



## **Patient Information – November/December 2020**

November/December – Christmas time and the end of another year. 2021 is just around the corner and I think it would be fair to say most of us would be saying, 'here's hoping it's not going to be like 2020'. This has been an unsettling year for a lot of people, with being locked down, so many people having to reduce their hours or losing their jobs, travel plans disrupted and, like a lot of us here at QSM, missing your family members who live overseas.

Our staff have worked tirelessly this year under strange conditions especially during lock down. With the introduction of phone consults and video consults, we were told to change the way we practice. We of course did a lot of phone consults during this time, however, we choose, as a Practice, to keep seeing our patients where we could. Our doors were always open albeit with Dr Andrew and a few others manning the door to keep our staff safe.

I think in times like this we realise what a tight team we have here at Queen Street Medical and this showed by us still being able to see our Patients when they were ill or genuinely needed us.

### **From the Nursing Team**

September, QSM got behind cervical screening month and our Nursing team once again offered free cervical screening for any patient that was due or overdue. Our team screened over 110 women which was a great success.

The Nurses would like to take this opportunity to remind all patients that if you get an invite to come in and see them with regards to your diabetic checks, health heart checks or anything else, they would like you to take up the offer. These consultations are free and are for your best health interests. Remember early detections of any problems, can dramatically change an outcome.

Our Nurse Ann-Marie is undertaking her postgraduate in Nurse Prescribing, she is nailing her assignments already getting two 'As' and passing her first exams. Quite an achievement for a person who works and is bringing up two young children.

Our Nurse Manager, Alverie, has been nominated at the DHB awards for her work with her diabetic patients using the new Free Libre Sensor. This has been hugely successful with a lot of patients who are now using this way to test their blood glucose levels. Alverie is leading the way in the Hutt Valley with this new initiative.

We are incredibly proud of the nomination and wish her well at the awards on November 18<sup>th</sup>.

Our lovely Nurse Izzy will finish her graduate programme with us in November and we wish her well in the next step of her working career.

### **Change to Child vaccine schedule**

From the 1st October 2020 we now have a new vaccine visit at 12 months. There are no new vaccines being offered but it does mean your child will be fully immunised for measles by the 15-month visit. There is no longer a MMR vaccine given at the 4 year old vaccine visit.

If your child is coming up to 12 months old or just over 12 months old, please book them with the nurses for their 12 month vaccine visit if you haven't already done so.

If your child is 15 months to 4 years old, so that your child doesn't miss a MMR dose please book your child in for a catch up MMR vaccine with the nurses.

## Preferred Pharmacy

There is a new set up in our computer system that allows your GP to send your script directly to your preferred pharmacy. This means whether you are in a consultation or ordering a repeat, your prescription will be waiting for you at the pharmacy. This saves your time waiting for it to be processed as it should be ready waiting for you.

If you haven't already done so, please email us at [office@queenstreetmedical.nz](mailto:office@queenstreetmedical.nz) and let us know what pharmacy you and your family use.

## MyIndici – patient health portal.

Another small push for you to register on the patient portal if you haven't already done so. February next year we will be opening our patients notes, so that you can see what the GP or Nurse has written during your consultation.

You can book an appointment for you or your children with your own GP, see your test results, order a repeat script and pay your account online. Send us an email at [office@queenstreetmedical.nz](mailto:office@queenstreetmedical.nz) and we can organise this for you.

## Christmas Hours

We are closing at mid-day Christmas Eve and reopen for shortened hours on the non-statutory holiday days. Our hours will be 9am to 1 pm. We will have only one Doctor here each of those days, so will be only seeing the acutely unwell patients that cannot wait to be seen. Anything long term, long standing or non-urgent, such as repeat prescription, WINZ or ACC certificate renewals appointments will not be seen until the new year. We will be commencing normal hours on Tuesday 5 January 2020.

***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***

**We will continue to offer you a great healthcare service at Queen Street Medical and will do our best to meet your healthcare needs.**

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.



Please contact us any time at [office@queenstreetmedical.nz](mailto:office@queenstreetmedical.nz) or phone on 045283048