



GOOD HEALTH

EXCITING THINGS ARE HAPPENING IN OUR PRACTICE.

RELOCATION

We are pleased to announce that we are moving to 22 Arthur Street, into the old Civic Theatre Building. The entrance is from the carpark opposite the library on the corner of Arthur and Seymour St. Our awesome team will stay the same but with new spacious and homely surroundings and a new name.

NEW NAME

We couldn't take Scott Street with us so we will now be CIVIC – Family Health Care. Civic means Community and we aim to work together for the best health for you, your family, our community and our team. Civic will continue to be an innovative, trusted, valued partner in our community providing quality and compassionate healthcare.

CAR PARKING

There will be carparks available in the carpark near the entrance of the CIVIC Practice. There is also 2 hour parking in the Countdown carpark, and a short walk over the crossing will bring you to our door.

PHARMACY

We are delighted to tell you that the amazing Wairau pharmacy next door will still be next door as Civic Pharmacy. We are excited that we can continue our working relationship with them to explore new ways to work together for the benefit of our patients.

GP'S

Our doctors will be in their lovely new consult rooms from the 19th November and we will welcome Dr Ruaraidh (Rory) MacKessack-Leitch, from Edinburgh, to the team. He will start on the day we open so it will be his first day with the rest of us.

NURSING

Our nursing team will be operating out of brand new purpose-built facilities where they can offer a wider range of services to meet your needs. They can help with dressings, triaging, immunisations and travel advice; to smears, diabetes care, smoking cessation, spirometry and many other things.

ADMINISTRATION/ RECEPTION

The administration and reception teams cannot wait to welcome you to our new home. They will be the smiling faces that you can now see from the waiting room and will be ready to help you find your way around and assist you in your queries.

HEALTH CARE HOME

As we are committed to continuous improvement of service development, we are currently on a journey to becoming a Health Care Home. This is a model of healthcare that has proven to be extremely successful and appreciated by patients in other practices around New Zealand. We very fortunately have been selected as one of the 5 Practices in Nelson/Marlborough to look at ways to improve the way we work with you, our patients, and other healthcare professionals.

A lot of hard work is already being put in behind the scenes to make these improvements but there are a couple of things to watch out for already:

MANAGE MY HEALTH

This is an online patient portal that can enable you to have greater access to us as your healthcare provider and assist you in managing your own health. Currently when you register, you will be able to make appointments online and request repeat prescriptions. Repeat prescriptions requested through MMH will be \$2 cheaper than requesting them via telephone or in person.

MMH has a lot of features which we are currently familiarising ourselves with. In the future we will enable features that allow you to access your test results and healthcare notes. It will allow you also to communicate

any brief questions or advice you may require and perhaps save you the cost and time of coming in for an appointment. If you want to know more, please talk to our Team. They are all excited to have this new technology and are trained to help you get started.

GP TRIAGE

We are undergoing training and putting processes in place to better handle the urgent needs of our patients and same-day appointments. When this begins, you will notice a change when you phone in the mornings for a same-day appointment. Your name and number will be taken by our lovely phone team and within 30 minutes you will be phoned back by a GP, who will talk to you to find out what the best plan is for your concerns. Later in the day a nurse may call you back to make that plan. Our aim is to provide more convenient, appropriate, and timely care to meet your needs.

WE WILL COMMENCE SEEING PATIENTS AT CIVIC – FAMILY HEALTH CARE ON MONDAY, THE 19TH NOVEMBER 2018.

We would like to invite you to have a look around the new practice on the 18th November between 1- 4pm. Come and have a look at all the hard work we have been doing and the lovely new surroundings that welcome you and will enable us to support your better health. Civic Pharmacy will be open to welcome you also for a look around too.

**GOOD HEALTH,
FROM THE TEAM AT
CIVIC.**