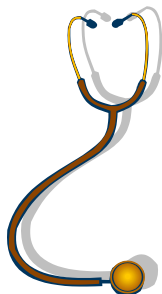


Winter – July 2017

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 G Norcliffe
Dr W Paykel
Dr N Beshay

Practice Nurses

Debbie Gardner
Shirley Kane
Ting He
Julie Rogo
Lucy Oh

Receptionists

Estie Smuts
Liz Lovie
Emalyn Villanueva

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

You can now access your results (once file by the doctor), long term medications and immunisation records. If you are already using the portal, you just need to sign a consent form and confirm you are you 😊 (due to clinical information viewable). If you are new to the portal, we can send you a link for easy enrolment. Please ask reception for help with either of these options.

New Receptionist

We welcome Emalyn to the team. Emalyn will be working fulltime with us.

Flu vaccines

Flu vaccines are free for those over 65 years, pregnant and for some conditions. Please check with the Doctor or Nurse to see if you are eligible for a free one (until 31st December 2017).

Mumps and Measles

There has been an outbreak of confirmed cases of mumps in Auckland recently (3 times the levels of previous years). There have also been confirmed cases of measles recently. If you are aged between 10-29 years and are unsure if you are fully immunised, please check with your Doctor or Nurse.

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 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 days.

Feedback	Actions
Positive comments	Over the last quarter we have had several patients leave comments about how our staff have “gone the extra mile”. This is awesome and makes our day! All feedback is discussed with staff concerned and when necessary taken to whole staff meeting to make any changes to processes etc.
Items left of script	We are working hard to double check prescription requests to reduce items being missed off. To help us, please itemise your request, rather than asking for my “usual meds”. Also, register with the patient portal (as above), that way you can log in, tick the long term medications we have on record for you and submit. Too easy.