

**Hello & welcome**

... to **Nikita** who joined us as a medical receptionist. We are glad to have you on the team.

...to **Dr Helen Ker**, our GP registrar. Helen is with us for the first 6 months of 2024.

## Equity module...

We take pride in our mission statement *"To provide quality Primary Health Services seeking to reduce inequalities"*.



As part of our commitment to improving equity in general practice we are currently working through an Equity module as part of our accreditation with the Royal NZ College of GPs.

Some of the things we are doing are:

- Increasing the diversity and skills of our team so that we have greater capacity to provide services and improve patient's access to health services, eg our two Nurse Prescribers that we profiled in our last newsletter
- Staff training, including a Te Reo pronunciation workshop and an introduction to Māori Health
- Improving our ethnicity data collection processes to ensure they reflect best practice standards
- Monitoring health performance data to ensure those patients most at risk are being seen and their health outcomes are improving

We welcome any suggestions that you may have on ways that we can continue our work in this area. Please feel free to talk to one of our team.

## If you have flu-like symptoms...

Even though we have returned the portacabin we are continuing to see patients with flu-like symptoms separately to reduce the risk of infection to our team and to other patients. The nurses will continue to assess you over the phone. Depending on the severity of your symptoms you will either be given an afternoon appointment in the respiratory clinic or you may be asked to wait in your car until the GP comes to get you.

## New Covid-19 vaccine...

There is a new Covid-19 vaccine coming that will provide improved protection against some of the newer strains of the virus.



We will be ordering in supplies and offering this from late March. Please watch our website and Facebook for more information.

## Flu vaccinations...

These will **be available in April** for the 2024 flu season. Please keep an eye on our website and Facebook page over the next few weeks for information about the date that they will be available, clinics, etc.



## When we are closed...

Your options are:

### Wellington Accident & Urgent Medical Centre

17 Adelaide Rd, Newtown, Wellington (04) 384-4944  
Open every day 8am—9pm.  
No appointment needed.  
Their fees apply.



### Practice Plus

www.practiceplus.nz

For virtual appointments  
weekday evenings until 10pm and week-ends/public holidays 8am to 8pm. Their fees apply.



### Wellington Hospital Emergency Dept

Riddiford St, Newtown, Wellington  
(Urgent acute care only)

### Healthline

0800 611 116

(for free phone advice)

Available 24 hours / 7 days.



## 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)

If you are already registered please check that you are using version 2.0 of the app.



## 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.



## Newlands College clinic...

We are pleased to offer an onsite clinic for students on Thursday mornings with Keri, one of our nurse prescribers. For more information, or to book an appointment, please email [kingham@newlands.school.nz](mailto:kingham@newlands.school.nz) or the students can use the booking slips at school (as they do for appointments with the guidance counsellor).



## Annual check ups...

Autumn is a good time of year to book that annual check up for review of your ongoing medical conditions and your medications. Once the winter busy-ness gets underway it becomes more difficult for you to get an appointment at a time that suits you. Thanks for helping us manage our workflow by booking these routine appointments now.

## Neighbours Day 2024...

A free community event was held at our local Newlands marae, Ngā Hau e Whā o Paparāangi, on Saturday 16th March 2024.

The theme for Neighbours Day 2024 was "Growing Together".

It was great to see so many people come along on a beautiful sunny Newlands afternoon and enjoy the activities, displays, light refreshments and hāngī meals.

40 people took us up on the free blood pressure checks and three lucky folk won prizes (2 x gym memberships thanks to City Fitness and a first aid kit).

If you missed it this year keep an eye out for the event in 2025.

"NEWLANDS COMMUNITY NEIGHBOURS DAY "

2024

GROWING TOGETHER - HEI WHAKATIPU KOTAHİ

NEIGHBOURS  
AOTEAROA

SHARING. GROWING. CELEBRATING.

"A FREE COMMUNITY EVENT"

## Communicating with as many patients as effectively as possible...

There are times when we have messages and updates that we need to let you know about, eg when flu vaccines are available etc. We try to use a variety of communication methods to effectively get the message out there. These include posts on our Facebook page, posts on our website, as well as bulk text messaging or MyIndici portal messaging.

We acknowledge that not everyone may find every message relevant and we do our best not to spam you. Where we can, we send the messages to targeted groups of patients but occasionally, and especially if time critical, we just need to get the message out. We ask that you simply disregard the messaging if it doesn't apply to you. There is no need to call to let us know the message isn't relevant to you.

We do our best to find the balance when it comes to keeping you informed. Thank you for your understanding.



## Are your details up to date?...

There are times when we need to get in touch so it is important that we have current contact information for you.

For privacy reasons it is important we have your personal information, ie not work phone numbers or emails, as the primary contacts.

If you have had any changes to address, phone numbers, email etc please let our reception team know so that we can update your records.



## Feedback...

We welcome your feedback—both constructive and complimentary. You can talk to any of our team, send us an email to [newlands@newlandsmedical.co.nz](mailto:newlands@newlandsmedical.co.nz), or use the Contact page on our website. We appreciate the opportunity to discuss your feedback with you.



## ***Some general reminders/updates so that we all know what to expect...***

### **Multiple concerns to discuss at your appointment?...**

Our standard appointments are 15 minutes long. If you have multiple issues to discuss with your doctor please book a double appointment to ensure you have enough time. These longer appointments incur an extra charge. However, it saves you having to come back for another appointment (which we will ask you to do if the doctor cannot cover everything in the appointment you have booked) and assists us to stay to time for the patients booked in after you.



### **Smoking status...**

Our health agencies continue to ask us to collect the smoking status, and update it every 5 years, for all patients aged 15 years and over. Thank you for providing this whenever we ask so that we keep the information up-to-date.

### **Requesting verification of identity...**

Please do not be offended if we ask to see a form of identification if you are requesting health information from us, eg copy of your notes, copy of childrens' immunisation records, etc. Your health information is sensitive and we take our responsibility to protect it seriously.



### **Referral letters...**

There will be times when we need to send you to another provider for further investigations or treatment.

Hospitals and specialists are requiring more detailed and comprehensive referral letters, and these take time to prepare. Otherwise they are rejecting the referral and returning it to us which could result in delays to your treatment.



On occasion your doctor may be able to do this as part of your consultation, if time allows, or they may do it afterwards. Depending upon the complexity there may be an additional charge for preparing the letter. Whenever possible, for ongoing health concerns, it is always best to see your usual doctor for referrals.

### **Feel free to book ahead...**

If you have an ongoing medical condition, and need to be seen regularly, we recommend that you book your next appointment ahead of time. Feel free to book your next appointment as you are leaving your current one. This ensures that you can be seen by your usual GP, who is familiar with your condition, medications, treatment plan, etc. This is known as continuity of care.

Of course, if you become acutely unwell and your usual GP is not in clinic on that day, our nurses will assess you and book you in with one of our other GPs if needed.

As we head into the busier winter months we thought it was timely to remind you that you are always welcome to book ahead.



### **Payment for our services...**

Thank you to those patients who pay their invoices promptly. We do appreciate that, at times, you may experience financial stress. We are keen to work with you in these times to find a repayment arrangement that works for us all. Regular weekly or fortnightly repayments are one way that many patients manage their medical costs and we are happy to accept these. Please give us a call to talk your options through.



Unless an arrangement has been made we expect payment at the time of service. We accept Eftpos, Cash, Visa or Mastercard, internet banking, and payment via Stripe on the MyIndici patient portal.

Invoices that remain unpaid will incur an overdue account fee and may be referred for collection action if you have not discussed your situation with us. To avoid this unpleasant action please engage with us so that we can help.

You should always expect there to be a fee for our services unless we have advised you that it is covered by available funding, eg ACC, maternity, etc. This includes requests for advice where there is no appointment made, eg if you ask your GP to telephone you, or if you send an email or MyIndici message, asking for advice.

### **Onsite clinics...**

Johnsonville Physiotherapy, our Massage Therapist, and our Health Improvement Practitioners all have clinics here at NMC. For more information please see our website [www.newlandsmmedical.co.nz](http://www.newlandsmmedical.co.nz) or talk to our team.