

# Timaru Medical Centre Update

## What's happening at Timaru Medical Centre

In November Timaru Medical Centre underwent a quality audit called Cornerstone Accreditation. This is a national standard for General Practices. We did really well, but have a few things to work on, mostly in relation to communicating with our patients, seeking feedback from our patients and using their feedback to make a difference in the practice. So this is what we are doing;

- We are developing a website, this will mean easy access to the patient portal, a place for us to place our newsletters so that more people can access these, plus information regarding staff, services etc within the practice.
- We have constructed an online patient survey, so that we can gather your feedback. To complete this, please visit [www.surveymonkey.com/r/TMCSatisfaction](http://www.surveymonkey.com/r/TMCSatisfaction)
- We have an in practice feedback & comments box. We love feedback, good & bad, so let us know how we are doing.

We will keep you up to date with our progress with this, and feedback on any quality initiatives that are identified from your feedback.

We have a patient portal for you to book appointments online, order repeat medications and in the future you will be able to access your test results. Let admin know if you would like to sign up for 'Manage My Health'. All you need is a unique email address for any member of the family you want to have access for.

## Welcome to our new team members

We are pleased to welcome our two new Doctors, Dr Jason Kingan & Dr Ann Thornton. Dr Kingan is a GPEP 1, which means that he is in training to become a GP. Some of you may have met Dr Kingan when he was on his GP rotation from the hospital. We are so thrilled to have a new GP coming through the ranks.

Dr Thornton joined the team at the end of January. She is an experienced Doctor with

many years as a pediatrician in Dunedin. We are pleased to welcome Ann to our team.

We have also welcomed a new Nurse to our team, Joy McNulty joins us from pediatrics department at Timaru Hospital.

We are still recruiting another GP, and are focusing on ensuring that people have some consistency and continuity in relation to them seeing the same GP every time.

## Prescriptions

With over 10 thousand patients Timaru Medical Centre is very busy with over 100 prescription requests every day.

We endeavour to process the prescriptions in a timely manner, however due to the volume, we require a 24 hour turn around to process these. This has been in place since we opened in Heaton Street in July 2017, however it was not necessarily enforced. If you

require an on the day urgent prescription, this will now cost \$25, non-urgent scripts are still \$15, we still fax or deliver these to the pharmacy of your choice.

If you are on regular medications, you may need to see a GP every three months, it is up to the GP to decide on the frequency of visits. Please remember that if your health is stable and you are on regular medications, you have to be seen every 12 months.

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## Our Services

- Medical Consultations
- Referrals to Secondary Care & Specialists.
- Vaccinations
- Minor Surgery
- Cervical Screening
- Insurance Medicals
- Pre-employment Checks
- Drivers Medicals
- Lifestyle advice
- Sexual Health
- Medication reviews
- Travel consults & vaccinations

## BRIEF

- Dr William Crawford will be with us from March for three months doing his GP rotation.
- Please take care in the car park. Keep your speed low and stick to your side of the driveway. Thank you
- New security cameras have been installed on the outside of the building

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