

1. Waikato Radiology Reporting Audit

Radiology at Waikato Hospital would like to thank all those who attended the recent Waikato Postgraduate Medicine CME evening conducted by the service. The service especially appreciated the opportunity for open feedback from its referral base.

As agreed at the meeting, Radiology undertook to audit 2 of the larger practices in Hamilton to get a more accurate picture of the average turn around time of reports from date of examination to receipt of result. All referrals over a 1-month period were included: a total of 86 requests. Results were as follows:

	Hamilton East	Glenview
Results received the same day	23%	10%
Results received within 2 days	60%	49%
Results received within 4 days	80%	75%
Average time in calendar days	2.28	2.85

NB: results exclude those from Breastcare Services as these are required to undergo a "dual read" process which does result in a longer turn around time.

A timeframe of less than 2 days for receipt of results for the majority of patients, and an overall average of less than 3 days, represents a substantial improvement on the historic position and is a reflection of a focus on improving performance within the service. The audit revealed reasons for longer delays for a very small number of patients, which have been addressed.

Radiology would like to acknowledge and thank both practices for the time involved.

In addition, please note that all Waikato Hospital radiology referrals should be sent / faxed to the Radiology Department and not to the new Referral Co-ordination Centre.

2. Referral Letter Information

Our hospital specialist colleagues rely on the information you provide in referral letters to decide how urgently a patient needs to be seen. Therefore it is important to including **all** relevant information on referral letters to ensure that your patient will be assigned the appropriate priority. Missing information may result in delays for your patients.

Thank you for ensuring that referrals include a good history, relevant past history, an accurate list of medications, relevant social history, examination findings and investigation results. It is also important to clearly state the reason for referral. It is worth noting that imported detail from electronic notes can be difficult to interpret at times unless appropriately edited.

3. Audiology Referral Guidelines

To assist GPs making referrals the audiology service has published a set of referral guidelines. They and the paediatricians would particularly like to encourage immediate referral of any child with suspected hearing

loss, behavioural problems or developmental delay. The guideline also contains contact details for the Hearing Association and information on access to hearing aids, as well as the response time you should expect from the service for some specific patient groups. Check out the guidelines at www.waikatodhb.govt.nz/GP under referral guidelines.

4. Antimicrobial Handbook – New Edition Available

A new edition of the Waikato DHB Antimicrobial Handbook has recently been produced. Recommendations made in this handbook are intended for use by practitioners working within the hospital setting. However, GPs may find this information useful in some situations. This handbook can be accessed from the Waikato DHB website through the GP direct page at www.waikatodhb.govt.nz/GP under primary care management guidelines and associated information.

5. GP Notification of Deceased Patients

It is important that GP are notified when any of their patients die while in hospital, so that the GP can support their family in the community. A process is in place at Waikato Hospital that should facilitate notification of the GP. A single death certificate book for the hospital is located at the main enquiry desk and all doctors need to go there to complete death certificates. Doctors have been asked to contact the deceased's GP when possible, but as a back up to this the information desk clerk always informs the practice within 1 working day.

Please advise me of the details of any occasions when this process has not worked so that any gaps can be identified.

6. Welcome to..

Janice Wong, full-time general physician (respiratory medicine and specialist medical cover at Tokoroa). Janice has worked at Waikato DHB intermittently since 1997, initially as a house officer and later as a senior registrar in 2004. After working at North Shore Hospital Auckland as a general and respiratory physician for 2 years, Janice says she is glad to be back in the Waikato.

Dean Kilfoyle, neurologist, who is here until March 2007

7. Farewell and Thank You to..

Zac Moaveni, who has recently qualified as a plastic surgeon with a special interest in clefts, maxillofacial surgery and head and neck cancer. He is undertaking a prestigious fellowship in cleft surgery in Taiwan for 6-12 months after which he will be returning to us.

Phil Puckeridge, vascular surgeon, who is returning to his hometown of Adelaide.

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	1 month
	*BCC Imaging	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	26 weeks +
	Non cervical	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
Dermatology Lesion Clinic	Urgent	7 days
	Semi-urgent	4 weeks
	Routine	6 months
Diabetes Consultant (2)	Urgent	1-3 months
	Semi-urgent	3-5 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
	Urgent	4-6 weeks
	Semi-urgent	24 months
ENT	Urgent	1-6 weeks
	Semi-urgent (children)	4-5 months
	Semi-urgent (adults)	6 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	1-5 months
Gynaecology	Urgent	2-4 weeks
	Semi-urgent	6 months
	Routine	6 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	2-8 weeks
	routine	2-6 months
Neurosurgery	Urgent	Within 1 month
	Semi-urgent	Within 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		50-60 working days	
Ophthalmology	Urgent	within 1 month	
	Urgent laser	1-3 weeks	
	Semi-urgent – Children	within 6 months	
	Semi-urgent – Adults	6 months	
	Minor Operation Clinic	1 month	
		within 6 months	
Orthopaedic	General – Urgent	1-6 weeks	
	Semi-urgent	Up to 3 months	
	Routine	Up to 6 months	
	Paediatrics – Urgent	1-6 weeks	
	Semi-urgent	Up to 4 months	
	Routine	Up to 6 months	
	Paediatric Gait Clinic	1-6 weeks	
Paediatric Medicine	Urgent	3-4 weeks	
	Semi-urgent	2 months	
	Routine	3 months	
Paediatric Surgical	Urgent	1-2 weeks	
	Semi-urgent	Within 2 weeks	
	Routine	3-4 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 (Physio Only)	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	1-2 weeks	
	Semi-urgent	1-3 months	
	Routine	3-6 months	
Urology		Within 2 months	
Vascular	Urgent	1-4 weeks	
	Semi-urgent	2-4 months	
	Routine	4-6 months	
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.

Linda Rademaker, GP Liaison - Telephone 07 839 8899 ext 6795, Fax 07 839 8810, Mobile 021 549 790

Email rademakl@waikatodhb.govt.nz

September 2006