



Caring for Our Community



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Surgery hours Monday - Friday 8.00 - 5.00pm

Phone 211 0999.

After Hours GP Services

Phone 211 0999

Visit Our Website: <https://waihopahealth.co.nz/>

May/June



WHS Closed Monday 1st June for Queens Birthday:

We will be closed for business Monday 1st June, reopening Tuesday 2nd June. Please ensure you have enough medication to get you through the holiday break.

The Team at Waihopai Health Services would like to wish everyone a safe & happy long weekend!

Introducing Polly Hanson-Friend

Polly originates from England however now considers herself a Southlander through and through. As the newest member of the nursing team, Polly graduated from the Southland Institute of Technology with her Bachelor of Nursing degree in 2019.

Along the way through her studies, she developed a passion for primary health care and promoting healthy lifestyles.

She is enthusiastic to help and learn but appreciates your patience when faced with new things. When not at work, Polly will be found running after her dogs out at Sandy Point or peacefully scrapbooking.

Dr Emma MacCallum

We are excited to welcome Dr Emma MacCallum, who is our latest addition to the WHS Doctor's Team.

Hand Hygiene Focus:

An infection spread by unclean hands can have a devastating impact on a patient and their family/whānau.

Keeping your hands clean is one of the best ways to keep from getting sick and spreading illnesses.

Cleaning your hands gets rid of germs you pick up from other people, from the surfaces you touch and from the animals you come in contact with.

Patient Portal:

Waihopai Health Services is pleased to announce the Patient Portal is ready to go. For more information please come and see us.

Portal link: <https://portal.waihopaihealth.co.nz>

Anxiety Helpline:

Free National 0800 Anxiety Helpline 0800 269 4389. Supporting many of the 1 in 4 New Zealanders living with anxiety and stress. Free 24/7 Nationwide support service.

Patient Notice:

Please note if a patient does not attend for either a Nurse's or Doctor's appointment without prior notification, there will be a charge. In the event of unforeseen circumstances, this charge may be waived at the discretion of Waihopai Health Services.

Changes to the Cervical Screening Programme:

With effect from 1 November 2019, the Ministry of Health made changes to the National Cervical Screening Programme.

The implementation of the age change means that:
Women who are under the age of 25 and have not yet had a smear will not be invited for their first smear until the age of 25 years. Women under the age of 25 who have had a smear will continue to have smears as per the recall plan.

However, if a woman of any age, experiences abnormal bleeding, lower abdominal pains they must seek an appointment with their doctor.

For further information please refer to the following website:

<https://www.nsu.govt.nz/health-professionals/national-cervical-screening-programme/age-range-change-cervical-screening>

Management of Patient Results:

If your doctor or nurse has ordered a test or investigation at your consultation there should be a plan discussed with you as to how these will be followed up. This would be by an arranged consultation or other follow-up communication.

Results of these tests are reviewed and interpreted by the doctor or nurse as they become available.

It is important to note that both normal and abnormal results may have significance in relation to your history. If the doctor or nurse decide they are of significance, you will be contacted by phone, text message or email. The time frame and follow-on care can then be arranged.

Phone Consultations Available:

There may be times when a remote consultation is appropriate. This may be by telephone, or email/text. This type of consultation would only be initiated with your consent and understanding.

You may at times wish to phone and ask to speak to a nurse or a doctor. It may be more convenient for you to have follow-up of tests and/or investigations by phone. This can be discussed with your doctor or nurse at the time of your face to face consultation. These consultations come with some limitations. If there are changes to your condition that are unexplained or unexpected then you are advised to get back in contact with your doctor or nurse.

There is likely to be a charge for these consultations based on the time it takes to complete the consultation plus any time that is required to complete the notes, prescriptions and other tasks required for your management.

