

Winter 2020

Birkenhead Medical Centre

4 Rawene Road Birkenhead Ph 419-1636 www.birkenheadmedical.co.nz



The Practice Team

Doctors

Dr M Field-Oakley
Dr L Lum
Dr T Donnelly
Dr C Smith
Dr S Sohn
Dr M Donnelly
Dr A Perley (Sep 14th)

Practice Nurses

Debbie Gardner
Shirley Kane
Ting He (Maternity Leave)
Julie Rogo
Celaine Kam

Receptionists

Estie Smuts
Emalyn Villanueva
Dianne Sullivan
Trudy Govender
Donna Thom

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

Covid

When possible we are seeing patients that do not have any symptoms of illness, however we request that if you are seen face to face at the practice, that you please wear a face mask. Of course, the situation is changing all the time. For updates please refer to <https://covid19.govt.nz/>

Everyone at the Practice really appreciates your patience and understanding when we are changing processes and procedures very quickly, without much notice. Stay safe, stay strong, Kia Kaha

Dr Adam Perley – Joining us permanently from Monday 14th September

Adam graduated with a Bachelor of Medicine and Bachelor of Surgery MBChB in 2010 from the University of Otago and received fellowship from the College of GP's earlier this year.

He initially worked for 5 years as a surgical registrar so has an interest and skills in skin lesions and minor surgery and has completed a certificate of skin cancer medicine and dermoscopy.

He also has an interest in Urology and Men's Health. His hours will be Monday, Tuesday, Wednesday and Friday.

Outside of work he enjoys playing cricket & soccer, travelling, volunteering and eating chocolate!

In the meantime, Dr Marshall Donnelly is available three days per week Wed – Friday.

Nurse changes

Ting is now on maternity leave, so you will see Marie Black and Jess Acla helping us out over the next few months.

Lucy has decided to move on to work in an area she has a special interest in – skin. We wish her the very best and welcome Celaine (pronounced see-lane), another friendly, experienced nurse to the team.

Reception – change of the guards

You may notice a new face at reception. Liz decided it was time for a change, but we hope she will return from time to time to help out. We were lucky enough to recruit Donna, who comes from a busy practice and has already settled in, despite Covid adding a bit of pressure 😊

Feedback

The practice welcomes 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 front page or send an email to admin@birkenheadmedical.co.nz As required, all complaints will be responded to by the complaints officer within 5 working days.

Feedback	Actions
Access to building	We starting the process of getting a quote for a new ramp into the building back at the beginning of March, but this has been delayed (not forgotten) due to covid.
Plants growing in gutter/ tar lifting	We had booked a gutter clean, but this was delayed due to water shortages. We also have on the "to do" list to fill in some holes that are appearing in the carpark.
Virtual fee vs face to face	Virtual consults have come about as a requirement to try to keep the community safe. They are the same fee as a face to face consult. If you are experiencing financial hardship, be sure to inform the Dr / Practice Manager to see if we can access funding elsewhere.
Patients shouldn't have to pay for face masks	The cost to the practice to purchase face masks due to the worldwide shortage has gone up 500% and we require staff and patients to wear them to reduce risks to all.
Phone message not listened too correctly.	Sometimes we make errors 😞 To help, please be clear and concise when leaving messages. We'll keep working on this.
Grease on driveway	It seems to have worked itself out with the rain 😊

Due to covid and other pressing issues we missed Autumn all together, so feedback received from March – August is above