

## November/December 2021

Hi everybody.

One month till Christmas! Hopefully for a lot of you this will bring a well-deserved break and some time with your families that are in New Zealand. It certainly has been another year filled with challenges and uncertainty. When can we see our overseas families again? when can we book holidays without the fear of having them cancelled? and when we can get back to some form of normality? – the million-dollar questions.

### Staff Changes

2022 is going to bring a few staff changes. **Dr Michael Dunn** is retiring at the end of November. He will truly be missed by us here at Queen Street Medical and by all his patients. It's now his time to enjoy his retirement and spend more time with his family and do some of the things he has never had time for. All Dr Dunn's patients will be well looked after by one of our GP's here at Queen Street Medical. There is a retirement book in reception which we are inviting patients to come and write in if they would like.

**Dr Will Vaatstra** is also leaving us at the end of the year. Dr Will has taken up the position of clinical director at Kenepuru urgent care. This is his dream job, and we wish him all the best in his new role. His on the day appointment availability has been such a luxury for our patients, and one that has been enjoyed by many.

**Dr Alice Miller** who has been working alongside Andrew for the past few months, is leaving at the end of November to take up the role as clinical contact tracer at the Ministry of Health, which I am sure is going to become a very busy role.

### Red Clinic

You may have seen our new cabin out the front of our building by the council car park. From this week our patients who have cold or flu symptoms, or any respiratory issues, will be seen in the cabin in the afternoon by the duty Doctor. We would like to remind everyone again, that when you ring in for an appointment, you will be asked if you have cough or cold and flu symptoms and any other COVID questions, **and we need you to be honest**. This is to keep us, you and other vulnerable patients safe.



### Mask Wearing is a must

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.

### Your healthcare is our priority...

Our policy is that if you don't want to wear a mask, or have a **mask exemption**, you won't be able to come into our building. You will **NOT**, however, be refused access to a medical professional. It is your right to seek medical attention - and we positively encourage you to do this if you are sick. This means that if you have difficulty wearing a mask, for whatever reason, we encourage you to:

- 1) Have a phone consultation with your GP.
- 2) Make an appointment for a video consult with your own GP
- 3) See the duty Doctor in our red zone cabin, where our staff wear full PPE. Unfortunately, we don't make the rules, and there will be some patients that will get upset about us adhering to the Ministry of Health rules by asking some patients to wait outside the building until they can be seen in the cabin. I am sure that will be a tiny minority.

### COVID Swabbing

We are COVID swabbing for our patients every day for one hour. Please give us a call on 045283048 if you need to be tested and one of the Nurses will book you in for a test. These are done from out of your car, and once you have been tested, you **MUST** stay at home and self-isolate until you get a negative result.

## Booster Vaccinations

Booster vaccine doses will be available from Monday 29 November, for anyone over 18 who has completed their primary vaccination course at least 6 months before the 29<sup>th</sup> of November. People can access a booster dose in the same way as any other dose, at a walk-in vaccination clinic, or by using Book My Vaccine. At this stage we will not be doing these at Queen Street Medical.

## Vaccination certificates come into effect 3 December 2021

If you were vaccinated in New Zealand, you can request your vaccine pass through My Covid Record now. My Vaccine Pass is a domestic vaccination certificate that allows you to access places within New Zealand that require proof of your vaccination status.

### **How to use My Covid Record to get My Vaccine Pass**

1. Log in to <https://mycovidrecord.health.nz/>
2. In the 'Passes and certificates' section, select 'Request pass or certificate'.
3. The 'Select a pass or certificate' screen will open. Select 'My Vaccine Pass' and then select 'Continue'.
4. In the 'Your details' screen, enter the email address that your vaccine pass should be sent to and select 'Request pass'.
5. A confirmation screen will appear.

If you are unable to access My Covid Record online, or you would like to request a vaccine pass for someone else, you can call **0800 222 478** and the Covid Record support team will prepare your pass or certificate for you. Have your NHI number ready.

Again, here's what the vaccine pass looks like on mobile



## Patient Portal

A small reminder that patients that are registered on the patient portal, you can see your consultation notes. You can only see notes from the 1<sup>st</sup> of August, nothing prior to that date. This is a great feature as often we forget what the Doctor or Nurse has said, and this allows you to go back in and have a read. Please allow **48 hours** for the clinician to finalise writing your notes from your consultation. These can take time to complete.

## Christmas Hours

We will be closing the doors at 12pm on Friday 24<sup>th</sup> of December and will reopen on the 29<sup>th</sup>, 30<sup>th</sup> and 31<sup>st</sup> of December from 9am to 12pm for any urgent consultations. There will be no routine appointments during this time. We will reopen on Wednesday 5<sup>th</sup> 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**

All the staff at Queen Street Medical would like to take this opportunity to wish all our patients a happy and safe Christmas. We are reminded that there will be lots of families having their first Christmas without a loved one or not being able to see them due to overseas restrictions, and we send our love and support to you at this time.

