

Changes within our team...

We have recently welcomed a new member of our nursing team. **Julia** is an experienced practice nurse and we are thrilled to have her working with us.

On 12th October we say farewell to **Dr Tony Jenks** who is leaving to take up an opportunity at an inner city practice. We wish him all the best for his new venture.

Also in October **Dr Julia Hudson** heads off on parental leave for 6 months or so. We look forward to having her back with us next year and wish her well for the new addition to her family.

With two doctors heading off, and others with pre-planned leave, we have three locum GPs joining us temporarily between October and December. They are **Drs Peter Sherrington, Howard Livingston, and Anne O'Connor**. Thank you in advance for your understanding if you are unable to get an appointment exactly when you would prefer, or if you are offered an appointment with a doctor that you are unfamiliar with.

In December **Dr Elton Nguy** joins us permanently, and in January **Dr Mathanki Vivekananda** joins us.

Please be reassured that our triage system ensures people who medically need to be seen are given appointments, and we ask that you plan ahead for non-urgent appointments, eg your regular reviews.

Dr Tim McKenzie...

Sadly we advise that Tim died on 10 July 2018, peacefully and surrounded by his family. Tim was a much-loved family man, colleague, friend and GP. We would like to thank you for your kind words and the support given to our team over what has been a difficult year since his diagnosis. He will be missed greatly by us all.



Health kiosk...



At the entrance to the nursing area we have a kiosk that you are welcome to use to determine your height, weight, and blood pressure.

We suggest that the first time you use it you ask our receptionists to see if one of our Primary Care Assistants is available to help you. This will ensure correct usage and accurate results. Your results can then be entered by them into your medical record.

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.



Updating your smoking status and getting advice

The Ministry of Health require us to update the data on our patients' smoking status, and to provide advice re quitting, once a year.

Some of you may feel that we are constantly contacting you to update these details, and have stopped replying to us. If you could please respond to our messages or texts then we won't have to bother you as often.

Interior painting...

We are currently planning the repainting of some of our interior. We will endeavour to keep disruption to a minimum but please do not hesitate to let one of our team know if you are affected by the work.



Travel advice and vaccinations...

We have introduced a new streamlined service for travel advice and vaccinations. The aim is to ensure that we are able to meet your requirements effectively and efficiently.

For any travel vaccinations it is necessary to have an appointment with your GP.

On our website you will find a Travel Information page in the Services menu. There you will find forms to complete and return before your appointment, and advice on the process. This will also be available at our reception desk.



Travel Vaccines

Online booking...

If you are not registered for the patient portal you now have the ability to book non-urgent appointments with your GP via this icon on the Home page of our website.



Please **ONLY** book appointments with your **usual** GP. We may contact you to reschedule any appointments made with other GPs.

Cryotherapy with Liquid Nitrogen...

We offer this service to our patients for the treatment of warts, etc. To cover the cost of the Liquid Nitrogen supplies the fees are:

Under 13 year olds \$10.00

13 years and older \$25.00

Please note : These fees apply whether the treatment is done by a nurse or by a GP within a consultation.

Healthcare Home Update...

We are now in our third year of this project—the joint partnership between Capital and Coast DHB and our Primary Health Organisation, Tu Ora Compass Health. It has been quite a journey.

We have an increased variety of allied health colleagues working with us from our rooms; we are offering some services (such as IV antibiotics) that were previously only available in the hospital; our team are working with an expanded scope of practice and more closely with community colleagues, such as district nurses; our acute appointment need is being more effectively managed; patients can now check in via the arrival kiosk or measure their own height, weight etc via the health kiosk; and we are offering more proactive planned care (eg our Year of Care plans).

The project has had benefits for both patients and our team. In our third year we will focus on consolidating the improvements and ensuring that they are sustainable.

We welcome your feedback on any of our new initiatives—don't hesitate to get in touch via the Contact Us page of our website or the Comments box at reception.

Lab tests for non-residents...

Laboratory investigations (even if we take the sample here) are only funded for patients who are NZ residents.

If you are not a NZ resident please do not be offended if we ask you to take the sample to the laboratory yourself so that they can advise you of the cost and receipt your payment.

If your residency status has changed please advise our receptionist so that we can ensure your information here is accurate.

Circumstances change...



We need to be able to reach you in a timely manner.

Please remember to update your contact details with us whenever you move; change phone numbers; change email providers, etc.

Please check the information we have for you with our receptionists next time you are in.

Thank You.