

Fee Increase effective from 1st August 2023.

Inflation has affected many of our expenses and the impact of wage increases have put our budget under pressure. Te Whatu Ora has finally announced a small increase in funding for General Practice. This falls way short of the recommendations provided to government last year by independent consultants Sapere. Unfortunately this funding increase is insufficient to sustain Courtenay Medical. Consultation fees are regulated to a maximum increase of 4.92 % across our population. In addition to this we are forced to increase some other fees.

Most importantly, you should not avoid seeking medical help when needed. We do not want you to miss receiving the care you and your whanau need.

- Payment is expected on the day of consultation. We accept EFTPOS, Visa, MasterCard, and cash
- Please ask to speak with the Practice Manager if you have any problems paying.
- Follow-up consultations incur a standard appointment fee (no discount)
- **Four hours cancellation notice is required. Missed appointments incur a fee as listed on our full fees notice.**
- An administration fee of \$10 is applied if the account is not paid within 7 days
- All repeat prescriptions require 72 hours' notice required
- Materials will incur an additional charge

GP Update

From September we have Dr Neil Van Geest joining the team, some of you may have met him earlier in the year when he locumed for us.

Dr Canaan Aumua has joined us as a Virtual doctor (Video & Phone) from Auckland and works on a Monday & Tuesday. You can book Dr Aumua and Dr Wang via MMH or by phoning the practice. Please note, if you do not have the technology at home, you can always come into the clinic for a video consultation. Please contact Reception for further information on this service.

We are continuing with our recruitment process to find another GP to join our team.

Nursing Update

We are pleased to welcome Renee McPhail as our Nurse Team Lead. She comes with many years of experience.

Repeat Prescriptions

Repeat prescriptions must be requested using your Manage My Health App, please **allow 3 working days** for your script to be available. You must specify your Pharmacy of choice when ordering your script

For **ALL Urgent** scripts please call the practice on 04 801 5228.

Contacting us

Please leave a voice mail message if you cannot get through on our phones during busy times. We clear these regularly.

For General health advice:

Please try these options before phoning us for non-urgent advice

Healthline 0800 611 116

www.healthline.govt.nz

Or www.healthnavigator.org.nz for reliable patient friendly health information

Have you signed up and activated your ManageMyHealth



Payments

Payment for consultations is required on the day of consultation, including telephone & Video consultations, which incur a normal consultation fee.

Wellbeing Support

Tui is our Health Improvement Practitioner (HIP) and she is available on Tuesdays, Wednesdays and Fridays for appointments. Tui can help support you alongside your doctor. Appointments can be in the practice or via phone or video call.

Kogie has joined our team as our Community Support Worker (CSW) and Health Coach. Kogie is available for our patients on a Monday, Tuesday and Wednesday. Kogie can support you with:

- Physical health or healthy lifestyle
- Emotional health & wellbeing
- Housing, Social engagement
- Paid work , WINZ, Money matters
- Family/whānau issues
- Managing drug use, drinking or gambling
- Medications and medication planning
- Loneliness

Kogie is able to come and see you in your home if needed.

Your doctor or practice nurse can introduce you to Tui or Kogie or you can ask for an appointment at reception.

Please see our website for further details or ask one of our team. Appointments with Tui and Kogie are Free.

Free Meningococcal B Vaccines

These vaccines are free for all Tamariki under 5 years old. It's a really serious disease and can be life threatening. For more information talk to your doctor or nurse.

Covid Care

Antiviral medications are available for the following groups at no charge: Over 65 / Underlying Health Conditions / Maori or Pacific over 50

Visit COVID19.health.nz to find out more.

If you are very unwell with Covid-19 please contact us.

Winter Wellness

We still have Flu vaccines available; it is not too late to be protected. Fully funded Flu immunisations are available for the following people:

- Anyone aged 65+
- Tamariki aged 6 months to 12 years (inclusive)
- Maori or Pacific ethnicity who are aged 55+
- Anyone who has a eligible medical condition - call our nurse to see if you are eligible

When we are closed...

You can seek medical attention at Wellington Accident & Urgent Medical Centre, 17 Adelaide Rd, Newtown, Wellington (04) 384-4944

Open every day 8am-9pm

AMC WELLINGTON
ACCIDENT & URGENT
MEDICAL CENTRE

Practice Plus online GP Service
Weekdays 5pm to 10pm
Weekends and Public Holidays 8am to 8pm

www.practiceplus.nz



Between the hours of 9 pm – 8 am
Wellington Hospital Emergency
Department, Riddiford St, Newtown

EMERGENCY

Free health advice
when you need it



Healthline
0800 611 116
www.healthline.govt.nz

Facebook & Wi-Fi

We have free Wi-Fi in the waiting room.

We have changed providers so you will need a new password, see our Noticeboard for this.

