

# Newsletter Autumn 2024

[www.tkhealth.co.nz](http://www.tkhealth.co.nz)

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## Updates from the Health Centre

We continue to run our daily acute assessment list, and hold a limited number of "Same day" appointments to see as many people with new or worsening illness as we can. Please email or call us as early as possible if you are unwell so that we can try and fit you in.

Once our "Same day" appointments are full we may refer to you Urgent Care/After hours as it's important to be seen in a timely manner. Full details are on our website, and for virtual care we have two options

[www.kaora.co.nz](http://www.kaora.co.nz) - 0800 252 672 or [www.practiceplus.nz](http://www.practiceplus.nz)

Our routine (non acute) appointments are often booked out several weeks in advance. Please contact us to book your appointments in plenty of time to allow for this for planned appointments such as; ACC/WINZ extensions, Drivers Medicals, Repeat Prescriptions and follow ups.

We are able to offer Covid Vaccine booster vaccinations to people wanting them. These are only available to those who HAVE had a primary course of Covid Vaccines and who have NOT had a booster or had Covid-19 in the last 6 months. Please contact us to register your interest and we will arrange an appointment for you.

We aim to have all repeat prescription requests processed within 48hours. Urgent scripts will incur an extra charge – please request these via our reception team not ManageMyHealth. Please have a list of your medications ready when you call and let us know where to send it to.

Our standard consultation length is 15 minutes.

In order to ensure our next booked patients are not waiting too long our clinical team are often required to complete tasks relating to the consult in "off line" time after the consult has finished.

If your appointment requires follow up afterwards such as referrals sent, phone calls to specialists or additional paperwork (including Off Work Certificates not requested in the consult) please note an extra fee may be charged. Our referral fees are; \$25 (18 years and over) or \$15.00 (Community Service Card Holders).

We have some funded appointments available for a review with our nursing team for those who meet the criteria for a respiratory review to check in before winter. If you think you might qualify and are interested in booking please give us a call. This funding is open to those who have a chronic respiratory condition such as Asthma, COPD, Bronchiectasis or Cystic Fibrosis.

Our patient portal which gives you secure access to your individual health information. You can:

- Access your medical records, lab results, immunisation records and allergies
- Manage your prescriptions
- Update your personal details
- Update some of your health information, for example weight, height and blood pressure
- Track your progress
- Share your health information with another health professional if you choose
- Contact your general practice team for non-urgent advice

Please email or call us to get registered if you're not already

\*\*Email addresses can only be used for one ManageMyHealth.

\*\*\*MMH Messages may not be read for 72hrs so please do not use this to contact us if you are unwell, or have a new or worsening illness or injury. Please email or call instead

*Finally a huge thanks from our team to our patients who show us such kindness and appreciate that our hardworking team are here doing our best to meet the needs of our community as best we can. We understand that it can be frustrating when we aren't able to meet expectations on timing of appointments, and we assure you all that we're doing our best to make as many appointments as possible available each day.*

## Our hours

Monday 8.30 – 5.00pm

Tuesday 8.30 – 5.00pm

Wednesday 8.30 - 5.00pm

Thursday 8.30– 5.00pm

Friday 8.30 – 5.00pm

*\*\*our evening phone*

*clinics are booked from*

*4.30pm onwards. We try*

*to advise that times given*

*in period time are a guide*

*only, and it's best to*

*expect a call between*

*4.30 – 6.30pm. Thank*

*you for your patience.*

## Our Team

### Prescribers

Dr Robin Baird

Dr Jonathan Phillips

Dr Cassandra Winton

Natasha Steel – Nurse

Practitioner

### Nursing Team

Kelly Drayton

Klezel Catalan

Caitlin Turner

Natalie Hansen

Abbie Welch

Jade Carson-Holloway (HCA)

### Admin/Clinical Support

Sharon Williams

Patsy King

Deborah Stables

Tina Falkenhagen

Leanne Mako

Jo Mako

## Our Values

Best Practice

Community Focus

Compassionate Care

Clear Communication

*'working with  
you towards a  
healthier community'*