

Dr Sarah Dalziel Dr Neil Poskitt Dr Andrew McMenamin Dr Sally Hoskins Dr Robyn Parker Dr Ron Vail

### Practice News



Believe it or not **Christmas is only 2 months away!** Te Ngae Medical Centre will be closed for the statutory days of Christmas and New Year. If you are on a benefit, or have 3 monthly medication reviews, repeat prescriptions—please plan ahead and book your appointment in advance. If you have regular blood tests (i.e., INR), please ensure these are done in time for us to get the results to you before the statutory holidays.



We are quite excited, **Dr Rachel Lynskey is returning to work at TNMC.** Rachel first joined us as a Registrar in 2013. We look forward to Rachel joining us in November and she will be with us for around 11 months helping to cover Doctors annual leave.



**Community Spirit**—is the new tab on our website. Now that we are well settled into our new building the staff decided it was time to start supporting our community more. We invited Gina & Elmer Pfeiffer from LoveSoup to come along and talk to us all—and we liked what they were doing for those in the community who need a bit of extra help. TNMC support by providing fuel vouchers and the team last night cooked and served the meal for those that came along. We look forward to doing that again.



Don't forget we are now on Facebook. To find us, search Te Ngae Medical Centre and 'like' us on our Facebook page. We update regularly with latest practice and medical news.



Free Wifi, you can stay connected while in the medical centre's waiting area. Join the "TNMC Guest" channel. The password changes regularly so ask one of our receptionists for the current password.

### Urgent Clinic

**Walk-in clinic every morning for urgent medical conditions or accidents**

**Monday to Friday  
8.30 — 11.00am  
No appointment necessary**



### Drivers Licence

Needing a medical assessment for your drivers Licence?

Please ensure when making your appointment that you tell the staff what it is for. You will need to be seen by a nurse first and then preferably your own Doctor, or a Doctor who knows you well.

### Advance Care plans

One of our initiatives over the last 18 months was the development of our Advance Care Plan which has been designed for our older patients to help them plan to live well in the time they have left. We encourage that they take home this document and discuss it with family while they are still healthy and in a position to make clear and informed choices. This is what we term as being a 'living' document, you may change it at anytime. Although it is a serious topic it isn't one we should be afraid of discussing. A copy is also sent up to medical records at the hospital, so that if you are ever admitted, they have on file your wishes.

In the August Listener magazine, there was a letter to the Editor from a lady living in the Manawatu who had been given one by the nurse at her GP practice "*...I bought the paperwork home with no pressure to complete it until I knew what I wanted to say. I reflected on how I wanted to be involved in the decision making— prior and during the end of my life. Thinking about and then completing the three-page document was a liberating experience..... Completing the plan has given the power back to me to have my voice heard...*" Gillian Wheeler, Ashhurst Manawatu

### Not able to make your appointment?

As we all know, it can be difficult getting an appointment sometimes—nothing is more frustrating than when we then have a number of people who do not turn up. Please phone the clinic to advise if you are unable to make your booked appointment, we often have a wait list and your appointment is valued. Charges may apply if you have not told us in advance that you are unable to attend.

### Diabetic Review

All our patients with diagnosed diabetes are entitled to a free 30 minute nurse appointment each year. It is very important for all people with diabetes to have an annual check up with one of our nurses. The nurses cover a wide range of related issues that your Doctor does not cover.

Once you have had your blood test, ring the practice and arrange to have your diabetic review. This will include; a review of your blood results, advice on keeping your HBA1c results to below the recommended 55mmol and the associated risks if it goes higher, checking your feet (for sensation and pulses), diet and exercise education, photo screening (have you had your eyes checked in the last 2 years). They are also able to refer you if required, to the diabetic dieticians and educators who come to our rooms once a month. If you use a caresens machine, please bring that along to your appointment and the nurse will be able to download the information.

Our nurses are here to support and help you to manage this disease. Please tell reception when

### Westpac Rotorua Business Excellence Awards 2016

We decided to enter these awards this year as we believe we have come a long way over the last 4 years. We fully admit to not getting it right all the time and meeting the needs of our patients is not always easy. However, as our patients—your healthcare and getting it right is very much our priority. We were thrilled to have made it through to the finals in the two categories entered. All staff are attending the gala dinner on Saturday evening where we will learn how we have done. Fingers crossed!