

Blog 7th January 2024

With many apologies for the delay but major computer problems since the so called upgrade in June deleted my writing platform as well as narrowed our bandwidth and it is still being sorted! Lots of news too as we go into the new year.

Dr Ranche Johnson is on leave and won't be available until further notice as she cares for a sick family member. That means I will be back doing Fridays, but mornings only, though you will continue to see me around in the afternoon as I do administrative tasks. Dr Callum Hammond starts with us at the end of this month so we will be back to three fulltime doctors, and at least Dr Dominic Smith can get his Thursdays off back again [afterall he has a wedding to organise this year and certainly will need a haircut for that!]. Rachael Smith finishes her Masterate in Nursing this year - yay!-

which qualifies her to work separately as a nurse practitioner. As a number of patients know she already can prescribe a limited range of medications without authorisation by a doctor. She will continue to run her Chronic Care afternoon on Wednesday's which is free for patients who qualify because of severe illness and decile 1-5 residential.

We have another round of computer issues this month as we finally go to Medtech Evolution from Medtech 32 which is no longer supported by Medtech. We agreed to this back last May and it's taken this long to be organised and this has contributed to many of the computer issues we have been having. I'm nervous like the rest of the crew as our IT not only has cost us so much this year it has been frustratingly slow, cumbersome and riddled with IT mistakes. When IT360, our cloud provider, was privately owned we did not have anything like these problems. Since it was bought by SPARC it's been nothing but trouble, especially as they use different contractors for different areas and these usually don't communicate well with each other, and play pass the buck repeatedly. We are stuck with it. There are only two medical programs we can use, and we have to use one of them. Usual government system: they mandate it and make it essential while we pay for it. The so-called upgrade in October cost us an extra unexpected \$40k! Medtech is used by 80% of practices and takes a while to learn for all staff and is very different from the other option available. Apologies to any patients having issues downstream. We are trying our best to get things resolved. Even the delay in this blog, and unwanted deletion of my usual writing program are examples. I'm actually writing this on our email program in the meantime!

Staff changed a lot in 2023. We lost our nurse Paulette who had been with us for 17 years with her move out of Auckland: another victim of the long commute times and congestion coming in from Waiuku in the mornings and going home at night. We are still sorting out our second receptionist, having had some big issues finding the right person for the job. Jamie with help from Meriana and Claire continues to cheerfully cope wonderfully. Doctor and nurse shortages only get worse. I am going to have a break in the second ½ of March for two weeks, the first break I have had for a year and very needed. I am trying to find someone to fill in but may need to just leave Drs Dominic and Callum to manage instead. I desperately need a decent unwind as I do work much longer hours than most people, as evidenced even in writing this on an early Sunday morning [and then have to get scripts away to a chemist when they open at 9am for a very sick patient]. I got thru 22 books twelve months ago on that big unwind! Bury my

nose in an engrossing book and leave all cares behind- including remembering to eat, or usual sleep times. Bliss! Cup of tea now, then ring the chemist....

Arohanui, Jacqueline on behalf of the team at Tiakina Te Ora.