

Farewell to Dr Heron and Dr Couper

We would like to thank Dr Heron and Dr Couper for their services over the last 3 years. Dr Heron is now working out of the Raumanga Medical Centre.

We have known for some months that Dr Couper would be moving to Bush Road Medical Centre. She has delayed her departure and kindly continued to provide cover for Dr Regeling until she returned to work following the birth of her baby girl. We wish them well in their future careers.

We are in discussion with a GP who is currently working in the Central North Island and if we are successful in our discussions she will be joining our service at the beginning of the new year.



Nurse Led Clinics

We have developed, and are running, "Nurse-Led Clinics" which operates under Standing Orders and the supervision of the Doctors to ensure that you are able to continue to access timely and affordable appointments.

The Standing Orders and the clinics have been developed under the "Guidelines for the Development and Operation of Standing Orders" issued by the Ministry of Health and the "Medicines (Standing Orders) regulations 2002".

The need for us to develop the Nurse Led Clinic has arisen as a result of a combination of factors including: difficulty accessing Primary Health Care, availability of GPs and the cost of Health Care. The Standing Orders will enable the Nurses to supply or administer the medications included in the Standing Orders for conditions covered in the Standing Orders. The ultimate aim is to improve the health of the people registered with West End Medical by offering an appropriate, affordable and accessible health service.

The focus of the Standing Orders is on common non-complex conditions that can be treated by Nurses under their scope of practice. The Nurse Lead Clinic

appointments are charged out at our standard Nurses appointment charge of \$10. If during the appointment it is felt that your condition is more than non—complex, then a GP will be called into the consultation to see you at no additional cost. All patients seen in the Nurse lead clinic are reviewed by our GP to ensure that you have the correct care plan and if the GP has any concerns they will request that you come in and see them so that they may review your condition.

Currently three of our Nurses meet the competency requirements to work under Standing Orders regulations. These three Nurses are highly skilled and experienced Nurses.

So how do we determine who to offer Nurse Lead Clinic appointments?

When you phone for an appointment you will be asked the reason for your request. You will then be offered a GP or Nurse Led Clinic appointment. We hope you don't find this too intrusive. If you are uncomfortable with disclosing this information to reception your call will be passed to a Nurse who can continue to triage your call. If you are offered an appointment in our Nurse Lead Clinic but you wish to be seen by a Doctor, you will be given an appointment at the next available opportunity with that Doctor. It is your right to determine which Health Professional you wish to be seen by.

Is there any other reason for requesting information from me when I make an appointment?

If we are aware of the reason for the request for an appointment, we can ensure that you will be seen by the best person to deal with your issue in the fastest time possible. Also we will be able to ensure that you get the time required to deal with your issue(s). There is nothing worse for both you and the doctors than having a 15-minute appointment automatically allocated when your complex issues may require a double appointment or more to address them properly. **If you have a list of issues to be dealt with, please make the Doctor aware of this at the start of your appointment so that they can**

prioritise your issues and deal with the most important within your allocated appointment time. Please be aware that longer appointments and procedures will have to be charged accordingly. The fees are outlined on the wall in the waiting room.



Changes in primary health care

Neighbourhood Healthcare Homes

The way that primary health care will be provided through your medical practice will be changing over the next 2 years. The new provision of primary medical services is called Neighbourhood Healthcare Homes which should provide timelier and focused health care for our patients. We recently submitted an Expression of Interest to the Northland District Health Board to be part of the first round of practices to be part of the Neighbourhood Healthcare Homes. 15 practices in the Northland submitted an Expression of Interest of which 4 were selected. I am pleased to announce that we were one of the 4 practices selected. We will be starting this process in November.

You will not be aware of some of the changes as these happen at an IT level. The new IT changes will allow all of the services involved in your health care to be more integrated and in real time. This will mean that whichever health provider you are visiting will have up-to-date shared information regarding your current situation. This should eliminate out of date or missing information in the numerous IT systems run by the different services. The main aim of Neighbourhood Healthcare Homes is to make the care provided to you more patient centred. This IT change is planned to be in place in 2018.

Some changes will be more obvious, for example we are working towards removing the telephones from the waiting area which will give our reception staff the ability to focus solely on greeting you and making sure that your needs are being met. We are hopeful that this will make the waiting area a quieter and less stressful place for you to be in. You will also soon notice a revamping of our

reception/waiting room which should provide more seating for your comfort. Unfortunately, parking will always be an issue because of the number of spaces we are allowed under council regulations and the reduction of carparks at the front of the building on the main road since the roadworks.

Another area of change is the expanded role of Nurses so that we are fully utilise their skill set. We are now running daily Nurse led clinics in addition to regular Dr appointments. Our Nurses are able to see and treat a number of basic medical conditions (e.g. sore throats, impetigo etc.) under Standing Orders. This will be done under the supervision of our GPs and the Nurse will be able to call the GP into the consultation if necessary. This will help us to have more appointments and thereby see more patients each day.

The prioritisation of telephone calls and requests for appointments is another area that you will notice a difference. Prioritising calls will ensure that you get a timely and appropriate appointment to meet your needs.

Eventually under the new GP service our GP (or sometimes a Nurse) will be spending a short time in the morning triaging requests for appointments.

What does this mean for you?

When you call in the morning to request an appointment the operator will take down your details and the number you can be contacted on within the next hour. These requests will then be passed on to a Doctor (where possible your own Doctor) or sometimes a Nurse and they will call you back to discuss your request. If it is considered that you need an urgent appointment, the Doctor (or Nurse) allocate you on the next available urgent appointment. If it is considered that you need a non-urgent appointment, the Doctor will slot you into the next available standard appointment. You may find that after a discussion with your Doctor or Nurse you may no longer require an appointment as the Doctor or Nurse was able to answer your questions or give you a management plan. This process will ensure that your needs are being met and that you will be seen in a time that suits the level of urgency of your needs.

WEST END MEDICAL CENTRE

Newsletter

Spring 2016

There are a number of other initiatives associated with the new primary Neighbourhood Healthcare Homes that we will unveil over time. For example, the “work up”..... Prior to your appointment the Nurse will work with you to ensure that all observations, tests, or reports are completed before you are seen by the Doctor. There is nothing more frustrating than seeing your Doctor and finding out that simple procedures that were necessary to make your appointment effective had not been performed. Sometimes this is not possible to be predicted ahead of time, but for those tests that are we hope this may prevent you from having to make any avoidable appointments. Thus improving the effectiveness of your visit and reducing the chances of needing to make further unnecessary bookings therefore saving you both time and money.



ManageMyHealth

ManageMyHealth is a computerised patient portal which allows you to make single appointments, receive recalls and see all future planned recalls, requests a repeat of regular prescriptions, see test results and your consultation notes online. Feedback to date is that the majority of our patients that have registered and activated ManageMyHealth really like it. ManageMyHealth works on PCs, Apple devices and all smart phones so it is easy to access anywhere at any time. If you are interested in registering with Manage My Health or you having difficulty activating your registration, please approach Jelena at reception.

Our Staff

Doctors

Moira Chamberlain

Eleanor Regeling

Kirsten Cameron

Angela Wong

Nurses

Helen Gover

Laura Gelder

Andrea Remnant

Brittany Wells

Primary Care Health Assistant

Susan McKay

Receptionist

Julie Williams

Practice Manager

Iain Watkins

Available

Tues/Wed/Thurs/Fri

Mon/Tues/Thurs

Mon/Tues/Wed/Thurs

Wed/Fri

Mon/Tues/ Thurs/Fri

Mon/Tues/Wed/Thurs

Mon/Tues/Wed/Fri

Recall Nurse

Mon/Tues/Thurs/Fri