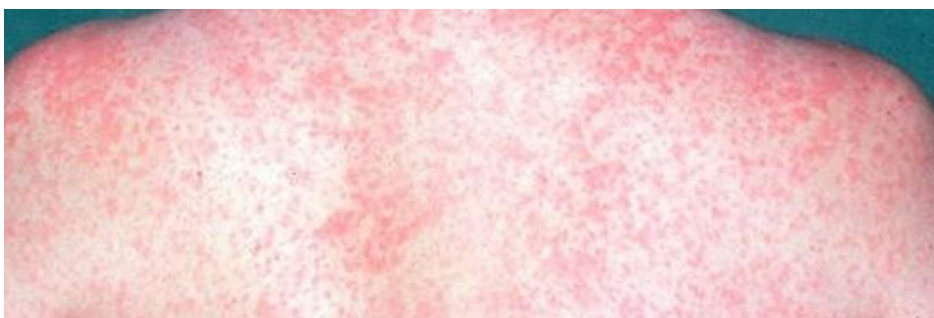


Timaru Medical Centre Update

Measles What you need to know.

To date, there have been nearly 1000 confirmed cases of Measles in NZ, most of these in Auckland. It is important to recognise measles as soon as possible. The symptoms of measles include:

Fever Cough Runny nose Sore and watery 'pink eyes' Rash



If you catch measles, you can infect others from five days before the rash appears until five days after the rash disappears. The virus is highly contagious and spreads easily from person to person through the air.

Infants under 12 months old are best protected if family members, whānau and carers have had their vaccinations.

Infants 12-15 months old who will be travelling to the Auckland region should be taken to a clinic for a free dose of the MMR vaccine at least two weeks before travelling to build immunity.

Infants who do not live in the Auckland region and do not plan to travel there should receive the first dose of MMR vaccine at 15 months old as usual.

Infants aged 6 to 15 months travelling overseas should receive an early dose of the MMR vaccine at least two weeks before travelling to a country with an active measles outbreak.

Advice for those between 15 and 29 years old

If you are between the ages of 15 and 29, you should check your immunisation records to make sure you received two doses of the MMR vaccine as a child. If you didn't receive two doses, or can't confirm whether you did or not, you should visit a clinic for a free measles vaccine.

Advice for those over 50

Because measles used to be very common, people over the age of 50 are considered immune and don't need an immunisation.

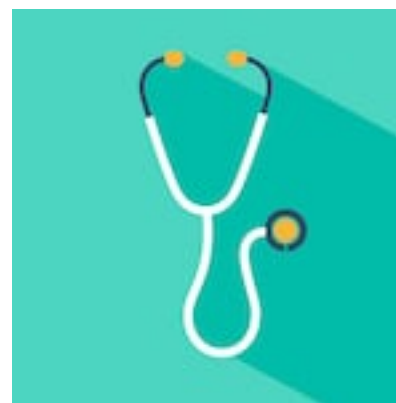
If in doubt, ask the practice to see if the practice has record of your vaccination status.

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Our Services

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- Insurance Medicals
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- Drivers Medicals
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- Maternity
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- Medication reviews
- Travel consults & vaccinations
- Point of Care Ultrasounds
- Health Screening



BRIEF

- Dr Harry McGuigan will be with us from August for three months doing his GP rotation.
- Welcome to our two new Nurses Debbie & Andrea. They both come from other GP Practices with a huge amount of experience and knowledge. We are happy to have them on board.

TIMARU MEDICAL CENTRE

Unit 1, 45 Heaton Street, TIMARU

PO Box 222, TIMARU 7940

Phone: 03 684 7533

Fax: 03 684 6932

Afterhours : 03 684 8209

Cornerstone Accreditation & What it means.

TMC has recently received its Cornerstone Accreditation. This was after many months of work and a face to face audit visit to assess all of that work. Cornerstone is the highest level standard of achievement available for a GP Practice. Passing means that we have high levels of best practice procedures to ensure a quality service is delivered to our enrolled population. It also means that your Practice team know what they are doing.

For a practice to be a teaching practice as TMC is, we must ensure that the practice has Cornerstone, this guarantees a high level of support and education within the systems that have been implemented within the practice for the Doctors that are training to be a GP. For our staff, it gives them safety and backing to know that we have these structures in place.

For our patients, it means that you are enrolled in a practice with very high quality standards. It also means that we want to know what you think about what we are doing for you, what we do great and what you think we can improve. Below outlines how you can feedback to us.



What do you really think?

At TMC, we love your feedback. Cornerstone accreditation is quality based, so that means, if you tell us something that you think needs improvement, it is documented and we need to see what we can do as a practice to make it better.

What you can do to feedback: We have an online survey open at all times for you to provide feedback about your levels of satisfaction within the practice.

www.surveymonkey.com/r/TMCSatisfaction

We have a comments box available in the waiting area where you can offer suggestions.

You can ask to talk to one of the managers to provide your feedback in person.

We also participate in the quarterly Patient Experience Survey (PES) run as part of the ministry of health.

If you have a complaint, we have separate complaint forms, or you can write a letter. Remember Timaru has an HDC Patient Advocate Telephone 0800 555 050



You can scan this QR code on your smartphone to access our online survey

What you have said already & What we are doing about it!

First of all, sorry to the patient that fed back that wine & cheese on arrival at the practice would make the visit a whole lot better. The staff would agree, however.... apparently it isn't allowed in GP practices!! Who knew? 😊

We have had a lot of feedback in relation to the clinical feel of reception. We are currently looking at options to make it better, however, with 10 thousand patients and there being 7 doctors and 6 nurses working at any one time, that means at a minimum 13 patient coming through & waiting every 10—15 minutes, so we need all the seating. We are looking at rearranging the furniture and adding some plants and design features.

Lack of continuity—there have been comments in relation to people not getting to see the same Doctor all the time. We have taken this on board and we do have another Doctor starting in December. We try to make sure that people do get to see their preferred provider. However it may mean that in an emergency you may have to see any Doctor that has an appointment available. We do keep urgent same day appointments for all Doctors, these can be accessed only on the day and are available from 8am, these fill up quickly.

Manage My Health—Your online hub for your health



Update your personal details

Ask Reception how you can sign up for online appointment bookings and repeat script ordering.

Each individual needs to have a unique email address to be set up.



Book appointments online with your Doctor or Nurse



Request repeat prescriptions