

## AUTUMN NEWSLETTER 2016

We are currently working through some improvements to our service and we welcome your input and feedback. Our focus in the next few months is to ensure we have updated our records on a number of key health factors related to you. Our team may therefore ask you a number of questions during your consultation – smoking status, risk factors for heart disease etc.

Thank you for assisting us in this important role of improving our community health.

### MONTHLY HEALTH FOCUS

#### **APRIL – Start of Flu Season, Vaccines**

More than a million New Zealanders get annual immunisation against influenza. Protecting pregnant women and their babies will be a special focus again in 2016. Many of you will be eligible for a free flu vaccine.

The flu vaccines are available now – please ask one of our nurses about protection from the flu.

#### **MAY – Focus on Smoking Cessation**

If you are already smoke free, be proud of it. A lot of people find it hard to be smoke free, even though they want to be. If you know people who smoke, support them when they need it.

Please feel free to talk to one of our nurses or your GP about ways in which we can help you to become smoke free.

#### Payment of Fees

Payment for your consultation is requested to be made on the day, unless by prior arrangement with the Senior Administrator at the practice.

A friendly reminder that if you are paying your fees by direct credit, please remember to include your PATIENT CHART NUMBER or NHI NUMBER AS THE REFERENCE (*your chart number appears on the right-hand side of your statement*). This will ensure that the payment is allocated to the correct account. Thank you.

#### **Your appointment with our staff**

We acknowledge that when you make your routine appointments (generally 15 minutes in duration) you may have a “list” of concerns or questions for the GP or nurse. Our staff would like to ensure they provide a comprehensive service to you without a sense of running out of time or trying to attend to lots of issues without fully resolving them. If you have a number of concerns we encourage you to ask for **double appointments** so you can take the time with our clinical staff to work through what is concerning you. You will appreciate that the consultation fee will reflect the additional time required.



We acknowledge that our organisation and sites are often referred to by a number of names which can be confusing. To clarify, the following shortened names all apply to us:

THG – Tararua Health Group

BSHC – Barraud Street Health Centre

DCH – Dannevirke Community Hospital

PMC – Pahiatua Medical Centre

All can be accessed via our central phone system or our receptionists can direct you.

We welcome new enrolments.

Upon arrival you will be invited to consent to the release of your medical records from your previous doctor – we cannot have access until we have your written consent.

All new patients will be offered an appointment with a nurse before you need to see a doctor.

THERE IS NO CHARGE FOR THIS APPOINTMENT 😊

### Taranua Youth Health Clinic – for youth aged between 10-18 years

Taranua Health Group holds a **Youth Health Clinic** each **Monday and Friday from 10am to 2pm** led by of our Registered Nurses and is located in the:

**Taranua Community Youth Centre building**  
**25 Allardice Street**  
**Dannevirke.**

**The service is FREE** and the Nurse is able to provide healthcare that includes advice on: sexual health, general health, healthy eating etc.

The clinic room is bright and colourful making it a friendly environment and providing another option for health services for young people in the Taranua area.

We will be looking at opening a clinic in Pahiataua in the near future. If you would like to see the Nurse, please drop into the Taranua Community Youth Centre building during opening hours.

**Please note; the current hours are under review and these may change to suit youth wanting to access the service after school hours.**

After hours	Saturday clinics
The national Healthline is 0800 611 116. After hours services are provided by City Doctors in Palmerston North or at the A&E department, Palmerston North hospital.	On most Saturdays there is a GP clinic held at Barraud St Health Centre, Dannevirke from 10am to 12 noon. Check the website <a href="http://Dannevirke.net.nz">Dannevirke.net.nz</a> or the notice at the front door of the clinic.

### **Social media and patient feedback**

We appreciate that feedback on our service happens in a number of ways and we know that Facebook is becoming a very common way of sharing your experience of our service with your friends and the wider community.

We endeavour to provide a service which meets your needs, but if we don't get it right we **do** like to know.

Our process for dealing with your concerns starts with a conversation to any member of our staff. They may be able to sort things out then or suggest you write them down – there are formal complaint forms with self-addressed envelopes in our waiting room. Also we have some *“Tell Us About Our Service”* forms at reception and you may have noted the feedback wall charts in the practice.

If you decide you would like to talk about the service you have received, then please give us a call and ask to speak to the Senior Administrator or the Admin Manager. They will be able to direct you to other staff such as our Clinical Directors or the CEO.

There are other independent services you can receive advice from (e.g. Health and Disability Commissioner, National Health and Disability Advocacy Service). Pamphlets on those services are available from reception.