

SPRING 2017

STAFFING UPDATE

Check our website and click on "Meet the team".

We welcome our new nurse Melinda Ray who starts mid October.

From time to time we are looking for experienced practice nurses to cover leave so if you are one or know someone please don't hesitate to give us a call.



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

Its good to have winter behind us but with spring comes the additional problems of hay fever and allergies.



Check out the Health Navigator website for lots of useful information about this troublesome condition and how best to treat and minimise these very unpleasant symptoms.

<https://www.healthnavigator.org.nz/health-a-z/h/hay-fever/>

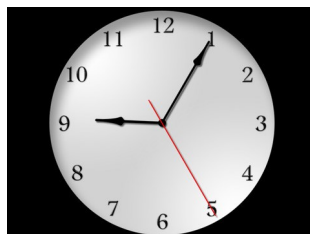
Please note:

Consultation appointments are limited to 15 minutes.

If you have a number of issues requiring more time we ask you to book a double appointment.

This helps to minimise the waiting time for the next patient.

Please note this will incur an additional charge.



www.peninsulamedical.co.nz

OPENING HOURS

Through the spring we are open Monday to Friday 8am to 6pm and Saturday mornings 9-12noon.

Labour weekend:

Friday 20 October OPEN 8am to 6pm

Saturday 21 October CLOSED

Monday 23 October CLOSED

When closed contact :

Healthline Tel: 0800 611 116

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

(no appointment necessary)

PTO:

Cornerstone Re-Accreditation (Aiming for Excellence)



As a Cornerstone accredited practice Peninsula Medical Centre will be undergoing re-accreditation in mid November.

What is Aiming for Excellence?

“CORNERSTONE® Aiming for Excellence is the pinnacle benchmark for general practices that offer five star service to their patients.

While Aiming for Excellence is not compulsory, it is a valuable patient-centred approach

to primary health care that every practice across New Zealand should strive to achieve. The focus for CORNERSTONE® lies in facilities, processes and procedures, and includes legal standards and best practice.”

From the Royal College of GPs

A reminder about some additional services available at PMC:

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

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

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

Did you know that you are eligible for a **free** HPV vaccine (Human Papilloma Virus), previously only offered free to school girls, is now available here . It is not too late to have the vaccine, even if you are already sexually active. If you are soon to turn 27yrs get in quick while its free.

All you have to do is to make an appointment with one of the Nurses.

We are happy to answer your questions or for further information, please go to www.immune.org or phone 0800 IMMUNE .

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.
8. 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.

peninsula medical centre 58 miramar ave miramar wellington

tel: 04 380 8855