



### Our Christmas and New Year Opening Hours

We wish everyone a happy and peaceful Christmas and the best of all good things for 2014. Please note we will be closing earlier than usual on the days around Christmas and New Year.

Our opening hours will be as follows:

Monday 23 December 2013	Surgery open 8.00am - 7.00pm.
Tuesday 24 December	Surgery open 8.00am – 5.00 pm
Wednesday 25 December	Surgery closed.
Thursday 26 December	Surgery closed.
Friday 27 December	Surgery open 8.00am – 5.30 pm
Saturday 28 December	Surgery open 9.00am – 12.30pm
Sunday 29 December	Surgery closed.

**For urgent attention call 293 6002**

Monday 30 December	Surgery open 8.00am - 7.00pm
Tuesday 31 December	Surgery open 8.00am – 5.00 pm
Wednesday 1 January 2014	Surgery closed.
Thursday 2 January:	Surgery closed.
Friday 3 January	Surgery open 8.00am – 5.30pm
Saturday 4 January	Surgery open 9.00am – 12.30pm
Sunday 5 January	Surgery closed.

**For urgent attention call 293 6002**

We resume our normal opening hours on Monday 6 January 2014.

If you need a doctor outside of opening hours please phone 293-6002. Your call will be answered by a triage nurse who will assist you with advice and referral as appropriate. Our on-call doctor is on duty until 10.00pm each day; between 10.00pm and 8.00am the following day there is ambulance/paramedic cover if needed or patients may be directed to Kenepuru Accident and Medical in Porirua or to Wellington Hospital Emergency Department.

***In the event of an acute emergency at any time please call an ambulance on 111.***

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#### Weekend

#### Opening Hours

Our Doctors are available for afterhours and weekend care. Our opening hours are as follows:

Monday	8am—7pm
Tuesday	8am—7pm
Wednesday	8am—7pm
Thursday	8am—7pm
Friday	8am—5.30pm
Saturday	9am—12.30pm
Sunday	Closed

#### In case of emergency

**Dial 111**

**and ask for an ambulance**

For Afterhours and urgent care

dial 04 293 6002

You will be connected to a Triage Nurse who will if necessary put you in touch with the afterhours Doctor on call.



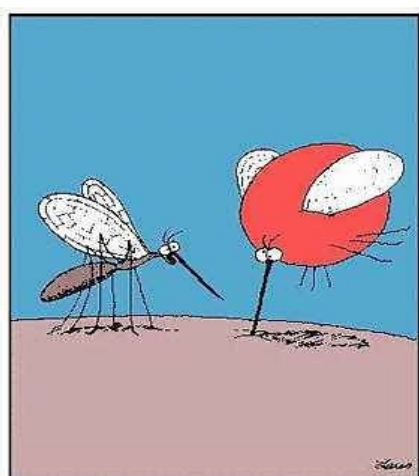
## Ear Health

Earlier this year we purchased a microscope to enable us to perform ear suctioning. This procedure has now replaced ear syringing as the preferred method of removing ear wax or foreign bodies.

Ear suction clinics are running on Wednesdays and Thursdays each week. We ask that drops of either almond or olive oil are used for three days prior to suctioning so please speak to our receptionists if you are interested.



## Travel Medicine



"Pull out Betty! Pull out.....You've hit an artery"

Travelling overseas can present a number of challenges, both in terms of exposure to infectious disease and also to a whole range of other health issues such as viral infections, jet lag, DVTs, exacerbations of pre-existing medical conditions and accidents. It's important to have travel insurance appropriate to the destination and activities planned. Reading the small print is critical!

We offer a wide range of travel vaccinations and are happy to advise on travel medicine requirements. Dr Andrew Edwards has this year completed a Post Graduate Certificate in Travel Medicine and all the doctors are happy to provide advice.

A pre-travel consultation is often a good investment and needs to be done a couple of months before the trip to allow time for scheduling of vaccinations.

## Staff Matters

This year has been a busy one for all our staff. There has been no change within the medical staff, apart from the addition of a Registrar in the second half of the year and a steady stream of Trainee Interns and 4th year Medical Students coming and going.

Our nursing team is going through a few changes at present. In January Nurse Jo will be leaving us to return to the South Island where her family lives. Jo has been with us for 13 years and many patients have enjoyed her infectious laughter and direct approach to promoting good healthy lifestyle. We are grateful to Jo for all her hard work and enthusiasm and wish her well in her future endeavours.

Nurse Deb joined us in October when our relieving Nurse Liz retired. Deb has worked many years as a Practice Nurse in Wellington, and

also has her Occupational Nursing qualifications. Deb is already busy both within the practice and working with Nurse Sue providing Occupational Health services such as pre-employment checks, workplace assessments, drug screening etc.

Nurse Linda started as our Nurse Reliever in December. Linda has returned to nursing after working in other fields for some years and is looking forward to working in General Practice. With a team of 13 nurses we are always needing to provide cover for someone so we are lucky to have Linda join us in that role.

The new face at reception this year belongs to Sarah who joined us in May. Sarah has worked in practices closer to Wellington but is now living in Waikanae so we were delighted to

welcome her as a Receptionist Reliever.

At the end of January we will be saying farewell to Frances who has been on the Waikanae Health phones for 14 years and will have become a very familiar voice to many people in Waikanae. Frances has decided it's time to retire and spend time with family, friends and all the crafty activities she enjoys. We thank Frances for the wonderful job she has done over the years and hope she has many happy times ahead.

In her place we welcome our new Telephonist, Denise, who will start in February. Denise worked at Waikanae Health many years ago, before moving into the city to live, and she has now returned to the Coast and is coming back to work alongside Sharyn on the telephones.



## Snapshots of our Staff... Docs



Dr. Andrew Edwards trained and worked in London, and spent 4 years working in Nepal in a Community Health Programme, before moving to New Zealand in 2000 with his wife, Helen, and two daughters. His medical interests include tropical and travel medicine, registrar and medical student training. Andrew plays soccer and tennis, attends a local church and enjoys tramping.



Dr. Bente Ongkiehong is one of our two lady Doctors. She studied in between the tulips in the oldest university in Holland, Leiden, and worked in the Hague before coming to NZ in 2008. Her special interests are paediatrics, womens' health care and travel medicine as travelling to new areas of the world is her passion. She enjoys wandering the mountains with her family and dog, running the hills and skiing down Mt Ruapehu. She also enjoys sailing and kayaking the beautiful shores of New Zealand



Dr. Clive Cameron has been a GP for a number of years now and still finds it challenging, interesting and rewarding work. His particular interests include preventative care, health screening, chronic illness and palliative care. Clive enjoys spending time with his family and walking, reading, tennis and involvement in the local church.



Dr Jared Cook grew up in the Wellington area. He studied in both Otago and Wellington and has worked in New Plymouth Base Hospital, Whangarei, Wanganui and also as a rural GP in Bulls. He came to Waikanae Health in mid 2011. Jared's interests are snow skiing and water skiing and he holds a special skill in creating balloon animals, flowers, boats and swords for our smallest patients.

## And Now for a Joke:

A History Class was discussing the life and legacy of Mahatma Gandhi. The conversation covered topics like his personal message, lifestyle and previously unknown facts about the man. It emerged that in his latter years, Gandhi suffered painfully due to poor dental treatment and had considerable foot problems from his extensive walking.

When asked to summarise Gandhi in one sentence, one very "bright spark" wrote:

"Towards the end of his amazing life, Gandhi became a super-calloused, fragile mystic, hexed by halitosis."



## Ordering Repeat Medications

Over the holiday period our nurses deal with extremely high volumes of prescriptions and we do appreciate your assistance by being clear and specific when leaving requests. There are several ways you can order a repeat prescription:

- You can telephone the Health Centre on 04 293.6005 and ask for the Prescription Line, where you can leave a message requesting your medication. The answer phone is cleared regularly from Monday to Friday.
- You can come to the Health Centre and complete a Repeat Prescription Request Form.
- You can e-mail your request to [repeatscripts@waikanaehealth.co.nz](mailto:repeatscripts@waikanaehealth.co.nz)
- You can use the on-line form on our website [www.waikanaehealth.co.nz](http://www.waikanaehealth.co.nz).

We undertake to have your prescription ready for you to collect from the front desk 2 working days after we receive your request. Weekend requests will be available on Tuesday afternoons.

You will need to see your Doctor at regular intervals to review your health and/or medication.



### Aclasta Infusions

An infusion which replaces Fosamax



### Travel Medicines

Travel vaccines and health advice for travellers



### Smoking Cessation

Help with quitting smoking.



### Diabetes annual checks

Review and monitoring of the diabetic's health including retinal screening



### Contraception

IUD and Jadelle insertion and removal.  
Vasectomies.



### Minor Surgery, Biopsies and Excisions

Removal of skin lesions and moles. Toe nail re-sections and other minor operations done under local anaesthetic.



### Occupational Health

We are accredited by NZQA for drug and substance abuse testing and provide pre-employment and independent medical assessments.



### Spirometry

Lung function testing.

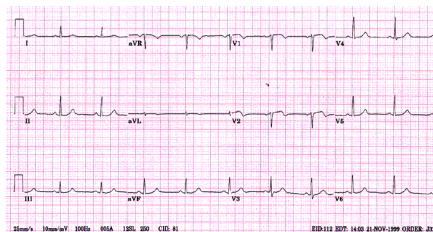


### Ear Suctioning



### Wound Clinic

Stitch and staple removal.  
Specialist dressings and wound care.



### ECG recordings



### Sexual Health

Advice, contraception and testing for sexually transmitted infections and diseases. This is a free service for anyone up to age 23.