

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

This month we celebrate with Dr Andrew Mcmenamin as he celebrates 30 years in his role of General Practitioner



Andrew has been a trained General Practitioner for thirty years this month. He returned to Rotorua in 1984 and in 1986 did his GP registrar training at Owhata Surgery, Rotorua Hospital and Rotorua South Medical Centre where he first met some of his current patients who have now known him 31 years. In 1987 after his Obstetrics and Gynaecology training he took over Dr Vaughan Leigh's practice and stayed at Rotorua South / Westend until joining with Te Ngae Medical Centre in 2004. Practice has certainly changed since then; he no longer delivers babies and is pleased that he is no longer on call twice a week and every few weekends. In those days there were no mobile phones and he had to always let the Hospital switchboard operator know whenever he went anywhere so that he could be contacted for a delivery. He helped lead the introduction of computerisation in General Practice and his current interests include aviation medicine and patient safety.

Opening hours over Christmas



Over the Christmas and New Year period we will be closed as usual on the weekends and for the statutory days; Monday 25th and Tuesday 26th December and then Monday 1st and Tuesday 2nd January.

For the week between Xmas and New Year, we will be open our usual hours with an urgent, drop in clinic operating all day and only limited booked consultations.

Te Ngae Pharmacy will be closed the Statutory day of the 25th and 26th December and 1st and 2nd January. They will be open for that last minute shopping on Saturday 23rd and Sunday 30th December, from 9am—1pm.

Laboratory hours over the Christmas and New Year break

There will NO LABORATORY SERVICE AT TE NGAE MEDICAL CENTRE on Thursday 28th and Friday 29th December. The clinic at Haupapa Street will be open over this period.

Normal service will resume on Wednesday 3rd January 2017. Anyone is able to access this service, you do not need to be a patient of Te Ngae Medical Centre.

Community Spirit

LoveSoup: Thank you to those who have placed donations in our receptions donation box. It is lovely to be able to catch up with Elmer and Gina each month and pass in your donations in the form of petrol vouchers.

Eastside Mokoia Community Association We will be starting our pre-Christmas food bank again soon. All food donated goes to local families that need a little bit of help over this period.

Accession—our new patient portal

We are very excited here at Te Ngae Medical to finally able to offer our patients access to our new patient portal called **ACCESSION**.

- At any time of the day you can look online and see when your Dr is available. Feeling sick at night? Have a look and book an appointment—you don't have to wait until the rooms open and potentially miss out.
- Need another prescription for your usual medication? See exactly what you are on, tick the box, click on 'Add to Refill Request', and we can generate it ready for you to collect.
- Want to look at your results? Your Dr will have already had a look and may have made an annotation for you to read
- Check when you are next due for a cervical smear, flu vaccination or a regular blood test (this last care plan is still in the planning stage and will be activated in the New Year)

We fully appreciate that this is not for everyone, but there are some great advantages for our patients and we encourage you to give it a go.

If you have problems logging on, accessing information, or would like some help in navigating your way around the portal, our staff are more than happy to help out.

National Anaesthesia Day was on October 16th

With people aged 65 and over now making up 30 per cent of New Zealand hospital admissions, a new information campaign is advising patients that ageing can make them more sensitive to anaesthetic drugs, more likely to develop complications and infections, and they can take longer to recover from operations. Some things to think about and discuss with your GP if you have any questions:

- Older patients are more likely to be taking medications, some of which may react with anaesthetic drugs, or they may have medical conditions such as high blood pressure, heart, kidney or liver disease and diabetes.
- The older you are, the more likely you are to suffer from post-operative confusion.
- An operation may not be the only option and the decision not to operate may in fact reflect the best possible care in some cases.
- Help yourself by preparing for your operation: such as stopping smoking, normalising your weight, improving your fitness and making sure you eat well

Patient fees

At Te Ngae Medical Centre we are very conscious of the cost to our patients and the barrier fees can impose when needing medical advice.

At present there are two different levels of funding available to Primary Care; one is called Very Low Cost Access (VLCA). To receive VLCA funding there is an application process to the Ministry of Health based on the percentage of high needs patients enrolled in the practice – the practice needs to have more than 50% high needs patients to qualify, and Te Ngae Medical does not meet this requirement. This is why it is significantly cheaper to attend some practices in town than others. The inequity of this model of funding is that at a VLCA practice, anyone, regardless of income or need, receives the same amount of subsidised healthcare, while those of low-come and high needs who are enrolled at a non-VLCA practice, are not eligible for additional subsidised support.

It has been indicated that the new Government may look at addressing this inequity and that additional funding may be based around the Community Services Card (CSC). Our administration team will be asking you if you have a CSC when you next visit. We would like to see the funding follow the patient so that everyone is able to attend their local GP and receive a level of subsidised healthcare that would enable them to seek medical advice as needed. So watch this space!