

## Best Wishes to Dr Eleanor Regeling

Dr Regeling is about to have her 3<sup>rd</sup> child (you may have noticed the bump). She will be away from the practice on Maternity Leave from 27 June until 10 October. We

wish her and her family all the best with their impending new arrival. This will unfortunately put some strain on our appointments over this time but we are working on processes to ensure that your needs will still be met as efficiently as possible. For more detailed information, read the article below.



*We apologise for any delays in getting appointments over the time Dr Regeling is away.*

*There is an acute GP shortage, not only in Whangarei but nationwide. We are putting processes in place to meet your needs in a timely manner as possible.*



Due to a nationwide shortage of locum doctors it has not been possible to employ a locum over the time that Dr Regeling is away. We have however been able to alter the doctors' roster to ensure that on most days there are 2 doctors working. We will also be running "Nurse-led clinics" under the supervision of the doctors to ensure that you are able to access timely appointments.

**When you phone for an appointment you will probably be asked the reason for your request. We hope you don't find this too intrusive. This is not us being nosy. 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 1<sup>st</sup> 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.

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. Over the time that Dr Regeling is away we will be running some 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.). 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.

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 repeats 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.

# WEST END MEDICAL CENTRE

Newsletter

Winter 2016

## Our Staff

### Doctors

### Available

Moira Chamberlain  
(from the 20th June

Tues/Wed/Thurs/Fri

Mon/Tues/ Thurs/Fri)

Eleanor Regeling  
(away from the 20th June till 10<sup>th</sup> Oct)

Mon/Thurs/Fri

Danielle Heron

Mon/Wed

Grace Couper

Tues/Wed/Thurs

### Nurses

Laura Gelder

Mon/Tues/Wed/Thurs

Helen Gover

Tues/Wed/Thurs/Fri

Kathryn Molloy

Mon/Tues

Brittany Wells

Recall Nurse

### Primary Care Health Assistant

Susan McKay

### Receptionist

Jelena Wyatt

### Practice Manager

Iain Watkins