

**Information for New Patients updated 19/7/18**

Conifer Grove Medical Centre was originally established in 1986 and in 1989, Dr Denis King took over as solo GP. In March 2015 Omni Health came on board with the shareholding now split between Dr King and Omni Health. The practice is part of Procare Health, a primary healthcare organization.

Conifer Grove Medical Centre is committed to providing comprehensive, quality care to all of our patients. Our doctors and nurses are fully trained in general practice. Services we provide are; general medical consultations, accident care, minor surgery, women’s and men’s health checks, immunisations, shared maternity care, cervical smears, menopause advice and liquid nitrogen. We believe in supporting our patients’ health care, best managed by fostering a relationship that is caring and trusting.

**GP Clinic Team**

* **Our Doctors**

Dr Denis King Dr Lisa Stevenson

Dr May Lim Dr Noela Dugu

We often have doctors for 6 month attachments gaining experience in working in a general practice.

* **Our Practice Nurses**

Karen Jones (Lead Nurse / Nurse Prescriber)

Sarah De Lille (Practice Nurse)

Lian Kairua (Practice Nurse)

* **Our Administration Staff**

Carolyn Colmer (Reception)

Tracey Mead (Reception)

Donna Parkinson (Practice Manager)

**Opening Hours to see a GP or Nurse (by appointment)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Monday | Tuesday | Wednesday | Thursday | Friday |
| 8.30am–5.00pm | 8.30am–5.00pm | 10.00am–7.00 pm | 8.30am–5.00pm | 8.30am–5.00pm |

**After Hours**

If you are unwell or injured when we are closed, you can call our practice, free of charge, to speak to a nurse, phone 09 298 0238 – all calls are free from a landline. Phone this nurse first to decide whether you need to go to an Urgent Care (afterhours) clinic. There are Accident & Medical clinics nearby and if you need them, they are funded at night, on weekends and public holidays to provide free or cheaper care for under 13’s and over 65’s. Your closest A&M’s are Counties Care, 6-18 O’Shannessey Street, Papakura, ph 09 299 9380 or, Takanini Care A&M, 106 Great South Road, Takanini, ph 09 299 7670.

In an emergency always call 111 or go to Middlemore Hospital Emergency Department.

**Appointments & Cancellations**

To see a Doctor or the Nurse, you need to phone the practice to make an appointment or book your appointment via H365 (patient portal). If you are unable to attend an appointment, please phone the clinic at least one hour before so that we can offer this time to another patient. A fee may be charged if you miss an appointment without letting us know.

**Consultations**

Consultations with the Doctor are of 15 minutes duration. It is usually only possible to deal with one problem (health concern) per person in that time, perhaps two if they are straightforward. If you think you will need more time (eg your concern is complicated) or if you have several problems to discuss, please remember to book a double appointment (this will incur an extra fee).

We hope to make the clinic schedule run smoothly to ensure that your waiting time is minimal and that you receive unrushed consideration of your problems.

138 Great South Road, Takanini, 2112… T 09 2980238… F 09 2977852… After Hours 09 2980238

H**EALTHLINK EDI –** congromc…Bank Account (BNZ): 02-0108-0327056-00

**Prescriptions**

You can phone the practice and give the nurse information about your medication and the dosage or, if you are registered with Health365 (online portal) you can request your *regular* medication online. Be as accurate as you can to reduce guesswork and errors. Sometimes, you will need to be seen by the Doctor before they prescribe repeat medicines for you. If this is the case the nurse will let you know and arrange an appointment for you. It is important that you do not run out of your medications (especially over long weekends and for holidays) – plan well ahead of time so that we can make the best arrangement for you to get a repeat script. There is a fee for prescriptions, see below. Same day prescription requests will be available for pickup after 4pm on the day of the request – you will need to phone this request in before 12 noon. Regular prescription requests will be available after 4pm on the day following the request.

**Test Results**

If your results for tests indicate that further action is required, the Practice Nurse will contact you. If you do not hear from us you can assume that there is no cause for concern or further action. However, if you would like your result or you still are not better, please do not hesitate to phone the practice and ask to speak with the nurse.

**Fees**

Our practice fees are regulated by NZ government who provide subsidies for your healthcare. How much you pay is determined by whether you are ‘funded’ at this practice. To be ‘funded’ and qualify for the lower fees you are required to enroll which means completing an enrollment form – this form indicates that this practice is where you intend to access the majority of your health care.

|  |  |  |
| --- | --- | --- |
| Consultation Fees | GP & ACC Consult | Nurse Consult |
| Adults 18 years and older* 1st appt (Health Review Consultation) for newly enrolled patient (30 minutes)
* Standard appointment (15 minutes)
* Community Services Card
* High User Health Card Holders
 | $33.00$18.50$18.50$18.50 |  -$14.50$14.50$14.50 |
| Young Adults between 13-17 years* 1st appt (Health Review Consultation) for newly enrolled patient (30 minutes)
* Standard appointment (15 minutes)
* Community Services Card
* High User Health Card Holders
 | $23.00$12.50$12.50$12.50 |   -$10.50$10.50$10.50 |
| Children under 13 years | Free | Free |

|  |  |
| --- | --- |
| Prescription Fees | Cost |
| * Regular (pick up after 4pm the following day)
* Same day (requested before 12 noon, pick up after 4pm)
* Under 13 years of age
 | $14.50$16.50$Free |

There are separate charges for other procedures in the clinic such as minor surgical procedures & biopsies, ECG’s, liquid nitrogen, insurance & driver’s medicals, pregnancy testing, cervical smears, wound dressings and vaccinations etc- please ask at Reception for fees / charges.

**Why we contact you by phone / text / email / letters**

Conifer Grove Medical Centre cares about working with you to improve your health. For this reason, there are a number of things we contact you for. This could be a reminder about screening tests you are due for like smears, mammograms, blood pressure checks or to let you know your child is due for their immunisation. The clinic will also text / email you newsletters which will provide you with clinic updates and current health information that may be of use to you. Please let us know if your contact details change as this will help us to communicate with you effectively and efficiently.

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