should be claimed when the patient returns to discuss the HMR Report with their GP, at which time an HMR Medication Management Plan (or similar) should be completed.

In some cases patients may not return to discuss the HMR report and the practice may need to have a recall system in place.

For further information, please contact Lorna Hurst on 9319 0555 or email lornah@frdgp.com.au

MBS ITEM 900

Participation by a medical practitioner (including a general practitioner, but not including a specialist or consultant physician) in a **Domiciliary Medication Management Review (DMMR)** for patients living in the community setting, where the medical practitioner:

- assesses a patient's medication management needs, and following that assessment, refers the patient to a community pharmacy for a DMMR, and provides relevant clinical information required for the review, with the patient's consent; and
- discusses with the reviewing pharmacist the results of that review including suggested medication management strategies; and
- develops a written medication management plan following discussion with the patient.

Benefits under this item are payable not more than once in each 12 month period, except where there has been a significant change in the patient's condition or medication regimen requiring a new DMMR.

Fee: \$137.05. Benefit: 100% = \$137.05

Medicare Benefits Schedule Book, 1 Nov 2007





CHRISTMAS "CHEER"

Having a sense of humour is seen as essential in the medical profession, it helps us through demanding and sometime overwhelming times. The following are actual medical record blunders something, no doubt, we have all been guilty of.

The patient lives at home with his mother, father, and pet turtle, who is presently enrolled in day care three times a week.

While in the emergency room, she was examined, X-rated and sent home.

The patient was to have a bowel resection. However, he took a job as a stockbroker instead. (An empowered patient.)

The patient suffers from occasional, constant, infrequent headaches.

Examination reveals a well-developed male lying in bed with his family in no distress.

Patient was alert and unresponsive.

When she fainted, her eyes rolled around the room.

Patient has chest pain if she lies on her left side for over a year.

The patient has been depressed ever since she began seeing me in 1983.

The patient is tearful and crying constantly. She also appears to be depressed.

The patient refused an autopsy.

The patient expired on the floor uneventfully.

Patient has left his white blood cells at another hospital.

RACGP RESOURCES: Advanced Care Plans

The RACGP has developed a website that contains useful information, including a breakdown of requirements in each Australian state and territory and series of articles and links specifically designed for GPs.

To find out more about these resources, please visit www.racgp.org.au/guidelines/advancecareplans



Dr William Dow

We are saddened to report the death of Dr William (Bill) Dow.

Dr Dow was a well respected local East Fremantle GP and an invaluable member of the FREO StreetDoctor service. He will be greatly missed by all who knew him.

IM UPDATE

Suzanne Velarde
Business Development and
Information Management

The Canning Extraction Tool

The Canning Extraction tool was developed by Canning Division of General Practice to assist practices participating in the National Primary Care Collaboratives (NPCC) Program to collect data. The functionality of the tool has since expanded and it is now available to all practices within the Division.

The Canning Tool rapidly and easily presents a Practice with information about the "overall situation" of a particular cohort of patients, e.g. those with diabetes, CHD, incomplete pap smear results, asthma etc. Knowing the "overall situation" of a particular cohort of patients provides the Practice with insight into the mechanisms of care delivery at work within the practice. It can reveal opportunities to improve quality of care, streamline practice systems and enhance earning potential.

The Canning Extraction Tool is currently available to those practices that utilise;

- Medical Director 2
- Medical Director 3
- Medical Spectrum
- Best Practice
- MedTech 32
- Practix

Fremantle GP Network will be holding an information evening focusing on data management and the use of tools such as the Canning Tool in April 2008.

If you would like to learn more about the Canning Tool or have any other information management queries please do not hesitate to call me on 9319 0555 or email suzannev@frdgp.com.au.

ABI DOPPLER EDUCATION AND NETWORKING EVENT

Our final Practice Manager and Practice Nurse Networking and Education Event for 2007 was held at the Red Herring Restaurant. It was a fun and informative evening, and, as you can see from the photos, was enjoyed by all who attended!



WE LOOK FORWARD TO SEEING YOU AT
OUR EVENTS IN 2008

FGPN EDUCATION EVENTS FOR 2008

February 12

Osteoporosis Workshop

A workshop for GPs and Practice Nurses

February 27

Implementing Prevention Programs in General Practice

An active learning module for GPs, Practice Managers and Practice Nurses

March 11

Expression of Interest in Practice Nursing

An information evening for Practice Nurses

April 2

Information Management

A networking and education workshop for Practice Managers, Practice Nurses and Practice Staff

June 17

"Mind your Mind"

An interactive workshop on Dementia for Practice Managers, Practice Nurses and Practice Staff

August 20

Legal Issues

An interactive workshop on legal matters for Practice Managers, Practice Nurses and Practice Staff

November

Networking and Education Dinner

for Practice Managers and Practice Nurses

For further information please contact Palee Kaur or Suzanne Badham on 9319 0555.

Fremantle GP Network constantly strives to improve the quality and range of services to our practices and welcomes positive feedback and complaints. We invite you to send your comments to reception@frdgp.com.au