**Welcome to Te Ngae Medical Centre**

We appreciate your decision to join us and we look forward to providing you with high quality medical care and excellent service.

This information sheet provides details about our team and systems of the Medical Centre. Further information can be found in the latest practice newsletter, on the front counter. Please let us know if there is anything else we can do to welcome you to the practice.

**We want to provide high quality medical care for you and your family, to facilitate this; all new patients are required to have a New Patient Assessment.**

1. If **18 years of age and over**, you are required to have a free half hour, ‘new patient’ appointment with the **nurse**, (prior to seeing their GP for the first time).
2. You will then need to book a half hour appointment with the **doctor** . And this will have a **$62.00** charge. ( $38.00 for those with a Community Services Card)

**Our opening hours – Monday to Friday**

**Doctor appointments: 8.30 am - 4.45 pm**

**Nurse appointments: 8.15 am - 4.45 pm**

**Urgent Clinic: daily from 8.30am - 11.00am**

**Doctors**

* Dr Neil Poskitt, MBChB, Dip Obst, Dip OCC health, Dip Paeds, FRNZCGP
* Dr Andrew McMenamin, MBChB, Dip Obst, Dip AV Med, FRNZCGP – currently not accepting enrolments
* Dr Sally Hoskins, MBChB, Dip Obst, FRNZCGP
* Dr Robyn Parker, MBChB, Dip Paeds, Dip Obst, FRNZCGP
* Dr Sarah Dalziel, MBChB, Dip Paeds, Dip Obst, FRNZCGP
* Dr Ron Vail, MD, FRNZCGP

Practice Manager – Chris Fyfe

**Practice Nurses**

Frances Conner, Ann Chester, Achla Patel, Chucky Pablo, Teresa Sherman (Health Care Assistant)

**Administration**

Maureen Stewart, Metua Kea, Renate Stonehouse, Jackie Morrison, Debbie Waretini, Dianne Gordon

**Our Group Practice Approach**

By working together in groups, GPs are able to provide a more effective service than is possible by working alone. At the same time, patients do better if they get to know one particular doctor and establish a trusting relationship with that person. Our practice enables each doctor to have their own “list” of patients that are known to them. Our clinical team also works co-operatively together, allowing each other time away for sickness, annual or study leave. Thus we encourage each patient to get to know their own doctor while accepting that at times, that doctor may be unable to see them, and another in the practice will do so - with full clinical information available to them. This approach also allows patients to choose which doctor they see, recognising that sometimes a person may be more comfortable for certain problems with one or another doctor, or those doctors have special skills in different areas.

**Our Doctors**

**Dr Andrew McMenamin – Monday, Tuesday, Thursday and Fridays**

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| X:\Te Ngae Medical Centre - General Manager and Operations Manager\marketing\images\staff photos\IMG_9912_1_1c.jpg | I have been a GP in Rotorua since 1987, first with Westend Medical Centre before joining the Te Ngae team in 2004.  Born in Rotorua, I trained at Auckland University graduating in 1984 and following this pursued postgraduate studies Aviation Medicine through Otago University. I enjoy the breadth of General Practice – the highlight is caring for many generations within the same family / whanau. My special interests are in aviation and occupational medicine. I am passionate about quality and safety in primary care medicine and am involved in promoting patient safety initiatives and research in this field.  Outside of medicine, I enjoy walking and cycling, and hold a Private Pilots Licence and a microlight license as I enjoy the freedom of flying. |

**Dr Sarah Dalziel** - **Monday, Tuesday and Thursday**

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| X:\Te Ngae Medical Centre - General Manager and Operations Manager\marketing\images\staff photos\IMG_9961_1_1c.jpg | I grew up in Auckland and trained at Auckland Medical School and first moved to Rotorua as a Junior Doctor at Rotorua hospital. I have been a part time GP at Te Ngae Medical Centre since 2001. I enjoy all aspects of family health care and I have a particular interest in Women’s health care. I also work at Waiariki Polytechnic as a visiting Doctor. My husband is a Paramedic with St John Ambulance and we have 2 children. Outside of work I am often seen providing a taxi service to my children’s after school activities, which include soccer, Futsal, swimming and flippa ball. To relax, I like to mountain bike in the Whaka forest and to go tramping. I enjoy working at Te Ngae Medical Centre as we are a friendly team, with similar philosophies of providing high quality medical care for our patients. It is a pleasure to work within the same community in which I live and play. |

**Dr Sally Hoskins** – **Monday,Tuesday,Wednesday and Thursday**

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| X:\Te Ngae Medical Centre - General Manager and Operations Manager\marketing\images\staff photos\IMG_9922_1_1c.jpg | I trained in Auckland, and have lived and worked in Rotorua since 1993, working part time while growing my own family. I joined Te Ngae Medical Centre in 2004 as I was keen to take a more active role in running a General Practice. I enjoy the varied mix of ages, social strata and ethnicity found at Te Ngae. I love getting to meet and know people through my work, advocating for them in their health needs and am interested in all areas of general practice. There is never a dull day in GP work and I value the Te Ngae Medical team which make each day amazing. When not at work I can be found at the gym, in the forest, learning bridge or just having quality time with those around me. |

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**Dr Neil Poskitt** – **Monday, Tuesday, Thursday and Friday**

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|  | I graduated from Auckland Medical School in 1984. After working in hospitals in NZ and the UK I did post graduate studies in Paediatrics, Obstetrics and Occupational Health. I joined Te Ngae Medical Centre in 1998 and enjoy all aspects of General Practice. I also do aviation and commercial diving medicals.  Outside of work I enjoy time with my family and doing a range of outdoor activities including mountain biking, running and tramping. |

**Dr Robyn Parker** – **Monday , Wednesday , Thursday and Friday**

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| X:\Te Ngae Medical Centre - General Manager and Operations Manager\marketing\images\staff photos\IMG_9975_1_1crop.jpg | I am a part time GP, working Monday, Wednesdays and Fridays. I have been a GP since 2000 and have worked at Te Ngae Medical Centre since 2007 and. I have completed my diplomas in Paediatrics and Obstetrics and Gynaecology. Outside of work I spend time with my family and enjoy the outdoors. |

**Dr Ron Vail** – **Tuesday, Wednesday, Thursday and Friday**

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|  | I grew up in Southern California, obtained a BA in History at UC Santa Cruz, and worked as a Paramedic in  Oakland, California before attending medical school in Richmond, Virginia. After graduating from the Family  Medicine Residency Program in Klamath Falls, Oregon, I worked in Montana and Oregon as a rural Physician  as well as the Medical Director for the local Emergency Medical Services and Hospice. In 2008 our family  (wife Heather, daughter Laleyna, son Julian) moved to Rotorua, New Zealand, and we are proud to now be  New Zealand Citizens. Outside of enjoying the breadth of General Practice, I love spending time with my  family, mountain biking, gardening and music |
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**Enrolling as a new patient**

New patients can enrol by calling into the practice to obtain a patient enrolment form. In order to be enrolled the practice must have a dated and signed enrolment form. You will also be asked to provide ID, please talk to the reception staff regarding these requirements as just a drivers licence is not sufficient. Please note that from time to time the practice may not be able to enrol new patients’ as the Doctors lists may be full. If you have a Community Services Card or High User Card please bring it with you when you call into the practice. On completion of this form the practice will register you as a new patient. Your previous Doctor will be asked to forward a copy of your notes to us. It is important to note you are only permitted to be enrolled with one practice in New Zealand at a time.

All new patients 18 years old and over are required to have a free nurse consultation on enrolling , followed by a 30 minute consultation with the Doctor and the charge for this is $62.00. ( $38.00 for those with a Community Services Card)

**Services**

We promote a healthy lifestyle by encouraging exercise, no smoking and having a healthy diet. The practice provides the following services:

* General medical practice
* Diabetes educator service
* Nurse asthma clinic
* Cervical screening
* Childhood immunisations
* Family planning services
* STI services
* Travel health services including vaccinations
* Well person checks
* Smoking cessation programme
* LINC
* Cryotherapy
* Minor surgery
* Immigration medicals
* Occupational health
* Pre-employment Medicals
* Aviation medicals
* Diving medicals (Commercial and recreational)
* Driving license medicals

**Appointment Bookings**

To make an appointment you can telephone reception or come in person and ask at the front desk. The receptionist will check for available appointments and offer you dates and times until you agree on one. Our standard doctor and nurse appointments are 15 minutes. If you have several problems or would like a longer appointment then please indicate this at the time of booking your appointment. There is an additional charge for longer consultations.

You can help us by:

* Being on time for your appointment
* Letting us know if you need to cancel
* Say immediately if your call is urgent for today, or an emergency.
* Paying for your visit on the day.

**Urgent Clinic**

We operate an Urgent Clinic each morning from 8.30am – 11.00am. This is to ensure that if you have an urgent medical problem and cannot get into your own Doctor on the day – you will still be seen. This is not a drop in clinic, so we do require our patients to phone before coming into the practice. Patients are seen on a first-come, first served basis. There are some additional urgent appointment times available each day. If you have an urgent problem, or a medical emergency, then please make this clear to the receptionist so that we can do our best to see you. You may be asked to speak to one of the nurses, who can ascertain how we can best help you.

**Home Visits**

We ask our patients to come to the practice if at all possible. However, we may be able to visit you at your home or rest home if your condition means you cannot attend the practice. Whenever possible please ring before 9am so the Doctors can plan their day accordingly. Same day visits are not always possible.

**Repeat Prescriptions**

You can telephone the surgery for a repeat prescription. Phone 07 345 6627, then ‘2’ for the nurse. If the phone is unattended, please leave a message with your name and number and the nurses will return your call. A charge is incurred for all repeat prescription requests. ( $16.50 for non – urgent requests and $22.00 for urgent ie within 24 hours)

Please allow up to three days for your prescription to be processed. If you require an urgent prescription (either same day or the following morning) or, you would like your prescription faxed to a pharmacy-- there is an additional charge. In order for us to prescribe safely and responsibly you may be asked to make an appointment to see your Doctor.

It is now also possible to send an email request for repeat prescriptions. You can send an email to **tengaenurses@raphs.org.nz.** Your request needs to include the name of the medications that you would like. Once your request has been processed you will be sent an email confirmation and your prescription will be ready to collect at the front desk.

**How to get your test results**

If your test results show a significant abnormality, we will contact you. If you have not heard after 3-5 days, please ring the surgery (07 345 6627) and ask to speak to a nurse to collect your test results.

**Fees**

Te Ngae Medical Centre is a member of the Health Rotorua Primary Health Organisation. We are thus able to offer low cost consultations to all our enrolled patients, the same surcharge applies to both ACC and medical consultations.:

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| **Enrolled Service – for patients enrolled at Te Ngae** | | |
|  | **Non CSC holder**  **Medical and ACC** | **Community Services Card Holder Medical and ACC** |
| 0 -13 years | $0.00 | $0.00 |
| 14 – 17 years | $28.00 | $13.00 |
| 18 – 24 years | $39.00 | $19.00 |
| 25 – 64 years | $40.00 | $19.00 |
| 65 years plus | $39.00 | $19.00 |
| New Patient Health Assessment for 18 plus year olds | $62.00  30 minute initial appointment | $38.00  30 minute initial appointment |

Any letters i.e., referral letters that are not able to be completed with the consultation time $16.00 per document

Nurse Consultations: $19.00

House calls, rest home visits, prolonged consultations and special services attract a higher fee.

Patient fees can change at any time and without prior notice.

**Our fee policy**

Because we keep our fees low, payment on the day is expected. To facilitate this, we offer EFTPOS and Credit card facilities. If you have financial difficulties, automatic payments may be an option. If the payment is not made on the day, an administration fee of $12.00 will be added. We require payment by the end of the month. If fees are not paid after three months and no satisfactory automatic payment is in place, the account will be placed with our Debt Collection Agency, who will add collection fees, and further consultations will not be provided except in the case of a true emergency.

**Access for disabled patients**

The practice has good access for disabled patients with disability car parks outside the front door and the entrance doors open automatically. We also have a wheelchair available for patient use.

**Patient Information and Confidentiality**

We respect your right to privacy and keep all our health information confidential and secure. Information concerning patients is primarily held on computer systems and in paper notes and records. Te Ngae Medical also supports PrimeWise, a Lakes District Healthboard and GP initiative where patient records from our database are available at the Emergency department of LDHB and Lakes PrimeCare. These can only be accessed by the treating Doctor and you, as the patient, must give your permission at the time for the notes to be opened. You also have the right to have your medical notes kept private within our medical practice. Please talk to your Doctor or other Te Ngae Medical staff what this means for you. As part of your enrolment you will sign that you have read and agree with the Health Information Privacy Statement. If you have questions about privacy, please ask to speak to our Practice Manager.

**Feedback**

We value your feedback, both positive and negative as we strive to provide an excellent service for you. If you have a complaint about any aspect of the service you have received or did not receive, please telephone or write to our Practice Manager, Chris Fyfe (chris.fyfe@raphs.org.nz) who will work with you to help solve any issues.

**Patient Behaviour**

The practice will not tolerate verbal abuse or threatening behaviour. Patients who are abusive to any of the practice staff will be asked to register at another practice. Violent behaviour will result in a refusal by staff to deal with the patient, with immediate effect.

**Community Spirit**

The staff and Doctors at Te Ngae Medical Centre believe in fostering community relationships. We support the Mokoia Community Association in writing a monthly article on current health issues in the community. This year we are also committed to support the local charity **LoveSoup**, who provide hot meals and an advocacy service for the Rotorua Homeless.

**Keeping you informed**

It is important for the practice to keep our patients up to date with what is happening in the practice and community. We have a website [www.tengaemedical.co.nz](http://www.tengaemedical.co.nz), which we keep updated with current practice and health news.

A newsletter is printed every two months and copies of which are available in our waiting room and on the on website.

**Patient Portal & Aero App**

Te Ngae Medical are very proud to be the first practice within New Zealand to be able to offer the **Accession** patient portal. Accession is an internet based patient portal through which patients can become more active participants in their health care. Accession allows patients to make appointments online and access information contained in their health records.

We also are delighted to offer Aero, our patient app which will allow you to also book appoinments, check results and order repeat prescriptions on the go. Please enquire at reception if you would like access to these.