



Shop 9, 42 Red Beach Road, Red Beach, Auckland

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W <https://thedoctors.co.nz/red-beach>

Welcome to The Doctors Red Beach!

*Thank you for choosing to enrol at The Doctors Red Beach,
and becoming one of our valued patients.*

Our team is committed to providing friendly and professional health care and advice to you and your family, in our community.

We offer a wide range of general practice, accident and injury services and urgent care.

Opening Hours:

General Practice	Monday-Friday Closed Public Holidays	8am-6pm
Urgent Care Clinic	Every Day Open Public Holidays	8am-8pm

Our Services:

Below are some of the services we offer:

GP Consultations	Wellbeing Advice & Support	Liquid Nitrogen
Urgent Care Clinic	Sexual Health	BP Checks
ACC Consultations	Women's Health	Stop Smoking Support
Minor Surgery	Men's Health	Family Planning Advice
ECG	Immunisations & Vaccinations	Aclasta Infusions
Fracture Clinic	Dressing Clinic	Iron Infusions
Mental Health Support	B12 Injections	Travel Health Advice

Enrolling:

If you chose to enrol with us, your fees will be lower because we will receive a subsidy from the government for you.

To enrol, you need to complete an Enrolment Form, and provide proof of your identity and eligibility and entitlement for public funding. You will need to provide proof of your NZ Citizenship, or a passport with your Visa status if you were born overseas.

Remember to sign your enrolment form.

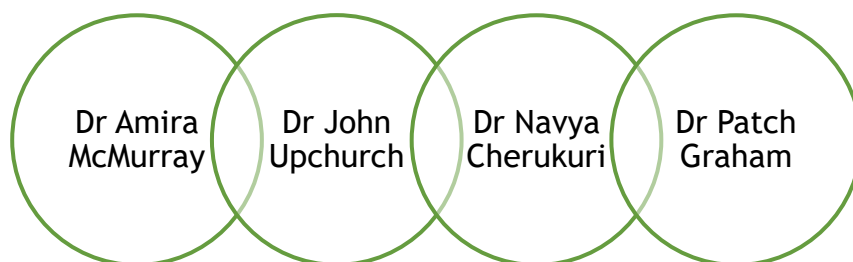
You will need a double appointment (30 minutes) with the GP on your first visit to ensure the doctor has sufficient time to assess your health needs, and provide you with the best care possible.

Our Team:

We have a dedicated team of doctors, nurses and admin support staff committed to working in partnership with you to achieve the best possible health outcomes for you and your family.



Our GPs:



Dr Navya Cherukuri and Dr Patch Graham are currently enrolling new patients.

Urgent Care Doctors:

Our Urgent Care team specialise in accident and acute medical care, carefully assessing what your urgent health issues are, and performing procedures such as plastering, suturing and wound management.

If your GP is not available and you require urgent medical attention, our urgent care team can look after you, however if it is for an on-going medical condition it is best to follow up with your GP.

Nursing Team:

Our Nursing team hold a wealth of knowledge in acute care nursing, wound care, management of long-term conditions, immunisations and vaccines, asthma control, healthy lifestyle choices, quit smoking advice and much more.

Administration Support Team:

Our reception and administration team are the first team members many of you will speak to and meet when you phone us or come in to see us. They are the centre problem solvers and provide valuable support to our patients and the rest of the clinic team.

Appointments:

Arriving at the Practice for your Appointment

We ask all patients to always report to our reception desk on arrival - that way, we know you are here. If you are waiting more than fifteen minutes, please advise reception of the situation. Sometimes, despite our best intentions, we may run late. This might be because a patient has unexpectedly needed some extra time, and the doctor has felt that it is important to allow this in order to provide the best care. We will do our best to minimise the wait time, and will keep you informed of any delays.

Appointment Times

Appointments are 15 minutes.

If you have a large number of health issues or extensive concerns to discuss with your GP, it helps to make a note of the items you want to cover. Please be realistic about what can be covered in a fifteen-minute consultation - for good quality care, this is usually 1 or 2 problems.

If you think that you may need more time with the doctor, please ensure you book a double appointment to allow for this. Longer appointments will incur an extra charge both when extra time is booked in advance, or if you have only booked a single appointment, but have needed more of the doctor's time.

One Patient per Appointment

Please only book one patient per appointment. Please do not expect your doctor to be able to see 2 or more patients, or siblings, in one fifteen-minute appointment slot.

Continuity of Care

If you prefer to see a specific GP, please book as far in advance as possible. Our doctors can become booked up very quickly, particularly during the winter months, and so booking ahead will mean that you get to see who you want, when you want.

Using our Patient Portal to book appointments is recommended. (Please see the *ConnectMed* information sheet for more details.)

Planning Ahead

Where possible, plan ahead - please do any blood tests that have been requested before your appointment so that the results can be reviewed by your GP at the time. This will also save you the cost of a return appointment. Try not to wait until you have completely run out of medication to book an appointment or request a repeat prescription

Forms and Certificate Completion

There is a charge for all paperwork completed outside of your consultation time.

Feedback and Complaints:

The Doctors Red Beach welcomes your feedback. What have we done well? Where can we improve?

There are various ways you can share your thoughts with us:

- Talk with a member of the team
- Fill out a feedback form in the clinic
- Post feedback through our website - <https://thedoctors.co.nz/The-Doctors-Red-Beach>
- Send us an email - feedback@rb.thedoctors.co.nz
- Contact Health and Disability Consumers Advocacy
- Contact the Health and Disability Commissioner

From time to time mistakes do happen, but when they do, we will do our best to fix them as soon as we can.

For more serious concerns, we have a complaints process which has been developed to be compatible with Right 10 of the Code of Health and Disability Services Consumer's Rights, Right 10.

'You can make a complaint about any aspect of your care or treatment. You should be given information on the process involved in making a complaint so it is easy for you to do so. Your treatment should not suffer if you do make a complaint.'

Key Contacts

Medical Centre Manager	Faye Hatfield
Medical Director	Dr Sanjay Govind
Nurse Team Lead	Celia Watkins

Any Questions?

Please do contact us if you have any further questions about the clinic, or enrolling with us, and we will be happy to help.

Tel: 09 427 9130

Email: welcome@rb.thedoctors.co.nz

We look forward to providing you and your family with quality health care.