

Booked Appointment System

To ensure we provide you with consistent and accessible health care we are changing to a **BOOKED APPOINTMENT SYSTEM**.

In order to provide more doctor appointments we can no longer offer walk in/ unbooked, on the day, doctor consultations for health problems that are not of a serious nature i.e. they are not new problems and are not causing you serious pain or making you feel very unwell or worried.

We realise that it is not always easy to decide whether you need urgent attention or not, so we will always have a nurse available to assess you and arrange the best care for you.

If you are not sure if you need urgent attention, please call us on **06 835 4696** or come in and seek advice from our nursing team who are trained and able to provide free health assessment.

In some cases, the nursing team may be able to provide all the treatment required, including some prescriptions. **Please note that this level of nursing service will cost up to \$35.**

Our nursing team can also provide:

- Long term condition monitoring/review and repeat prescriptions.
- Acute care for conditions such as urinary infection, school sores, sexual health, sore throat, cervical smears, respiratory monitoring, diabetes review, diabetes prevention, stress management, smoking cessation, heart checks.

Urgent doctor consultations will only be available to patients who have been assessed by our nursing team and found to need 'on the day' care and **will be for your urgent problem only.**

You will be asked to rebook with your regular doctor if you also have non urgent health needs. e.g. requests for repeat prescriptions for regular medications, medical certificates or WINZ forms.

We also encourage all patients who have access to email, to register on the online **Manage My Health** programme. This will enable you to request repeat prescriptions, review test results, book appointments and in some instances, communicate with your GP or nurse. Please ask about this at reception.

