

# Elstree Ave Family Doctors

## Monthly Newsletter

### Staff News

- Welcome to Mandeep Chauhan who has joined our receptionist team. Mandeep is a valuable addition to our front of house team.
- Welcome to Erica Tadayan, Healthcare Assistant. Erica is currently working towards her NZ registered nurse qualifications and is supporting our nursing and medical team.

### August Newsletter

#### Contents:

- Staff News
- New PHO
- Manage My Health
- Mobile Children's Ear Clinic
- Free Prescriptions
- Practice Plus - Virtual Doctor
- Daffodil Day

## New Primary Healthcare Organisation (PHO)

As of July 1st 2023, Elstree Ave Family Drs has aligned with Auckland PHO. Auckland PHO will be our financial link to government and assist with coordinating services. It will provide resources and expertise to support doctors', nurses and administration staff. We are delighted to be part of this organisation, who will work with us to ensure we continue to offer the highest level of healthcare so patients can live their best life. <https://www.aucklandpho.co.nz/>



## Manage My Health

Thanks to all that are using 'Manage My Health' to book appointments and request repeat prescriptions. This assists our reception team to more efficiently manage the steady stream of phone calls to the practice. Reception staff are very willing to help you navigate 'Manage My Health' if you require some assistance,



- Download app to your phone
- When you request a repeat prescription, this email goes directly to the nurses to manage.
- Booking an appointment is easy. Select the reason for your appointment in the drop-down box, select the doctor and date, the next available appointments for the date will appear.



---

## Mobile Ear Clinic

This service is run by the Starship Community Ear Nurses. The service is available for all children living in the Auckland DHB area. Check ADHB google map if you are unsure. It includes Glen Innes, Panmure, Mt Wellington, Otahuhu and others.

The mobile van is in the carpark at 98 Line Road Glen Innes next to Te Oro, every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month. Ask your doctor to refer you to this free service if you have concerns about your children's hearing or ear symptoms.



## Free Prescriptions (Pharmacy charges only)

From July 1st 2023 most medicines will be fully funded by the government. There is still a surcharge for prescriptions with your GP.

- Medicines will be free if you are a NZ Citizen or Resident. There may be part payment on some medicines. If they are not fully government funded, speak to your doctor or pharmacist if there is a charge as there can sometimes be fully funded options available.
- Non-NZ residents and visitors to NZ will still pay the full price.
- Prescriptions issued by a private specialist or dentist will continue to cost \$15.00 for those with no community services card (CSC) or \$5.00 with a CSC.

## Practice Plus: After hours virtual doctor's appointment.



Elstree Ave Family Doctors have joined Practice Plus to support our team managing your health after hours.

When you or your family member need to have a doctor's consultation and it's the weekend or after hours, Practice Plus connects you with a NZ registered Doctor for an appointment.

This is an alternative option to your local Accident and Medical Emergency Centre, available online, weekdays 5pm to 10pm. Weekends and public holidays 8am to 8pm.

Using your phone or home computer, register with Practice Plus and book a convenient time or choose to wait in the queue for the next available doctors video appointment.

Costs are

- \$65 14 years and over
- \$55 13 years and under
- \$19.50 if you have a current Community Services Card (CSC)

When you book your appointment, you will be asked for credit card or debit card details and be charged following the consultation

Check out Practice Plus for frequently asked questions.

 [www.practiceplus.nz](http://www.practiceplus.nz)

 **0800 7722 7587**

## #DaffodilDayNZ

Everyday 71 people across NZ are diagnosed with cancer.

This annual Cancer Council campaign is a time when we remember family and friends who have experienced the challenges of a cancer diagnosis

The daffodil is a symbol of hope for all affected by cancer.



Volunteering to sell daffodils:  
<https://daffodilday.org.nz/volunteer>

**Spring is close with September only 4 weeks away Stay healthy and active.**

**Kind regards, Your Team at Elstree Ave Family Doctors.**

---