

## Welcome...

...to our new team member **Tammy** who joined us as a receptionist in January.

We welcomed **Dr Elysia Tan** to our team in February. A brief bio on Elysia can be found on our website.

We also have **Dr Blake Henley** with us as a GP Registrar until late July.

We unexpectedly farewelled **Dr Anne O'Connor** in January due to a family illness. We wish her all the best. We have a new GP starting in late March who will share the care of Anne's patients with Elysia.



## Continuity of care...

Why do we ask you to see the same GP? Why do we ask you to request your prescriptions early so your usual GP can prepare them?



It is called continuity of care and is best practice. By seeing the same GP you build a relationship with them over time. They get to know you and can more readily identify if something has changed for you since they saw you last. This is especially important if you suffer from any long-term conditions, including mental health concerns. If you have a relationship with your GP you may feel more likely to open up and discuss your thoughts and feelings. The GP, if they have known you for a while, may also be able to spot changes in your physical or mental health.

We appreciate that many of our GPs are not in the practice every day. Encouraging continuity of care doesn't mean you cannot see another GP for an acute illness. Of course you can, and should, contact us for acute care. We also appreciate that our GP team has changed over the past 12 months and some of you will not yet have met your new GP.

So, how can you help us with continuity of care?

1. Book in advance for your regular, routine appointments (eg annual check up, regular long-term condition reviews, etc).
2. Select your usual GP when booking appointments through the patient portal.
3. Request repeat prescriptions for regular medications two weeks before you are due to run out.

## Flu vaccinations available soon...

You will be able to have your annual flu vaccination from Monday 3rd April 2023 (as long as our stock arrives).

As in previous years, the vaccination will be free for some patients with eligible medical conditions, who are pregnant, or who are over the age of 65 years. A charge will apply to all other patients.

As soon as we are ready to accept bookings we will let you know. Please keep an eye out on our Facebook page and website for more information.



## When we are closed

Your options are:

### 8am-8pm

Wellington Accident & Urgent Medical Centre

17 Adelaide Rd, Newtown, Wellington (04) 384-4944

Open every day.

No appointment needed.

Their fees apply.



### 8pm-8am

Healthline

0800 611 116

(for free phone advice)



Practice Plus

www.practiceplus.nz

For virtual appointments.

Their fees apply.



Wellington Hospital Emergency Dept

Riddiford St, Newtown, Wellington

(Urgent acute care only)

## Find us 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.



## MyIndici

To register for our patient portal please email us to request the registration link.

(newlands@newlandsmedical.co.nz)

## Masks...

It remains mandatory to wear a mask when visiting us.



We do have a limited supply of masks available so if you do have one in your car remember to pop it on before coming to see us.

Thank you for your continued co-operation.



## Continuous Quality Improvement Project...

Last year we undertook a quality improvement project to help those patients with diabetes and higher than ideal blood sugars.

This involved our Doctors and Diabetes Nurses working with over 100 patients. Most saw marked improvements in their blood sugars (ie HBA1C <64).

We are really pleased with the outcome and are planning to continue this initiative with some improvements this year. We will put a graph of the outcomes on the waiting room notice board.

If you would like more information about Diabetes, or help with managing your Diabetes, please call our nurses 04 478-9858.



## Covid vaccine clinics...



We continue to encourage you to keep up to date with your Covid vaccinations.

We hold a weekly clinic for patients aged 12 years+, usually on a Friday morning, and booking an appointment can be made with our receptionists.

Please do not hesitate to call us if you need to check which dose, or Booster dose, you may need.

## Covid funding reduced...



The funding that we receive for providing care to Covid patients in our respiratory clinic has been reduced.

We therefore wish to advise that, in the majority of cases, a consultation fee will apply for your Covid-related appointments unless you meet the new eligibility criteria.

## Teaching practice...

We are proud to be a teaching practice, supporting future doctors and nurses. Throughout the year we host students from the Wellington campuses of the Otago Medical School, Whitireia Polytechnic and Massey University. You will be asked for your consent if we have a student here. Please feel free to say "no" if you would rather that they not observe your consultation.



## When can you expect to hear from us?...

**Test results** ...we will contact you when we receive your results. This may be by letter, text, a comment on your test result within the patient portal (MyIndici), or phone. Depending upon the type of test you are having this may be up to ten days but we can generally give you an indication when ordering the test. If you haven't heard from us within the timeframe given to you, please phone us and ask for a nurse to call you.

**Please note:** Most lab test requests are now electronic—no need for the paper form—just go to any branch of the laboratory and show some ID.

Addresses for branches of the lab can be found at [www.wellingtonscl.co.nz/collection-centres/](http://www.wellingtonscl.co.nz/collection-centres/)  
Locally, there is one upstairs above Johnsonville Medical Centre on Moorefield Rd, Johnsonville

**Referral to other services or specialists...** sometimes you will need to be referred to another health service for advice or treatment. These external providers require detailed information and your GP will often complete the referral letter outside of your appointment. When you are discussing follow up care with your GP please ask about a realistic timeframe for completion of the referral letter and whether there will be any additional cost.

**Please note:** we have no influence over when an external provider will see you—they are independent of us and prioritise their own appointment bookings. If it is a private specialist you can usually phone them to see when their next available appointment is or how long their waitlist is.



## **Bexsero...protection against Meningococcal B...**

From 1st March 2023 the vaccine Bexsero will be added to the childhood immunisation schedule at the 3 month, 5 month and 12 month immunisations. This vaccine protects children from Meningococcal B, which is a bacterial infection that can cause meningitis and blood poisoning.

We will also be running a catch up programme for children aged between 1 and 5 years. We will contact caregivers during the next few months.

Young people aged 13 to 25 years going in to group living situations, eg halls of residence, will also be eligible for free Bexsero vaccines. Please contact us if you think this could be someone in your whanau.



## **Multiple things to discuss with your GP....**

Our standard appointments are 15 minutes long which can usually cover one or two items for discussion. If you have more to discuss please book an extended appointment (extra charges apply). If you have only booked a single appointment, and we cannot safely discuss all of your items, you will be asked to make another appointment. Thank you for your assistance in helping us to manage our workload and wait times.

## **Your feedback...**

We welcome your feedback—both positive and constructive.

You can do so via our website ([newlandsmedical.co.nz](http://newlandsmedical.co.nz)), by emailing the practice ([newlands@newlandsmedical.co.nz](mailto:newlands@newlandsmedical.co.nz)), or in person.

Your feedback reinforces what we are doing well and helps us re-examine our processes etc when it doesn't. Thank you for taking the time to let us know how we are doing.



**Are you experiencing – or possibly experiencing - perimenopause?**

**Want to learn about this phase of life and the ways that people move through it?**

**Come online to the Perimenopause & Menopause Group**



**Facilitated by Health Improvement Practitioners**

**Online, over four evenings. You will need to be able to attend all four.**

**Wed 15 March, 22 March, 29 March, 5 April 2023, 7:00pm – 8:30pm**

This group is open to patients of Newlands Medical Centre, Johnsonville Medical Centre, and Thorndon Medical Centre only. It is free to attend!

Spaces are limited so [please register beforehand](#)

To register visit <https://bit.ly/perimengroup> or scan the QR code

For more info, ask to be contacted by the Health Improvement Practitioner at your medical centre.

