A GUIDE FOR WARD STAFF

It is the philosophy of Whitiora Diabetes Service of Counties Manukau DHB that patients are best cared for in a primary setting with support from secondary service.

The Whitiora service comprises Diabetes Nurse Specialists, Diabetes Consultants, Dietitian, Health Psychologist and Community Liaison.

We presently have an integrated care arrangement with many South Auckland and Franklin practices, whereby a Diabetes Nurse will visit a practice, make note of their needs, wishes and expectations and correct any misinformation. They will also develop relationships with GPs, Practice Nurses and allied practice staff, and find out what their needs are and how it fits with Whitiora’s service philosophy.

Nurses will mentor practice staff and do virtual reviews. They are able to provide CME for all staff and will encourage practice to have at least a current up to date register of all diabetes patients.

Whitiora will encourage commitment to complete a free annual GET CHECKED visit for each patient and to check patient eligibility for enrolment in a CCM programme or CAREPLUS if control is optimal.

Diabetes Service will see the following patients at outreach clinics:

- Patients who have severe hypoglycaemia
- Newly Diagnosed Type 1 patients
- Type 1 and 2 especially those with persistent poor control of disease despite optimisation of medications and lifestyle advice
- Uncontrolled hypertension and lipids
- Patients with end organ damage
- Renal Impairment
- Proteinuria

RESOURCES OFFERED

We offer Group Education for patients (and their whanau) for newly diagnosed diabetics or those who feel they may benefit from a refresher course.

We also offer Health Professional updates for IN HOUSE Staff. Please see Sally Morgan DNS who can be contacted via the hospital page.

PHOs also offer group SME (Self Management Education) sessions and those patients can be referred to SME via their GP. The SME Facilitators for each PHO are:

- **MANGERE HEALTH TRUST**: PAM WILLIAMS - 09 255 0618 FAX 09 2550614
- **THO**: SANGEETA - 09 274 3414 FAX 09 274 0676
- **EAST HEALTH**: JEAN MCQUEEN - 09 576 3820 FAX 09 576 3822
- **PEOPLES CENTRE**: AUDREY DAVISON - 09 267 6331 FAX 267 6422
- **PROCARE**: PROCARE TEAM LEADER - 09 2621480 FAX 09 262 1484

CMDHB also have a Maori and Pacific SME Facilitator who will take referrals:

- **PACIFIC**: PULALOA FATUPAITO - 021 221 7735
- **MAAORI**: RICHARD S COOPER - 021 596 630

A Maori Men’s Support Group is also available through Richard S. Cooper (contact above), which meets monthly for a meal and a discussion on healthy eating.

We run an Adolescent clinic in collaboration with Youth Health (ie 15 years upwards). Primary care has the ultimate relationship with these young adults with secondary support.

**DIABETES HOSPITAL SERVICES**

If you require a Diabetes Nurse in the Hospital please page 8095/8330 or the Registrar on 9017.

It is not advised to phone WHITIORA DIABETES on ext. 8006, as the office is often unattended. If you choose to phone and leave a message, it will be responded to but perhaps not as quickly as you might wish. Please use the pagers when possible.

Fax your Referrals to ext. 8093 / 092760093 or directly to Manukau SuperClinic 3600. If you wish to speak to the Schedulers who make the outreach appointments:

Please phone Kalo on ext. 3823 or Jill on ext. 3825

Diabetes Midwives are contactable on ext. 8189

Please be aware that all referrals are triaged by Drs. Brandon Orr-Walker (Clinical Head), Ajith Dissanayke and John Baker.

Also be aware that we work in collaboration with other specialties such as COPD, CVD, CHF, GOUT and RENAL.