

Practice Information

Welcome to Matamata Medical Centre, thank you for choosing us, we aim to provide comprehensive health care to you and your family while you are enrolled with us. We are delighted to have you enrol and look forward to assisting you achieve your personal health goals. We are a large team of clinical and administration staff here to serve our community, our permanent General Practitioners are:

Dr Hannah Annesley
Dr Kiran Patel
Dr Benjamin Ross

Dr Kelly Brennan
Dr Bruce Pitchford
Dr Steven Thrupp

Dr Julie Jones
Dr Eldon Pitchford
Dr William Varty

We use Manage My Health to give you real time access to your health records, self-service appointment bookings and prescription orders. You can download the app onto your smartphone from your phone's app store. Access to Manage My Health will be emailed to you when your enrolment is processed.

Our centre is open from 8.30am to 5pm Monday to Friday and on weekends, we have an urgent walk-in clinic open from 10am to 12pm. Outside of these hours, we have an after-hours service available to all patients. Call our office number and your call will be transferred to a Nurse Triage Service who will assist you and then connect you with our on-call team.

Appointments

Please check-in at reception upon arrival and indicate if appointment is a standard consult, injury related (ACC) or any other non-standard consultation, e.g., driver's medical, nurse appointment. Emergencies will always be given priority; we ask for your understanding if your appointment is delayed.

Our team will do their best to contact you if there are any unforeseen changes on the day of appointment, to minimise the inconvenience - we may reschedule you with another GP if you choose. Our doctors do offer longer consultation times, if you require extra time. Please let us know when you make the booking.

We offer a walk-in (Acute) clinic 7 days a week, excluding stat days. Our experienced nurses assess each patient and make recommendations for further medical attention. You may see a nurse or a doctor, based upon their assessment.

A reminder that a fee will apply if you do not attend your appointment. Please notify us of any change of address or phone numbers, in case we need to contact you.

Fee Schedule

Our fees are available on our website, or you can ask for a copy at Reception. They may change from time to time, we will send out communications with as much notice as practicable.

Text to Remind Service

We utilise a SMS reminder and contact service with our patients. If you list your mobile phone number you can receive a reminder text the day before booked appointments, or you may receive reminders to make bookings for health screenings, immunisations, and payments.

After Hours Care for Urgent Medical Conditions and Accidents

We provide an after-hours (24hrs, 7 days a week) care service for all patients. If you need urgent, but not life threatening, medical attention please ring (07) 881 9102. A triage nurse service will answer the call and liaise with the on-call Doctor. **If it is a medical or accident emergency where life is at risk, dial 111.** Additional charges may apply outside normal clinic hours.

Test Results

Patients are advised at time of consultation how results will be received. Please allow 1-2days for the result to come in, our GP's will contact you if there are any concerns with results. Some results may be delivered via the Manage My Health portal – for more information about Manage My Health, please ask our team.

Repeat Prescriptions Requests

Repeat prescriptions can be ordered via email on repeatrx@matmed.co.nz or by phoning the practice, please allow 2-3 working days for your order to be processed. You can also order repeat prescriptions via Manage My Health.

Urgent or same day prescriptions are available, please call us to request this. A fee applies to all urgent/same day prescriptions.

If you have not had a consultation with the doctor for some time, you may be asked to make an appointment as all medications need to be reviewed regularly. Charges for repeat prescriptions are made to your account at the time the prescription is ordered. Urgent prescriptions require payment at the time of request.

Payment: Standard Terms

Payment for consultations is to be made at reception when you check in. There may be times where you require an extra service during your consultation. Our team will advise you if there are any extra charges involved. If you are having difficulty paying fees, please let our team know so that we can assist you in the best way possible.

Standards of Behaviour

Matamata Medical Centre operates on values of respect and courtesy and our team are committed to provide you with the very best possible care. We do not tolerate verbal or physical abuse of our staff; you will be asked to leave the premises if you display any ill behaviour towards staff or visitors to our clinic. Our Management Team reserve the right to cancel the enrolment of patients who do not comply with our standards of behaviour.

National Hauora Coalition Primary Health Organisation

We belong to the National Hauora Coalition (NHC) and as a patient with us you are also enrolled with them. The NHC administers the Government funding for your care with us and reports back Te Whatu Ora on the performance of our centre by way of health targets (e.g smoking, child immunisation, cardiac risk assessment and cervical screening for women). They also provide other services like Tiakina Te Tangata who are out in the community who will visit vulnerable patients at home for child immunisations and cervical screening.

Feedback

Our aim in providing your medical care is to always do our best. We do acknowledge that, sometimes, we don't always get it right every time. Your feedback helps us to improve our service to you.

If you would like to share feedback, you can contact our clinic and request to speak to our Practice Manager or Business Manager. We will then take any necessary action based on your feedback with our team, you will be kept updated with the progress and outcomes.

Complaints Process

The Practice/Business Manager is the first point of contact for any person who lodges an official complaint, be it in writing or in person. They will record the details of the complaint, make contact with the complainant and arrange a time to discuss the complaint. From there they will collect the relevant information pertaining to the complaint and begin an investigation as required with our staff.

A formal response will be provided to the complainant with options for resolution of the complaint.

Resources for the Health and Disability Consumer Trust are provided by the practice and is explained to the complainant if they wish to take their complaint further. Our team will offer support throughout the process.

Health Information & Privacy Statement

The information you have provided on the Enrolment Form will be:

- held and used by the practice for the purpose of delivering appropriate medical support and treatment
- shared with the Ministry of Health where required (e.g., to give you a National Health Index (NHI) number or update any changes)
- shared with the PHO and Ministry of Health to obtain subsidised funding on your behalf, or for other required reporting purposes
- used to determine eligibility to receive publicly funded services.

Members of your health team may:

- add to your health record during any services provided to you and use it to provide appropriate care
- share relevant health information with other health professionals who are involved in your care

We may disclose your personal information:

- to authorised third party service providers to facilitate your specific requests or to assist us in providing products or services to you or improving our products or services
- to government agencies, law enforcement agencies, safety and security personnel, if required to do so by law, court order, or other legal process or where we are requested to do so by an authorised governmental or law enforcement authority
- to government, security, safety, law enforcement agencies and medical agencies if we believe in good faith that disclosure is desirable to lessen or prevent a serious threat to an individual's life, health or safety or a serious threat to public health or public safety
- to our professional advisers and business partners who support us in providing our products and services
- our assignees or potential assignees
- your nominated next of kin and/or other general practitioner or health professional (if applicable to the services being provided to you)
- emergency services (if applicable to the services being provided to you)

National Health Index (NHI) Number

A National Health Index number is allocated to a person at birth, it holds information on Names, addresses, ethnicity, date of birth, gender and New Zealand residency status. The NHI does not hold any health information about a person's visit to their provider.

We utilised a patient's NHI number to ensure that our Primary Health Organisation (PHO) registers are accurate for funding purposes. It also allows health professionals involved in someone's care to share information without using a name and address. This protects the patient's privacy and improves quality of care.

Access to my personal and health information

You have the right to access (and have corrected) personal and health information that we hold about you under the Privacy Act 2020 and Health Information Privacy Code 2020. If you have any privacy related concerns, please contact our Business Manager.