



## Changes to the Urgent Clinic

With current workforce shortages, Silverstream Health Centre has reviewed resource allocation to ensure a balance of available routine appointments and urgent same-day appointments.

From September 18<sup>th</sup> 2022, Silverstream Health Centre will be reducing staff resource allocated to the Urgent Clinic on Tuesdays, Wednesdays and Thursdays to 1 Clinician instead of 2 to create more routine appointment availability.

Our Urgent clinic will continue to be available Monday to Friday from 8am – 5pm to ensure that patients with serious or urgent conditions can be seen as soon as possible.

Please note, the Urgent Clinic is reserved for those who have serious clinical issues. Routine issues such as WINZ forms and insurance medicals do not qualify as urgent and will not be given a same day appointment in this clinic.

We would like to remind patients of Practice Plus. It is a great option for a same day after-hours virtual GP consultation. Practice Plus are available weekdays 5pm-10pm and weekends/public holidays 8am-8pm. Please see our website for details.

We will continue to review our processes and adjust accordingly to balance resource and demand through the seasons.

Thank you for your ongoing support and understanding.