

# UPDATE FROM MARTINBOROUGH HEALTH CENTRE & UNICHEM PHARMACY

Number 2 : 2 April 2020

Firstly, a reminder that both the Health Centre and Pharmacy are open but please note:

1. We are reducing the number of patients inside the premises wherever as possible, to minimise risk for both patients and staff
2. We are now **opening at 9am**. This gives staff time to update themselves on any changes and what strategies need to be implemented. It is a little bit like a roller-coaster
3. We are **closing from 12pm – 2pm each day** so staff can get a lunch break and for sanitising/cleaning the premises
4. There will be no late night on Thursday until further notice.
5. The Health Centre and Pharmacy **cannot take cash. Debit and credit cards are fine for the pharmacy. Please pay on-line for the Health Centre. Our account number is on the invoice.**

## HEALTH CENTRE

### Appointments

Most of our appointments these days are telephone consultations with either a GP or Nurse Practitioner. They may be able to treat you on the phone but if not, other arrangements for a consultation or treatment will be made. Clearly, it is important to us to ensure our sick patients are treated. There will be a charge.

We have a portacabin coming to make it easier for us to examine very sick patients without contaminating the Health Centre. It will be situated out the back in the Cork Street carpark. As you are all aware, this virus is very contagious and sits on surfaces for up to four days.

### Saturday Flu Clinics

Our first Saturday flu 'high needs clinic' was a great success: we vaccinated 162 patients, despite the pouring rain.

**You may not know that we are currently only allowed to vaccinate patients over 65 years, or others meeting the 'high needs' or chronic criteria.** Chronic conditions include diabetes and respiratory issues, and heart and cancer patients.

Waiting is frustrating for all of us, patients and staff, but we simply cannot vaccinate everyone – even in the high needs criteria -- as quickly as we would like. Some are having to wait, and this is why:

1. 824 of our patients are 65+ years old. Of these, 45 percent are 70-80 and 30 percent are 80+. Adding in our high needs patients, this means we have **over 1,000 patients** needing to be vaccinated urgently, and we have done about 20 percent of them>.
2. The Covid-19 pandemic restrictions mean we can't use the Practice facilities for regular flu clinics. Hence the Marquee. Our aim was to hold 2 -3 drive-through clinics a week **BUT ....**
3. **Supply is very limited.** We have been drip-fed the vaccine, and our next order will arrive after 6 April. This is terribly frustrating for all of us – the Practice and patients alike – and is happening all over the country. Currently we are allowed to order only 60 flu vaccines at a time, despite the government encouraging vaccinations. Honestly, if we had enough vaccines we would run drive-through clinics regularly during the week to get everyone vaccinated. Please stop ringing to see when you can get your vaccine as it ties up the lines. **I will txt as soon as I have the next flu clinic set-up.**

### How the drive-through Flu Clinics work

**IMPORTANT: This is by appointment only, as we have only enough vaccines for those booked. Please don't just turn up.**

- You have probably seen the Marquee at the end of Cork Street. Entry is from Oxford Street into Cork Street to keep the traffic flowing. Please do not enter from Strasbourg Street, as it will be hard to get in the queue.
- A Traffic Warden on the Oxford/Cork Street intersection will direct you to proceed to the Marquee.
- When you get to the Marquee wait please wait until directed to drive into the Marquee and up to where the nurses are standing. **Do not get out of the car or open the window until directed to do so.**
- The flu vaccines will be administered **in the car**, through the window, in the arm closest to your window. Please roll up your sleeve and have your arm ready, and **stay in your car**.
- You will then be told to drive out, park up for up to 20 minutes before leaving. If you feel unwell after the vaccination please let one of our staff know.

### Clinic Saturday 4 April

We will contact everybody booked for this Saturday 4 April to re-confirm. Only patients booked will be vaccinated.

### Reminder re Prescriptions Ordering

There is now no access to the practice or pharmacy. To order prescriptions, please

- ring the prescription line at the practice (06-306 9501 Press 2) , or
- use the "My Indici Portal" if you are registered (and you can register with the patient portal on the email below, or
- Email [prescription.nurse@mmc.net.nz](mailto:prescription.nurse@mmc.net.nz).

We know that the lines are busy, the national grid is overloaded, and slowing everything down -- so email is currently the best way of communicating.

As we are restricting access, you cannot pick up a script from inside the Health Centre so unless you tell us otherwise, it will go to the Martinborough Unichem Pharmacy. Please stipulate if you want it to go to another pharmacy.

### PHARMACY

The Pharmacy will only be providing medication. **Non-medical items will not be available**, as medication supplies are obviously the priority. To summarise:

1. If you need a number of non-prescription medication it would be helpful if you emailed first so they can have it ready for you, [health@martinboroughpharmacy.co.nz](mailto:health@martinboroughpharmacy.co.nz)
2. The pharmacy is open the same hours as the practice, and for hygiene reasons will not take cash on medication supplies. If you have trouble getting through you can email them as above
3. **Delivery:** If you need your prescription medications delivered, the Pharmacy is doing two runs a day: one during the lunch break and the second around 4pm. Please call 06-306 6268 or email as above.

Thanks for your understanding and co-operation. This COVID-19 virus is a huge challenge for New Zealand, and we are doing our best to minimise the chances of our local community being infected. Working together, we can minimise the effect Covid-19 has on Martinborough.

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