

Patient Newsletter - March 2019

This year is set to be a big one. We are aiming to improve the services available to our patients, and with that improvement comes change. We are currently in the process of making changes to help us provide you with the best possible care.

Introducing our newest GP

A very warm welcome to Dr Rayan Ramjiawan to our Greenmeadows Clinic.

Dr Ramjiawan joins our team, and will be our new full time GP at our Greenmeadows clinic. Dr Ramjiawan comes to us from Holland, and we look forward to him joining our team.

We are moving to a new Practice Management System

This month we are moving to a new patient management system. This new system is one of the most advanced clinical systems available. The core focus of this new system is to improve the quality and efficiency of healthcare service delivery.

We appreciate your patience as we upgrade and learn this new software. This will be a big change for our staff, but with this change we will be able to streamline how we care for our patients, and provide better communication.

You may be asked to update your patient details when you next visit the doctor to ensure we hold the correct details for you.

Website Revamp



Our website has just had a refresh. You will notice it has a different look and feel.

We are currently in the process of updating all of the data on our pages, your patience as we update this information is appreciated.

Manage My Health

Have you activated your Manage My Health?

We currently have 6206 patients registered for MMH, 4733 active patients and 1244 patients yet to activate their Manage My Health.

We are aware that from time to time MMH does have some glitches. We are aware some of our patients are having issues when booking through the MMH portal. To help you when booking your appointment through the portal:

- ✚ Make sure you received an appointment confirmation
- ✚ If you have a mobile number and didn't receive a text to remind you of your appointment the night before, your appointment may not have been booked.

Please note that MMH bookings are for standard (15min) appointments only. If you are needing a longer appointment (e.g. a double appointment, or minor surgery etc) you will need to phone the clinic to book to ensure you are given the correct allocation of time.

Please also be aware if you have been referred for a specialist appointment at the hospital, you may receive a booking notification in your MMH app, which does not specify a time. Please ignore this notification and

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wait to get the appointment notification through the mail, as this will have full details of date, time and instructions.

We are working on our phones

We are currently in the process of upgrading our phone system. We are looking to streamline all phone calls and are hoping that this will fix the wait times our patients are currently experiencing while trying to get through on the phone.

Cervical Screening

Have a smear for the ones you love

Having regular smear tests can reduce a woman's risk of developing cervical cancer by 90%. All women who have ever been sexually active should have regular cervical smear tests from the time they turn 20 up to the age of 70.

Give us a call to book in your next smear with one of our lovely nurses.

Asthma Awareness



In New Zealand, over 521,000 people take medication for asthma – this includes an estimated 1 in 7 children and 1 in 9 adults. For children, asthma is one of the most common causes of hospital admissions.

What is asthma?

People with asthma have sensitive airways in their lungs. The airways may tighten, partially close up,

swell inside, and make more mucus when faced with certain triggers. This makes it hard to breathe in, and even harder to breathe out.

Is your asthma under control?

Asthma affects people in different ways - some people suffer from asthma symptoms constantly, some only get symptoms every few weeks, while others have their asthma so well controlled that they hardly experience symptoms at all. If you have symptoms of asthma more than three times a week, your asthma is not well controlled. Most people with asthma can lead a healthy active lifestyle when they manage their condition well. Here are the key steps that you can follow to better manage asthma.

- + Follow a Self-Management Plan
- + Take your medication as prescribed
- + Use a Peak Flow Meter
- + Visit your asthma team regularly
- + Keep active
- + Be smoke free

If you need help developing a self-management plan or advice on how to better control your asthma, see one of our team to help you.

More information can be found by visiting:

www.asthmafoundation.org.nz