

**Patient Newsletter – December 2019**

## Christmas & New Year Hours

For urgent care on Christmas Day please go to  
City Medical in Wellesley Rd

### Napier

Mon 23<sup>rd</sup> & Tues 24<sup>th</sup> December – 8:00am – 8:00pm

**Wednesday 25<sup>th</sup> December – CLOSED**

Thur 26<sup>th</sup> December – 8:00am – 6:00pm

Fri 27<sup>th</sup> December – 8:00am – 8:00pm

Sat 28<sup>th</sup> & Sun 29<sup>th</sup> December – 8:00am – 6:00pm

Mon 30<sup>th</sup> & Tues 31<sup>st</sup> December – 8:00am – 8:00pm

Wed 1<sup>st</sup> & Tues 2<sup>nd</sup> January – 8:00am – 6:00pm

Fri 3<sup>rd</sup> January – 8:00am – 8:00pm

### Greenmeadows

Mon 23<sup>rd</sup> & Tues 24<sup>th</sup> December – 8:00am – 5:30pm

Wed 25<sup>th</sup> – Sun 29<sup>th</sup> December – **CLOSED**

Mon 30<sup>th</sup> & Tues 31<sup>st</sup> December – 8:00am – 5:30pm

Wed 1<sup>st</sup> – Sun 5<sup>th</sup> January – **CLOSED**

### Westshore

The Doctors Westshore will be closed from  
Thursday the 19<sup>th</sup> of December and will reopen on  
Monday the 6<sup>th</sup> of January

### EIT

The Doctors EIT will be closed from Friday the 20<sup>th</sup>  
of December and will reopen on Monday the 3<sup>rd</sup> of  
February

**Please make sure you organise your repeat scripts and routine appointments early. Urgent prescriptions and after hours appointments incur a higher fee.**

## Managing Stress over Christmas

Because stress is a part of life, learning how to manage it is an important part of having good physical and mental health.

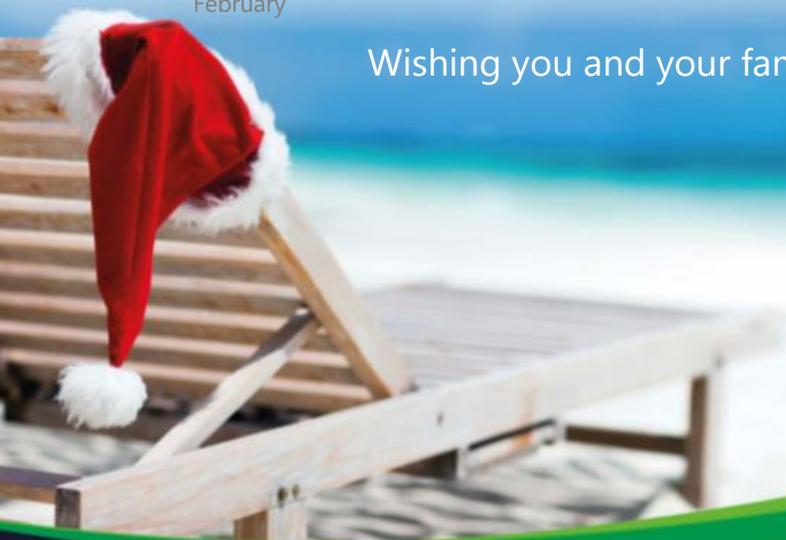
This involves learning to recognise what sparks stress in your daily life and using anti-stress tools to wind down before you get wound up.

Tips for managing stress:

- ✚ Exercise – Be active every day. Find something you enjoy and keep doing it.
- ✚ Sleep – Lack of sleep can increase stress levels
- ✚ Eat well – Eat a healthy diet rich in fresh fruit & vegetables
- ✚ Find a relaxing hobby – Take part in activities that calm you
- ✚ Breathe deeply
- ✚ Visualise yourself in a calm, relaxed place
- ✚ Take a break
- ✚ Talk to someone
- ✚ Write it down – Keep a notepad by the bed and write down what's on your mind before you go to sleep

More information for managing stress can be found at: <https://www.healthnavigator.org.nz/health-topics/stress/#Managingstress>

Wishing you and your family a happy and healthy summer



## Hawke's Bay health clinics use phone triage to see patients

Photo / Paul Taylor /Hawkes Bay Today  
By: Laura Wiltshire



Maik Huneke from The Doctors Napier, says using a triage system can help patients engage with their GP.

A Napier GP clinic is trying a new way to ensure patients can engage with their general practitioner, after wait times for appointments began to balloon.

The Doctors Napier has implemented a phone triage system, so if patients need a same-day appointment, they are able to speak with a GP first.

It is the fourth clinic in Hawke's Bay to use the system, called Health Care Home, after Hauora Heretaunga, Te Mata Peak Practice and Totara Health.

Two more practices are working towards implementation.

In October, GPs at The Doctors Napier spoke with 590 patients over the phone, with half those cases able to be resolved via phone.

It freed up 297 appointments being made available for face to face consults.

GP Maik Huneke said the system had been implemented to improve doctors' accessibility to patients.

"The wait time to get an appointment is longer and longer."

He said patients were waiting up to two weeks to see their regular GP.

Speaking with patients over the phone allowed simple resolutions to be completed without the

patient coming in, for example if someone had run out of medication, or needed a referral.

This meant dedicated appointments were left free for those who needed to be seen on the day.

Huneke said he would recommend the system to other GP clinics if they were seeing increased wait times for appointments.

Medical director of the Royal New Zealand College of General Practitioners, Bryan Betty, said phone triaging systems were becoming more common around the country to cope with demand.

"There is no doubt there is a lot of pressure of general practices around New Zealand, there's a looming shortage of GPs coming up, there's a very high demand.

"I believe every patient in New Zealand has the right to their own GP, so being able to connect in different ways is really, really important."

Hawke's Bay Health, the Hawke's Bay primary health organisation, is also supportive of the initiative.

Primary care innovation lead Rebecca Mackenzie said the aim is clinical and business sustainability in an age of population growth, increasing need and medical staff shortage.

Hawke's Bay DHB's executive director of planning and funding, Chris Ash, said it is also supportive of the system.

"Right across Hawke's Bay's health care system, primary and secondary, we are implementing new ways of doing things that make best use of our health resources and do the very best for patients while striving to improve health care equity for our at-risk populations."

