



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

March 2022 Newsletter

Omicron Update

With the spread of Omicron in our community, and phase 3 now in place for New Zealand, the practice has been putting procedures and strategies in place to ensure we provide the best services and care for our patients. We would like to communicate a few things we have put into place for the coming months through this Omicron outbreak.

COVID Vaccinations

We have now got a number of staff who are trained to offer COVID vaccinations and boosters to our patients. If you are interested in receiving this through the practice, please contact the admin team on 07 345 6627. We do believe vaccinations are the best defense against the spread of COVID, however if you would like to discuss this in more detail, please contact us.

Appointment Availability

Due to staff challenges and managing increased spread of positive COVID cases in the local community there may be a time when the doctor you are enrolled with is unavailable. This may happen in advance, or on the day. In this case, we will contact you as soon as we know and work out a plan with you. If we have another doctor available we will change your appointment time, or alternatively we will discuss other options with you. We do ask for your understanding and flexibility if this happens, as our resources may be a little less than usual and we may need to prioritise appointments. Please be assured though, we will always be able to offer care and support to our patients and this is our top priority. Please consider if virtual consults will work for you and phone as usual to book this.

If you have questions about COVID we have a dedicated nurse you can speak to. Please ask administration to put you through if you would like to chat. After hours, Health Line is the number to phone: 0800 611 116.

RAT testing

Regarding availability of RAT tests. At this point, the Ministry of Health guidelines are patients are required to still access these through testing sites in the region. Our closest one is at Copthorne Hotel with the entrance to this on Ward St. We will let patients know as soon as we can when we are able to offer this to our patients.

Now we are in phase 3, the focus is on individual responsibility, so any RAT test taken will need to be uploaded to My COVID Health. If you need help completing this, there is a great resource at this link: <https://www.youtube.com/watch?v=yGifSro0rf4>

Practice News

Staffing

We welcome a new Associate Doctor to the practice, Dr Emma McCallum who has officially joined us last month. She was a Registrar with us recently, and we are delighted she has joined our team. We are also delighted to welcome Dr Holly Wilson, our current Registrar. She will be with us through to August this year and is looking forward to meeting our patients soon.

Aero and Accession

We have recently upgraded these services due to an increase in security settings needed. As a result, all patients will need to re-register with the practice for login details. We do apologise for the inconvenience, however if you do have any questions or concerns, please do not hesitate to contact us. We currently do not have the ability to book appointments through this app due to the Omicron outbreak, but will let you know when this function is turned on again.

Public Holidays

We are closed on the following days: Good Friday, Friday 15th April, and Easter Monday, Monday 18th April. We are also closed on Monday 25th April for ANZAC Day. Please ensure you put your prescription requests in plenty of time, and while doing so ensure we have the pharmacy of your choice as we now send them on your behalf at no extra cost.

We have a Patient Information guide for COVID 19 and a list of resources and links. If you would like us to send this to you please contact us, alternatively it is downloadable from our website. <https://tengaemical.co.nz/>