



Lyttelton Health Centre

18 Oxford Street

Lyttelton

Telephone: 03-328 7309

www.lytteltonhealthcentre.co.nz



Patient Newsletter

Spring 2017

Booking your appointment on line

Thank you to our patients who have embraced this convenient way to book a standard GP appointment, through our website www.lytteltonhealthcentre.co.nz "Book an Appointment Online" button .

This service is available 24/7 so you can make an appointment when it suits you. Some people make appointments at 3am when they are up and sick. No having to wait until 8am when the receptionist arrives.

Our Payment terms

Your doctor requires payment **on the day of your appointment**. Our discounted GP consultation fees are for **payment on the day of your visit**.

Cancelling your appointment?

Please phone us and let us know if you are unable to keep your appointment. That way, we can give the appointment to another patient, needing to be seen. **Appointments booked on line may be cancelled on line, within one hour of your appointment time.**

If you need to cancel within an hour of your appointment time, please ring our reception team
Thank you.

National Enrolment Service (NES)

During the spring and summer months, Lyttelton Health Centre reception team are participating in the National Enrolment Service programme (NES). NES requires an update of *all* our patient registration details (name, address, date of birth).

The NES programme ensures that the information held on your GP medical record is accurate and consistent with other allied health agencies.

Thank you for providing your updated details, on request.

Pegasus 24 Hours – After Hours Care

A reminder that Pegasus 24 Hour Surgery is now located at: **401 Madras Street, Christchurch.**
Phone number is 365 7777

Patient Portal

Our patient portal now has the capability for patients to access laboratory results. If you would like to register for this please ask our receptionist who will provide you with a form to complete.

Repeat Prescriptions

There are two ways to request a repeat prescription.

- (i) **Online via our website** - click on “Repeat Prescription” icon. You enter your details, the items you require to be prescribed, how you are going to pick it up and when. These emails are checked several times daily and sent to the appropriate doctor who will then decide if the request can be provided.
- (ii) **You can ring our receptionist** and give her your details. She will send a “task” to the appropriate doctor. The doctor, when they have time, will contact you to discuss what you require if they are happy to prescribe. This process can take up to 48 hours.

Comings and goings

Dr Sophie Hart has returned to Lyttelton Health Centre having been on maternity leave since January.

We are delighted **Bruce Telford** is returning to Lyttelton Health Centre to provide a private counselling service.

Spring is in the air!

The plants most likely to cause hay fever symptoms are those that are wind pollinated. These plants produce high numbers of light and buoyant pollen grains which are easily distributed through the air. Pretty, brightly-coloured flowering plants and trees are unlikely to cause symptoms of hay fever. These plants attract bees and other insects to transfer their pollens from flower to flower, and produce far fewer pollen grains that don't generally become airborne. This is fortunate for those who like flowering plants!

Do you think you may be suffering from pollen allergies?

Typical hay fever symptoms include itchy and runny nose, sneezing, itchy and watery eyes, tickly and scratchy throat - all of which are generally worse when you go outside! Asthma can also be triggered by pollen allergy.



Occasionally, especially on dry, windy days, rashes and swelling of the face can occur. Some highly sensitive people will have these symptoms within minutes of going out the door in the morning. Pollen counts can vary during the course of one day.

DO

- Keep windows closed at night; use air conditioning, which cleans, cools, and dries the air.
- Minimise early morning activity when pollen is most usually emitted (between 5am and 10am).
- Keep your car windows closed when you travel by car. Use your car air-conditioning on ‘re-circulated air’ rather than bringing in air from outside.
- Stay indoors when the pollen count or humidity is high and on windy days when dust and pollen are whipped about.
- Wear glasses outdoors to protect your eyes.
- Have your lawns mowed frequently to avoid flowering. Wear a mask if it is absolutely necessary for you to do the mowing.
- Select garden plants which are low pollen producers (usually native species).
- Have fallen leaves and garden debris removed.
- Take the medications prescribed by your doctor.

DON'T

- Mow lawns or be around freshly cut grass; mowing stirs up pollens and moulds.
- Hang sheets or clothing outside to dry, as pollens and moulds may collect in these items.

Our opening hours

Monday	Tuesday	Wednesday	Thursday	Friday
8am – 5.30pm	7.30am – 5.30pm	8am - 6pm	7.30am – 6.30pm	7.30am -5.30pm