

COMMUNITY NEWSLETTER

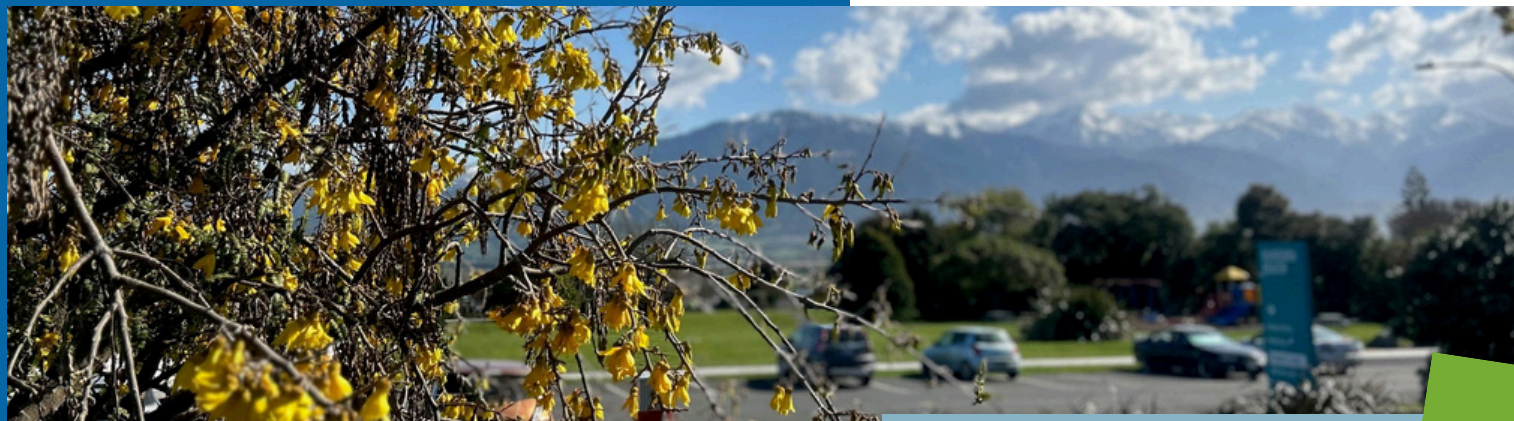
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Kaikōura Health

September 2024



Appointments

This month we focus on appointments!

Waiting Time

The recent patient experience survey and patient feedback has highlighted that waiting times remain an issue for our patients. Our doctors provide a full range of general practice services. We allocate 15 minutes for consultations which is generally enough time to deal with **one major or two minor issues**. We do our best to run to time, but the unpredictable nature of our work means that sometimes there may be a wait. We are working to improve waiting times and we need your help to do this.

If you have several complex issues, please book a double appointment. If you are not sure when you should book a double appointment, then reception can help you. The following types of consultations need extra time and need to be booked via the reception team who will ensure the correct length of time is booked:

- Multiple health concerns
- More than 1 patient being discussed
- Drivers licence medicals
- Employment / Health insurance medicals
- Minor surgery and procedures
- Travel vaccinations

There is an extra charge for a double appointment, but it ensures that more than one major concern can be dealt with and reduces the need for you to return for a further appointment.

Health Promotion in September

Toi Te Ora Public Health publishes an annual Calendar of Events that promotes local, national and international events related to health. In September, check out some of the events below and more by clicking on <https://toiteora.govt.nz/publications-and-resources/calendar-of-events> ...

1-30; Cervical Screening Awareness Month

1-30; Blue September, Prostate Cancer Awareness Month

1-30; World Alzheimer's Month

5-11; Conservation Week

8th; World Physiotherapy Day

10th; World Suicide Prevention Day

11-18; Te Wiki o Te Reo Māori (Māori Language Week)

21st; International Day of Peace

23-29; Mental Health Awareness Week

OCTOBER ISSUE:

- Fee increases
- Renewing prescriptions

01/03

Waiho i te toipoto, kaua i te toiroa; Let us keep close together, not wide apart.

Urgent Appointments

If you have an emergency, please call 111

During normal clinic hours (Monday-Wednesday and Friday 8:00am-6pm and Thursday 9am.-6pm) and Saturday and Sunday from 10.30a.m. -12 noon, we have an Acute Doctor and Nurse on duty to deal with urgent health needs. The Doctor also deals with any emergencies and provides care to inpatients in the hospital. The Acute Nurse triages patients when they talk to them, this enables them to assess patients over the phone or on arrival to decide how urgent their illness or injury is and how soon treatment is required. Triage aims to ensure that those patients assessed as having the most urgent need are treated more quickly than those patients with a less urgent need. In general, the triage system has five levels:

- Level 1 – Immediate: life threatening.
- Level 2 – Emergency: could become life threatening.
- Level 3 – Urgent: not life threatening.
- Level 4 – Semi-urgent: not life threatening.
- Level 5 – Non-urgent: needs treatment when time permits.

Patients being seen by the acute Doctor may have to wait, depending on their triage level and the busyness of the clinic. We endeavour to treat patients as soon as possible. If you are concerned about waiting or your condition is deteriorating while you are waiting please return to reception and let them know.

Outside of normal Clinic hours an on-call Doctor is rostered on to provide urgent and emergency care. If you have urgent health care needs outside of clinic hours call 03 319-3501 and our afterhours provider, Ka Ora Telecare, will answer the phones on our behalf and triage you before calling the on-call Doctor if required.

					
Care at home	Healthline 0800 611 116	Pharmacy	General Practice Medical Centre	Accident Urgent Medical Centre	Emergency Ambulance
Information & tips at healthnavigator.org.nz	Free health advice, and information any time	Get advice from your pharmacist	Appointment – in person or virtual	Out of hours or urgent treatment	Call 111 in an emergency
Keeping well Coughs, cold, flu Fever Minor injuries Skin issues	Nurses, paramedics and doctors available	Medication Vaccinations (COVID-19 & flu) Consultations	Feeling unwell High fevers & rashes Long term care All vaccinations Injuries	Care if your GP/Doctor isn't available, for injuries or if feeling unwell	Chest pain Difficulty breathing Severe bleeding Severe pain

Nurse Appointments

Some services can be provided by the nurse rather than a doctor. Services such as those listed below can be booked with the nurse.

To book an appointment with a nurse, please call reception;

- Blood tests (requested by your Doctor or specialist team)
- Blood pressure check
- Ear Suction
- Change of dressing
- Post op wound check
- Removal of stitches
- Cervical screening
- Immunisation's

Cancellations/Failure to attend an Appointment

Until recently we had very few patients who failed to attend appointments and did not call to cancel them. Unfortunately, there has been a substantial increase in patients failing to attend booked appointments. These appointments could have been made available to others who need them, so we ask that if **you no longer need your appointment, please cancel it and give us at least 2-hours notice as we may be able to reuse the appointment time.** Please do not email us to cancel an appointment as the email may not be read in time. If you fail to attend your appointment or do not give us 2 hours' notice of cancellation, **we reserve the right to charge you for the full cost of the consultation.**

Optimising appointments

How to get the most out of your appointment. Here are some tips on how you can best use your appointment time:

Start with the most important issue: Sometimes patients will talk about something minor before raising an issue that they are really concerned about. If you are really worried about something – bring it up first.

Get your facts together: Being as clear as possible about when symptoms started, how long symptoms last etc will be very helpful. Making some notes beforehand will ensure you don't forget anything

Don't bring a long list: We respectfully ask you to be realistic. It is not possible to talk about more than one or two issues in one appointment. Your doctor needs enough time to properly deal with each issue. Choose the most urgent problem and work through that, rather than rushing through multiple issues and not addressing any of them properly. If you need more time, you may need to book a double appointment or come back again for another consultation.

STAFF SPOTLIGHT

Meet Michelle Paterson, Well Child and Public Health Nurse and casual Practice Nurse, who has been part of the Kaikoura Health team for 3 years.

What do you do?

I am a Well Child Nurse, providing support for whanau and children from 6 weeks to 4 years old. The main focus of this role is monitoring the growth and development of the child, and overall wellbeing of the family.

I also work as a Public Health Nurse, receiving referrals from 10 different schools in the Kaikoura / Hurunui area. My role here is to help improve any health concerns which may be affecting the child's ability to attend school regularly, or to get the most out of their schooling.

Why did you get into this role?

It has always been my goal to work with babies and young children. I have a real passion for watching babies grow and develop, and watching the confidence and skills of new parents grow over time.

If you could be anywhere in the world right now, where would you be and why?

As I write this there are heavy snow clouds hanging over our Mountains, so right now I'm thinking a sunny beach on a tropical island would be quite nice.

What is your top health tip?

Parenting can be a very hard job, especially when you are new to it. Be kind to yourself, don't sweat the small stuff, and remember there is no such thing as a perfect parent.



TE HĀ O TE ORA
Kaikoura Health

KAIKOURA HEALTHCARE PRESENTS

THE SMOKEFREE WELLBEING EXPO

We are open for people of all ages to come along and see what this community has on offer, and have a kōrero about wellbeing. It would be great if you could join us.

SEPTEMBER
25
2 - 7PM

MEMORIAL HALL
32 Esplanade,
Kaikōura 7300

- Stalls offering you support in Kaikōura.
- Free blood pressure checks
- Prizes, giveaways, and free food on offer.

Any enquiries:
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SMOKEFREE 2025