

WINTER 2018

20 years on.....

On the 29 June 1998 the doors opened to a brand-new purpose built medical centre in the heart of Miramar.



20 years on Peninsula Medical Centre is celebrating its contribution to the health of the community in Miramar.

Dr Aine McCoy and Dr Rosemary Dodd – 2 of the founding GP / Partners are still with the medical centre today as is Dr Jeffrey Law – who began as an Associate in 1998 ,now a long time Partner. As we remember the past 20 years ,we look forward to the next 20 years.

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



Staff News :

As many patients will know now, Dr McCoy advises she will retire on 28 September 2018 . We know she will be greatly missed by staff and patients alike. In September we will update her patients of her replacement. In May Dr Nicki Pointing left as she and her husband moved to Kapiti. As we go through the process to recruit for Dr Pointing and Dr McCoy , we are very grateful for the ongoing support of our locum GP Dr Jonathan Morton. 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.

Introduction of a funded Shingles Vaccine for those aged 65 to 80 inclusive.

We have had an excellent uptake since the funded vaccine ,

ZOSTAVAX became available on 1 April 2018. For more information please check out the link:

<http://www.immune.org.nz/sites/default/files/resources/Written%20Resources/DiseaseVaccineHerpesZosterImacV01Web20180301.pdf>

Our Nursing staff are happy to answer your questions.

www.peninsulamedical.co.nz

OPENING HOURS

Through the winter we are 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.

PTO:

WINTER HAS ARRIVED — Have you had your flu vaccine?

If the answer is NO, why not pop in to the surgery 9-12noon & 2-5pm (no appointment necessary) and have it TODAY.

It's FREE for 65+ and those with certain medical conditions. For those who do not qualify at a cost of \$35.00.

For further information
please go to :

<http://www.fightflu.co.nz/> or
contact the surgery



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

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



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



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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