



## **Practice Newsletter # 1**

**January/February 2016**

**Welcome:** to our first newsletter of the New Year. I hope 2016 brings positive things for you. Current and past newsletters are available on our website and we are working on an improved format. If you have any questions or suggestions on the content, please email

[sharon@nelsonfamilymedicine.co.nz](mailto:sharon@nelsonfamilymedicine.co.nz).

We want to improve all the ways in which we communicate with you.

**Patient Portal Progress:** One of the ways we are looking at is a patient portal. We plan to introduce this once we have enough patients who want to participate. If you are interested or want to know more, fill in the patient portal survey in the waiting room, or email me directly at the email address above. We will keep you informed of progress. At this stage we are looking to introduce this service around May.

**Solar:** Many of you have asked about our solar generation. We have the same computer graphics as Nelson Airport but I haven't found the way to link these to the TV in the waiting room. However I can tell you that in the six months the solar panels have been generating electricity, we have generated 35.34 Mwh of electricity and saved 18.73t of CO<sub>2</sub>. On the 14<sup>th</sup> December we generated a record 370 kWh.

We expect to better this sometime soon with all the sunny weather.

**New Year's resolutions:** Whatever your New Year's resolution, if it is health-related, we can help you. Recently a number of our staff “walked the talk” by increasing exercise and losing weight. So we know how hard it is - but also that it *can* be done.

**Cycling:** NFM strongly advocates cycling to improve your fitness, finances, and parking problems, while helping the environment at the same time. We provide a bike rack in the carpark. Again a number of staff “walk the talk” by cycling to work. Cycling has to be safe, however. We encourage everyone to report all cycle crashes to 0800 CYCLE CRASH (0800 292 532) to improve cycle safety.

**Exercise for Falls Prevention:** Another big benefit of exercise is preventing falls in the elderly. Simple strength and balance exercises make a massive difference to an elderly person's confidence and independence. It can improve, not only the quality, but the length of their life. A couple of recognisable Nelsonians (Joyce and Archie) are fronting this national push to “be bold not old”. If you want to see them and hear their story, go to [www.open.hqsc.govt.nz](http://www.open.hqsc.govt.nz). Think about the difference this could make to an elderly parent or friend. You may even be getting to the age where it could make a difference to you.

**Patient Satisfaction Survey:** We were delighted with the great feedback from our recent patient satisfaction survey. Thank you for your positive comments. Those made about specific staff have been shared with them. We promise you we won't be resting on our laurels in 2016.