



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

## May Newsletter

### **Aero and Accession**

We have reopened the ability to book appointments through our online portal. Our standard appointments are 15 minute consults, so if you would like a longer appointment or needing a specific type, i.e. minor surgery, driver's license, pilot medicals, diabetic annual review, smears, ear syringes or 6-week immunisation, please phone the practice on 07 345 6627. We do also ask when using this service, you book your consult with the GP you are enrolled with.

### **Quality Improvement**

To ensure we are continually offering the best services to our patients, we often hold focus groups within the practice to ensure any ideas, issues or new guidelines are discussed on a regular basis. If you would like to know more or have any questions, please do not hesitate to contact the Practice Manager on [chris.fyfe@raphs.org.nz](mailto:chris.fyfe@raphs.org.nz).

### **Health Improvement Practitioner**

Anna is our Health Improvement Practitioner who is based at Te Ngae Medical Centre on a Tuesday and Wednesday from 8.45am to 4.00pm.

Her role here at the practice is to assist people with any issues with illness or stress that are impacting on health. Sessions are 30 minutes and are free, if you would like to book in to see Anna, please contact admin on 07 345 6627.

### **Operational Update**

We have recently switched our entrance and reception area to a one way system to reduce the risk of infection within the practice. Since the recent red level we have had a staff member greeting our patients on entering, however we will now be completing this from the reception desk, if you have any questions or concerns in regards to this, please do not hesitate to contact us.

Following on from this change, we would like to remind our patients, the urgent clinic is no longer a drop in clinic, please ensure you phone prior to coming into the practice. The reason for this is so we can protect our staff and other patients from the risk of infection, and may mean we see patients in different areas of the practice. The phone number to ring is 07 345 6627, and we open up our phone lines from 8.00am each morning.

**Vaccinations**

The Ministry is concerned about the risk of flu and measles this winter given the impact of COVID 19 pandemic. Also with borders re-opening, a few more cases of flu and measles will be expected this year. With this, the need for flu, infant and childhood vaccinations are particularly necessary, especially as we head into winter. These are also especially important for those who are pregnant.

**Public Holidays**

We are closed on both Queens Birthday, Monday 6<sup>th</sup> June and Matariki, Friday 24<sup>th</sup> June. If you have any repeat prescriptions which are needed or would like to order prescriptions, please ensure these are done in plenty of time. You can also order these through Aero or Accession, however if there are any questions or concerns, our clinic team may give you a call to discuss prior to sending to the pharmacy of your choice.