

## Patient Newsletter – August 2019

### Manage My Health (MMH)

#### We now have 7040 patients registered to MMH

Thank you to those patients who have taken the time to register to manage my Health.

However, there are still a number of patients who have registered, but not yet activated their registration. Please make sure you take the time to activate your account if you haven't already.

From time to time, issues may arise when using MMH e.g. Script requests not working, test results not uploading etc.

Please make sure you let us know, so we can address any issues with the MMH team to get these issues fixed.

### Appointment Bookings

#### Let us keep you on time!

Our regular GP appointments are during standard business hours on week days. Standard appointments are 15 minutes long. If you need a longer appointment to discuss more than 1-2 issues, have a complex issue or need a specialised appointment (eg. Minor surgery, contraception insertion) please advise at the time of booking so we can allocate the correct amount of time for you.

If you cannot keep your appointment, or no longer need to see us, please call us to cancel your appointment. A non-attendance charge of \$19.00 will apply if you fail to attend/cancel your appointment.

### Improving Patient Care

Here at The Doctors, we're always improving how we deliver care and advice to you, your family and our community.

It's important that we make sure all of our patients are seen at the right time by the right person. So, what's changing?

- When you phone us to make an appointment, we'll take your details and our medical team will assess your needs. One of our doctors or nurses will phone you back.
- If your medical issue is deemed urgent, we'll book you in on the same day with an appointment. If the issue is less urgent, we will book you an appointment in advance to suit your schedule. In many cases, we can even help you with care and advice over the phone.

What our recent visitors had to say:

*"It is so brilliant, it (GP Phone Triage) works so well, and I didn't need to come in."*

### New GP at The Doctors Greenmeadows

#### Introducing Dr Richard Drexel

Dr Richard Drexel has now joined our Greenmeadows team. Dr Drexel is a GP who also has an interest in providing anthroposophical care.

### Daffodil Day 30<sup>th</sup> August

#### Who do you wear yours for?

Most of us know someone who is affected by Cancer.

Your donation will provide care, comfort and hope to people living with cancer, as well as help fund more vital research into better treatment.

Information about how to donate can be found at:

<https://cancernz.org.nz/>



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## Rheumatic fever – a heart breaking disease

Getting a cold or a sore throat is common but when that sore throat sticks around, it may be a sign of something more serious.

It could lead to rheumatic fever, an illness that can cause long term damage to the heart.

Your healthcare professional can take a mouth swab to check for strep throat and in some areas, schools have sore throat swabbing programmes.

Children with strep throat are given antibiotics to clear up the infection and the whole course of medicine must be taken, even if your child feels better.

If a child is not treated, rheumatic fever can start one to five weeks after they've had strep throat.



The signs are sore and swollen joints, a fever that lasts a few days, a rash over the joints and spine, small lumps under the skin and unusual jerky movements of hands.

Eventually, most symptoms go away but any damage to the heart may stay.

Children may be treated in hospital, sometimes staying for weeks or months and people with badly damaged heart valves may need heart surgery.

The best way to avoid getting rheumatic fever again is to ensure your child has their regular penicillin injections every 28 days for at least ten years, or until they are 21 years old, whichever is longer.

When there is heart valve damage, they may need to continue penicillin injections for longer.

To reduce the risk of spreading strep throat – homes need to be warm, dry and have separate sleeping spaces, where possible.

Covering your mouth when coughing and sneezing, and washing hands also helps to reduce the risk of passing on infections.

If you suspect your child has strep throat or rheumatic fever, contact us here at The Doctors or call Healthline on 0800 611 116.