

The five doctors in partnership at **Green Bay Medical Centre**, and long-term locum Dr Sally McLaren are all committed to providing quality medical care to the families of the Practice. The GPs are fellows of the Royal NZ College of General Practitioners. In addition to routine care and carrying out minor surgical procedures, the doctors also have particular areas of expertise.

Dr John McAllister has diplomas in psychiatry and geriatric medicine. Dr McAllister and Dr Kaye have special interest in the care of the elderly.

Dr Cushla Borthwick has a post graduate diploma of obstetrics and a special interest in the care of women and children, including family planning.

Dr William Reyneke has over 25 years experience in General Practice.

Dr Gina Kaye gained Fellowship of the Royal College of Physicians in the UK and has post-graduate experience in palliative care.

Dr Deborah (Deb) Mitchell has a postgraduate Diploma in Child Health and a Postgraduate Certificate in Women's Health. Dr Deb Mitchell and Dr Gina Kaye share a practice. They look after the patients together and communicate regularly to ensure consistency of care.

Dr Sally McLaren has a post graduate diploma in Paediatrics and comprehensive experience in family planning. Dr McLaren sees patients on Wednesdays.

2019 hours: the doctors are usually available on these days:

Dr McAllister: Mondays, Wednesdays, Thursdays, Fridays and Tuesday mornings

Dr Borthwick: Mondays, Tuesdays, Wednesdays & Fridays plus Thursday mornings.

Dr Reyneke: Mondays, Tuesdays, Thursdays & Fridays and Wednesday mornings.

Dr Kaye: Mondays, Wednesdays and Thursdays.

Dr Mitchell: Monday mornings, Tuesdays and Fridays.

Dr McLaren: Wednesdays

The **PRACTICE MANAGER** is Gwennyth Tilton, who works Mondays to Thursdays. Please speak to Gwennyth if you have non-medical problems or concerns - if she is not available at the time, the receptionist will take a message for her to contact you.

Lead **RECEPTIONIST**, Kylie, works four days per week, The other **RECEPTIONISTS** are: Bernice, Karen, Sophia, Donna and Liz. Please phone Kylie if you have queries regarding accounts (daily, except Thursdays, 8 a.m. to 1 p.m.). Coryl and Yasmin are the part-time clerical assistants.

Lead **PRACTICE NURSE**, Nickie, works four days per week, with Rosemary, Tracy, Sarah, Sue, Delia and Pilar working part-time. The relief Practice Nurses are Alison and Clare. There are at least two Practice Nurses on duty between 8.30 a.m. and 5 p.m. Before 8.30 a.m. and after 5 p.m. there is only one nurse available - at busy times this may mean a delay in seeing or speaking to a nurse.

HOURS: The practice is open from **8 a.m. to 5.30 p.m.** on week days (excluding public holidays). The doctors see patients by appointment during the morning and afternoon. There are reduced hours over Christmas / New Year and at other holiday times, and we close early prior to long weekends such as Easter,

URGENT CARE

If your doctor does not have a free appointment to see you for an acute illness or if you, or your child, require urgent attention, please phone the Medical Centre and ask to speak to a Practice Nurse. She will liaise with your doctor regarding your care.

If you have had an accident, or feel very unwell when you come into the Medical Centre, please ask to see a Practice Nurse. She can assess your condition and report this information to your doctor.

Urgent Clinics: Daily at 8 a.m. and 12 midday **one G.P. is 'Duty Doctor'** seeing patients who are acutely unwell. The afternoon Urgent Clinic is at 4.30 p.m. Monday to Thursday and at 4 p.m. on Friday. (Note the afternoon Urgent Clinic is earlier when we close early, such as during January). Standard fees apply for the Urgent Clinics.

It is Practice policy that the name of the duty doctor will not be released as the schedule may change at short notice. We ask that you see your own doctor at an appointment, for routine matters, leaving the 'Urgent clinics' for urgent consultations for unwell patients.

Urgent Clinic is **not available** for medical 'check-ups', appointments for regular medication, routine screening of cervical smears or other examinations, Drivers Licence medicals, renewal of Work & Income Benefits, ACC off-work certificates or when there is more than one problem to cover. **Please make an appointment with your own doctor for these issues.**

AFTER HOURS In an emergency: please call **111** - ask for **AMBULANCE**

When the Practice is closed, our main phone line 8274075 diverts to Home Care Medical (HML). A registered nurse can give advice or suggest being seen at an Accident & Medical Clinic. The Westcare White Cross Accident & Medical Clinics are at 131 Lincoln Road, Henderson (24 hours) and 2140 Great North Rd, Avondale, (usually 8 a.m.- 10 p.m: with reduced hours on Public Holidays).

PRESCRIPTIONS

When first joining the Practice you will see your new Doctor for your prescriptions. Following this, between regular six monthly consultations with your doctor, repeat prescriptions may generally be requested by phone from the Practice Nurse. You may also eMail your request to nurse@gbmc.co.nz or fax 8277024. Please ensure that we have your contact number in case there are any queries while preparing your prescription. Please allow **at least 2 days** for your script request to be actioned so we suggest you ask for your script 4 to 5 days before you will run out of medication. Your doctor may also require that your blood pressure, pulse, weight or peak flow is checked when you collect your prescription.

OBTAINING LABORATORY or XRAY RESULTS

Please contact the Practice Nurse on 827 4075 if you have not heard about your test results in 7 - 10 days. A Practice Nurse is on phone duty 9 to 12 a.m. and 2.30 to 4.30 p.m., however at busy times, especially on a Monday morning, our phone lines may become overloaded. The phone is often quieter between 11 a.m. and midday or, in the afternoon, from 3 p.m. to 3.30 p.m. If there is not a Practice Nurse free to take your call, the receptionist will record a phone number for you to be phoned back. You are welcome to email the Practice Nurse for your results: nurse@gbmc.co.nz (please ensure that a return email will remain confidential).

PATIENTS WITH MOBILITY ISSUES

Unfortunately we are unable to provide wheelchair accessible toilet facilities, however there is a public toilet, with disabled access, on Barron Green behind our building. The carpark in front (road-side) of our building is shared by the Medical Centre and Green Bay Dentists. A carpark space has been designated for 'Mobility permit Parking' right in front of the Dental practice entrance.

STANDARD CONSULTATION FEES

For Visitors eligible for NZ Health benefits;

<i>Per patient</i>		Community Service Card Holders	
Adult.....	\$60	Adult.....	\$45
School Child.....	\$40	School Child.....	\$35
Child under 6 years.....	no charge	Child under 6 years.....	no charge

Adults: New Patient consultation: \$58 (\$43 with Community Services Card)
After this consultation, the adult fees are discounted for those enrolled with the Practice for standard 10 minute medical consultations:

Enrolled children 13 years and under - standard nurse or GP consults; **no fee**

Teenagers 14 - 17 years - patient fee \$12.50

Adults 18 years & over - patient fee \$18.50

There are additional charges for extended consultations and when extra services are provided (this includes an extra fee of \$37 for an adult's 'New Patient' consultation with the GP).

From 1/12/18: **ACC Part-charge**.....14 - 17 years..... \$20

ACC Part-charge.....Adults..... \$25

Visitors ineligible for NZ Health benefits; \$75 each consultation (all ages)

Repeat prescriptions

Funded (enrolled) adult patients.....\$15

Teens..(13 - 17 years).....\$7

Non-enrolled adults.....\$20 Non-enrolled children.....\$10

FAXED Script ... \$6 (within Auckland) or **\$12** if sent outside Auckland toll-free area.

Extra charges (on top of consultation fee)

Additional consultation time [within the same appointment] **\$20**

Double appointment - double the usual fee

Letters.....**\$12** (Referral and Insurance etc)

Cervical Smears.....**\$6.50**

ECGs..... **\$20 for under 14 years and \$30 for 14 years & over**

Dressings **\$10 - \$20 each dressing** (plus materials according to cost)

Injections;**\$15**

Liquid Nitrogen application.....**\$10 - \$15**

INR monitoring (enrolled patients)**\$5 monthly fee**

Minor Surgery cost : as advised by your GP [standard fee is \$275]

IUD or Jadelle insertion: \$65

Travel medicine consultations: \$60 (these are not covered by usual funding)

Email consultations with your GP: \$10

Home Visits: \$40

We require that you pay your account at the time of the consultation.

Please note that additional charges will apply if payment is not received on the day of the consultation or service:

A \$5 account deferred fee (added automatically)

Plus a \$15 account processing fee if the debt remains unpaid at the end of the following month: The fee covers the administration of our debtors ledger.

Outstanding debts may be placed with a debt collection agency - a further fee is applied when the request for **debt recovery** is made.

Green Bay Medical Centre

70 Godley Road
Green Bay
Auckland 0604

P O Box 80013
Green Bay
Auckland 0643

Phone 8274075

Fax 8277024

Website: www.gbmc.co.nz

Business Email: greenbay@xtra.co.nz

Nurse Email: nurse@gbmc.co.nz

HOURS

	<u>Usual hours:</u>	<u>Urgent Clinics</u>	<u>Afternoon Urgent Clinics</u>
Monday - Thursday:	8 a.m. to 5.30 p.m.	8 a.m. & midday	4.30 p.m.
Friday	8 a.m. to 5.30 p.m.	8 a.m. & midday	<u>4 p.m.</u>

After Hours

Our phones are switched over to Homecare Medical each week day at 5.30 p.m. (or at the scheduled close time). The service is unable to make appointments for you or take prescription requests so, if this is what you require, **please wait for our phone to be switched back over at 8 a.m. before calling us.** Homecare Medical is available for medical advice on week nights, public holidays and all weekend.

New Patients

Although our books are officially closed to new patients we regularly have room for family members and sometimes for Green Bay residents to join the Practice, as patients move out of the area. Although it is not generally possible to choose your new GP, if there is a family connection please advise us via the 'Special circumstances' section on the Application Form'.

See back page for schedule of fees Printed Thursday, 28 March 2019