



December 2021

Hi everybody.

With just one more week till Christmas. I just thought I would drop you all a quick reminder of the changes that are about to take place here at Queen Street Medical.

We are going to be very short of doctors at the beginning of 2022. As some of you are aware, doctors are not easy to find, and we have registered with a GP Agency to try and find us a new doc or two. This will take time and as much as I wish I could wave a magic wand and one would appear, unfortunately this is not the case.

Dr Michael Dunn has now finished and is enjoying a bit of family time. Don't forget there is a retirement book in reception which we would love you to pop in and write in if you would like. **Dr Will Vaatstra** is finishing on the 7th of January to take up his position of Senior Medical office role at Kenepuru Hospital and **Dr Alice Miller** finished last month.

This is going to leave us very short of appointments on a weekly basis and we are doing our best to look at ways we can accommodate the health needs of our patients. It may take a bit longer to get a routine appointment with your doctor. If you can only come on a particular day, or a particular time, please be sure to book well in advance.

When you ring in for an appointment, you will be asked if you have a cough, sore throat or cold like symptoms. PLEASE be honest. If you do have a cough, sore throat or cold like symptoms, a nurse will call you back and if you do need to be seen, you will be seen by the duty Doctor in our outdoor cabin.

If you need to be seen urgently by your own Doctor, please let reception know. A doctor or nurse will call you to talk about your condition and if clinically necessary, book you an urgent appointment.

Please be patient with our staff, we are doing our utmost to help you and though we understand being short of doctors and daily appointments is not ideal, we are doing our best to put your health needs first. Our staff are getting a lot of unnecessary and inappropriate verbal comments and abuse, and I need to remind our patients that this will not be tolerated. For patients that continue to speak to our staff in this manner, they will now be getting a letter and asked to find a new doctor. It is our job here to protect the mental wellbeing of our staff as well as our patients.

When COVID does becomes part of our community, we will be sending out information as often as we can to keep you as up to date with latest information, so please keep any eye out for our communications.

Mask Wearing is a must

Please remember, we are advising our patients that to enter our building, you **must** wear a mask. The government has directed that a mask must be worn in all healthcare settings. This is because masks help reduce the transmission of viruses, including COVID 19. Our policy is that if you don't want to wear a mask, or have a **mask exemption**, we ask that you request a phone or video consult with your GP, or alternatively, you can be seen in our cabin outside.

Christmas Hours

After a very long year for all our staff, we will be closing the doors at midday on Friday 24th of December and will reopen on the 29th, 30th and 31st of December from 9am to midday for any urgent consultations. There will be no routine appointments during this time. We will reopen on Wednesday 5th of January at 8.30am.

Please remember to get your Christmas script ordered early. Any unclaimed scripts will be able to be collected at Queen Street Pharmacy when the surgery is closed during the Christmas hours

**Once again, we wish you all a very Merry Christmas.
Janine and the team here at Queen Street Medical**