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WellSouth Update

23 August 2022

Kia ora koutou -

WellSouth Update is a regular e-newsletter for general practice teams, community pharmacy and other providers in Southland and Otago.

To subscribe or to provide feedback or submissions, please email communications@wellsouth.org.nz Thank you.

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Changes to WellSouth Senior Leadership Team

We want to share some recent changes to the WellSouth senior leadership team that will help us to better support general practices and other community providers and the people and communities we all care for.

Some highlights include ... Dr Carol Atmore has accepted an expanded role as Clinical Director, Stuart Barson joins as the Locality Advisor, and Peter Ellison is taking on an expanded equity role as Pou Oraka Matua – Director of Hauora Māori and Equity. More detail in the attached letter and org chart from WellSouth CEO Andrew Swanson-Dobbs. Your feedback is always welcomed!

[Changes to Leadership Team Letter](#)
[Senior Leadership Team Structure](#)

How are we doing? WellSouth Improvement Survey

A reminder that we are seeking your ideas and feedback to help us improve our service. We want to know what you think about how we support practices and deliver services, along with any other feedback you have about how we can improve.

Survey link: <https://www.surveymonkey.com/r/BD3GTHM>

Responses received by **Friday 2nd September** will go in the draw for a morning tea shout.

CT Head for Headache

On behalf of Radiology, Te Whatu Ora-Southern:

A reminder that this pathway is for CT head in the context of headache with concerning features in adults; patients whom you would have previously referred to neurology for investigation.

There have been a number of requests outside this and we are currently completing an initial audit and will update you all with the results and changes maybe made to the pathway following this also.

Any questions please email nicola.garthwaite@southerndhb.govt.nz GP Liaison for Radiology

Wait time for X-ray reporting

We would like to inform you of a situation that most if not all Radiology referrers will be aware of, which is that there are ongoing delays to reporting. The main areas of concern are plain films outsourced for reporting by our external provider. There are a number of overdue reports in other modalities also.

We appreciate this is of concern to patients and to referrers who are waiting on examination reports, some quite overdue. We are in daily contact with our supplier and have expressed concern and disappointment in the current situation. We will be following the matter up to ensure this risk is managed in the future.

The reasons for the decreased turn around time are several –

- Hospitals are sending higher volumes of examinations for external reporting due to illness among their workforce(s)
- The provider's capacity has been put under strain by illness among their own workforce
- Supply chain issues have prevented the provider from onboarding additional staff as they have been unable to obtain the necessary reporting equipment.

The supplier has increased the amount of FTE reporting our work and has been able to get some reporting equipment to boost their overall capacity and they advise that the backlog of overdue reports should start to decrease from mid August.

If you have an overdue report that you are particularly concerned about, please do bring it to Radiology's attention and we will do our best to expedite reporting as soon as possible.

COVID19 Care in the Community

We are coming across claims in the portal for initial assessments requiring review due to "patient has already had initial assessment", this can be due to being seen at another practice or incorrectly claimed, therefore the claim will be rejected.

Please see below the business rules for claiming for an initial assessment:

Initial Assessment:

- Initial assessment can be undertaken by any member of the general practice team
- Practices must check 3CM prior to making a claim to ensure an initial assessment has not already been claimed for by another provider. When this occurs the later claim will be declined. If an initial review already exists in 3CM, practice should claim for a regular review
- A care plan is agreed based on the patient's clinical condition and risk factors. People may be placed on either an active clinical management or a self-management pathway

** Most regular reviews are intended to be undertaken during standard work hours (weekdays) with weekend reviews based on clinical need.*

COVID19 Assessment

Please remember to tick the "COVID Reinfection" box when claiming for assessment when the patient is reinfected. We are also coming across a lot of claims where the COVID Reinfection tick box hasn't been ticked therefore the claim gets rejected.

Assessment Type [View MoH Guidelines](#)

Initial Assessment - Standard

Provider Type

GP

COVID-19 Reinfection

AstraZeneca availability in NZ ends 04 September

Reminder that the last day that the AstraZeneca COVID-19 vaccine is available to patients is **04 September**. Novavax continues to be available as a non-mRNA alternative. Claiming will be available through until the end of September.

Workforce Development and Training

Training and Education 2023 Survey.

We are reviewing what Training and Education opportunities we would like to offer General Practice

staff in 2023 and we would love to have your input and thoughts via the following survey link: <https://www.surveymonkey.com/r/Z77J598>

Upcoming Training and Education

Please review our upcoming Training and Education courses. For course dates and registration please [click here](#).

More Workforce Development opportunities available on the [WellSouth web site](#).

GPNZ - COVID19 Care in the Community Webinar

GPNZ will hold their Care in the Community update webinar for primary care next week.
Wednesday, 31 August, 7.30 pm - 8.30 pm.

Invitations to register will be sent out later this week with details on topics and speakers, but for now please keep this time free in your diaries.



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