

Changes to our team



We are pleased to welcome **Amy** who has joined our nursing team, covering another team member's parental leave.

When we are closed

Please contact:

Wellington Accident & Urgent Medical Centre

17 Adelaide Rd
Newtown

Wellington (04) 384-4944

Open every day **8am-11pm**



Or 11pm-8am

Wellington Hospital Emergency Dept
Riddiford St

Newtown

Wellington



Or

We are now on ... Facebook.

This is another way we plan to keep in touch with patients & let you know what is happening at NMC. Please "LIKE" our page.



New National Enrolment Service (NES)

The Ministry of Health are rolling out this new service nationwide, and we went "live" in February. It has been developed to provide a single source of truth for all national enrolment and identity data.

The NES will provide:

- a single source of truth for enrolment data to ensure accuracy of funding
- validated NHI and up-to-date patient demographics, supporting accurate identification of patients and clinical safety
- validated addresses

We are required to verify existing patients' demographic information, so please take the time to check the information we hold for you when asked.

New patients will need to supply verification of identity (eg passport or birth certificate).

Flu Vaccine

It is that time of year again!

The 2017 Flu vaccine has arrived.

Remember, the Flu vaccination is FREE for those aged 65 years and older, pregnant women, and for some medical conditions.



The more people that are protected against influenza, and the earlier that you are vaccinated, the less it can spread.

Please remember to tell friends, whanau and family that the flu vaccination will be here soon.

Human papillomavirus (HPV)

HPV infection can cause cancer in men and women. *From 1st January 2017, immunisation is free for everyone age 9 to 26 inclusive.*

HPV immunisation protects against infection from the types of HPV that cause most cervical, anal and genital cancers, as well as some mouth and throat cancers.

For those aged 9 to 14 years, HPV vaccine is provided as two doses in the upper arm, spaced at least six months apart. This age group develops a stronger immune response than those vaccinated when they are older, which is why it is recommended for both boys and girls at age 11 to 12. Those aged 15 and older will need three doses. The immunisation is expected to provide long-lasting protection.

Our nurses are happy to answer any questions you may have.

Do you smoke? Are you wanting to QUIT?



Newlands Medical Centre is committed to supporting all smokers who want to quit.

The risks associated with smoking are well known but we also know how hard it is for many people to stop. However we urge you to try.

Available smoking cessation support services include nurse appointments for nicotine lozenges, patches and gum and cessation support. GP appointments are available for medically assisted support e.g. Champix. We also recommend Quitline and AuKati Kai Paipa.

Please note: normal charges apply for nurse and GP appointments.

Patient Portal (ManageMyHealth)...

As at the end of February we have over 1,500 patients registered and actively using the portal. They are:

- requesting repeat prescriptions
- booking non-urgent appoints
- accessing their test results

and more, all at a time that is convenient for them. We liken it to internet banking, but for your health! Charges do apply for services provided via the portal, but it might save you the time and cost of a full visit.

There are a further 350 patients who have registered but not yet completed the activation step. If you are one of these folk, please let us know if you need your activation code re-sent to you, or if you need a hand with this step.

If you are yet to register, and are aged 16 years or older, you can find more information on the home page of our website (<https://newlandsmedical.co.nz/>), or talk to one of our team. It is a fairly painless process—you just need to have an individual email address (a gmail or a yahoo email address is fine).

Please ask one of our team for a registration form.



*Log in to ManageMyHealth
and **manage** your health
online in your own time*

Contact information and Smoking Status

Please do not be offended if our team ask you about updating either of these pieces of information. It is vital that we have correct contact details for you, and we are required by the Ministry of Health to record smoking status for our patients.

Technology...

In December we switched to a new telephone system. There were unforeseen issues that upset our computers, resulting in a period of two weeks where our team had restricted (and sometimes no) access to our patient records system for hours at a time.

We apologise if you were in any way inconvenienced during this time. We worked hard to ensure patient care was not compromised.

We would also like to take this opportunity to acknowledge our practice team, who coped brilliantly in what was a busy, and often stressful, time.

Evening appointments...

We have evening appointments available on Monday, Tuesday, and Wednesday evenings. These do need to be booked, and often fill up well in advance.

If you are able to attend appointments during the day we would appreciate this being your first option, so that patients with daytime commitments (eg they are unable to get time off work, or they need to wait for their partner to get home to mind the children, etc) are able to use the evening slots.

Your understanding regarding this is appreciated.

Appointment Length

A standard appointment is 15 minutes. There is only so much that can be fitted into this time. In an effort to help us keep to time, and out of consideration for patients booked in after you, we ask that you please:

- 1) Make a list of what you want to discuss—this way you won't forget anything.
- 2) Prioritise them in order of their importance—this ensures the most pressing issues are dealt with first.
- 3) Check that you have booked enough time—you may need to book a double appointment if you have multiple issues to discuss (this will incur an additional fee)
- 4) Book a separate appointment for each family member coming in.

We appreciate your consideration regarding this. Thank You!