
IF YOU HAVE A FEVER, COUGH, OR DIFFICULTY BREATHING OR ANY FLU-LIKE SYMPTOMS, PLEASE:

- **STAY AT HOME**
- **PHONE HEALTHLINE 0800 358 5453**

It is going to be difficult to tell colds, ordinary flu and Covid from each other, which is why Healthline needs to be your first contact.

We are all adjusting to a different way of doing things, and all need to play our part to reduce the spread of Covid-19 infection, and to protect those who are most vulnerable. However, we are still the same team, with smiles and humour behind our glassy barriers, yellow tape and masks. Telephone or video consultations are the norm, and we

will offer an in-person consultation only if an examination is considered essential after phone contact. Our goal is to reduce your risk when coming to the practice, and also to protect our team (which protects you!). All prescriptions are faxed, and we only accept eft-pos or electronic transactions, and no cash.

Please try to minimise visits to the practice, but feel free to phone us for advice or to arrange a phone or video consultation. We apologise if the lines are busier than usual.

We have team members rotating through triage, remote consulting (telephone or video), and in-person consulting. We regret that as a result you may not see your usual clinician.

If you have to visit the practice:

- and have no symptoms of infection please use only the front door, please stand behind the yellow lines, and 2m from anyone else.
- If you have symptoms of any infection, we will ask you to wait in your car in the rear car park, phone us to let us know you have arrived, and wait until we escort you in. The rear door is locked.

The 2019-nCoV virus that causes COVID-19 infection is spread by coughing and sneezing, close personal contact, and contact with an object or surface

with viral particles on it and then touching your mouth, nose or eyes. The latest updates from the Ministry of Health can be found at:
<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public>

PREVENTION OF COVID-19 & INFLUENZA ARE THE SAME:

- Avoid close contact with people with cold or flu-like illnesses.
- Cover coughs and sneezes with disposable tissues or clothing.
- Wash hands for at least 20 seconds with water and soap and dry them thoroughly:
 - before eating or handling food
 - after using the toilet
 - after coughing, sneezing, blowing your nose or wiping children's noses
 - after caring for sick people
 - after any shopping

FLU VACCINATIONS

The NZ 2020 flu vaccination covers the following virus strains:

- A/Brisbane/H1N1
- A/South Australia/H3N2
- B/Phuket
- B/Washington

Approximately 20% of children and 10% of adults who do not receive an influenza vaccination are infected annually. Around half of those infected have no symptoms, yet continued to spread it to those more at risk.

The vaccination is fully funded for:

- Pregnant women (at any stage)
- All people over 65

- People under 65 with heart disease, chronic lung disease, diabetes, chronic kidney disease, cancer, autoimmune disease or suppressed immunity, transplant recipients
- If you think you may be eligible, please ask or consult: <https://www.influenza.org.nz/eligibility-criteria>

Due to problems in the vaccine supply chain, we are initially vaccinating only those who are eligible for a free flu vaccination. We hope that from mid April onwards we will have sufficient vaccine for anyone else who would like it.

SHINGLES VACCINATION FUNDED FROM AGE 65 - 80 YRS (and available outside this range, but not funded)

Consider having a Shingles vaccination at the same time as your flu vaccination if you have not previously had one. The vaccination reduces the risk and severity of shingles and nerve pain after shingles. Zostavax is a live attenuated vaccine, and people who are immunosuppressed should not receive the vaccination, but household contacts of these people can be vaccinated.

If you would like the Shingles vaccine, you need to read an information sheet and sign a consent form before you see the nurse. These are available at reception.

APPOINTMENTS

Please book routine appointments well in advance. Our "urgent" and "same day appointments" are prioritised to people with urgent medical problems.

Please monitor your regular medication supply and phone 2 weeks in advance for a routine appointment. If you leave it to the last minute we will arrange a short-term prescription (for which there is a fee) to tide you over until an appointment is available.

Nurse appointments

Nurse consultations are not included in the DHB/PHO "free" consultations for children under 14 and a standard nurse consultation fee applies

OUR TEAM:

Dr Robert Bester

Dr Duncan McKay (Director)

Anna Davidson (Nurse practitioner)

Dr Natalie Balme

Dr Jacqui Walker

Reception: Lorraine Priest and Debby Harris

Reception / Practice administrator: Debbie Shirley

Nurses:

Gill McRae (Mon- Thurs)

Julie MacPherson (Tues/Wed)

Jodi McNaughton (Thurs/Fri)