



Welcome to the second edition of our Quarterly newsletter for 2021.

Our books are still open for new patients! So come on in and grab an enrolment pack.



COVID VACCINE CLINICS



We are currently vaccinating Group 4 (and continue to vaccinate anyone in Groups 1 + 2 + 3). If you receive a text message saying you're eligible to get your vaccinations, please follow the instructions on the text with how to book.

If you believe you are eligible and have not received a text message, please call 0800 28 29 26 to enquire.

We are vaccinating people 5 days a week, every week. We are on track to have our local population vaccinated by the end of the year.

If you have any questions regarding the COVID19 vaccine, what group you are in, or COVID19 in general – please visit <https://covid19.govt.nz/> or ring 0800 28 29 26.

If you have any symptoms, please call the dedicated COVID healthline on 0800 358 5453.

EVENING CLINICS

Our Evening Clinics are still running most alternate Tuesdays and Wednesdays. One doctor and nurse are available for appointments. Please ring to book in – spots fill up fast. We are also running COVID Vaccine clinics in conjunction with some of our night clinics, these are available to book via the website or 0800 number.



Manage My Health Scripts

Paying online and payment declined:

Recently Manage My Health has been updated so patients are able to order AND pay for prescriptions through the app/website.

There has been an issue with payments being declined. Please note if a payment is declined, the script request will NOT come through to us. To get your prescription, you must re-do the request and complete the payment process again.

If you continue to have issues, please call us to order your prescription.

Keeping healthy this Winter

It's important to remain proactive against colds and flus this Winter. We continue to ask patients on the phone and at the reception desk if they have any cold or flu symptoms. This is to avoid unwell people sitting in the waiting room and colds/flus being spread. We understand being asked these questions every time can feel repetitive, but this is for the safety of all patients and our staff. We thank you for your patience.

Recently RSV has been in the news a lot, with children becoming unwell. Respiratory syncytial virus (RSV) is a very common virus in the winter and spring months in Aotearoa New Zealand. It is one of many viruses that cause infections of the respiratory tract - the parts of the body related to breathing. Most older children have symptoms similar to a cold. Some babies and young children become seriously ill and need hospital care. If your child is unwell with cold/flu symptoms and you have any concerns, please ring the medical centre or Healthline on 0800 611 116.

We would also like to reminder our patients that a medical certificate from your GP is not required before your child returns to early childhood education (ECE), childcare, kindergarten, or school after they have been unwell.

Please see the attached page about 'Colds and Flus: What to do if your child is sick.'

Wanting a repeat prescription or to book an appointment?

We are encouraging patients to order repeat prescriptions through **Manage My Health**, or by calling us. We are also encouraging patients to call to book in any appointments, rather than coming into the clinic. This is to avoid large numbers of patients in the clinic & waiting room while we are still at Level 1 and running vaccination clinics. Thank you



Patient Engagement Group

In our quest to continually provide the best patient care we can, the Patient Engagement Group (PEG) was born.

The purpose of PEG is to meet with a wide range of patients who reflect the practice population, (ensuring diversity in ethnicity, age, gender, disability, and patient experience). This helps us to understand and improve services and patient experiences.

To date we have focused on:

- Continuity of Care
- Alternative appointments available i.e. phone and video consults
- Efficient and timely script delivery

If you were interested in joining our next PEG meeting please get in touch:

email@goremedical.co.nz or 2089222

Sign up to ManageMyHealth today!

ManageMyHealth is a patient portal with the patient in mind!

- Access test results.
- Order repeat prescriptions, pay for it, and get it sent straight to your pharmacy.
- Email your doctor questions.
- Book appointments with your doctor.
- And much more! All from your computer or cell phone.

If you wish to sign up to ManageMyHealth, please bring a form of photo ID (such as drivers license) to the centre, and one of our receptionists will sign you up.

You need an email address too. Each patient must have their OWN email and password (e.g. couples cannot be on the same email / account for privacy reasons).



**ManageMyHealth™
Mobile Apps are here!**



Fee Increases 2021

Please note our fees have increased as of 1st July 2021. Please see new fees below for enrolled patients.

(*CSC = Community Services Card. **Standard Nurse appointment, fee may vary. ***Children under 14 are free)

	Adult	Adult with CSC*	Child (14-17 years)***	Child CSC	Manage My Health
Standard Consult with Doctor	\$46.70	\$19.50	\$27.00	\$13.00	
Nurse consult**	\$30.00	\$19.50	\$16.50	\$13.00	
ACC consult	\$26.00	\$19.50	\$26.00	\$13.00	
Prescription (ready in 2 business days)	\$23.00	\$19.00	\$23.00	\$13.00	Adult \$17.00

ONLINE PAYMENTS

After a phone consult or when ordering prescriptions over the phone - all fees should be paid on the day. Our bank account details are **02-0922-0049679-00**. Quote your name & D.O.B.

All consultations and other services are to be paid at the time of your appointment. Thank you

Welcome back Sandi and Kendall!



We are so pleased to welcome back two of our hard-working Registered Nurses who have both returned from maternity leave. Please welcome back Sandi (left) and Kendall (right)!

New Staff – Welcome Katie!

Katie is joining our lovely receptionist team. Originally hailing from Auckland, Katie moved down to Gore a year ago with her family. Please say hi to Katie when you see her at the front desk.



Please welcome Gabrielle!

Gabrielle is a Health Improvement Practitioner (HIP). A HIP's role is to support people around their day-to-day stresses or concerns that may be impacting their health and work together to create a plan moving forward. Some of the situations to see a HIP about include sleep concerns, long-term conditions, grief, anxiety, low mood, stress at work and chronic pain. Gabrielle is working at both Gore Medical Centre and Gore Health Centre every week. There is no cost for these appointments which are available to all ages and are about 20 minutes long. Appointments are often available on the day and Gabrielle can work around your schedule for future appointments - even if she is at Gore Health that day. If you would like to see Gabrielle, you are welcome to ring and book in, or speak to your Doctor. We are excited to have Gabs join our team!



We were proud to support the Southland Charity Hospital 'Red Black & White Day on Friday 30th July. Our receptionists, nurses and doctors all dressed up for the occasion, and we decorated the medical centre. We are happy to raise money for such a fantastic cause!

Above: some of our lovely staff all dressed up.
Left – best dressed winners Trudie, Julie and Cristelle!
Right – reception team.





Colds and flu

WHAT TO DO IF YOUR CHILD IS SICK

A lot of preschool children in the Wellington region are unwell with coughs and colds, known as Influenza-like Illness (ILI). This factsheet explains what to do if your child is sick.

SYMPTOMS

- Cough
- Fever
- Headache
- Muscle aches
- Sore throat
- Runny or stuffy nose
- Fatigue/tiredness
- Nausea, vomiting, diarrhoea

REMEMBER

- Cover coughs and sneezes.
- Wash and dry hands thoroughly and often, to stop the spread of illness.
- Call your doctor to make an appointment, rather than just turning up.
- Your hospital emergency department is a busy place in winter. Please save it for emergencies only.

FOR MORE ADVICE

Call Healthline: 0800 611 116
A free, 24/7 service with interpreters available

Visit: kidshealth.org.nz | COVID19.govt.nz

Regional Public Health

HAIORA ĀIWI KI TE OPOKO O TE IKA A MĀUI
Better health for the greater Wellington region

June 2021 - Source: kidshealth.org.nz |
Auckland Regional Public Health Service

WHAT TO DO

Most children fight off the infection by themselves and fever is a normal part of this.

If your child is miserable due to fever or aches and pains, you can give paracetamol to make them more comfortable. Follow the dosage instructions on the bottle. It is dangerous to give more than the recommended dose.

Cough and runny or stuffy nose by themselves are not serious.

Give your child regular fluids, and keep them at home and resting. Keep them away from others until they are well to stop the spread.

See your doctor if your child has flu-like symptoms and:

- is less than 3 months old with a fever
- has a long-lasting (chronic) condition such as heart disease, cysticfibrosis or other lung condition, asthma, diabetes, an organ transplant, cancer or leukaemia
- is 3 years or older, has a sore throat and is Maori or Pacific. They need a swab for strep throat and treatment if positive
- doesn't seem to be improving.

See your doctor URGENTLY if your child of any age:

- is drinking less than half of their normal breastmilk or other fluid
- is having fewer than 4 wet nappies in 24 hours
- is severely irritable and is not wanting to be held
- has trouble breathing, has noisy breathing or is breathing fast
- looks very unwell and you are concerned
- has tummy pain, vomiting or diarrhoea and seems sicker than you would expect.

Dial 111 for urgent medical help if your child:

- has blue lips and tongue
- has severe difficulty breathing
- has any episodes of irregular or stopping breathing
- has a worrying rash especially one that does not go away when you press on it
- is unconscious or you can't wake them up properly.

Your child needs a COVID-19 test if they:

- have been in contact with a person with COVID-19
- have returned from a place where there is COVID-19
- have left managed isolation in the last 14 days.

Please contact Healthline on 0800 611 116 for advice.