



## Matamata Medical Centre named Rural General Practice Team of the Year

Going above and beyond the call of duty in the mental health arena has earned Matamata Medical Centre the 2019 Rural General Practice Team of the Year Award.

All NZRGPN member practices were invited to participate in the award, which is decided by popular public vote with one particular entry amongst the many received catching the judges' attention:

The nominator explained that:

"Last year, we had our extended non-kin family of six visit from the USA. Just a week into their stay with us, we became aware that our visiting surrogate son appeared to be suffering from depression, not sleeping, up weeping in the night and uncommunicative.

"I called at our extremely busy medical centre, explained my concerns to the receptionist who immediately booked him in to see a GP, and suggested that he bring another adult with him, not only for support, but also so that two people were hearing information.

"The GP spent 45 minutes with him, shared some helpful strategies and prescribed for him. Importantly, he 'heard' where the patient was at, took him seriously and showed him so much kindness as well as professional concern. Not only that, the GP turned up at our home the following day (a Saturday) to drop off a DVD that he believed would be helpful.

"How wonderful that our practice could collectively show so much kindness to a stranger in need and enable him to begin 'turning the corner'. I was so proud of the facility which certainly made a great impression on our visiting family."

Matamata Medical Centre GP Dr Greg Dunn said Matamata Medical Centre Staff have been delighted and humbled to learn of the award of Rural General Practice Team of the Year 2019.

"The centre has always had the best interests of the wider Matamata community at heart and have remained focussed to provide the best care we can over a long period of time.

"The General Practitioner directors are fully cognisant and appreciative of the dedicated and hard work the reception, administrative, and nursing teams do to keep the centre running smoothly and manage the large rural population the centre serves. The centre is truly blessed to have Gillian Vincent, our dedicated and long serving Practice Manager, who is a great 'captain on the bridge'.

"The GPs have remained dedicated to providing 24 hour, seven day a week on call service for the community so that people can remain close to home for medical care as much as possible. Alongside the Medical Centre stands a great facility in Pohlen Hospital which allows people to be managed and cared for by the GPs, again close to their whanau. For many years Matamata has had an "integrated centre" long before the trendy terms of hubs came into vogue. The centre and staff has also had teaching as a prime focus of its role and has offered Registrar, PGY2, medical student and nursing student attachments since 2002. We are very grateful for those who nominated the centre for the award."

The award was presented at the NZRGPN's National Rural Health Conference in Blenheim on Saturday, April 6.

### Background

The Rural General Practice Team of the Year Award was established in 2015 by the NZRGPN and the Rural Health Alliance Aotearoa NZ in conjunction with NZ Doctor and the Health Promotion Agency (HPA). This year (2019) the award is presented by NZRGPN.

Now in its fifth year, the practices are nominated by community members who are asked to outline their attributes across a number of criteria including professionalism, accessibility, affordability, treatment and

The winner of the annual award is announced at the New Zealand Rural General Practice Network's National Rural Health Conference.

The inaugural award was won by Raglan's West Coast Health Clinic in 2015, followed by Martinborough Medical Centre in 2016, Ngunguru Medical Centre in 2017 and Aotea Health (Great Barrier Island) in 2018.