

*Please circulate this information to staff in your practice and display on the appropriate notice boards. Thank you.*



Issue 5 | April 2022

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## Southern GP Matters

Dear GP Practice Teams

Thank you for all the great work you continue to do for our Southern community in the midst of ongoing challenges. [Please don't hesitate to let us know](#) how we can support you further. We would also like to thank the Practice Managers who kindly distribute these newsletters to your GPs, nurses and administrative staff.

Dr Mai and Emma

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## Team Update

We would like to welcome Emma Young (RN), who has joined the SALHN GP Integration Unit as our Nurse Consultant. Emma is returning to SALHN after working in the NALHN GP Liaison Unit. We would like to warmly thank Anne Lonergan and Janet Berkshire for their wonderful contribution to the team! Anne is now enjoying her well-deserved retirement and Janet has returned to her substantive role within the SALHN Outpatient team.

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## Current Initiatives

### 'Referral hotline' for GP Practice teams - Seeking interest from GP Practices for pilot project

Based on feedback from GP Practice teams seeking easier access to referral and appointment information, the Outpatient Support Services team will be starting a pilot for a "Referral hotline".

During an initial 4-week period, a dedicated phone number will be available at specified times. GP Staff will be able to call and check whether a referral has been received, triaged or appointed (this is not a clinical advice service).

The learnings of this pilot project will inform longer term planning to facilitate access to referral and appointment information for GP staff. If you would like to be part of this trial, please contact the GPIU and we will link you with the project team.

## **Discharge summaries quality improvement - Seeking interest from GPs for survey / online feedback session**

A SALHN working group including Pharmacy, General Medicine and GPIU is keen to investigate GPs' perspectives of discharge summaries. The findings from this work will contribute to quality improvement and optimisation in the way that discharge summaries are prepared at SALHN. An electronic survey is being developed and online sessions will also be held for those who prefer this medium. If you would like to be part of this project, please contact the GP Integration Unit and we will link you with the project team.

## **Clinical Prioritisation Criteria (CPC) Consultation**

The SA Health Outpatient (OP) Redesign Workstream continue to work on the development of South Australian CPC to support a statewide redesign of our specialist outpatient services. The CPC are clinical decision-making support tools that assist in ensuring patients referred to public specialist OP services in South Australia are seen in order of clinical urgency and accepted based on standardised statewide referral criteria.

The Department for Health and Wellbeing OP Redesign Team has been engaged with CPC Clinical Pathway Groups, with membership across medicine and surgery, nursing and allied health developing the proposed CPC. The consultation period for the first six clinical specialities have now closed:

- Cardiology
- Ear, Nose and Throat
- Neurology
- Orthopaedics
- Vascular
- Gastroenterology

These CPC are currently being finalised and will soon be released on the [OP Redesign Project | Clinical Prioritisation Criteria](#) website.

For more information, go to the OP Redesign website or email [health.cpc@sa.gov.au](mailto:health.cpc@sa.gov.au).

## **NHMRC Pregnancy Care guidelines recommend supplementation of women who are low in omega-3 to reduce their risk of preterm birth**

In SALHN, 319 women have tested for omega-3 so far with 17% returning a low omega-3 status.

The South Australian Health and Medical Research Institute says "Well done to practitioners and health services located in Reynella, Old Reynella and Reynella East. Together you have referred 54% of SAMSAS screened pregnant women for an omega-3 status test".

Please click [here](#) to download the new SA Pathology SAMSAS form.

## **Urgent and after-hours care**

The following information has been updated on the [Urgent and after hours care](#) section of our website and is also available on the HealthPathways SA [Hospital Avoidance and Discharge Support Services](#) and [Urgent Care Services](#) pages. Click [here](#) to request a login.

### Phone referrals for My Home Hospital - 1800 111 644 (24/7)

My Home Hospital (MyHH) now accepts phone referrals for acute inpatient care that can be safely and appropriately delivered in a person's home. The service is available at no cost to eligible patients across metropolitan Adelaide, Gawler and Mount Barker regions and their surrounds (Mt Barker area map and postcodes available [here](#)). MyHH also accepts referrals for incidentally COVID-positive patients requiring hospital-level care.

To make a referral, please call **1800 111 644**, 7 days a week.

Between 8am-8pm, a member of the My Home Hospital team will collect basic patient identifiers and demographics. They will then transfer your call directly to the admitting medical officer who can discuss the patient's individual needs with you, including clinical requirements and the person's home environment. During this conversation, the medical officer will accept or decline the referral, and discuss their clinical reasoning. Any required documentation, such as medication list can then be forwarded, without the need to fill in the referral form.

Between 8pm-8am, a Care Coordinator (senior registered nurse) will talk through next steps. At this stage, a referral form will still be required to support the referral.

If you require information about My Home Hospital, referral support or would like to provide feedback on this new process or on any other aspect of the service, please contact the My Home Hospital team at [wellbeingsahomehospital@sa.gov.au](mailto:wellbeingsahomehospital@sa.gov.au) or refer to the [MyHH website](#).

### SALHN COVID Care Centre

The SALHN COVID Care Centre is providing face to face assessment and care for adult patients and patients 16 years old and above with COVID-19, including pregnant women, who are not expected to require overnight hospital admission and who have been referred to the service. This includes patients with COVID related clinical concerns, and patients who are COVID positive and have unrelated clinical concerns, such as other illness, minor injury or care coordination needs. The COVID Care Centre also administers oral antiviral and IV treatments to COVID-19 outpatients, including: Paxlovid (oral), molnupiravir (oral), remdesivir (IV) and sotrovimab (IV).

The SALHN COVID Care Centre Duty GP Consultant is available on 0479 188 527 from 10am to 6pm, 7 days a week for referrals and advice. More information on the Covid Care Centre and a link to the online referral form for MAB and oral anti-viral treatments can be found [here](#)

### Extension of service hours for Urgent Mental Health Care Centre (UMHCC)

The [Urgent Mental Health Care Centre](#) is now open 24 hours, 7 days a week to support people experiencing a mental health crisis. The Centre is located at 215 Grenfell Street, Adelaide and their latest news update is available [here](#), including a tour of the service. If you are interested in an information session to learn more, please contact [umhcc@neaminational.org.au](mailto:umhcc@neaminational.org.au).



### Extension of service hours for Child and Adolescent Virtual Urgent Care Service (CAVUCS)

The [Child and Adolescent Virtual Urgent Care Service](#) is available 7 days a week from 9am to 9pm. GPs across South Australia can access the service by phoning directly through to the Emergency Consultant on 0481 467 655 to access virtual assessment for children and young people (aged between 6 months and 17 years) with non-life threatening conditions.

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## Outpatient update

### Updates to the SALHN Outpatient Clinic list

The [SALHN Outpatient Clinic list](#) is continuously updated and is available as the top link on the Outpatient page of our website at [www.sahealth.sa.gov.au/salhnngp](http://www.sahealth.sa.gov.au/salhnngp). Please refer to this resource for clinic contact details, including contact number for clerical enquiries for each clinic. The OSS team does not provide an email enquiry system nor email referral facility at this stage.

Latest updates include:

- Medical Clinics – Rehabilitation Medicine, “Post COVID – Post Acute Sequelae of COVID-19 (PASC) Clinic”

### New FMC Post COVID Clinic - Post Acute Sequelae of COVID-19 (PASC) Clinic

The SALHN Division of Rehabilitation, Aged and Palliative Care is establishing the Post-Acute Sequelae of COVID-19 (PASC) Clinic (commenced in March). In line with interstate and international learnings, we are anticipating the need to provide multidisciplinary assessment and support for patients with persistent symptoms after 4-12 weeks. The clinic will cater for referrals from GPs for suitable patients, as well as provide automatic screening post admission.

This clinic will run on Tuesday morning in FMC (initially 1st and 3rd Tuesday, with increase in line with clinical demand) and will involve rehabilitation medicine/ respiratory medicine/ nurse/ physio, with psychology /psychiatry and diagnostic support, and the ability to consult with wider consultant expertise where needed.

Further information including referral criteria is available [here](#) (the referral form for this clinic is the first link in the “Referrals” section).

### New High Risk Foot clinic referral templates for Best Practice, Medical Director, ZedMed

As mentioned in our last newsletter, updated service descriptions and referral guidelines are available for the SALHN High Risk Foot Clinic. Associated referral templates for Best Practice, Medical Director and ZedMed have now been made available as well on the [clinic's page](#) should you wish to use them.

If you need assistance with escalation of care for those living with foot ulcerations or diabetic foot disease, please do not hesitate to contact the High-Risk Foot Coordinator on 0403 937 758 (Monday to Friday, 8.30am-4.30pm).

### Continuous Improvement in Outpatient Services

The SALHN Outpatient Support Services team (OSS) has been working on multiple improvement projects to streamline the management of referrals to Outpatient clinics. Referral notifications have been enhanced for most clinics, with a letter being posted to the referring GP practice and the patient after the referral has been triaged.

Other improvement projects include:

### Continuous Improvement in the Flinders Cancer Centre

The SALHN Continuous Improvement Unit commenced improvement work in the Colposcopy and Oncology services in the Flinders Cancer Clinic in 2021. Using the 8-step continuous improvement framework, diagnostics were undertaken to understand the root causes of challenges preventing best practice processes

from taking place. Interventions have now been implemented to enable sustainable changes, all with the consumer experience at the forefront.

Referral processes have been streamlined with agreed standard practice between administration and triage which has resulted in a 5-day reduction in time from referral to triage. Failed to attend rates for FCC clinics had a -55% reduction (268/April to 120/Dec) with a 21% reduction of overdue Category 2 Colposcopy assessments and 11% increase in attendance for Oncology appointments, demonstrating the sustained improvements.

Direct phone access to the Flinders Cancer Clinic has been established with dedicated roles within the team to ensure all calls are attended to in a timely manner. Flinders Cancer Centre phone lines (Ph: 8404 2151) now have an option message for either nurse/hotline, appointments, Gynae Oncology and/or further option to be returned to switch.

### Neurosurgery outpatient wait time improvement project

As indicated in earlier GPIU newsletters, SALHN, in partnership with Flinders University, is undertaking a research project regarding new models of care for people on the neurosurgery waitlist at FMC. Two Stakeholder Advisory workshops were held in November 2021 and February 2022 with consumer and GP representation. As part of this initiative, a Neurosurgery pilot project was also undertaken between November 2021 and end of March 22 where Allied Health was working in conjunction with the Neurosurgery team to see patients who have been waiting the longest for an appointment. Further developments are currently being considered to continue reducing wait times for Neurosurgery.

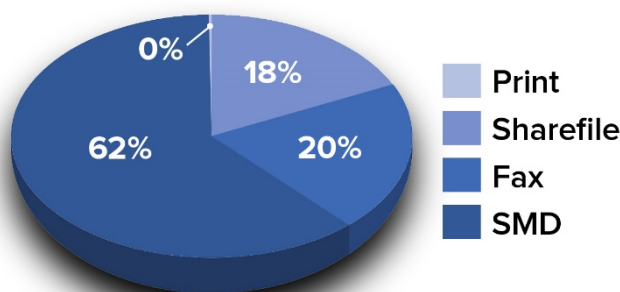
Thank you for your understanding while this work is progressing and please contact us if there are any improvements you would like to see.

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## Inpatient update

### Secure Message Delivery (SMD) rollout update for ED and Inpatient Discharge summaries – please return your invitation!

The SA Health Secure Message Delivery (SMD) rollout is continuing, and the number of Discharge Summaries sent via SMD is now higher than the sum total of all other distribution methods since Jan 2022 for Sunrise distributions. SMD has attracted positive feedback from GP practices and specialist sites who are receiving electronic Emergency Department and inpatient discharge summaries directly into their GP practice software, saving them time and improving continuity of care for our patients.



448 practices have been activated for SMD. Invitations have been emailed by SA Health to the email address listed in the Health Provider Registry. SA Health would like to encourage the remaining 278 eligible sites to return their consent forms.

If you haven't yet received an invitation, please contact the SMD team via [Health.SecureMessageDeliverySupport@sa.gov.au](mailto:Health.SecureMessageDeliverySupport@sa.gov.au). To learn more about SA Health's SMD rollout and how to become eligible for activation, visit the [SA Health website](#).

Please note that some document types will still be delivered by fax, ShareFile or post until further IT developments are completed across all document types. SA Health is also working on the ability to receive electronic referrals from GPs however this is not available at this point in time.

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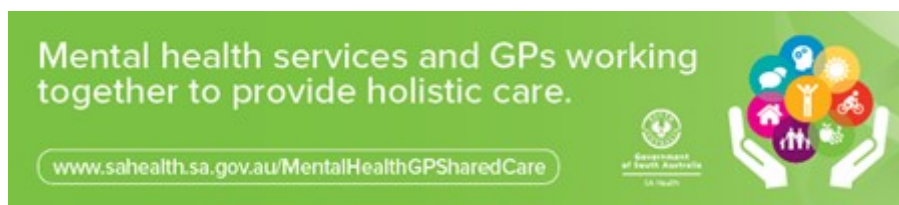
## Education activities / events

### High Risk Medicines - Clozapine course

The "High Risk Medicines – Clozapine course" is now available to all and would be of particular interest to GPs who are registered or are thinking of being registered to prescribe Clozapine.

- All users should go to: <https://hrmeducation.health.gov.au> and register using a valid email address. If your worksite is not listed, then select 'Other'
- All registered users should be able to access all courses. These include 'Introduction to High-Risk Medicines', 'Anticoagulants', 'Insulin' and 'Opioid Analgesics in Acute Setting'.

Further information on clozapine can be found on the [SA Health Clozapine](#) page. The clozapine page is also linked from the [Mental Health GP Shared Care](#) page, which is available via the [Additional Clinical Support](#) page of the GPIU website.



### SAPMEA events

#### Cardiology ECHO Program coming soon

\* Extension for Community HealthCare Outcomes \*

SAPMEA will be commencing the Cardiology ECHO Network in June 2022. Dr Bridget Sawyer, GP, and Chair of AMA(SA) Council of General Practice will be facilitating this 7-session series joined by an esteemed panel of expert cardiologists, nurse practitioners/ consultants and clinical pharmacists.

Join the ECHO movement to help you manage complex patient presentations by sharing knowledge, disseminating best practices, supporting integrated care, and being a part of a community of practice.

For more information, including registration details, please visit [SAPMEA's website](#).

#### Neurology ECHO Program - currently at capacity

Information and resources for earlier sessions are available [here](#). (Session 1: Headaches and migraines, Session 2: Stroke / TIA, Session 3: Movement disorders, Session 4: Seizures / epilepsy, Session 5: Peripheral Neuropathy)

Upcoming sessions:

- Session 6 (April 28): Neurological symptoms and when to refer
- Session 7 (May 12): Topic to be chosen by participant request

## AMPHEat events

### **BLS, ALS, Anaphylaxis management**

Multiple sessions, Venue@313, Royston Park - Link [here](#)

### **Suturing, Tissue Glueing and Wound care in General Practice**

May 21 - 12.30-5.30pm, Venue@313, Royston Park - Link [here](#)

### **#CrazySocks4Docs Breakfast 2022**

June 3 – 6.45am-9am, Adelaide Convention Centre - Link [here](#)

### **Neonatal Advanced Life Support and common problems in Neonatology**

June 10 – 8am – 4.45pm, FMC - Link [here](#)

## SALHN Grand Rounds

*Please watch the live stream using your Chrome browser (not Internet Explorer).*

24 February: **‘Neurological complications of Covid-19: a UK experience’**, presented by: Dr Anthony Khoo, Neurology Consultant, Neurology Department, SALHN; Honorary Researcher, Department of Neurology, National Hospital for Neurology & Neurosurgery, Queen Square, UK – please click [here](#)

3 March: **‘COVID update – is this the beginning of the end?’**, presented by: Dr Chuan Lim Clinical Head, Virology, Serology & Molecular, SA Pathology, Dr Santhosh Daniel, Senior Consultant, Infectious Diseases, SALHN, and by: Professor David Gordon, Head, Microbiology & Infectious Diseases, SA Pathology, SALHN – please click [here](#)

10 March: no session

17 March: **‘Structural Heart Intervention Update’**, presented by: Assoc. Professor Ajay Sinhal, Senior Interventional Cardiologist, Cardiology, SALHN – please click [here](#) *(Copy and paste the link into Chrome, open link, select the right session at the top, scroll down to locate link to download video. Right click on link and save the video. Reopen the file for viewing)*

24 March: **‘Bowel cancer prevention – let’s get personal’**, presented by: Assoc. Professor Erin Symonds, Team Leader, Medical Scientist, Bowel Health Service, SALHN – please click [here](#)

29 March: **Psychiatry Grand Rounds – ‘The impacts of Climate Change on Physical and Mental Health’**, presented by: Doctors for the Environment Australia (DEA) members Dr Kate Wylie (GP) and Dr Rob Ferris (psychiatrist) - please click [here](#) *(Copy and paste link into Chrome, open link, scroll to bottom of page and locate link to download video. Right click on link and save the video. Reopen the file for viewing)*

31 March: **‘I look after people on a drip: The SA Home TPN Service’**, presented by: Dr Andrew Holt, Director Critical Care Services, SALHN, Director SA Home Parenteral Nutrition, Senior Lecturer, Flinders University – please click [here](#)

7 April: **‘Development of a nociceptive measuring device capable of differentiating chronic pain states’**, presented by: Dr Dusan Matusica, PhD, Senior Lecturer in Human Anatomy Pain and Sensory Neurobiology Lab, Flinders Health & Medical Research Institute, CMPH – please click [here](#)

14 April: no session

# Contact us

Please contact us at [Health.GPIntegrationUnit@sa.gov.au](mailto:Health.GPIntegrationUnit@sa.gov.au) to be added/removed to our mailing list or with any other enquiries. We welcome your feedback.

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Was this information useful? Vote using the buttons below.



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*I acknowledge the Kurna people are the traditional custodians of the Adelaide Plains and pay respects to Elders past, present and future.  
I recognise and respect their cultural heritage, beliefs and relationship with the land.  
I acknowledge that they are of continuing importance to the Kurna people living today.*

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