



WAIKANAЕ HEALTH News

Waikanae Health Newsletter October 2017

Welcome to the Waikanae Health Newsletter for October 2017.

WHAT'S NEW IN THIS ISSUE:

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- The Health Care Home
- Manage My Health
- Updating details
- Closures for training in November
- Staff news
- Opening hours
- Travel Medicine
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- A spot of comedy

WHAT'S NEW AT WAIKANAЕ HEALTH??

These are busy times for the Waikanae Health team. We have a number of great projects under way, and we look forward to seeing the anticipated improvements in how we care for our patients.

First: The Beach Clinic in Te Moana Road

It's so good to see the progress on this build after all this time. The roof is now on, and we have been "walking through" the rooms to make some last minute tweaking of room layouts while we still can. We are putting up photos of the building stages as they happen on our website, so you can check in there to see where we are up to with the build as time goes on.

There will be lots happening on the site over the next few months, and we hope to be moved in and open for patients by about March or April next year. We will have 3 doctors and 2 nurses working from there, along with a couple of admin staff and the pharmacy, and there will be lots of parking on site. Having more doctors will greatly improve our availability to our patients, and give us capacity to grow with the changing population of Waikanae and the beach area.

We will be providing more information on staffing and opening hours as we come closer to opening the facility.

Next: The Health Care Home

Waikanae Health is part of a new programme developed by the NZ Health Care Home Collaborative and supported by the CCDHB. The aim of the new model is to deliver a better patient and staff experience, improved quality of care and greater efficiency.

The Health Care Home Model looks at ways of improving four areas of care:.

- ready access to urgent and unplanned care
- proactive care for those with more complex need
- better routine and preventative care
- improved business efficiency and sustainability.

We have started our Health Care Home journey with the introduction of a new GP Triage system which already shows an improvement in the urgent care domain. We are now able to provide a "phone back" service to all patients who are acutely unwell and want to see a doctor on the day.

For patients who need to be seen on the day we have always had the Emergency (Duty) Doctor service to book these patients into, but the gold standard is for patients to see their usual doctor when they are unwell. We ran an audit of when most of these "on-the-day" request phone calls are made to us, and this showed us that almost 50% of these calls over the day come between 8am and 9am. The process now is that those patients who telephone us between 8am and 8.50am will be called back by their own doctor as long as s/he is in the building, or, if not, by another doctor in the practice. The doctor will discuss symptoms etc and make a decision on the best options for the patient. This will either be an appointment on the day with their own doctor wherever possible, or it may be that the doctor can sort the problem out over the phone. In this case, where a face-to-face appointment has been replaced by a telephone consultation, a lesser fee will be charged. When the patient is booked for a subsequent appointment there will be no charge for the triage phone call. There are protected appointment slots available for doctors to then book in patients with their own doctor wherever possible. After 9am the usual process of appointment making will resume, that is if you ring for an on-the-day appointment it is likely you will be booked on the Duty Dr service. We have been running this service for almost 2 weeks now and it is really successful as patients are now seeing their "own" doctor when they are unwell on the day.

To support this new system we realise we need to change the way our receptionists receive and manage phone calls. We are taking the phone work away from the front desk, and are redeveloping a space at the back for all telephony work. This will allow the telephone receptionists more time and better privacy to discuss with patients on the phone what their best options for care on the day might be. It will also result in a better front desk experience for

patients, as they will no longer be waiting for a phone call to finish before they can speak to a receptionist. This change will take place later in November. We are also changing our telephone provider and system to provide us with better reporting and monitoring of call volumes, calls dropped etc, so that we can better match staff resource with demand.

There will be other changes coming as we work our way through all the requirements, and we will do our best to keep everyone advised as we go.

ManageMyHealth - On Line Access to your Health Centre:

We now have more than 1600 people signing up for this great new service. When using the Manage My Health portal patients can make an appointment on line, email their doctor directly, request a repeat prescription directly from their own doctor, view their test results and check on their recalls. If appropriate patients may have a consultation with their doctor by email (or phone) if the doctor agrees that there is no need for a face-to-face consultation. There will a charge for these consultations but it will usually be less than a face-to-face consultation fee. We can also email patients using this secure link so it is a great tool for improved communication with the practice team.

Access via ManageMyHealth can be via your computer or laptop, or via a ManageMyHealth app which can be downloaded on to smart phones, so people can access these on line services from anywhere at any time.

If you haven't yet signed up for this service you can go on to our website www.waikanaehealth.co.nz to download the Terms and Conditions which you will need to read and sign. You then need to bring this in to our reception team, along with photo ID, and you will be helped through the process of registering and activating your account.

The system will notify you when the doctor has processed your script request, but that does not guarantee the script is ready to collect right then: often the doctors are working in the evening at home and may not get the prescriptions printed and signed until the following day. Please remember to allow for up to 2 working days for us to process a prescription request, and do ensure you make your request well before your medications run out.

CONTACT DETAILS:

As we move into more electronic ways of contacting people it becomes increasingly important that we have accurate current contact information for our patients.

If you have moved house recently, or changed your email address or phone number, please contact us so we can update our records.

From the end of November 2017 Paradise, Clear and IHug will no longer be supported by Vodafone, so people who have been using them as their email provider will have to change their email addresses. Patients using Manage My Health will need to change their email address within the Manage My Health software: log into the site, go to Change My Email and enter your new address there. This change will then be advised to us so we can update your patient record.

Some training times in November

The Health Care Home Model looks at efficiency and sustainability as well as clinical services. In line with this we will be undergoing some extra training exercises in November and this will require us to close early on two evenings.

On Tuesday 7 November we will close at 5.15pm for a training session on the principles of the Kaizen Lean Thinking methodology.

On Tuesday 21 November we will close at 5.15pm to undertake a Lean exercise which will involve all staff clearing out waste from their workstations. This is long overdue and will

bring about a huge improvement in our workplace efficiency and waste reduction.

There will still be a doctor on call from 5.30pm till 10.00pm as usual, and the usual phone numbers apply.

STAFFING:

We have three new doctors starting with us over the next few months:

Dr Maryanne Ting starts on 6 November 2017 and Dr Hannah Preston on 13 December 2017. Both these doctors will be working for us and also participating in the GP Training Programme with the RNZCGP. Both will be new to General Practice when they start: Hannah has been working in Anaesthetics in Dunedin and Maryanne in General Medicine in Auckland, but both are experienced doctors who have decided to make General Practice their career. The training programme goes over three years and after passing everything the doctor becomes vocationally registered and a Fellow of the College of GPs in NZ.

Dr Anouk Balster is a Belgian doctor who has been working most recently in New Caledonia. She and her husband have decided to relocate to Waikanae to live and raise their children. Anouk has been a registered GP for many years and brings lots of experience with her. She will start with us on 10 January 2018.

OPENING HOURS:

Don't forget that we are open in the evenings during the week, and also on Saturdays.

We have extended our opening hours on a Saturday: we are open from 9.00am in the morning until 4.00pm in the afternoon. We have two doctors available, one for routine booked appointments for people who find it difficult to get here during the week, and the

other for urgent, on-the-day matters.

During the week we are open until 7.00pm Monday to Thursday, and until 5.30pm on Fridays. Again we have doctors available for late booked clinics as well as the urgent care doctor.

Outside of those hours we have a Waikanae Health doctor on call until 10.00pm every night of the week. After hours calls are diverted to our after hours service whose registered nurses answer our calls, provide advice and contact the on call doctor as needed. Patients can ring us at any time throughout the night between 7pm and 8am the next morning, and have their call answered by one of these nurses.

TRAVEL MEDICINE UPDATE :

Our Travel Medicine service is growing and we re seeing a broad range of travellers heading overseas on holidays, visiting friends and relatives, going on business trips or taking part in expeditions. We have four nurses and one doctor involved in assessing the health needs of travellers and providing pre-travel advice, vaccinations, anti-malarial prophylaxis, medication for altitude sickness, diarrhoea and other standby medications. We are a Yellow Fever vaccination centre.

We ask travellers to complete a pre-travel questionnaire (down-loadable from our website www.waikanaehealth.co.nz) and to get this to us a couple of months in advance of the intended travel dates to allow time for scheduling relevant vaccinations.



LABOUR WEEKEND OPENING HOURS:

We are open over Labour weekend as follows:

Friday 20 October:	8.00am - 5.30pm
Saturday 21 October:	9.00am - 4.00pm
Sunday 22 October:	CLOSED
Monday 23 October:	CLOSED
Tuesday 24 October:	8.00am - 7.00pm

Outside of these hours we have a doctor on call between 8.00am and 10.00pm every day. Call 04 293 6005 to talk to one of the registered nurses who will help you.

The Waikanae Health team would like to wish everyone a safe and happy holiday weekend

AND NOW THE JOKE...

One Sunday morning, the priest noticed little Alex standing in the foyer of the church staring up at a large plaque. It was covered with names with small American flags mounted on either side of it.

The seven year old had been staring at the plaque for some time, so the priest walked up, stood beside the little boy, and said quietly, "Good morning Alex."

"Good morning Father," he replied, still focused on the plaque. "Father, what is this?" he asked the priest.

The priest said, "Well, son, it's a memorial to all the young men and women who died in the service."

Soberly, they just stood together, staring at the large plaque. Finally, little Alex's voice, barely audible and trembling with fear, asked, "Which service, the 8:30 or the 11:00?"



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