

Changes to our team

Introducing **Kate Gard**, our new Primary Care Assistant. Kate joined us in July, and we are glad to have her on the team!



Spring allergies...

Spring is the time of year when pollen release is at its height—this can spell trouble for people who are prone to airborne allergies.



What is hay fever?

It is an inappropriate immune response to an allergen, when the allergen comes into contact with the sensitive, moist lining in your nose and sinuses. The most common triggers are pollen, dust mites, pet and mould allergies. Seasonal hay fever is usually triggered by pollen. Early spring symptoms point to tree pollen, while late spring and summer point to grass and weed pollens.

Symptoms can include watery discharge from the nose; stuffy nose; breathing through the mouth; snoring; bouts of sneezing; headaches; and a feeling over the pressure over the sinus area.

How is it treated?

This depends upon the severity of your symptoms. Mild symptoms can be treated with over the counter medications, such as anti-histamines or eyedrops.

When is it time to seek medical help?

Consult your doctor when your symptoms last for more than four days a week, last more than one month a year, and affect your quality of life and other medical conditions.

Source: www.healthyfood.co.nz

When we are closed

Please contact:

Wellington Accident & Urgent Medical Centre
17 Adelaide Rd
Newtown
Wellington (04) 384-4944
Open every day **8am-11pm**



Or 11pm-8am
Wellington Hospital Emergency Dept
Riddiford St
Newtown
Wellington

Or



We are now on ... Facebook.

This is another way we plan to keep in touch with patients & let you know what is happening at NMC. Please "LIKE" our page.



Fees Increase

From 1 September 2017 our fees will be changing to:

<i>Under 13 years</i>	<i>Free</i>
<i>13-17 years</i>	<i>\$37.00</i>
<i>18-24 years</i>	<i>\$47.00</i>
<i>25 years and older</i>	<i>\$55.00</i>

We have decided to reduce the fees for the 18-24 year old patients as they are often still at school, university, or in entry level employment.

We appreciate that financial hardship can be a barrier to accessing health care. Please talk to us if this is the case for you. We are happy to accept regular automatic payments towards your medical fees, and can ensure that you are receiving all of the possible funding that you are eligible for.

What does a Primary Care Assistant do in the practice?

We have a team of three PCAs who support our clinical team. They have responsibility for a number of tasks that our nurses used to do, eg contacting patients for some recalls; chasing up letters and results from hospital clinics; ordering supplies; the restocking of rooms; linen management; giving smoking brief advice to patients; sending out our welcome packs to new patients and mums of new babies; etc.

It is a recently established role in NZ and is continually evolving. They are an integral part of our team and we are looking forward to expanding their role as training modules are completed.

Patient Portal (ManageMyHealth)...

We have over 20% of our patients now using the Patient Portal for many services, including:

- requesting repeat prescriptions
- booking non-urgent appointments
- accessing their test results



Log in to ManageMyHealth and **manage** your health online in your own time

at a time that is convenient for them. We liken it to internet banking, but for your health! Charges do apply for services provided via the portal, but it might save you the time and cost of a full visit.

If you are yet to register, and are aged 16 years or older, you can find more information on the home page of our website (<https://newlandsmedical.co.nz/>), or talk to one of our team. It is a fairly painless process—you just need to have an individual email address (a gmail or a yahoo email address is fine).

Please ask one of our team for a registration form.

A couple of things to note:

- ◆ If you are entering a “Reason for your appointment” when you book via the portal please be mindful that the practice team as a whole may see your note (it displays in the appointment book). Please be careful about what you enter if the appointment is for a sensitive matter.
- ◆ If you no longer require an appointment that you have booked online please remember to cancel it, either via MMH or by phoning the practice.
- ◆ To book an appointment for a patient aged under 16 years, it is OK to book it in your name and enter the child’s name in the “Reason for appointment” field. Our receptionists will ensure the correct patient is on our appointment screen when you arrive.

Cannot make your appointment?

We have noticed an increase in patients not arriving for their appointments. We appreciate that sometimes delays are unavoidable, and we are grateful to those of you who call us to let us know you are running late, stuck in traffic, etc. However, there are a growing number of patients who do not let us know that they do not need their appointment. This is disappointing as it means that we are unable to offer the appointment to another patient.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Please be advised that we appreciate at least 2 hours notice if you do not need your appointment. There may be a full or part charge if you repeatedly fail to arrive for appointments without advising us.

Ensuring you have enough time in your appointment...

To allow our clinical staff to give each person the time that they need, and to help us do our best to run to time, we ask that you make one appointment per patient. It can cause stress and delays if we are asked to fit multiple family members into a single appointment (even if they are all coming to see us about the same ailment).

Thank you for your co-operation regarding this.

Giving us your feedback...

We welcome your feedback, whether it is about something that has impressed you or if it is an area that you think we need to improve on. There are a number of ways you can do this—via the Contact Us page on our website; in the Comments box at reception; through the “Happy or Not” terminal as you leave the practice; or by asking to speak with our Practice Manager, Nurse Manager, or Office Team Leader.

