



Doctors: Neil Poskitt, Sally Hoskins, Andrew McMenamain, Robyn Parker, Ron Vail, Sarah Dalziel

July Newsletter

Staff News

Unfortunately we are saying good bye to Ann, one of our amazing registered nurses. She has been with us for the last six years and been an awesome part of the team. We do wish her well for the future and thank you for all your hard work at Te Ngae. Debbie has now joined the nursing team and enjoying her new role, and looking forward to meeting our patients soon.

We are also saying goodbye to Dr. Asrih Arif, our GP Registrar who will be returning to study at the end of July. He has been a great addition to the team and we wish him well for the future.

Fee Increase

Due to the steadily rising costs to the business, and to ensure we provide the best possible service with these costs, the practice will be increasing consult prices from Monday 19th July 2021 to:

| Age | Consult Rate | |
|---------------|--------------|-------------|
| | With CSC | Without CSC |
| 0-13 years | \$0.00 | \$0.00 |
| 14 - 17 years | \$13.00 | \$29.00 |
| 18 - 24 years | \$19.50 | \$40.00 |
| 25 - 64 years | \$19.50 | \$42.00 |
| 65 years + | \$19.50 | \$40.00 |

Respiratory Syncytial Virus (RSV)

Respiratory syncytial virus (RSV) is a very common virus in the winter and spring months and we are currently seeing an outbreak of this in many communities in New Zealand. It is one of many viruses that cause infections of the respiratory tract. It is spread by droplets from an infected person who coughs, sneezes or talks, and also from touching infected surfaces. Children often catch RSV at school or day-care. They can take it home to their baby brothers

and sisters who can get very sick from RSV. Almost all children get an RSV infection by the time they are 2 years old. Most older children have symptoms similar to a common cold. But, babies and very young children can get very sick, and need to go to hospital. In this age group, RSV can also cause bronchiolitis and pneumonia.

The symptoms of RSV infection include the usual symptoms of a cold – cough, runny nose, sneezing and fever. Young children may also develop wheezing and difficulty breathing, loss of appetite and feeding difficulties, being irritable and reduced activity.

You should see your family doctor or go to an after-hours medical centre urgently if your baby or young child is unwell and has any of the following: Under 3 months old; breathing fast; has noisy breathing and is having to use extra effort to breathe; looks pale and unwell; is taking less than half of their normal feeds; is vomiting; has not had a wet nappy for more than 6 hours.

You should also see a doctor if you are worried about your baby or young child.

Urgent Clinic

Just a reminder we have an urgent clinic every morning between 8.30am – 12pm. This is no longer a walk in clinic, so please ensure you phone the practice on 07 345 6627 if you need to be seen the same day. It is also important to let us know before you arrive if you have any of the following symptoms: cough or sore throat; loss of breath; head cold or fever; loss of smell or taste or vomiting.

Accession & Aero App

We have now gone live with our own Aero app, which gives patients the ability to manage their health care on the go. Through this app, patients can book appointments, order repeat prescriptions, message our clinical staff and we are delighted to introduce your care plan as part of this app. This will allow you to see your personal care plan and get reminders when an appointment is needed or completed. This will be going live in next few weeks so please keep an eye out for this.

Just a reminder, the Aero app is a mobile version of Accession so if you change anything through Accession, it will reflect in your Aero app. This may be a good time to ensure we have the right details for you, and if it does need changing you can also do this through Accession, or alternatively phone the administration team to update. If you are wanting access to Aero, please email us at tengaeadmin@raphs.org.nz for instructions.

Te Ngae Road Works Update

There are still traffic delays through the Te Ngae roundabout so please allow extra time when planning your appointment. NZTA are planning to place traffic lights in the second week of the school holidays which will change what is currently in place however please be patient in next few weeks as it is likely to have lane closures, additional signage and speed limits for this to happen. If you are held up, please give reception a call to advise us so we can plan accordingly.