

Changes within our team...

We welcome **Dr Elton Nguy** who joins us on 10th December 2018. He will be with us Mondays, Tuesdays, Wednesdays and Fridays with an evening clinic on Tuesdays.

On January 7th 2019 we will also welcome **Dr Mathanki Vivekananda** to our team. She will be with us Mondays, Thursdays and Fridays.

We also recently welcomed **Heather** as a new receptionist to our team.

New fees from December 1st...

If you hold a current Community Services Card there will be lower fees for standard consultations with your GP or nurse, and for prescriptions.



These are:

Adults with a CSC	\$18.50
14 to 17 year olds with a CSC	\$12.50
All enrolled patients under 14 years old (was under 13 year olds)	No charge

Please ensure that we have your card number and expiry date recorded. If you do not have a card but feel you may be eligible please contact your local WINZ office for advice. We do have a supply of the application forms at reception.

Please note these new fees only apply to patients who are enrolled with Newlands Medical Centre and who are entitled to publicly-funded healthcare.



Summer holidays are fast approaching...

A few timely reminders as the holiday season approaches:

1. Please remember to request your regular medications early to ensure your usual GP is here to organise the prescription.
2. Please remember to pack your medications if you are going away over summer—it can be quite stressful for you if you find yourself in a holiday destination without your medication.
3. For the month of January we operate with reduced staffing levels (to allow our team time with their families) You may be offered an appointment with a different GP if your usual one is on leave.
4. Also in January we run shorter hours and do not have evening clinics—normal hours resume from Monday 28th January.
5. We are open between Christmas and New Year with fewer staff on. We are **closed on the public holidays and weekends**. Most requests for appointments during this time will be assessed over the phone to ensure that those acutely unwell are able to be seen.



When we are closed

Please contact:

Wellington Accident & Urgent Medical Centre
17 Adelaide Rd
Newtown
Wellington (04) 384-4944
Open every day **8am-11pm**



Or 11pm—8am
Wellington Hospital Emergency Dept
Riddiford St
Newtown
Wellington

Or

Free health advice
where you need it
Healthline
0800 611 116
www.healthline.govt.nz

We are now on ... Facebook.

This is another way we plan to keep in touch with patients & let you know what is happening at NMC. Please "LIKE" our page.



Seasons Greetings...

Please travel safely and take time to enjoy family and friends over the holiday period.

We wish you and yours a safe and happy holiday season.

Your feedback is welcomed...



The new version of the feedback kiosk inside our front door gives you the opportunity to provide up to three levels of feedback:

1. Simply push the "face" button
2. Then you can opt to select one of the default reasons for your feedback
3. Then, if you wish to provide more detailed comments, you can choose to free type an explanation of your rating of us. All feedback is anonymous (unless you type your name).

To help us with improvements to our service we would appreciate your constructive comments.

Completion of certificates and forms...

We wish to advise that we have recently changed our process regarding forms that you may previously have dropped in for completion by your GP. Effective from now, all document completion will require an appointment with your GP.



A number of factors have led us to this decision. As a result of the team changes over the past 12 months many of you now have a new GP who will not be familiar with your history; WINZ require that you be seen for their forms; and many of the forms have become more complex so that we feel it is best to complete them in your presence.

If the forms are insurance-related your insurer will generally pay for the cost of the appointment. Otherwise you are responsible for the appointment cost.

We encourage you to make an appointment ahead of the expiry or due date of the form. Previously patients have brought forms in at the last minute and, while we do our best to accommodate these requests, there are times when we have been unable to assist. As a general rule of thumb please contact us 7-10 days before the document is required to make your appointment.

Can't keep your appointment?...



We understand that sometimes unexpected events happen that prevent you from keeping your booked appointment.

However, we have noticed a recent increase in patients simply forgetting their appointments or just not needing them any longer. This is frustrating for us as we could have offered the appointment to other patients in need if we had been advised.

We would appreciate it if you could please contact us as soon as it is obvious that you can't make it. At least two hours notice is our preference.

Patients who repeatedly do not arrive for their appointments may incur a part or full charge.

How you can help us manage wait times...

We appreciate that your time is valuable and we are making efforts to run to time or at least keep waiting times to within a reasonable limit. However, there will always be days when your clinician may be running late due to unforeseen emergencies. We try to advise you of this as you arrive.

You can help us by:

Booking an appointment—some patients are walking in without an appointment and expecting to be seen (obviously if it is an emergency or a result of an accident we will always see you). For non-urgent matters these patients may now be asked to come back at a time when an appointment is available. "Fitting them in" creates delays for booked patients and increases the stress on our team.

Book an appropriate length of appointment—if you have multiple issues to discuss with your clinician please book an extended appointment—this will be at an additional cost but allows you to fully review all your concerns.

Let us know if you are running late—we can then do our best to reorganise your appointment. Depending on the circumstances of the day you may still be able to be seen, or we may have to rebook you if it is not urgent.

Thank you for your help and understanding.