



PRACTICE NEWSLETTER NO.3

Unprecedented Times:

It is hard to comprehend how much has changed since our last newsletter.

Much of what we wrote was out of date before the end of the first month. However we have been so busy adapting to our new reality and preventing Covid19 infection that correction was out of the question.

We will update and correct information in this issue.

Extended Leave:

Dr Ed Johnson is no longer taking extended leave.

The Covid19 situation means he is unable to travel to a planned family celebration in the UK. Dr Sive Malone the Irish doctor we were employing to cover leave in the latter half of the year is also no longer coming. We have enough internal cover among our existing doctors so you shouldn't need to see anyone new.

Retirement:

Dr Hilary Burbidge is still retiring as planned and previously announced.

Her last working day is still Friday the 17th July. Patients registered with Hilary have been advised by letter. Dr Janneke Patterson is still taking over as planned and we are thrilled about this. Hilary, has previously worked with Janneke.

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Covid19:

None of us could have predicted New Zealand's success against Covid19 when we last wrote. A combination of exemplary leadership by the government and Ministry of Health and the actions of all New Zealanders have saved thousands of lives to date. We just have to keep it up.

Information is readily available including on the home page of our website. At Nelson Family Medicine we are playing our part. We have rapidly adapted our services. We are booking phone appointments to limit the spread of infection. We are also seeing patients face to face where necessary and taking infection control measures to keep everyone safe.

We are very mindful of the fact that more of our patients health will be affected indirectly by Covid19 than directly. The emotional and financial consequences of the lockdown will inevitably take its toll on people's health and wellbeing. Disruption and diversion of some hospital services cause unmet need and treatment delays.

We are ready to do what we can to help.

Technology Changes:

The software we use for all your records and accounts was upgraded on May 4th. We have been pleasantly surprised how easy this has been.

Such a major change will always mean some disruption. If you have been adversely affected we apologise. Please be patient while we resolve issues. The main issue has been the change of portal. That change made a fortnight before, was less smooth. However we did not have the option of retaining our old portal as it was incompatible with the new software.

I am sure once we all get used to ManageMyHealth the change will be positive.