

AUTUMN 2018

Staff News :

Dr McCoy advises she is going to retire in September 2018. We know she will be greatly missed by staff and patients alike.

The Directors are working towards a suitable replacement, who along with Dr Joanna White & Dr Nicki Pointing will be accepting Dr McCoy's patients. Our Reception staff are happy to answer your questions during the transition period.

We welcome Ria to our reception team, working full time and Alice as our Primary Health Care Assistant. Alice is mostly behind the scenes at this stage.

ManageMyHealth—

sign up today!



- **Book appointments online**
- **Order repeat prescriptions**
- **Obtain test results**

For more information and registration see our website

www.peninsulamedical.co.nz

or contact reception 380 8855

Flu Vaccines are expected to be available from early April.

We will update our website when the vaccines arrive.

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KEEP CALM AND GET YOUR FLU SHOT

No appointment necessary.

Free to those aged 65 and over and also for any one with certain medical conditions.

This year's vaccine contains 4 flu strains including the strain which has severely affected the Northern Hemisphere during their current winter season. Regardless of whether the coming influenza season is severe, moderate or mild, immunisation is the most effective tool available to reduce the impact of the disease.

For further information please go to : <http://www.fightflu.co.nz/> or contact the surgery

Shingles : From 1 April this year, Zostavax, a shingles vaccine will be funded at age 65, with a catch up programme over two years for those aged 66 to 80 years.

We will provide more information as it becomes available. We will be taking appointments when the vaccines arrive.

www.peninsulamedical.co.nz

Happy Easter

OPENING HOURS 8am to 6pm

EASTER WEEKEND

Friday 30 March CLOSED
Saturday 31 March CLOSED
Monday 2 April CLOSED

ANZAC Wednesday 25 April CLOSED

When closed contact :

Health line Tel: 0800 611 116

**Or visit After Hours Medical Centre,
17 Adelaide Road, Newtown.**

(no appointment necessary)

Attention all 15-26 year olds—males and females:

HPV Vaccines temporarily unavailable.

We have been notified by the Ministry of Health that stock is expected in September. For those who are eligible for FREE Gardasil, 15-26yr olds, this will be offered without charge once stock is available. The delivery of the school programme to those aged 11-14 years is NOT affected by the shortage.

We are happy to answer any questions or for further information about any of the above topics please see www.immune.org.nz

A reminder about some additional services available at PMC:

- Minor surgery and Joint injection
- Endometrial biopsy
- Pessary insertion
- IUCD and Jadelle insertion

Together

Live Well

Have you got Diabetes??

Compass Health, your PHO is running FREE six week education programmes called “Diabetes Your Life, Your Journey”.

These classes are very well received, giving diabetic patient the skills to self-manage their condition in order to live well with diabetes.

Please talk to your GP or Nurse about a referral of just phone 0508 697 626 for details about upcoming classes. You can also email: smcourse@compasshealth.org.nz



STAYING SAFE WHILE TRAVELLING

Travel Consultations: To determine who can see you for a travel consultation we start with a travel questionnaire .

Please either email reception@peninsulamedical.co.nz , call in or phone for a copy to complete . Dr Dodd (or 1 of our GPs) leads our travel consults so will review your completed questionnaire and then advise whether you can see your own GP or need a specialist travel consult.

PLEASE BE AWARE THAT WE CAN NO LONGER OFFER YELLOW FEVER VACCINATION



Free wifi available in partnership with the Miramar BID business investment district <https://miramarpeninsula.org.nz/bid>

Frequently asked questions? (From the Practice Manager)

1. Why does it cost more for a faxed prescription? The rules around prescribing medications mean a signed copy of the prescription must go to the pharmacy so when a prescription is faxed the original is also posted hence the extra costs involved.
2. I thought ACC was free—why do you charge \$52 to see a GP when its an ACC consult? ACC gives us a little bit of money towards the cost of the consultation but this is only about 30% of our fee and the normal govt subsidy doesn't apply.
3. What is "LTC"— long term conditions—the CCDHB provides us with a little money to help those with more than one long term health condition stay well and avoid hospital . The money is used to help with a free or partially funded annual review and if we need to see you more regularly than you can afford then we may be able use this money to help you.
4. Why did I get charged \$5 extra? This is the Admin fee. Earlier in the year we stopped charging \$3's extra if you didn't pay on the day, giving patients the option to use internet banking. However if patients don't pay within 10 working days ,a \$5 admin fee is added at the end of the month when the statements are printed and posted out. As this is an automated process , if you believe this fee was unfairly applied please call us.
5. Do you have Cancellation charges? We have recently updated our fees document to include our charges such as DNAs (did not attends) —please see the link on our website.
6. Why didn't I get an invoice in the mail for my repeat script.? In order to provide a better service we now text those with a mobile phone to let them know the script is ready and included is the cost and payment details. If you do not have a mobile ph and are not collecting your script we will send you an invoice. Please phone reception if you need an invoice.
7. For internet banking can I use the account 030558 0166886 00—ending 26 or 00 ? Yes either is fine . The 00 account will be updated to your account at least weekly—the 26 is paid off at least twice weekly.
8. Can you call or text us when our GP is running late? We are happy for patients to phone in and check their GPs schedule . It becomes very complex if we try to start contacting patients as sometimes a GP appears to be running late and then they catch up really quickly, or a previous patient doesn't turn up. If there is a major change we will text or call you.
9. **Manage my health (patient portal or MMH) -**
 - MMH is not available for anything urgent—please call the practice if you need a quick response
 - I have registered but can't access the portal what do I do? You may have not yet activated your registration—if you have misplaced your activation code please call reception.
 - Why can't I see my consultation notes.? We hope to have this facility available in the next few months and will let you know when it is available.
 - Why do I get an email telling me my prescription is ready and then I call in to the practice and it isn't ready? As soon as the nurse or GP prints your script MMH sends you a message saying it is processes however there are 2-3 more steps to go before it is ready e.g. getting it signed and invoiced so please remember the 48hr rule still applies. Urgent scripts cannot be ordered via MMH.
 - The nurse said my results are in but I can't see them—why? There can be a delay in transmission of results via the server so please re-log in again after a few hours.
 - I am having some trouble with MMH —what can I do? At the bottom of the Managemyhealth home page is a technical support tab—please click on this and you can email MMH directly for technical advice. We have recently received a guide we can email you—email reception for a copy .



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