

# Alfred Health GP News

## Welcome to the December edition of Alfred Health GP news.

Wishing you and your families a happy and safe festive season, and all the very best for the New Year. We look forward to working with you again in 2019.

Contact us for any queries on  
9076 2620, or email us at [gp.liaison@alfred.org.au](mailto:gp.liaison@alfred.org.au)

### **GPs Matter Survey**

Communication between Alfred Health and GPs is vitally important in ensuring co-ordinated patient care. The GP Matters Survey has provided a valuable insight into GPs' attitudes to their interactions with Alfred Health. There has been a general improvement in satisfaction with communication from Alfred Health since previous surveys, particularly in the medication list and format of discharge communication. However, there is potential for improvement in the timeliness of discharge summaries, outpatient clinical correspondence, notification of patient deaths and in access to results of investigations, particularly after patients attend Emergency.

A big thank you to all those who took the time to complete our Alfred Health GPs Matter survey - we really appreciate your feedback, and will continue to work to improve all aspects of communication with GPs, and in particular timely discharge summaries, outpatient letters and easier access to investigation results.

### **Relocation of outpatient clinics**

Due to pipe works being undertaken at The Alfred Centre, some outpatient clinics will be relocating between December 21<sup>st</sup> and April 2019. Patients will be guided to the location of their appointment when they arrive at The Alfred, but outpatient services will otherwise be continuing as usual.

### **Iron infusions**

Please note that iron transfusions can be arranged by **faxing a referral directly to 9076 5013** (phone referral is not required however if you wish to speak with someone you may call 0428 626 183). Please ensure that the **Hb, iron studies and the patient's weight** is included in your referral.

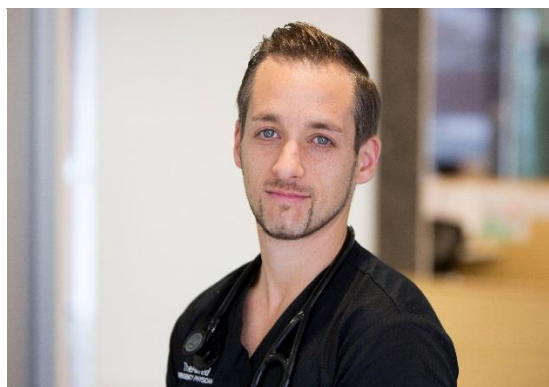
## Emergency tips

If you have a patient with a missed spontaneous abortion or other non-critical early pregnancy related conditions and need assistance with ongoing management, please refer them to The Women's at Sandringham. Referrals can be made either by faxing a referral to the Women's Access Centre on 8345 3036, accessing [The Women's Maternity referral page](#) or calling the O+G registrar via switch on 9076 1000.

Dr Rohan Laging, Specialist Emergency Physician, is your Emergency Department representative for Alfred and Sandringham Hospitals.

Together with the GP Liaison team, he is planning site visits for 2019.

**If you would like to be involved in having Rohan visit your practice, please contact the GP Liaison team on 9076 2620 or via email [gp.liaison@alfred.org.au](mailto:gp.liaison@alfred.org.au).**



## General Cardiology Clinic at Caulfield Hospital

Dr Roshan Prakash has now commenced a General Cardiology Clinic at Caulfield Hospital. The clinic is a bulk-billed specialist service supported by the Alfred Hospital Heart Centre.

Timely appointments are available for patients with a variety of cardiac conditions including chest pain syndromes, valvular heart disease, heart failure, arrhythmias (AF, SVT, palpitations), post-MI, and post-cardiac surgery patients.

General Cardiology clinic at Caulfield Hospital is held fortnightly on alternate Monday mornings. To refer, fax a referral to 9076 6435, or go to [The Alfred Cardiology](#) webpage.

## Alfred Health Carer Service

The Alfred Health Carer Service program supports families after diagnosis of dementia. This service links families with the supports they need, when they need it.

Health professionals telephone families on a regular basis to see how they are coping and offer assistance with:

1. Understanding the changes and progression of the disease
2. Planning for the future
3. Navigating the service system
4. Rights and entitlements
5. Maintaining quality of life

For more information about the service and how to refer please call 1800 052 222 or 9076 6111. Please also find attached to this email a flyer for this service.

**GPs are invited to attend Grand Rounds at The Alfred**

There will be no Grand Rounds for the month of December.

**GP Liaison Service at Alfred Health – we're here to help!**



Our GP Liaison team –Tracey O’Connell, Amelia Matlock, Dr Josie Samers and Lucy Bassett – are here to assist you in navigating Alfred Health. Whether it’s a missing discharge summary, assistance with getting an outpatient appointment or suggestions on how we can do things better, we are here to help. Our office is attended from Monday to Friday; phone 9076 2620 or email us [gp.liaison@alfred.org.au](mailto:gp.liaison@alfred.org.au).

We welcome your suggestions and feedback.

*If you do not wish to receive this newsletter please email us at [gp.liaison@alfred.org.au](mailto:gp.liaison@alfred.org.au).*