



## Improving healthcare and wellbeing for all

► Fifth Avenue Family Practice is exploring ways to improve healthcare and wellbeing for our patients, specifically assessing how we can be more understanding of and responsive to our Māori patients and incorporate a Māori world view in health and wellbeing.

In December our Māori Health Working Group, He Waka Eke Noa, held a pre-Christmas celebration lunch with several of our Māori elders (kaumātua). Our goal was whakawhanaungatanga (making connections and building relationships), connecting with whānau, and to give our kaumātua the opportunity to present their ideas and suggestions to ensure we are meeting their needs and the needs of our wider whānau (family). We had a wonderful hui that embraced future wānanga (discussion forums) and friendship, along with a shared kai (meal). We valued the kōrero (conversation) and

insight immensely and look forward to continuing the conversation this year. He Waka Eke Noa refers to us all being in this together. The team is made up of Dr Todd Hulbert, Dr Tania Stokes, Nurse

Practitioner Julia Perry, Lead Receptionist Debbie Irving, WBOP PHO Director Māori Health Kiri Peita, and Tawharangi Nuku, a local kaumātua and guide to our group.

Throughout the year we will be exploring ways in which we can learn, develop and change as a practice to improve health and wellness for our Māori patients. One of the first changes we have made is our new bilingual signage at reception and in our waiting area. We have done this to honour te ao Māori (the Māori world view) and te reo Māori, one of our national languages.



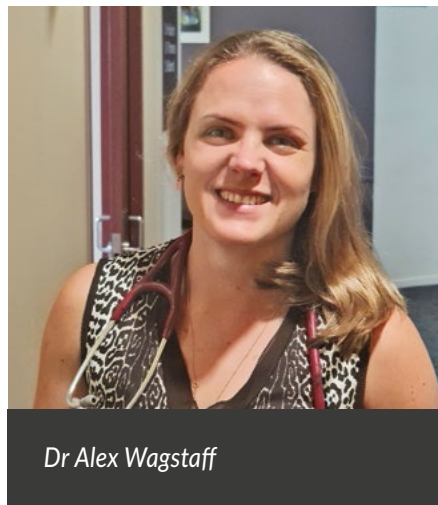
# Special health projects new focus for Dr Todd Hulbert

▶ Dr Todd Hulbert will be taking a year away from seeing his registered General Practice patients to focus on a special project looking at improving healthcare for people at risk of not getting the full benefit of our healthcare system.

This includes the work with our Māori Health Working Group. “I will be trying to identify people who are at high risk of falling through the cracks in the healthcare system and seeing if there are ways we can do things differently to make sure they get the maximum benefits.”

He will be continuing his usual skin cancer clinics, skin surgery and vasectomies throughout the year.

His GP patients have been taken on by Dr Alex Wagstaff who joined our



team last year as a registrar, with Todd providing clinical support and mentoring through the year.

Alex says while she and Todd have a slightly different approach, patients have been very welcoming.

After working in hospital medicine for seven years, Alex is delighted to join the team at Fifth Avenue.

“I love working with the team – it’s great working as part of an experienced, supportive team.”

## Video consultations now available

▶ You may have noticed a few cameras and screens popping up in our consultation rooms.

Doctors Luke Bradford, Kiran Singh and Alison James will be rolling out the video consultations initially, providing an option for patients who don’t require a physical examination as part of their treatment.

Video consultations were used last year during the COVID-19 pandemic when in-person consultations were discouraged to help prevent the spread of the virus, but it is hoped more patients will take up the option.

Benefits of video consultations for patients include the convenience of consulting with your doctor from



the comfort of home or work using your smartphone or tablet, and for Fifth Avenue Family Practice it means we can free up more time to see patients who need a physical examination or would prefer an in-person consultation.

If you would like a video consultation, speak with one of our reception team today!

## New appointment for Dr Luke Bradford

► Congratulations to Dr Luke Bradford who has been appointed Bay of Plenty District Health Board's new Chief Medical Officer.

The part-time role involves leading hundreds of doctors working across the Bay of Plenty and will see him working reduced hours at Fifth Avenue Family Practice.

"This is an exciting opportunity for me to help make the health system more integrated and equitable, as signalled in the recent Health and Disability System Review."

While Luke will still be available for consultations four days a week, he works in partnership with his wife Dr Diana Ford, so patients can continue to make appointments with either doctor at times that suit.



## Farewell to Janet

► After 26 years at Fifth Avenue Family Practice we say farewell to practice nurse Janet Dunham who is retiring after a 50-year career in nursing.

Seventeen-year-old Janet trained as a nurse at Tauranga Hospital before working in hospitals in South Africa and England. On her return to New Zealand she took up work as a practice nurse, a role she came to love as she made strong connections with Tauranga families.

Janet has enjoyed working with multiple generations of the same families at Fifth Avenue. "It's nice for patients to see a familiar face or hear a familiar voice on the phone," she says.

One of the biggest changes Janet has seen in general practice is the move to electronic patient records and referrals, which has resulted in greater efficiency.

She says she will miss working with her colleagues at Fifth Avenue. "They have been an awesome team to work with."

In retirement Janet is looking forward to spending more time with her children and grandchildren, as well as travelling around New Zealand in a caravan with her partner, cycling and tackling some of the country's Great Walks.

From all the staff and patients, we wish Janet all the best for her retirement!



*Dr Luke Bradford and Dr Diana Ford*

## New team members

After a brief hiatus of training over the holiday period we welcome two new junior doctors to the team.

Dr Charlotte Rickards has joined us as a registrar for the next six months and Dr Nazley Youssef will be our house officer.

We also have some new nurses joining us over the next few months so stay tuned for more information!



MANAGE  
**MY**  
HEALTH



## Change to our patient portal

▶ Patients will soon receive an email confirming our changeover from the Manage My Health patient portal to Health 365.

Health 365 will still allow you to do all those things you currently do on Manage My Health – make appointments, arrange a repeat prescription, access lab results and see your health summary and clinical notes – but in a more streamlined way.

The email will confirm the changeover, give you a link to activate your health information, and tell you how to download the app to your smartphone or tablet.

If you have any questions or difficulties, contact our administration team for assistance.

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## Make your appointment well in advance

While sudden illness obviously doesn't stick to a schedule, there are several advantages to making an appointment to see your doctor well in advance for routine health checks.

Not only is your doctor more likely to be available the more notice you give, but Healthcare Assistant Joanna Mason will be able to see you've booked an appointment and check whether you're due for a blood test or other procedure. These can then be done prior to your appointment with your doctor, who can then discuss results and any next steps in your healthcare journey with you.



## Continue to be COVID alert!

A reminder that if you have cold and flu symptoms you should be staying at home and contacting us for a COVID-19 assessment, particularly following new strains of the virus arriving in New Zealand from the UK and South Africa. Vaccination for COVID-19 will be available later this year.

These assessments and tests will continue to be offered in our respiratory cabin in the car park.

And please use the COVID-19 tracing app to trace your movements. As we saw with the recent community case in Northland, it makes tracking any potential spread of the virus much easier.



## A reminder to be kind

While pain and illness are undoubtedly stressful, please know that all the team here at Fifth Avenue Family Practice are here to help you in any way we can. Our job is made considerably more difficult, however, when patients are rude and obstructive. A gentle reminder to please be kind to our staff as offensive behaviour will not be tolerated.

Please call reception on **07 578 7087** to make an appointment for a phone consultation with a GP. A time will be made for the GP to ring you back.



**Find us online**

[www.fifthavenue.co.nz](http://www.fifthavenue.co.nz)