

Volume 16, April 2007



Welcome to Practice Pulse the newsletter for Practice Managers and Practice Staff.

As a way of getting to know each other—Practice Staff and Fremantle GP Network staff—we will be profiling someone from a Division Practice or Fremantle GP Network in each edition of the newsletter. The first person to be profiled is Jesse Pearse CPD Coordinator and Collaborative Program Officer at FGPN. Jesse is featured on Page 4.

We would like to draw your attention to the Mental Health First Aid Course INVITATION on page 3. This course is filling fast, so if you are interested in attending please contact us as soon as possible to register.

A reminder that our SKILLS FAIR will be on 28 April and there are some extremely interesting workshops for Practice Managers. These workshops have a limited number of places available so if you do wish to attend please register today!

Contents

RACGP Nominations
CCR: Changes to Operational Procedures
CCR: Not for Registry Patients
PIP: Cervical Screening Program
MBS: Items 871 and 872
MBS: Changes to 'urgent' after-hours Item numbers.
Dealing with Difficult Patients
Mental Health First Aid Course
Staff Profile—Jesse Pearse

Fremantle GP Network Events

April 28 Skills Fair
May 2 New Electronic Medicare Claiming
June 8 & 9 Mental Health First Aid Course
August 26 City to Surf Fun Run
Please see Page 4 for Details

RACGP Nominations Now Open For * Practice of the Year Award *



The RACGP is inviting nominations for the RACGP Practice of the Year Award, designed to recognise and reward a practice for its approach to the health of its patients. A winner is awarded in each state, and from these practices a national winner is chosen to receive a staff training grant worth \$5000 and a profile in Australian Family Physician.

Last year's winner, Alexander Park Medical Centre in Bundaberg, was awarded the honour for innovation in 21st century general practice by combining traditional problem solving medicine, preventive health and chronic disease management throughout a person's life.

Each nomination form for the Practice of the Year must respond to the following questions:

- describe the current accreditation status of the practice
- describe the structure of your practice including facilities for patients and staff
- what services does your practice offer patients? Eg education materials, health promotion, preventative care, reminder systems
- describe how GPs and practice staff deliver these services to the patients
- describe one outstanding aspect that differentiates your practice from others, and
- if your practice is chosen to be the recipient of the Award, how would the practice utilise the training grant of \$5000?

Nominations must be received no later than 30 June 2007. For further information and nomination forms, visit <http://www.racgp.org.au/gpoftheyear>

The website also offers information and nomination forms for the following Awards:

- * General Practitioner of the Year *
- * General Practice Registrar of the Year *

WA Cervical Cancer Prevention Program

Cervical Cytology Register (CCR): Changes to Operational Procedures

Recent changes to the operational procedures within the WA CCR **may impact upon the way your practice requests information** from the WA CCR.

In summary information can only be given to the woman, the laboratory or medical practitioner engaged by the woman (i.e. current medical practitioner) and **cannot be given to other medical support staff**. E.g. Practice Nurse, Practice Manager or receptionist.

A letter, detailing the changes to procedures, was recently sent to Practice Managers. The letter from Gillian Mangan, Program Manager, WA Cervical Cancer Prevention Program, also included a copy of the Release of Patient Details form and Request for Client History Details form.

Please contact Gillian on 9323 6788 if you did not receive a copy or call Suzanne Badham at Fremantle GP Network on 9319 0555 to request a copy.

Not for Registry (NFR) Patients

As registration with the CCR is voluntary, all Western Australian women have the right to opt out.

If a woman decides not to have her smear results forwarded to the CCR the practitioner should either clearly mark NFR on the request form, or use the stickers provided by CCR.

An order form for the stickers is available online via www.kemh.health.wa.gov.au.



Practice Incentive Program (PIP) Cervical Screening Program

The CCR, in conjunction with WA GP Network, has developed a *PIP Data Request Form* to assist with the Cervical Screening component of the Commonwealth PIP Initiatives.

Submission of a completed form enables the CCR to provide a GP with a list of women (name, date of birth, last known address and date of last known Pap smear) for whom they were the last known care provider and who have not had a Pap smear in the last 4 years.

Using the following Cervical Screening Incentive Item numbers on women 20-69 yrs, who have not had a cervical smear in the last 4 years, is the trigger for the SIP (\$40 per patient) to be paid via your next quarterly PIP cycle.

Item	2501	\$ 32.10	Level A
	2504	60.95	Level B
	2507	89.75	Level C

The *PIP Data Request Form* can be downloaded from www.kemh.health.wa.gov.au



MBS Item Numbers 871 and 872

In November 2006 two new MBS Items numbers were introduced providing rebates for participation by medical practitioners (including a specialist, consultant physician or a **GP**) in multidisciplinary treatment planning meetings for cancer patients.

Item 871	\$71.00	\$60.35—85%
Item 872	\$33.00	\$28.05—85%

For a comprehensive explanation on these item numbers please see: MBS Book 2006: Pages 81 & 115.

The National Breast Cancer Centre (NBCC) has also developed an information sheet which is available to download from their website www.nbcc.org.au.

Changes to MBS Items for Emergency After- Hours Attendances, introduced 1 March 2007

Medicare Items 1, 2, 601, 602 (VR GPs), 97,98,697,698 (other medical practitioners), 448 and 449 (sports physicians) provide a rebate for after-hours attendances in a situation where a patient requires urgent treatment.

Three key changes have been made to the items:

- The items will now be referred to as 'urgent' after-hours items. This change is designed to avoid confusion with terminology used by specialist emergency physicians.
- Doctors will now be able to accept requests for urgent after-hours attendances up to two hours before an after-hours period begins.
- Doctors who routinely provide services in the after-hours period, including Medical Deputising Services, will now be able to claim the urgent after-hours items for services that are provided outside of consulting rooms, eg in a patient's home or at a residential aged care facility.

The urgent after-hours items can only be claimed:

- for services provided in an after-hours period, meaning before 8am or after 8pm on a weekday, before 8am or after 1pm on a Saturday or anytime on a Sunday or public holiday.
- if the request for an attendance is made by the patient or another responsible person up to 2 hours prior to, or during the same after-hours period; and
- if in the opinion of the attending doctor and his/her peers the patient's medical condition requires treatment within that after-hours period and could not wait until the next in-hours period to be seen; and
- only for the first person seen on that occasion. The round-the-clock Medicare items (5000-5267) should be claimed if subsequent patients are seen on the same occasion.

For full details visit www.health.gov.au/mbsonline, or telephone Medicare Australia 13 21 50.

Dealing With Difficult Patients

Generally patients visiting a surgery are either physically or mentally sick and pain, stress, and anxiety can all contribute to aggressive behaviour.

Strategies that can be used to help minimise problems include;

- When a patient is aggressive speak calmly and quietly. This may be difficult when being verbally abused but arguing back can inflame the situation;
- Endeavour to move the patient away from the waiting area, preferably towards the front entrance;
- Do not isolate yourself and the patient in a room;
- Have a prearranged 'code' with other staff members and doctors. The code should only be used in emergencies and it is imperative that it is responded to immediately. For example, phoning a doctor's extension and quietly saying the codeword should not alert the patient, and the doctor's immediate appearance may diffuse the situation;
- A 'duress' button can be installed at the reception desk that is linked to your security firm. This is a silent alarm and the patient would be unaware that it had been activated.

If an incident with a patient does occur involving a staff member it is imperative that an Incident Report is completed and the patient's doctor informed of what has taken place. The doctor may then decide the outcome i.e. whether or not the patient would be welcomed back to the surgery.

If you have been threatened with violence and, particularly if you are alone in the building, lock the door after the patient has left and call your local police station.

It is important that each surgery has guidelines to deal with difficult patients that suit their practice and that staff are fully trained in all aspects of handling abusive patients.

Practice Policies and Procedures, suggested by AGPAL

The following extract is a suggested policy from AGPAL on patient rights, courtesy and respect that can be adapted for your practice manual.

The template can be located on the AGPAL website: www.agpal.com. Qbay/General Practice/Reception Area/Patient Complaints/Respectful Care.

Practice policy: Courtesy and Respect

GPs, clinical and non-clinical staff need to respect the rights and needs of patients. Friendliness, fairness and open communication are considered the best antidote to the risk of patient dissatisfaction, grievance, complaint or legal action.

It is for these reasons that the following should apply:

- *staff need to be courteous at all times*
- *patients should be spoken to clearly with information repeated where necessary*
- *staff need to be understanding of patients who may be anxious, frightened or unfamiliar with our practice*
- *patients need to be treated with warmth, empathy and consideration*
- *staff must attempt to ascertain all of the facts by giving patients time to communicate in difficult situations.*

Practice procedure

In our practice, GPs, clinical and non-clinical staff respect patients' rights and needs by treating them with courtesy and respect. In our practice, we provide training to ensure GPs, clinical and non-clinical staff communicate in a clear, understanding and considerate manner.



We have had many requests for practical advice on how to deal with difficult patients and, in order to address some aspects of this, we would like to invite you to attend the following training sessions.

INVITATION TO ATTEND

MENTAL HEALTH FIRST AID COURSE FOR PRACTICE MANAGERS, PRACTICE STAFF, PRACTICE NURSES

One in five Australian adults will experience a mental health disorder every year. Mental Health First Aid is a two day course developed at The Centre for Mental Health Research at ANU. Greenapple Development have **specifically structured** this course for General **Practice Managers, Practice Staff** and Practice Nurses.

Date: Friday 8 and Saturday 9 June 2007
Venue: Fremantle GP Network, East Fremantle
Time: 9.00am to 4.00pm



The usual course fee is \$175.00 per person, however, we are offering this training course to you FREE OF CHARGE.

As there are limited places available please contact Suzanne Badham as soon as possible to register your interest. Telephone 9319 0555 or email sueb@frdgp.com.au.



PROFILE ON
JESSE PEARSE
Coordination of CPD
Collaborative Program Officer

How long have you worked at FGPN?

All up about 3 years (I did leave for a brief period before returning!)

What is your role at FGPN?

Collaborative Program Manager and Coordination of CPD

How can you assist General Practices?

Give me a call and I will tell you all about the Collaborative Program.

What is your next planned project at FGPN?

Fremantle GP Network 2007 Skills Fair, and continuation of support to Collaborative Practices.

How do you intend to celebrate the successful completion this project? Swim to Rotto, walk the Bibbulmun Track?

After the Skills Fair? Not sure, but it will involve wine.

Where would you like to go on your next holiday?

NZ and Canada

Where are you actually going on your next holiday?

Thailand / Vietnam

What/who is your favourite

Car - I loved my little Holden Cruz

Author - Jodi Picoult

Shop - Any shoe shop

Drink - Wine (I assume you meant alcoholic)

And finally, Jesse, if you were shipwrecked on a deserted island name what/who you would like with you.

3 people - My husband, my friends and (some) family

2 foods - Cheese and crackers

2 books - Any trashy magazines and the newspaper

1 Pet - My Jack Russell, Alf



WHO ARE WE PROFILING NEXT??

Well that is up to you!

Please call Kelli, Gae or Suzanne Badham to nominate a work colleague or to nominate yourself. We will then arrange an interview and a photo-shoot.....and 'reward' you with a box of chocolates.

Fremantle GP Network Events

- April 28: Skills Fair**
Notre Dame University
This is a full day event for GPs, Practice Nurses and Practice Managers
All details can be found on the enclosed flyer
- May 2 New Electronic Medicare Claiming**
Presented by Ida Slabak from Medicare
10 Silas Street, East Fremantle
- June 8 & 9 Mental Health First Aid Training**
This is a 2 day event for Practice Managers, Practice Staff and Practice Nurses.
10 Silas Street, East Fremantle
Please see our Invitation on Page 3 for full details.
- August 26 City to Surf Fun Run**
See below for details

For further information regarding these and other Fremantle GP Network events contact Suzanne, Gae or Kelli on 9319 0555.



Please Join Us on Sunday 26 August 2007

The staff from Fremantle GP Network – and their families and friends - are entering the 2007 City to Surf and we would love members of your practice to join us.

Fremantle GP Network will provide tee shirts, caps and other 'goodies' for the day and, if required, will help you organise a training schedule.

If you are interested we would like to hear from you as soon as possible to enable us to organise the 'merchandise'.

Email Circulation List

Our Email Circulation List for Practice Managers and Staff continues to grow. We use this list to forward electronic information sent to us from outside organisations. This way we can keep you up to date with General Practice issues, events and resources.

If you'd like to be a part of the Circulation List send your email address to sueb@frdgp.com.au.

Need more information?

Contact Kelli, Suzanne or Gae from the General Practice Development Team at Fremantle GP Network on 9319 0555 to find out how we can assist your Practice.