

Birkenhead Medical Centre

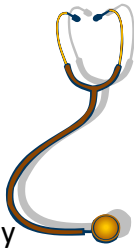
4 Rawene Road, Birkenhead
Ph 419 1636
admin@birkenheadmedical.co.nz
www.birkenheadmedical.co.nz



The Practice Team

Doctors

Dr Margi Field-Oakley
Dr Linda Lum
Dr Teresa Donnelly
Dr Chris Smith
Dr Stephen Sohn
Dr Adam Perley



Practice Nurses

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

Receptionists

Estie Smuts
Emalyn Villanueva
Trudy Govender
Dianne Sullivan
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 protocol

Just a friendly reminder that although we currently have no community cases (long may it last), that we are still working as if Covid is in the community, this means, that staff will continue to ask you over the phone and at the appointment time, if there are any symptoms. Please be honest and try to understand why we are doing this, to keep everyone safe (we have all heard in the media how contagious and nasty this virus is). If the need arises, we now know (because we have done it before) that we can move quickly to an almost entirely electronic system. Fingers crossed we don't need to



Flu vaccines

At this stage flu vaccinations are still planned to begin after Easter, 6th April 2021. We will have specified flu vac clinics set up closer to the time, so that you can book in.

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
Friendly reception	Thanks for the feedback. The whole team enjoys helping you all as much as we can.
4 x 1* google reviews	We appreciate that giving feedback via google is convenient, and helps us to improve, however, it is helpful to be able to discuss concerns and remedy any issues. This can be very difficult if no details are left and the profile within google is different to the name we have at the practice. We do try our best, but covid has meant we have had to enforce new protocols for those people that have any symptoms.
Virtual appointments	There have been concerns raised where patients are unable to have face to face appointments. We understand this is frustrating, but we are trying to keep the community safe and the practice open. We have enabled telephone and video consults and patients can send in photos if required. We also have an isolation room that we can use, 1 patient at a time and Drs have been known to review patients in the carpark if they feel they need to see something face to face.
Streamlined process	One of our new patients feedback that our electronic enrolment process was streamlined and fast. Thanks for the feedback, some of our patient consents will be moving this way in the future too (for those patients who prefer electronic over paper).