

1. Mindfulness-based Stress Reduction (MBSR) Training pilot study

Update: Referrals still needed!

This pilot project is ongoing and needing more referrals! One group has been through the 8-week programme and the second one is about to finish. Feedback from the first group included this statement:

“My attitude has changed considerably, now I think oh, OK, just going through a bad patch. It’s not the total extent of my experience - will pass through it and come out the other side.”

MBSR is a group-based programme that promotes good self-management skills and self-responsibility for health. Based upon the University of Massachusetts Hospital MBSR programme, the approach has an increasing evidence base. Outcomes include improved self-management and coping skills, and improvement in some medical markers of health in chronic health problems. This is the first study of its type in New Zealand and is supported by the Waikato Medical Research Foundation. The researchers are Clinical Psychologists from the DHB and The Psychology Centre. The programme is free to participants, so is a great opportunity for referral for patients with chronic health problems. The study originally targeted those who have difficulties managing pain, Heart Disease, Diabetes and Graves Disease. However, participants with other chronic health problems may also be accepted.

If you have clients with a chronic health problem whom you would like to refer please contact the Lead Investigator, Philippa Thomas, by phoning The Psychology Centre at (07) 834 1520. Flyers and detailed information leaflets for both referrers and potential participants are available from Philippa or The Psychology Centre’s Administrator, Lyn Walsh.

2. Getting the best for women referred for TOP

A recent audit has revealed some potential to improve referral information, preoperative management and patient understanding prior to TOPs. To assist in providing a safer and more streamlined service for patients your assistance would be appreciated with the following

- Please send copies of all relevant laboratory results **with** the referral. It is worth waiting until you have these and attaching to the referral form. Copies directly from the laboratories to the service often fail to connect up with the referral form.

- All procedures are carried out under local anaesthetic with sedation, but many patients arrive expecting a general anaesthetic. It would be greatly appreciated if the referrer would ensure that the patient is clear about the difference.
- From time to time women arrive on the day of operation with a laboratory identified but untreated infection. Your assistance to ensure these infections are treated well before operation is appreciated.

Information leaflets designed to inform and prepare the patient for the procedure are available from Yvonne Robertson, Booking Co-ordinator 0800 328271

3. Outpatient appointment duplication

Often there is the need to refer a particular patient to more than one outpatient service. However, the specialist services have noted that patients are sometimes being referred to more than one clinic for fundamentally the same problem, sometimes with identical referral letters and sometimes to the same specialist in both the private and public services. This can result in the patient being seen unnecessarily in the second clinic when the problem has already been addressed by the first, potentially wasting appointments and leading to confusion for the patients that can result in them failing to attend appointments.

If you are referring an individual patient to more than one clinic please note this on the referral letter so that unnecessary subsequent appointments can be cancelled if the problem has been completely addressed at the first clinic attendance.

When a patient presents with a complex or undifferentiated medical problem it can be difficult to know to which sub-speciality the referral should be directed. In these situations please feel free to refer to the general medical clinic

4. ACC numbers

Missing ACC numbers create the same challenges and frustrations for the secondary services as for GPs. The Emergency Department, in particular, are very grateful when they receive ACC numbers with referrals where the referrer has already completed an ACC45, for obvious administrative reasons, as well as for patient convenience. For their part the Emergency Department will reciprocate, by including ACC numbers on discharge summaries, if the ACC claim has been initiated in ED.

VOTE FOR FLUORIDATION 😊

Clinic	Category	Waiting Time
Audiology	Children 9-32 mths	2 months
	Under 17 years	2-3 months
	Children's hearing aids	4 weeks
	Adult diagnostic tests	4 months
	Adult hearing aids	6 months
	Central auditory processing test	12 months
Breast Care	Urgent	3 weeks
	Semi-urgent *BCC Imaging	10-12 months 2 weeks
Cardiac Surgery	Urgent	1-3 weeks
	Semi-urgent	3-6 weeks
Cardiology	Urgent	1-2 months
	Semi-urgent	2-9 months
	Routine	9-12 months
Colposcopy	Invasive	Within 7 days
	High grade	4 weeks
	Low grade Non cervical	26 weeks + 26 weeks +
Dental	Urgent	24 hours
	Semi-urgent	3 weeks
	Routine	2 months
Dermatology (1) Fax urgent referrals to 07 839 8670	Urgent	24 hours
	Semi-urgent	6 weeks
	Routine	6 months
Paediatric Dermatology		7 months
Hands		2 months
Dermatology Lesion Clinic	Urgent	24 hours
	Routine	6 months
Diabetes Consultant (2)	Urgent	3-4 months
	Semi-urgent	5-6 months
	Routine	6 months +
Diabetes Nurse Educator	Urgent	Within 7 days
	Semi-urgent	Within 6 weeks
Endocrinology	Urgent	1-2 months
	Semi-urgent	2-6 months
	Routine	9-12 months
Endoscopy/Colonoscopy Medical	Urgent	4-6 weeks
	Semi-Urgent	4-6 weeks
Surgical	Urgent	4-6 weeks
	Semi-urgent	24 months
ENT	Urgent	1-3 weeks
	Semi-urgent (children)	Up to 6 months
	Semi-urgent (adults)	Up to 8 months
Gastro-enterology	Urgent	2-4 weeks
	Semi-urgent	2-6 weeks
General Medicine	Urgent	1-2 weeks
	Semi-urgent	2-4 weeks
	Routine	2-3 months
General Surgery	Urgent	1-4 weeks
	Semi urgent	3-5 months
Gynaecology	Urgent	2 weeks
	Semi-urgent	3 months
	Routine	6-7 months
Haematology	Urgent	2-8 weeks
	Semi-urgent	6-4 weeks
	Routine	4-10 months
	DVT	4 months
Maxillo-facial	Urgent	Within 24 hours
	Semi-urgent	Within 3 weeks
	Routine	3 months
Neurology	Urgent	1-3 months
	Semi-urgent	3-10 months
	EMG urgent	1-4 months
	Routine	4-6 months
	EEG urgent routine	2-8 weeks 2-6 months

Clinic	Category	Waiting Time
Oncology and Medical	Priority 1	1-2 days
	Priority 2	5-10 working days
	Priority 3	25-35 working days
Radiation	Priority 1	1-2 days
	Priority 2	5-10 working days
	Priority 3	15-25 working days
Ophthalmology	Urgent	1 month
	Urgent laser	1-3 weeks
	Semi-urgent – Children	6 months
	Semi-urgent – Adults	11 months
	Semi-urgent (diabetic) Minor Operation Clinic	1 month 12 months
Orthopaedic	General	Under 6 months
	Back pain	Up to 8 months
	Paediatrics	Up to 7 months
	Paediatric Gait Clinic	1-4 weeks
Paediatric Medicine	Urgent	2-3 weeks
	Semi-urgent	2 months
	Routine	2-3 months
Paediatric Surgical	Urgent	1 week
	Semi-urgent	Within 2 weeks
	Routine	3 weeks
Pain clinic	Urgent	Up to 3 months
	Semi-urgent	Up to 5 months
	Routine	6 months
Physiotherapy	General musculoskeletal	5 days (urgent) 6-8 weeks (routine) 2-3 weeks
	Respiratory	4 weeks
	Rheumatology	2 days (urgent)
	Women's Health	2-3 weeks (routine)
Plastics (1) Fax immediate/acute referrals to 07 839 8670	Urgent	2 weeks
	Semi-urgent	4 months
	Routine	6 months +
Plastics Lesion clinic	Urgent	2 weeks
	Semi-urgent	4 months
	Routine	6 months +
Rehabilitation	Day Clinic	1-3 weeks
Renal	Urgent	1-4 weeks
	Semi-urgent	2-4 months
	Routine	4-6 months
Respiratory	Urgent	1-4 weeks
	Semi-urgent	1-2 months
	Routine	4-6 months
Rheumatology (3)	Urgent	1-4 weeks
	Semi-urgent	1-2 months
	Routine	2-4 months
Thyroid	Urgent	2-4 weeks
	Semi-Urgent	4 months
	Routine	4-6 months
Ultrasound	Urgent	2 weeks
	Semi-urgent	7-8 months
	Routine	12-15 months
Urology		Within 2 months
Vascular	Urgent	1-4 weeks
Vascular Surgery	Urgent	1-4 weeks
	Semi-urgent	2-4 months
	Routine	4-6 months
Adult Mental Health Waiting Times		
Community mental health team	Crisis referrals	Within 24 hours
	Non-crisis/routine	Within 10 days

- 1 Immediate & urgent dermatology/plastics cases must be discussed with the specialist or registrar to allow appropriate prioritisation.
- 2 All urgent diabetes referrals can be seen on the same day.
- 3 All urgent rheumatology cases should be discussed with the rheumatologist.
- 4 Carotid studies are now being done by the vascular laboratory.
- 5 OPHTHALMOLOGY – PLEASE NOTE FAXED REFERRALS ARE NOT ACCEPTED UNLESS THE PATIENT IS ACUTE AND YOU HAVE DISCUSSED THE CASE WITH THE REGISTRAR. ON YOUR ACUTE FAX REFERRAL PLEASE ADVISE THE NAME OF THE DOCTOR WITH WHOM YOU DISCUSSED THE CASE.

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