



PRACTICE NEWSLETTER NO.5

Patient Satisfaction Survey:

The practice regularly gauges patient satisfaction through (among other things) waiting room surveys. The Ministry of Health now plans to survey patients of practices throughout New Zealand. They will use a secure online survey and make results available to practices, so we will no longer do our own. These surveys start soon. However participation remains voluntary. The easiest way to opt out is to click unsubscribe should you be contacted by email.

We are assured that if you do this you will not be emailed again. We are also assured that no patient will ever be invited to participate more than once in six months. If you have any questions or concerns about this please contact Sharon, by calling the surgery or by email. The email address is sharon@nelsonfamilymedicine.co.nz.

Closed Books:

Recently we closed our books to new patient enrolments. Patient numbers have been steadily increasing and are now at a level at which we occasionally struggle to offer timely appointments.

We will review this decision towards the end of the year. In the meantime we still have the capacity to enrol immediate family members of existing patients.

Community Services Cards:

If we are to believe election promises (!?) it seems whoever gets into government will increase the help given to community card holders to see a GP.

Holding a community services card has not made it cheaper to visit a doctor for a very long time. If that is going to change it may be a good idea to renew your card or check your eligibility to hold one.

Ageing Well:

The councils are running a series of interesting events titled “The Long Game” aimed at preparing for ageing as individuals and as a community. Topics include: housing, staying well, financial security and later-life opportunities.

Events run between Sept 18- 27 incl. Email longgame@ncc.govt.nz or phone 546-0232 to enquire.

Refugee Support Volunteers:

Nelson Family Medicine provides healthcare to a number of refugee families as part of the Red Cross Nelson Refugee Resettlement Programme. This programme assists the resettlement of people from countries like Colombia, Myanmar and Bhutan.

At present Red Cross has an urgent need for more volunteer support workers for refugee families. Volunteer training is provided. If you have any interest in taking up this interesting and worthwhile work, or know of anyone who might, please contact: patrick.steer@redcross.org.nz.