



# PRACTICE NEWSLETTER NO.1

## New & Not-So-New Doctors:

In mid-February we lose Dr Pippa Harrison.

Her last day with us is Wednesday February 13th. She and her husband are shifting to Kaikoura, where they will be a great asset to the community. We wish them well for the move. Letters have been sent to Pippa's registered patients to let them know. Dr Gillian Kearon, will be taking over all Pippa's regular sessions on Tuesdays, Wednesdays, and Fridays. In addition our ever-popular locums Dr Ed Johnson and Dr Cherry Laursen will do regular sessions next year as well as all locum cover. You are able to see any of these doctors and then register with the doctor of your choice.

Dr McKenzie-Pollock is the only doctor whose books are full. We request you wait until mid-February before registering. It would also be really helpful if you could advise us of your preference (and that of any family members) by email to [office@nelsonfamilymedicine.co.nz](mailto:office@nelsonfamilymedicine.co.nz).

Although we will have a range of exceptional doctors in 2019, they all work part-time. You may want to consider availability in choosing a new doctor. Using the portal to see the appointment availability of your preferred doctor gives you a good idea of this.

## Repeat scripts:

There are two ways of ordering a repeat script. The best and easiest way, once you are familiar with it, is the patient portal. If you would like to use the portal but need help, just ask.

The other way is to phone us. The answerphone no longer exists but you can give your order to a receptionist if you know the names of the medications you need. If not a message will be put through to a nurse to call you back.

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## New Year 2019:

We wish you all the very best for 2019. We encourage any positive health resolutions you've made and can offer you specific help.

Unfortunately there is often a high level of psychological distress at this time of year when relationship and financial problems are often heightened.

Lifeline provides a text support service, **HELP 4357**.

It is a well-used and well-received service, available to anyone who wants to talk about what is distressing them. It's free to text and available 24/7. Text messages are responded to by a qualified counsellor or well-trained volunteer. 100% of users felt listened to, felt their needs were responded to, and felt acknowledged and treated without judgement. Over 80% were able to identify personal strengths and felt less distressed afterwards.

Keep the number handy if you or someone you care about may need it.

## Help with the portal:

There is a very responsive help function on the ConnectMed website. The admin staff who are here most often are also able to help you with portal queries.

You can email queries to [office@nelsonfamilymedicine](mailto:office@nelsonfamilymedicine), mention them when you come in, or phone and ask for Karenne or Julie-Anne.