

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

### Practice news

Our lovely registrar , Dr Susana Flores, will be leaving Te Ngae Medical Centre in the middle of November . We have enjoyed her wonderful attitude and constant smile. She is always there to help anyone and everyone . Nothing was a problem . We wish her all the best for her future medical career .

### Changing your registered doctor

At Te Ngae Medical our doctors work together as a team . We do try , wherever possible , to book you in with your chosen registered doctor. But this is not always possible at short notice and especially during busy times .So if you cannot see your registered doctor on the day you want and decide to see another doctor , you can be assured that both doctors will work collaboratively to ensure continuity of your care . It is still the ultimate responsibility of your registered doctor to maintain this continuity of care .



As Dr Andrew McMenamin has had to reduce his consult hours by half it has been difficult for some patients to book an appointment with him when they have wanted one . We strongly suggest that ,if you have found another doctor you are happy to see and feel comfortable with , you should then consider changing from Andrew to this doctor. This new doctor will then become your registered/ principal doctor , and may also be more available for appointments with you .

If you are interested in doing this please let the front desk know either by phone or when you are next at the practice . The doctors do not mind if patients want to move to another doctor within the medical centre . As mentioned above they work together as a team to give you the best of care .



### Repeat Prescriptions

To order a repeat prescription, have your medication packaging in front of you and phone 073456627, select extension 2. Follow the instructions and read the names and dosages from your packages.

Alternatively you may wish to email our nurses on [tengaenurses@raphs.co.nz](mailto:tengaenurses@raphs.co.nz), or order online through Accession ( patient portal) . (Please note you are unable to chose a pharmacy when going through the portal , and need to pick up from the practice )

It is important that repeat medication is reviewed by a clinician and you will be required to attend for regular medication reviews.

If we have a query we will call you, otherwise your prescription will be ready for collection at the practice or faxed to your designated pharmacy within three days of you calling us. If your prescription request is urgent please tell the nurses when you call/email. There is a charge for repeat prescriptions and urgent and/or faxed prescriptions will incur an additional fee.

Urgent requests if requested before 11.00am will be ready by 3pm, otherwise they will be ready the following morning.

## Urgent /Walk in Clinic

- Please be aware this clinic is for your **one urgent problem only**
- **There will usually be a wait** . We have one doctor and nurse working as fast as they can. But each patient will still need , on average, 15 minute consult . So the waiting time can easily get to be over an hour .
- If you have a problem and you are not sure if it is an urgent/same day problem please ring and **talk to our phone nurse first** . She will be able to advise you .



## Community

**LoveSoup:** Thank you to those who have placed donations in our front desk donation box. Once a month we pass on your donation and a donation from the practice in the form of petrol vouchers. Te Ngae Medical and our patients have been supporting LoveSoup for over 3 years now.

## Pathlab

Ali and Jane are the phlebotomists who have been resident here at Te Ngae Medical Centre for the last 6 years. They are here very weekday morning between 8.00am and 12.00 midday, Ali on Monday—Wednesday and Jane on Thursday and Friday. You don't need to be patient of Te Ngae Medical, anyone is welcome to come in, and have their blood test done.



## Nursing and Vaccine updates

- **CERVICAL SCREENING** : Change to screening age from November 2019. Screening will then start from 25 years onwards., instead of 21 years. You can book with one of our nurses.
- **WHOOPING COUGH** : Reminder to pregnant women: For maximal pertussis antibody transfer and protection of the newborn , administration of the Boostrix vaccine is recommended from 16 weeks of pregnancy and preferably within the second trimester.
- **MENINGOCOCCAL DISEASE** can cause death or permanent disability, such as deafness. It can affect anyone – but it's more common in children under the age of 5, teenagers, and young adults. Students in their first year of tertiary education living in student accommodation may also be at higher risk. Can be passed through : by coughing or sneezing (by droplet spread) ,by kissing ,by sharing eating or drinking utensils, toothbrushes, pacifiers. Ask a nurse or GP about the vaccines that are available which protect against different groups of meningococcal disease. They are not funded but available for purchase at medical centres .
- Finally as you will know by now **MEASLES** is very infectious. The symptoms of measles include:

***Fever , cough , runny nose, sore and watery 'pink eyes', and a rash.***

If you've got any of these symptoms, or someone you know has, please ring Healthline on freephone 0800 611 116 or call the medical centre. It's really important you stay home, but if you do come into the doctor, please phone us before visiting, as we can help you avoid the waiting room so you don't infect other patients.

- Quit smoking with one of our nurse is free to enrolled patients.