

Reflections on 2020

What has COVID-19 taught us and what does this mean for Primary Healthcare in 2021 and beyond?

As 2020 draws to a close, we have been reflecting on how the appearance of COVID-19 has affected general practice. Our Respiratory Clinics now operate in a separate part of our building and have been specifically created for people with symptoms of cough, cold, runny nose, sore throat or fever. We ask that anyone experiencing these symptoms does not enter our main waiting area, but books into the Respiratory Clinic instead.

Our Flu Clinics became carpark clinics and our nurses rose to the challenge of giving vaccinations to patients in their cars.

We continue to highlight the value of utilizing our online services for making bookings and prescription requests, and viewing lab results. This has helped tremendously with the level of phone calls we receive which, which is considerable.

Thank you to all our patients for your understanding and support with these changes. We are looking forward to a positive, safe and healthy 2021.

Please make sure you plan your medication requirements well in advance over the holiday period – you can phone up to four weeks ahead to book an appointment or request a phone prescription if you have this arrangement in place with your doctor.

Nau Mai, Haere Mai

Dr Tom Moore is a Selwyn local who graduated from the University of Otago in 2014. You may have seen Tom at Rolleston Central Health whilst he was a GP trainee earlier



this year; and we are pleased to welcome him back to the team as a permanent member.

His special interests are children's health and musculoskeletal medicine. In his spare time Tom enjoys tennis, mountain biking and running.



IMPORTANT NOTICE

IF YOU OR YOUR CHILD HAVE
FEVER/COUGH/COLD
RUNNY NOSE
SORE THROAT

PLEASE DO NOT ENTER THE BUILDING

Return to your car and phone us on
347-2614 for advice and we will arrange
to see you in a separate clinic

THANK YOU FOR PROTECTING OUR STAFF AND PATIENTS



New On-Site Health & Wellness Service:



Te Tumu Waiora is a new way of delivering wellbeing and mental health support through general practice. Ask your nurse or doctor to introduce you to a Health Improvement Practitioner (HIP) or Health Coach (HC) after your appointment. This means you'll get support quickly, in the same location and at no extra cost.

What is a Health Improvement Practitioner?

Deb Bradshaw, our HIP is a trained mental health clinician who has the knowledge and skills to help you with:

- ✓ Stress, anxiety, depression
- ✓ Coping with loss
- ✓ Sleep problems
- ✓ Drug and alcohol problems
- ✓ Family or relationship issues
- ✓ Chronic pain
- ✓ Living with the side-effects of illness

What is a Health Coach?

Liza, our HC, can help you reach your health goals:

- ✓ Improve eating habits and get more active
- ✓ Living well with chronic health conditions
- ✓ Improving your sleep
- ✓ Positive parenting
- ✓ Managing stress and anxiety
- ✓ Tools to improve self-esteem



Christmas & New Year Opening Hours

Thurs 24 Dec	OPEN 8am – 8pm
Fri 25 Dec	CLOSED
Sat 26 Dec	CLOSED
Sun 27 Dec	OPEN 9am – 12pm
Mon 28 Dec	CLOSED
Tues 29 Dec	OPEN 8am – 8pm
Wed 30 Dec	OPEN 8am – 8pm
Thurs 31 Dec	OPEN 8am – 8pm
Fri 1 Jan	CLOSED
Sat 2 Jan	OPEN 9am – 12pm
Sun 3 Jan	OPEN 9am – 12pm
Mon 4 Jan	CLOSED
Tues 5 Jan	Normal hours resume

Wishing our patients and families a very Merry Christmas & a safe and happy New Year, from the Team at Rolleston Central Health.

