



Can your GP help you with a phone call?

We've made improvements to the way we provide our services

If you call us for a same day urgent appointment and our receptionist can't find any available appointments for you, they will offer for a clinician to give you a call. Often the GP will be able to resolve your issue over the phone, and if they can't, they will be able to book you an appointment as appropriate.

During October our GP's returned 590 phone calls to patients requiring an urgent appointment. 50% of these calls were able to be quickly resolved over the phone with either advice, referral or prescription. As well as helping these patients, this also resulted in 297 more appointments being made available for face to face consults.

Patient Experience Survey

November 18th – November 24th

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.

Survey's will be emailed out. If you take part, your responses will be anonymous and your privacy protected throughout.

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

Xmas is coming

Are you organised?

Christmas is fast approaching. Do you have prescriptions, or needing an appointment around the Christmas break?

A reminder to book this in or request this sooner rather than later.

Next month's newsletter will inform you of our Christmas hours for each centre.

After-Hours care

Do you know how and where to access care after hours?

The Doctors Napier, 30 Munroe Street is open:

8am-8pm Weekdays

8am-6pm Weekends & Public Holiday's

If you are a patient of The Doctors Napier, Greenmeadows, Westshore or EIT and need care when your usual centre is closed The Doctors Napier is our after-hours centre. You will be charged at registered rates (after-hours fees may apply). Outside of The Doctors Napier hours, City Medical will see our patients.

Please note: If you visit City Medical during our open hours you may be turned away and told to come to our Napier Clinic.



Patient Newsletter –November 2019

Live an active life, and don't let diabetes stand in your way!

If you or someone you know has been diagnosed with diabetes, they're not alone.

You can prevent many problems with diabetes if you know about it early and take action to manage it.

Find out how a healthy lifestyle, daily routine and technology can help.



80% OF CASES OF TYPE 2 DIABETES IS PREVENTABLE THROUGH THE ADOPTION OF A HEALTHY LIFESTYLE



70% OF PREMATURE DEATHS AMONG ADULTS ARE LARGELY DUE TO BEHAVIOUR INITIATED DURING ADOLESCENCE



Caring for my Diabetes involves my whanau!

- + Managing diabetes requires daily treatment, regular monitoring, a healthy lifestyle and ongoing education. Family support is key
- + Education and ongoing support should be accessible to all individuals and families to help manage diabetes

November the 14th is World Diabetes Day

Preventing Type II diabetes involves the family too!

Many cases of type 2 diabetes can be prevented by adopting a healthy lifestyle. Reducing your family's risk starts at home

- + When a family eats healthy meals and exercises together, all family members benefit and encourage behaviours that could help prevent type 2 diabetes in the family
- + If you have diabetes in your family, learn about the risks, the warning signs to look out for and what you can do to prevent diabetes and its complications
- + Families need to live in an environment that supports healthy lifestyles and helps them to prevent type 2 diabetes

