

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

## Practice news



In August we welcomed a new nurse to the practice, Chucky Pablo. Chucky has spent many years working in ED and has already proven to be a great asset to our nursing team.

With the arrival of Chucky we have initiated a new nurse position to assist the Dr's. You may find when a Dr is running behind schedule, that one of the nurses may see you first.

They will also be checking to see if all your immunisations, smears, CVD risk etc., are up to date.



In October we will be saying goodbye to Dr Rachel Lynskey, for a little while anyway as Rachel is due to have a baby in November.

Meanwhile Dr Ron Vail and his wife Heather greeted their first grand child, earlier this month, a healthy baby boy by the name of Cooper. Congratulations from the Te Ngae team!

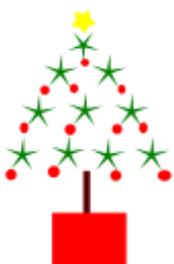
**Urgent Clinic**—Monday to Friday from 8.30—11.00am. This is a walk-in and wait for those who are unable to see their own Dr on the day but are medically unwell and need to be seen. The Urgent clinic is not suitable for those wanting forms completed, 3 monthly reviews etc.

**Accession**—our patient portal has been operating for over 12 months now. Book your own appointments, look up your results, order repeat scripts - all from the comfort of your own home and in your own time. Not enrolled? Please contact the admin team on 345 6627

## National Bowel Screening Programme delayed in coming to Rotorua

The National Bowel Screening Programme was due to start in the Rotorua area in September. However we have been advised that the initiation date has now been postponed. We will endeavour to keep you posted of any changes.

## Christmas is now three months away



Believe it or not, Christmas is but three months away. **Te Ngae Medical Centre will be closed on the statutory days of Tuesday 25th December, Wednesday 26th December and Tuesday 1st and Wednesday 2nd of January.** We will have a limited service available on the days we are open during this time.

December is always a very busy month for the practice and we although we cater by having additional appointments available, if your three monthly review is due in December or if you are going away and may require additional medication, we ask that you plan in advance and not leave it until the last minute.

## It is not too late for your influenza vaccination



We will have influenza vaccinations in stock until the end of December, so if you are thinking of travelling overseas or are pregnant—we still recommend that you make an appointment to have your vaccination with one of our nurses.

We have recently seen an increase in Influenza A in the community, unfortunately this year's flu vaccine does not immunise you against this.

## The month of October

October is Breast Cancer Awareness month. We encourage all women aged 45—69 to have a regular mammogram. BreastScreen Aotearoa funds all women within this age group to have a free mammogram every two years. You should receive an invitation to enroll from our staff during the month that you turn 45 years. If you aren't yet enrolled, please contact the practice and we will organize it for you.

We were delighted to receive a certificate in July from BreastScreen Aotearoa who after an audit, identified that Te Ngae Medical had achieved over and above the 70% national screening target.

## Potential changes to funding

The Government has indicated that there will be changes to funding come December this year. Those patients who have a Community Service Card and their dependants, will be eligible for additional subsidised funding when visiting their doctor or a nurse. This means it will be cheaper to see your doctor. We have information at our front desk regarding eligibility and will endeavour to keep you informed as we learn more.

## Invoices, Statements and Payments

Payment is expected on the day of consultation here at Te Ngae Medical Centre. Invoices are also incurred for patient requested repeat prescriptions, referral letters that have been written outside of the consultation and some patient requested paperwork. In the past we have sent out statements at the end of each month as a reminder to those with outstanding accounts.

With the increase in postage and the administration time required generating and posting these accounts, we will no longer send out end of month statements.

As with all other goods and services that we receive in our daily lives (at the supermarket, when visiting your accountant or lawyer), an invoice is incurred for the work done on your behalf and we kindly request payment within a timely manner.

## Community Spirit

**LoveSoup:** Thank you to those who have placed donations in our reception 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. Te Ngae Medical and our patients have been supporting LoveSoup for over 2 years now.

**Eastside Mokoia Community Association** are holding a food donation drive, we have a collection box in the Surgery and all non-perishable food items and warm clothing is appreciated.