



Practice Newsletter # 5

September/October 2015

Dr Low's Retirement: We are sorry to announce that Dr Low will be retiring from practice in a few months' time, at the end of November. On reaching retirement age, and having just had a new grandchild, he would like to spend more time with his grandchildren, wife Angela and doing other things. Fortunately however, he has agreed to do locums for us next year and will in fact be doing a locum all January. Dr Low's patients will be able to choose to see any of our other doctors.

In addition to the doctors we have had for a long time, we have Dr Simon Harbinson. Simon joined us this year. Many of you have already seen him and found him efficient and competent.

We are also happy to announce that our ever-popular locum Dr Hilary Burbidge will be joining us permanently in December. Hilary has a special interest in the health of the elderly, though she relates well to people of all ages. She will be sharing her time between us and the AT&R unit at the hospital.

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Xmas Period: It seems a long time away, but we like to plan for the this well in advance. We will be open this year between Xmas and New Year, 8.30- 5 pm, but for urgent problems only. We will be closed for the public holidays when the Medical and Injury Centre (546 8881) will see our patients. It is a really good idea to stock up on your regular medication to make sure you don't run out during this period.

Thank you: We like to know how we are doing and how we can improve our service and standard of care. In the next couple of months we will be handing out patient satisfaction surveys. Please take the chance to give us your feedback.

Patient Portal: The Ministry of Health is encouraging practices to introduce patient portals. These are a new way for patients to access the practice and their health information electronically. It has been likened to "internet banking for your health". For more information about this go to www.patientportals.co.nz . The uptake of this among patients elsewhere has been fairly modest, so we don't want to introduce something unless it's something our patients really want and are going to use. We will be adding some questions to our patient satisfaction survey for those of you who want this service to indicate your interest and give us your email address. When we get enough patients who want this we will introduce it for them. If you have any questions you want answered about this email them to sharon@nelsonfamilymedicine.co.nz