

SPRING 2018

Health Care Home

From 1 October 2018 Peninsula Medical Centre is launching the Health Care home programme. This programme which we will be implementing over the next 3 years will offer you:

- Easier access and more choice
- Access to care when it is urgently needed
- More services
- Better management of ongoing health conditions

The first service we are starting from the 30 October is the Doctor Triage Service. What is Triage?

•You will notice that if you phone for an appointment for the same day you may be told the call will be triaged.

•This means that a doctor or nurse will phone you back to assess your needs, and your problem maybe able to be resolved without the need for a face to face appointment.

•In the event that face to face appointment is required the new system ensures that you will be seen. It might even mean you will be seen more quickly.

For further information see the news section of our website or www.healthcarehome.co.nz

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



HEALTH CARE HOME

Staff News : As many patients will know , Dr McCoy has now retired. In May Dr Nicki Pointing left as she and her husband moved to Kapiti. We have recruited Dr Eli Botella Ruiz who is in the process of transitioning to Wellington from Christchurch . The Directors are taking a considered approach to securing the right mix of GPs for the practice so we will update you as we have more news.

We are delighted to welcome experienced Practice Nurse Jenny Trotter to the nursing team as we bid farewell to Jo Peace.

www.peninsulamedical.co.nz

OPENING HOURS

Open Monday to Friday 8am to 6pm
and Saturday mornings 9-12noon.

Labour weekend:

Friday 19 October OPEN 8am to 6pm

Saturday 20 October CLOSED

Monday 22 October CLOSED

When closed contact :

Healthline Tel: 0800 611 116

Or visit After Hours Medical Centre,

17 Adelaide Road, Newtown.

(no appointment necessary)

PTO:

Immunisation news– Are you covered?

- **SPRING HAS ARRIVED — But this does not necessarily mean the end of the flu season. Free vaccines to those eligible will continue up the end of the year.**
- HPV vaccine remains out of stock—we have not yet been advised of its availability—watch this space.
- Funded Shingles Vaccine ZOSTAVAX is free if you are between 65 and 80 years .

Our Nursing staff are happy to answer your questions about these or any vaccinations .

A reminder about some additional services available at PMC:

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

Health News—stop and have a look at our new notice board in the main waiting room. Alice our Practice Assistant keeps this up to date with topical news and regular health themes.

Also check out **The Health Navigator website** which provides you with reliable and trustworthy health information and self-care resources. It focuses on promoting clear, consistent messages that enable you to get the information you need at the time you need it. You can find it in the Self Help section of our website or search directly. Our self help section has many other trusted resources and health information for you.

Current topical health concerns include

- Hayfever
- Mental Health
- Breast screening
- Diabetes

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 . Your completed questionnaire will be reviewed and our reception team will contact you to arrange an appointment..

YELLOW FEVER VACCINATIONS ARE AVAILABLE AT THE TRAVEL DOCTOR—TMVC



Free wifi available in partnership with the Miramar Business Investment District BID
<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. In 2016 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 sent 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 future 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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