

# SALISBURY HEALTH CENTRE

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## Welcome to our medical practice

Thank you for choosing to enroll at our practice and we look forward to providing you with a friendly, welcoming environment and professional primary health care. This letter is designed to provide you with important information about who we are, our services and how we operate. We do suggest you should read it. We are happy to discuss the contents and any questions you may have. If you mislay this letter, do remember you can ask for another copy at any time.

**Our hours are 8.00 a.m. To 6.00 p.m. Monday to Friday.** House calls can be arranged where necessary. For urgent appointments outside of these time please use the **24 Hour surgery** at the corner of Bealey Ave and Colombo street, phone 365-7777.



### Our staff and their roles

#### GPs

Dr **Lindsay Strang**, Dr **Joanna Thwaites**, Associate (part time) Dr **Karin Lamb** and regular locum Dr **Ellie McDougall**,

We are a team of GPs with special interests in areas such as family health, including pregnancy care as well as musculo-skeletal medicine, but interested foremost in general medical practice.

#### Practice Nurses:

Lena Alexis and Leta are our nurses with many years combined local experience (including hospital and rest home nursing) are highly trained and will attend to minor medical problems and provide health advice, both in the surgery and by telephone.

#### Receptionists

Annette and Jane our medical receptionists with over 17 years local practice experience, will give you a warm welcome and efficiently answer any queries you may have. Our nurses may also occasionally help in reception in addition to their nursing duties.

#### Practice Manager

I am Quentin Conway, cert. Practice Mgmt. RNZCGP the SHC practice Manager. My own background is in human resource management, advocacy and primary and secondary health administration.

## 2.Services and Fees

Age-medical visit SHC enrolled patients	Pt Fee-you pay:↓	Same day payment
Child under 6* years old (incl ACC)	FREE	FREE
6 to 17 year old	\$30.00	\$21.00
18-24 year old	\$30.00	\$23.00
25 to 44 years old	\$30.00	\$28.00
45 years old and over	\$30.00	\$25.00

### Age-medical visit patients NOT enrolled here

Child under 6* years old	\$16.00
6 to 17 years old	\$31.00
18 and over with CSC/HUHC card	\$36.00
18 and over NO card to see GP	\$56.00
45 years plus with CSC/HUHC card to see GP	\$36.00

### Nurse Visit “dependent on task”

ACC visit to GP > 6 year old	\$24.00	\$20
ACC Under 6	FREE	FREE

#### Please note:

1. There are many specialised treatments ( e.g. ECG medicals, minor surgery, vaccines) that have special fees-ask at counter
2. An account fee of \$5 is applied on outstanding balances at month end to cover statement administration, printing and postage
3. All amounts listed include GST.
4. Casual patients may not accumulate unpaid fees. Enrolled patients may apply for credit which shall be limited to \$100 for each enrolled family
5. Accounts must be paid by 20th of month following treatment
6. GP CONSULT FEES ARE BASED ON A 15 MINUTE CONSULT unit charge. Fees adjusted for shorter/longer visits

## Services and Fees (continued)

### 7. The patient will be responsible for any debt recovery costs including account fees

GP and Nurse Consult fees are all based on a 15 minute unit charge, unlike the 10 minute appointment that some practices may base fees on. So if your appointment is shorter or longer than 15 minutes, this will be reflected in the fee for the appointment. If you suspect you may need more or less time at your appointment, please let reception know when booking, as this helps us free up appointment slots and keep clinics running to time for everyone. We try to maintain fair and reasonable charges, aided by our being as economical as possible without compromising service quality or practice survival. We deduct for all available legitimate government subsidies to their full amount. So please make sure if we need to see your community service or high use card that you bring it with you to your appointment.

### Enrolling with us and the new PHOs

As you may well know, the government has changed from subsidising each actual community service or high user card holder visit (by "GMS" or general medical subsidy) to subsidising our list of enrolled patients every 3 months on a formula based on national patient groups average annual visits with some regional and other adjustments. This is done via "PHO" umbrella organisations which replace the private "IPA" model. This is a big change to GP medical visit funding. Pegasus, our local umbrella GP organisation, also has other ongoing contracts with the DHB that can provide our patients with special subsidies for treatment relating to some chronic conditions like diabetes. These subsidies can bring significant savings for chronically ill patients.

For you as a patient the most obvious immediate PHO changes are to some GP and pharmacy fees that tie into enrolling with the GP of your choice. **You will generally save on medical visits if you enrol and go to the practice you have enrolled with.** This does not affect your ACC (accident) related visits except our same day payment discount. You will need to keep enrolled with your regular GPs to obtain the PHO subsidy and discounted patient fees where available. It can take up to three months for enrollment funding to come through after your enrollment. As and when the government subsidies we receive change we also adjust our fees accordingly. We will advertise and advise you of any fee changes.

Our full schedule of fees is available at the counter.

## 3. Parking

We have **6 signposted patient parks just outside the SHC rear entrance** for your convenience. Please **avoid parking in any other spaces** including the SHC staff parks (also signposted) against the fence on your left as you face the rear of the premises. All those other parks are all allocated to GPs or professional tenants in our building or in the Strategy House complex next door. While we take every precaution to monitor the car parks for our patients, any **vehicles parked in the wrong spot may be clamped** at the owners expense. So please do take care to park in a signposted patient space.

## 4. Prescription policy

We do our very best to be as flexible as possible with providing patients follow up prescriptions. We can post these out for a fee, or for a little more we can fax them to your local pharmacy. Please note because of health regulations there are one or two medicines that can only be re-prescribed if the GP is seeing you at a given regular interval. In some cases nurses can assist in necessary monitoring, with a maximum \$10 fee applying for such visits (see *Services and Fees page 2*). We are happy to advise you of your choices.

## 5. Account policies

If enrolled as a patient here, you can get around a **15% discount** to your patient fee if you pay on the same day. Casual patients and those patients enrolled elsewhere (even if regular attendees here) pay cash at the time of each visit and no discount is offered. Credit may only be offered to enrolled patients. There is a \$5 account on any outstanding balance remaining on your at month end to cover the cost of preparing and sending you a statement. Please pay your monthly statement by the 20<sup>th</sup> of the following month. In the unfortunate event of a bad debt collection fees remain at all times the patients responsibility.

## 6. Our Privacy, Complaints, and Health and Safety policies

As Practice manager I am the main point of contact for any comment or concern you may have, including any issues relating to your rights under the code of health and disabilities, (pamphlets are at the counter) your privacy, or health and safety concerns about our premises and environs. We do not require or expect people with issues that may relate to these areas to be experts in the legislation or to do things formally. Any approach or question will be listened to and acted on. We also have a suggestion box at the counter for any comment or advice you would like to offer, and this can be done anonymously. We welcome your feedback.

Quentin Conway,  
Practice Manager,

Salisbury Health Centre