

Mt Wellington Family Health Centre Newsletter July 2024

New team members, farewell and fee changes.

Dear patients,

We're excited to share some important updates from our clinic.

Welcome Our New Team Members!

Our team is expanding and we're thrilled to introduce these new members who are here to provide even better care for you:

- **Gino, Extended Care Paramedic:** Born in the Philippines but raised in West Auckland, Gino graduated from Auckland University of Technology with a Bachelor of Health Science in Paramedicine in 2014. Since then, he's worked as a frontline Ambulance Officer with St John and upskilled to become an Extended Care Paramedic in 2022. Gino also completed his Masters Degree at AUT while working in various Clinical Support and Education roles. He joins us with a passion for emergency medicine, acute care, cardiology, wound care, and patient education. Gino is trained to assess and manage patients of all ages.
- **Priyanki, Clinical Pharmacist:** Priyanki completed her Postgraduate Diploma in Clinical Pharmacy in 2021 and brings experience from both community and hospital pharmacy settings. She's here to support you with your medication regime, ensuring you get the most out of your medications. Her services are free.
- **Tori, Health Coach:** Tori initially trained as a Physiotherapist, working in the public sector before focusing on her family. Recently, she completed studies in Public Health and Health Promotion. Here at the clinic, Tori works as a Health Coach, empowering individuals and families to find ways to improve their health and well-being. She can help with managing weight loss, pre-diabetes, diabetes, and other long-term health concerns. This service is free and can be done in person or by phone!
- **Jessica, Health Improvement Practitioner (HIP):** Jessica is an Occupational Therapist by profession with a background in mental health. Outside of work, you will find her spending time with her loved ones at a cafe, in nature or with animals. HIPs work with patients of all ages who might be feeling stuck with their mental health, physical health, or life circumstances. She can help with a variety of issues, including sleep problems, relationship difficulties, low mood, anxiety and many more. Sessions with Jessica are free for all enrolled patients, regardless of age. Additionally, same-day appointment slots are often available to ensure you can receive timely support.

Booking Your Appointment

To schedule an appointment with any of our new team members, simply call our reception or speak with your nurse or doctor.

We're confident that Gino, Priyanki, Tori, and Jessica will be valuable resources for our patients, and we look forward to their helping you achieve your health and well-being goals.

Fond farewell to Dr Janet Hutchins

We would also like to take this opportunity to thank Dr Janet Hutchins for her dedicated service to our practice as a locum GP from 2010 until her retirement in May 2024. Her professionalism, knowledge, and commitment to patient well-being have been invaluable to our practice. We are grateful for her contributions and wish her all the best in her well-deserved retirement.

Repeat Prescriptions:

Repeat prescriptions are cheaper when requested via the Patient Portal Health 365. We encourage all patients to register on our patient portal at no cost. Just ring reception on 09 5702999 to enrol if you have not done so.

Fee Adjustments:

We are writing to inform you of an upcoming adjustment to our clinic fees for adult patients. Effective July 1st, 2024, the standard consultation fee for adults (18 years and over) will increase from \$36 to \$39.

We understand that everyone is facing financial challenges, and we do not take this decision lightly. Unfortunately, due to rising across-the-board costs, this adjustment is necessary to ensure we can continue to provide the high-quality care you deserve.

We want to assure you that we remain committed to offering affordable healthcare options. Here's some good news:

- The consultation fee for patients with a CSC (Community Services Card) and those under 18 years old will remain at \$19.50.
- We will continue to explore ways to keep our costs down and minimize the impact on our patients.

We appreciate your understanding and continued support. If you have any questions or concerns about our fees, please don't hesitate to contact our Practice Manager.

Sincerely,

The team at Mt Wellington Family Health Centre