**August 2023**

**To our valued patients at Counties Medical GP Clinic**

Finally, winter is nearly over, no doubt you will be all looking forward to better weather (hopefully) in Spring. We will continue to email you with important updates that will help you manage your care needs with us. There is additional information about the GP clinic on our website – [www.countiesmedical.co.nz](http://www.countiesmedical.co.nz)

**Changes to the Staff for Counties Medical and the GP Team**

Welcome to our new Business Manager, Catherine Larsen. Catherine has recently joined the Counties Medical team taking over the role of Karen French. Catherine has had a lot of experience during her career both in the DHB and with the Private community health businesses.

Dr Sacha Dhanjal is going on maternity leave next week and moving back to the UK to have her baby. We have been very lucky to have her working for the company, we are going to miss working with Sacha. We wish you all the best Sacha and look forward to seeing photos of her baby.

Dr Kannan Palaniappan is also leaving the Gp Clinic after been with the company for nearly 5 years. He will be working here until late September, then will be working in his own business. We wish him well in his career path. Both staff and patients will miss you Dr Kannan.

We welcome Janette to the nursing team. Janette is an experience enrolled nurse, who brings a lot of skills and knowledge to the team.

**Appointments:**

If you require an appointment for your repeat prescription, we recommend you ring and book at least 2 weeks prior to your prescription finishing.

If you have an appointment and develop any covid symptoms or are covid positive, please contact the clinic prior to your appointment so alternate arrangements can be made. We ask if you could wear a mask if you have any cough/cold symptoms.

**Register and activate into our patient portal – it makes life easier for you:**

Enrolling and activating onto our patient portal “Manage My Health” is the easiest way for you to **request repeat prescriptions and check up on any lab results.** When requesting a script this way don’t forget to tell us which pharmacy you want us to send it to for your pickup. *You are currently able to book phone consults through the patient portal. If no appointment shows available on a particular day, please check other dates.*

To enrol on the portal, go to our website [www.countiesmedical.co.nz](http://www.countiesmedical.co.nz)

**Prescription requests:**

For any non-urgent script requests, we will contact you within 3 working days.  Our script fee is now $20.00. Urgent scripts (those within 3 working days) incur an additional $5 surcharge. We recommend enrolling in our patient portal to request your scripts.

**Saturday morning Nurse led clinic:**

We have some Saturday morning Nurse led clinics for Childhood immunisations, cervical smears, depo etc. Please phone reception to check the dates and availability.

**Help you may need:**

COVID -19 health advice and information can be found by contacting Healthline on 0800 358 5453

If you are isolating at home with COVID the helpline for you is 0800 68 76 47

COVID Vaccination information can be found by phoning 0800 282 926.

For help with anxiety, depression or mental well-being text or phone 1737, website [www.depression.org.nz](http://www.depression.org.nz), Mental Health Crisis phone number is 0800 800 717.

**Test results:**

We do not contact you if your test results are within normal range. This is because of the large volume of calls. If your test result requires any further follow up by the GP, the GP may request the practice nurse to contact you. We recommend the patient portal so you can see your results.

**Phoning the nursing team:**

We still currently have a high volume of calls daily for the nurses, we are prioritising these calls. We will endeavour to contact you within 24hrs during weekdays. Please leave your name, contact phone number and a brief message. We will NOT be contacting you if your test results are normal.

**Paying your bill:**

We have changed our process regarding payment of your bill. We now require payment at the time of presenting to reception to check in for your appointment. You will be sent an invoice with information about how to pay if you had a phone consult or you can pay directly via our website.

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Your GP Clinic team

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