



Weekly Fax

Wednesday 3rd March, 2010

Please distribute to GPs and staff in your practice

CUSTOMER SERVICE IN GENERAL PRACTICE WORKSHOP REMINDER

- Tuesday 16th March at 7pm at the Sydney Adventist Hospital
- This workshop is full and now has a waiting list
- If you are no longer able to attend, **please notify your apology** to Robi Greaves by email robi@gpnn.org.au or phone **9477 8700**, to allow a participant from the waiting list to attend
- GPNN appreciates receiving notification of apologies at least one week prior to all event dates

MIND THE GAP - EDUCATION WORKSHOP REMINDER

- **March 30th 7pm** - A mental health comorbidity workshop held at MGSM, North Ryde
- To register please contact **Robi Greaves** by email robi@gpnn.org.au or phone **9477 8700**

FAMILY CARE MEDICAL SERVICES

- Family Care Medical Services provide after hours home visiting services.
- Family Care would like to advise general practices that they have **changed their switch phone number to 13 SICK (13 7425)**
- If your practice utilises Family Care Medical Services you will soon receive updated front door stickers and flyers with the new contact number, so you can update your after hours information
- The old switch phone number is being re-directed and will be in operation for the next 7 months
- For more information contact **Beth Wakefield**, Family Care Medical Services on **9410 3944**

"OPTIMISING MANAGEMENT OF TYPE 2 DIABETES" and "REVIEW OF PROTON PUMP INHIBITOR (PPI) PRESCRIBING"

NPS Clinical e-Audits help GPs to:

- Keep up to date with a clear summary of current guideline recommendations
- Reflect on immediate individualised feedback for each patient
- Compare practice with peers
- Review improvements in current practice
- Take 3-4 hours to complete

Clinical e-Audits:

- Are recognised by the Quality Prescribing Initiative of the Practice Incentives Program
- Earn Continuing Professional Development points in the 2008-2010 triennium, from the RACGP QA&CPD Program — 40 points (Category 1) and ACRRM PD Program — 30 points (extended skills)
- If you have any queries about either of these activities and/or those available for the upcoming QPI cycle, please call **NPS Facilitators, Sandra Collins or Kim Kindler** on **9477 8700**

SUPERVISED GP CLINICAL ATTACHMENTS

- Sydney Adventist Hospital is currently offering Supervised GP Clinical Attachments in Cardiac, Cancer, Palliative Medicine, Orthopaedics and Urology specialties.
- Individualised learning experiences are offered in Urodynamics, Cardiac Cath Lab, Operating Theatres, Radiology, MDTs and patient ward rounds.
- Clinical attachments are generally two 5 hour days and obtain 40 CPD points in Category 1.
- For more information or to schedule Supervised GP Clinical Attachment at SAH please ring **Marilyn Algeo**, Medical Liaison **9487 9408** or marilyn.algeo@sah.org.au

GP AND PRACTICE TEAM SAFETY

- The RACGP has developed a guide titled 'General Practice - a safe place: tips and tools' which covers topics such as how to:
 - create a safe physical environment
 - flag the files of patients with a history of violent behaviour within a practice
 - assertively clinically manage patients at risk of violent behaviour
 - work with other services to reduce the future risk of violence
 - support the general practice team after experiences of violence
- There are also accompanying resources including A3, A4 or A5 posters for the waiting room, an education module and medico-legal fact sheets from Milstein & Associates Lawyers and Consultants
- To access these resources visit the RACGP website at www.racgp.org.au/gpsafeplace or contact your **Practice Support Officer** on **9477 8700**