

WHAT'S NEW IN THIS ISSUE:

- ManageMyHealth - on line access to your medical record
- Patient experience survey
- Free Spot Check Friday - check it out
- Kapiti Health Shuttle
- Staff snippets
- Opening hours over Christmas / New Year
- Hearing Loss and Illness
- Satellite clinic update
- A spot of comedy

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WAIKANAЕ HEALTH News

Waikanae Health Newsletter November 2016

MANAGE MY HEALTH - ON LINE ACCESS TO YOUR OWN MEDICAL RECORDS THROUGH A SECURE PATIENT PORTAL

"Manage My Health" is a great innovation for people who work away from home, shift workers, people who travel a lot, commuters and busy Mums and Dads at home with little ones. In fact anyone can enjoy and benefit from the convenience of being able to book an appointment, request your repeat medications, email our staff, access your Laboratory or Radiology results on-

line, and more. (Other features will be added over time.)

Manage My Health is secure and once you've registered you can access these on line services from home, the office or on your smart phone, anywhere, anytime!

To enroll, go onto our website to download the Terms and Conditions which you will need to read and sign. You will need to bring it into us, along with photo ID and your own unique email address, and we will sign you up.

A range of charges applies for script requests and email consultations with the doctor.

Just a reminder: when requesting repeat scripts using the portal (or via the other methods available), it will take us up to 2 working days to process your request. If possible, please remember to make your request preferably up to two weeks prior to running out. This will allow for any unforeseen events, such as earthquakes or weather events blocking roads etc, which could delay the supply of your medications.



PATIENT EXPERIENCE SURVEY

From the start of next year our practice will be participating in a national survey developed by the Ministry of Health and the Health Quality & Safety Commission to find out what patients' experience with health care is like and how overall care is managed in primary care.

The survey looks at a patient's experience of the whole health care system using primary care as a window. It focuses on the coordination and integration of care, rather than just the last visit to a GP surgery. The information will be used to improve the quality of service delivery and patient safety.

The survey is modular: patients answer questions relevant to their experiences. For example, questions on medication and chronic conditions will be answered only by patients for whom this is relevant.

Patient feedback is voluntary and anonymous. Survey invitations will be emailed or texted to patients through a national system that has been funded by the MoH. Patients will receive a website link and will be asked to complete the survey on line. Responses will be anonymous and reported to practices in real time via a secure on line report portal. There is no obligation to respond to the email inviting you to participate in the survey.

SPOT CHECK FRIDAY

Our weekly Spot Check Friday has proved to be a great success, with the clinics each week fully booked.

If you are concerned about a skin lesion or mole, you can make an appointment in the clinic. A doctor will check, diagnose and advise a treatment plan (if needed) and there will be no charge for this. Normal charges will then apply for any further appointments or treatments which may result from the diagnosis.

One of our doctors, Dr Will Huang, has recently completed a Skin Cancer College Dermoscopy Certificate, and has purchased a dermatoscope which gives him a better view when used to examine skin lesions. Dr Will is running most of the

Friday clinics at present.

Appointments can be made for a place on this clinic by ringing us on 293 6005 and asking for an appointment in the next available Spot Check Clinic. The clinics run out of the Specialist Centre end of the building.

KAPITI HEALTH SHUTTLE

This shuttle is a donation-based service providing transport for Kapiti residents to Wellington and Kenepuru Hospitals.

It is operated by **ASK** - A Safe Kapiti

Telephone: 04 297 3142

Where possible please make your hospital appointments at a time between 10.00am and 11.00am at Wellington Hospital, and between 9.30am and 11.30am at Kenepuru Hospital.

Otaki people can be picked up in Ngaio Road, Waikanae.



STAFFING NEWS

Our team has remained stable over the last year with only a couple of changes in the nursing team. On reception we have been joined by Cindy, our new receptionist. Cindy also joins Jen as a Health Care Assistant, providing support to both reception and nursing teams in the practice.

We have signed up two new doctors to start late December and early January. Dr Kate Mitchell and Dr Ram Naidu are both currently completing their GP Registrar exams, and they will take up a GP associate position with us after that. Kate is a NZ GP who has a long history with the Kapiti Coast, and has a strong background in general medicine. Ram comes from Singapore with his wife and two little girls and has lots of experience in orthopaedics and general surgery.

Dr Duncan Gadsden, who has been working in the resthome area of our practice, is retiring in February. Duncan has provided a really caring and supportive service to the patients and staff at the resthomes he has worked in and we will miss him.

OPENING HOURS OVER CHRISTMAS AND NEW YEAR 2016 - 2017

DECEMBER 2016

Thursday 22 Dec	8am - 7pm
Friday 23 Dec	8am - 5pm
Saturday 24 Dec	9am - 12.30pm
Sunday 25 Dec	CLOSED
Monday 26 Dec	CLOSED
Tuesday 27 Dec	9am - 12.30pm
Wednesday 28 Dec	8am - 7pm
Thursday 29 Dec	8am - 7pm
Friday 30 Dec	8am - 5pm
Saturday 31 Dec	9am - 12.30pm

JANUARY 2017

Sunday 1 Jan	CLOSED
Monday 2 Jan	CLOSED
Tuesday 3 Jan	9am - 12.30pm
Wednesday 4 Jan	normal hours resume: 8am - 7pm

For afterhours medical assistance from the on call doctor call our after hours number 04 293 6002.

WHAT IS THE LINK BETWEEN HEARING LOSS AND CHRONIC ILLNESS?

Hearing loss can be linked to a significant number of chronic conditions. Some of these are briefly described below:

Diabetes: Hearing loss is about twice as common in people with diabetes compared to those without the disease. Adults with pre-diabetes, whose blood glucose is higher than normal but not high enough for a diabetes diagnosis, have a 30 percent higher rate of hearing loss compared to those with normal blood sugar.

Mental Health: Adults age 50+ with untreated hearing loss are more likely to report depression, anxiety, anger and frustration, emotional instability and paranoia, and are less likely to participate in social activities than those with hearing aids. The degree of depression or mental health issues increases with severity of hearing loss.

Heart Health: The inner ear is extremely sensitive to blood flow. Studies have shown that the health of the cardiovascular system is positively correlated with hearing ability.

Hypertension: There is a significant association between high blood pressure and untreated hearing loss. Hypertension can be an accelerating factor of hearing loss in older adults.

Smoking: Current smokers are 70% more likely to have hearing loss than nonsmokers.

Obesity: Higher body mass index and waist circumference are associated with increased risk of hearing loss in women.

Osteoporosis: A study from the University of Illinois linked osteoporosis and hearing loss, theorising that demineralising of the small bones in the ear may contribute to a conductive hearing impairment.

Balance disorders: People with mild hearing loss are 3 times more likely to have a history of falling. 10 decibels of hearing loss increases the chances of falling by 1.4 percent times the original risk.

SATELLITE CLINIC UPDATE

On 31 August we received the wonderful news that the Environment Court had decided to uphold our Resource Consent to build a satellite clinic at Waikanae Beach. It has been a very long and draining process, so we were both relieved and very happy to know that we can now proceed. Currently we are in the final stages of having the building and engineering plans prepared for Building Consent, with the hope that we will actually commence the build by the beginning of February 2017, if not sooner.

Many thanks to all of you who provided expressions of support to us during the Court process. We all look forward very much to completing the clinic and being able to offer local health services to the Beach community.

AND NOW FOR A JOKE:

Out in space two alien forms are speaking with each other.

The first spaceman says, "The dominant life forms on the earth planet have developed satellite-based weapons."

The second alien, who looks exactly like the first, asks, "Are they an emerging intelligence?"

The first spaceman says, "I don't think so...They have them aimed at themselves"

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