

STAFF PROFILE

MEET SARAH ADEANE

Kia ora tatou

My name is Sarah and I'm the junior doctor fortunate enough to be working at the practice for a 3-month placement until March. Originally hailing from the mighty Waikato, I moved to Taranaki three years ago as a medical student and caught the bug so have since stayed! Since graduating in 2022 I have been working on the wards at Taranaki Base Hospital in New Plymouth, and so transitioning to a community-based role has been an awesome new experience for me.

In my spare time I enjoy making the most of the outdoors that Taranaki has to offer including walking/cycling along the coast, swimming at the local pools, and I'm currently learning to surf (feel free to laugh if you are witness to any of my failed attempts at the local beaches!)

I'm very much looking forward to the rest of my time here getting to know the South Taranaki area and its people, thank you for welcoming me into the STRHGP team.



FLU VACCINATION CLINICS WILL BEGIN IN APRIL

Getting vaccinated against influenza (the flu) is important to keep our communities safe and well. It helps reduce your risk of getting really sick or having to go to hospital.

For the 2024 flu season the vaccine is funded for all people 65 years and over, people with long-term conditions (like asthma and diabetes), those who are pregnant, and people with specific mental health conditions or addiction issues.

When we have our flu clinics running in April and May we will get in touch again with the specific details, including how to book. If you have any questions in the meantime, feel free to speak to one of our practice nurses.

GET IN EARLY FOR ACC AND WINZ MEDICAL CERTIFICATE APPOINTMENTS

Time flies, doesn't it? And if you are someone on a long-term ACC or WINZ Medical Certificate you have additional challenges in your life. Booking an appointment before your next medical certificate is due might not be top of your mind. However, we encourage you to get in early so that you are assured of your payments. Medical Certificate appointments are classed as routine and are not able to be fitted into our urgent slots. As such we ask that you get in touch early – even a month ahead of when it needs renewing.

Ways to remind yourself to do this could be setting an alert on your phone or writing it on your calendar. Whatever system suits you best, the message is the same: get in touch early.

BEHIND THE SCENES – PHONE TRIAGE

One of our amazing nurses, Trish, in the phone triage role



■ WHAT IS PHONE TRIAGE?

If you get in touch with us for an urgent appointment, you may find we put you on a list for a nurse or doctor to call you back. We call this “phone triage”, which is a quick chat with the nurse or doctor to see how we can best help you. It helps us make sure the people with the most urgent needs are seen in the right timeframe. If you are put on the list for a call back, please keep your phone handy.



TIP: The best way for us to help you is if you can call early in the day. That gives our team the best opportunity to organise what you need.

■ WHO ARE RMOS (RESIDENT MEDICAL OFFICERS)?

At STRHGP we are a training site for RMOs (resident medical officers), more commonly referred to as junior doctors and medical students. Our junior doctors play a crucial role in providing healthcare services to our community. These young medical professionals gain valuable hands-on experience working with patients, under the supervision of our experienced general practitioners. During their 3-month placement at the GP clinic, they have the opportunity to develop their clinical skills, enhance their communication abilities and learn how to effectively manage a wide range of medical conditions. They also contribute to the continuity of care for patients and learn of the health impact on the local community. We hope their attachment at our clinic will lay a strong foundation for their future practice as compassionate and competent healthcare professionals and spark an interest in Rural Health.

■ TREATING OUR KAIMAHI (STAFF) WITH KINDNESS

We know it can sometimes be frustrating navigating the health system. At times it can feel like our staff may not understand or that they are not able to give you exactly what you are asking for. Please know our team are there to work with you and will be trying their best to help. If you are having ‘one of those days’, please still treat our staff kindly. There is no place for aggression, yelling or verbal abuse towards our staff.

■ GETTING IN TOUCH AFTERHOURS

Our standard phone hours are from **8am–4pm, Monday to Friday**.

If you need health assistance outside of our working hours, please phone our usual number (**278 1383 or 0800 225571**).

You will be transferred to our afterhours service, **Whakarongorau Aotearoa/NZ Telehealth Services**, who will be able to help.

For non-urgent matters, you are also welcome to email strhgp@tdhb.org.nz or message our admin team on the MyIndici app.