

Patient Newsletter – July 2019

Phone System

Great News! Our new phone system is in and up and running.

It is only very early days for us, so our call centre staff are still learning the new programme, but already we have received great feedback that our phones are getting answered faster.

We are now able to monitor and control our call flow and get more staff answering your calls in busy periods. Please be aware there still may be periods where call flow is heavy. (e.g. lunch times, early in the morning and Monday's)

By 3:30pm on Monday we had answered 450 incoming phone calls. That is just over a call a minute.

A reminder if you have Manage My Health, you can request repeat prescriptions and book appointments through the online portal.

Thank you for your patience as we sought out the best possible phone system to be able to handle our current demands.

We have also made this change to keep up with ever changing face of healthcare. Continue reading for more information.



The changing face of healthcare

Demand on GP Practices is continuing to increase. To ensure we provide the best quality care that is more convenient to you, we are moving towards the 'Health Care Home' model.

So what is Health Care Home?

The driver for the health care home model is the need to change the way general practice and primary care is provided in order to ensure sustainable, affordable and high-quality services.

Increased demand for health care from a growing and ageing population, increasing rates of long-term preventable conditions and looming workforce shortages mean that our services need to be designed and delivered differently.

With better use of technology, better use of a range of roles in the health care team and more efficient business processes, we hope to offer more convenient high-quality care.

Health Care Home is based on a system of comprehensive primary care where a fully integrated, multi-disciplinary team is accountable for the health and wellness of its enrolled population. It makes best use of technology to ensure convenient access and coordinated care for patients combined with lean principles to ensure the most efficient and productive use of time and resources.

Adopting this model of care The Doctors Napier Ltd aims to provide you with more convenient high-quality care.

This means you may notice changes over the coming months as to how we structure your care.

We have already made a few minor changes, including the addition of GP Phone Triage.



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More information about Health Care Home can be found by visiting:

<https://www.healthcarehome.org.nz/>

Vaccinate on time to protect your whānau and community

You may have some questions about your child's vaccination programme and it's important you discuss these with your doctor or nurse because vaccines are an important way to protect their health.

There are a series of free vaccinations timed for different life stages and the National Immunisation Schedule tells you when your child needs to have each vaccination and what it is for.

Missing or delaying a vaccination can put everyone's health at risk and we recommend children are vaccinated on time.

Our practice will send you a recall reminder of when to book your child in for the vaccination and the doctor or nurse will explain the vaccination process to you and answer your questions.

Vaccinations are generally given as injections in the arm or leg, although the rotavirus vaccine, Rotarix, is a liquid that is dropped into your baby's mouth and swallowed.

If your baby has a minor illness without fever, such as a cold, they should still have their vaccinations as normal.

However, if your baby is ill with a fever, delay the vaccination until they have recovered.

After the vaccination, you and your child will be asked to remain at the medical centre for 20-30 minutes so your child can be monitored.

It's common for most children to be a little unsettled for a couple of days after their

vaccinations and they may be more restless or sleepier than usual.

As with all medicines, there may be side effects but they are usually mild and can include redness, swelling and tenderness at the injection site, fever and mild diarrhoea.

Contact us to make an appointment or to get more information about vaccines, call the Immunisation Advisory Centre on freephone 0800 466 863.

