

GP PRACTICE NEWSLETTER

Winter/Hōtoke 2022



The Taranaki District Health Board has commissioned the Health Solutions Trust to evaluate the performance of the primary care centre attached to Hāwera Hospital (The Practice). This evaluation seeks to understand the strengths and resources available at The Practice within the immediate community setting with particular consideration to improving health outcomes for Māori patients & whānau.

The project involves interviewing a number of staff and patients/whānau to get their views on the strengths of patients, whānau, community, and The Practice that have led to positive results for patients and, particularly, for Māori. Assessing the strengths of the service and service users will help make sure that appropriate resources are included in the everyday care of patients who go to The Practice.

If you have any feedback that you would like to provide about The Practice, please fill in the survey attached to this newsletter or ask the admin team at reception for a Customer Feedback leaflet. We would love to hear your views.

HEALTH IMPROVEMENT PRACTITIONER APPOINTMENTS

Health Improvement Practitioners work with individuals to achieve goals by providing support and follow-up for issues related to wellbeing.

They can see people of all ages and at all stages of their lives and help with any type of issue related to behaviour change or mental wellbeing.

These appointments are free. Please ring or email us if you would like to book.

STAFF PROFILE

Meet Ashley Tito - Administrator

Kia ora Tatou

I have been working for 12 months at STRH.

Working with people has always been a passion of mine. Coming to work at the hospital during a pandemic has been challenging but also very rewarding.

I'm a born and bred Taranaki girl, with three children who I juggle in between working fulltime. My hobbies are playing sports, mostly netball, and I have played in rep teams most of my young adult life. Keeping busy and tackling challenges is what I thrive on.

I have formed many good friendships here at the practice and have got to know some familiar faces, so if you see me around feel free to give me a big wave!



BOOKING PHONE TRIAGE

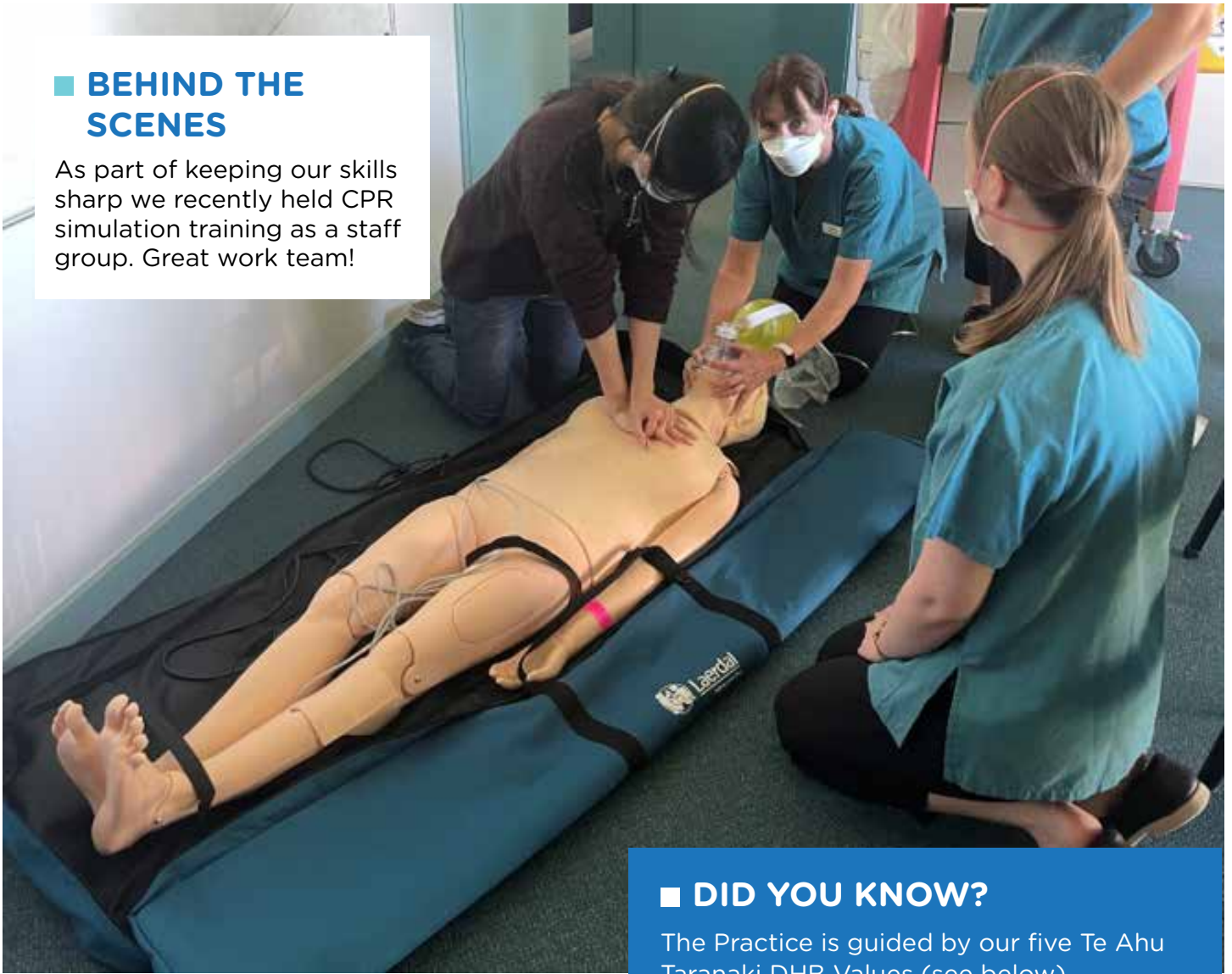
If you have a health concern that you would like addressed on the same day, you are welcome to book a 'Phone Triage' appointment in the Appointments section of the MyIndici app.

Phone Triage is a very brief (2-3min) phone conversation with one of our clinicians. The clinician will assess your needs and determine the next steps to take.

Anything routine that can be scheduled, such as follow ups or scripts, is not appropriate for phone triage. For these needs, please ring or email us.

■ BEHIND THE SCENES

As part of keeping our skills sharp we recently held CPR simulation training as a staff group. Great work team!



■ GETTING IN TOUCH AFTERHOURS

Our standard phone and email hours are from 8-4pm, Monday to Friday. Recently our answerphone service had some additional options added as we work hard to improve our service and accessibility.

If you need health assistance outside of our working hours, please phone our usual number (2781383). You will be transferred to our afterhours service, Whakarongorau Aotearoa/ NZ Telehealth Services, who will be able to help.

■ DID YOU KNOW?

The Practice is guided by our five Te Ahu Taranaki DHB Values (see below).

In this newsletter we are celebrating People Matter -Mahakitanga



The Practice aims to be a safe, caring environment for all individuals. This includes welcoming people of all different backgrounds, ethnicities, genders and sexual orientations.



TE AHU
TARANAKI DHB VALUES

Partnership
WHANAUNGATANGA

Courage
MANAWANUI

Empowerment
MANA MOTUHAKE

People Matter
MAHAKITANGA

Safety
MANAAKITANGA