



# PRACTICE NEWSLETTER NO.4

Sorry this newsletter is late. I was sick when I should have been writing it. Winter ills are a fact of life, but if you want to avoid one of them, funded flu vaccination will be available to the end of August.

## Toyroom Toys:

We know families really appreciate the toyroom, but it is looking a little bare these days. The reason is that keeping toys free of infection is an ongoing challenge. We have had kind donations of pre-loved toys, but unfortunately we have been unable to use them. They went to a charity. We are looking to replace some toys with safe, fun ones that are easier and less time-consuming to disinfect. Opinion is divided however. Some staff feel a surgery without toys is just not welcoming; other staff feel toys are so hard to keep clean it is better not to have them. Some families prefer to bring in their children's own toys. If you have any opinions or toy suggestions, tell staff, put them in our suggestion box or email me [sharon@nelsonfamilymedicine.co.nz](mailto:sharon@nelsonfamilymedicine.co.nz)

## Patient Portal Progress:

We still only have between 100 and 150 patients who have registered interest in a patient portal. However we are investigating a new portal provider whose product seems to have high rates of uptake and user satisfaction. We do understand that those of you who have registered your interest are impatient to get started.



## **Preferred Doctors:**

We want patients to be able to see their doctor of choice as often as possible. Continuity of care is very important, but being seen at short notice or at a convenient time is also important. We want to update our records with your preference, especially if your preference is not the doctor you were originally registered with. Dr Low's patients can choose Dr Simon Harbinson, who took over from Dr Low on his retirement, or any of our doctors. The receptionists may ask who your preferred doctor is next time you visit.

## **St John's Ambulance Fees:**

St John have increased their fee for urgent non-ACC transport. The fee is now \$98. It is still free for accidents. While this is a significant amount, it need not be paid immediately. Also remember this sum is only a contribution to what this high quality service costs.

## **Saving Money On Visits:**

Remember that if you pay for your visit on the day or as soon as you can after, the \$10 admin fee we add to the invoice is removed. It seems some patients are either unaware or have forgotten. The admin fee is only added to consultation fees and not prescription fees, but we do appreciate you paying these when you pick up your script. To make it easy we offer a variety of payment methods: small regular automatic payments, credit card payments over the phone, electronic payment and payment by cheque, cash, or Eftpos.