

Patient Newsletter – May 2019

Online 'Easy Booking' now Available

Did you know you are able to book appointments online? And you don't have to be registered to Manage My Health to do so.

You can simply visit our website: www.thedoctors.co.nz, select which clinic you are after and hit the "book an appointment" button and simply follow the instructions.

Email Correspondence

You may have noticed an increase in receiving email correspondence.

Instead of posting out accounts, recalls, appointment reminders etc, we are trying to cut our paper usage by emailing you. This also helps us get correspondence to you without delay.

Please keep us up to date with your latest email address.

PLEASE NOTE: We will not send any sensitive clinical information, such as test results etc. If you wish to receive test results, or hospital correspondence you are welcome to sign up to Manage My Health, as we are able to send this information via this platform. See reception with ID if you wish to register for this.

Patient Experience Survey

This month our practice is participating in a national survey to find out what your experience with health care is like and how your overall care is managed.

Taking part is voluntary. You can choose to say no.

If you take part, your responses will be anonymous and your privacy protected. We will share your contact details, including email address and mobile number, only so you that you may receive an invitation to complete the survey online.

By taking part in the survey, you would be helping to improve care and access to health services in local communities across NZ.

Please talk to us if you have any questions.

Flu Vaccines Now Available



Getting your flu vaccine is one of the best things you and your whanau can do to help stay well through the winter season. Flu can be anywhere and the best protection is a flu vaccine.

Please phone or pop in to make an appointment for your flu vaccination. Please note that you will be asked to stay 20 minutes after having your vaccine to be monitored in case of any adverse reaction.

If you're over 65 years, pregnant or have a chronic condition you *may qualify for a FREE flu vaccine*. Ask at reception.

New Phone System is Coming!

We are currently working with NOW to get our new system up and running.

Our operations team is currently working through the final stages of design, to provide you with the best and most efficient system we can. This new system should be in place by Mid-June. We believe this will give you a more streamlined experience when contacting our clinics.

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Smoking will take your breath away



There comes a time in most smokers' lives when they have had enough, and they want to quit.

They know the health risks, they know it costs a fortune and they know they just shouldn't, but the nicotine in cigarettes is highly addictive.

Quitting smoking is hard.

To break such an addictive habit, you need a plan and a back-up team.

Every region has a free service to help you ditch smoking, where the friendly support people can massively improve your chances of quitting for good.

They give you free lozenges, gum or patches to help beat nicotine cravings and they stay in contact to check on your progress.

You may need to identify what triggers your smoking and avoid those activities, places or people.

Then recognise the rewards you get by not smoking, for example improved fitness to hang out with family and friends.

Quitting smoking at any age is beneficial and not only increases life expectancy; but improves quality of life too.

Every moment a person goes without smoking, their health improves and they feel immediate benefits as their body begins to heal.

Second-hand smoke affects the health of tamariki and wider whānau, with children of smokers being more prone to asthma, colds, coughs and ear infections.

The best way to be smoke-free is to never start but children surrounded by smokers are seven times more likely to pick up the habit.

Setting a good example is vital for our next generations' well-being.

And, if you puff a pack a day, when you stop smoking you get an extra \$10,000 a year to do something awesome.

World Smokefree Day on Friday May 31 is the ideal time to celebrate our country's smoke-free success and begin your journey to a healthier lifestyle.

Quitting smoking is tough, but we know that doing it with our support helps.

For more information about stubbing out the smokes for good, contact us.

