

Birkenhead Medical Centre

4 Rawene Road, Birkenhead
 Ph 419 1636
 admin@birkenheadmedical.co.nz
www.birkenheadmedical.co.nz



The Practice Team

Doctors

Dr Margi Field-Oakley
 Dr Linda Lum
 Dr Teresa Donnelly
 Dr Chris Smith
 Dr Stephen Sohn
 Dr Marianne Kim

Practice Nurses

Shirley Kane
 Ting He
 Julie Rogo
 Lucy Oh
 Debbie Gardner

Receptionists

Estie Smuts
 Liz Lovie
 Emalyn Villanueva
 Trudy Govender
 Dianne Sullivan

Practice Manager

Jo Bennett

After Hours

Shorecare Smales Farm
 Ground floor of
 Sovereign Building
 Takapuna
 Ph 486 7777
 Open 24/7
 365 days per year
 No appointment needed



Patient portal

Just a friendly reminder that you can now access your results on the patient portal. It is as easy as filling out a consent form due to personal information being available. Just ask one of the friendly receptionist and they will be happy to help 😊

Skin Checks

We have all been enjoying some lovely sunny weather lately, but this can also cause damage. Take care of your skin and if you have any areas that you are concerned about, check with your Dr.

Feedback

The practice welcomes positive and negative feedback and will address this each quarter in the newsletter. There is a suggestion box at reception where you are able to drop us a note. If you would like to make a complaint, you can discuss this with any member of staff, send us a written complaint to the address found at the top of the page or send an email to admin@birkenheadmedical.co.nz. All complaints will be responded to by the complaints officer within 5 days.

| Feedback | Actions |
|-----------------------------|--|
| Wait times | As a practice, we work really hard to try to keep to time and have added some additional breaks or "catch ups" on the Drs templates to help keep to time. Reception tries to inform patients when there are delays, but sometimes, it is unavoidable for example when a patient needs to be admitted acutely. We appreciate your understanding and if you have more than 2-3 items to discuss with the Dr, please book a double appointment. |
| Drivers Licence cost | For those of you that are over 74. Getting a Drivers Licence medical is a more regular requirement. We have taken on board some feedback about the costs and taken time to review this. We are pleased to report that the fee for this service has been reduced when you see your own Dr and it is for a private vehicle licence only. If this service is not done with your regular Dr, or is for a passenger licence then a full fee will apply (and additional time will be allowed). Please note as we have reduced the amount of time allowed with the Dr and Nurse (to reduce the fee), any other requests (prescriptions, other medical concerns) will require an additional appointment. |
| Undisclosed fees | We received feedback where a patient felt they were not informed of a fee charged when requesting a service. The funding we receive from the Ministry of Health is to unfortunately only cover Medical Consultations. Additional common services such as referral forms, lab forms, prescriptions all have a fee. We do try to inform patients of fees when a request is made, but due to the number of services we provide (surgicals, iron infusions, aclasta infusions, travel vaccines etc) this sometimes does not happen every time. Please don't hesitate to check the cost with any of our staff. If we can't tell you on the spot, someone will find out and get back to you 😊 |