

## **Surgery Hours**

**8am to 5pm**

**Monday – Friday**



**Welcome to**

## **Panmure Medical Centre**

**204 Queens Rd  
Panmure  
Auckland 1072  
New Zealand**

### **General Practitioners:**

**Dr Grant Robertson  
Dr Alex Williams  
Dr Alex Williams  
Dr Kuok Leow  
Dr Kannan Palaniappan  
Dr Mary Kanjirathinkal  
Dr Daniel Lowe  
Dr Tracy Ekeroma  
Dr Angela Li  
Dr Dominique Chiu  
Dr Joanna Ly**

## **History:**

As one of the first group practices in New Zealand established in 1947, we are proud of our longstanding service to the community offering competent, readily available, personal medical care.

## **Health Promotion**

The practice maximises the use of programmes that are funded and / or released by the Ministry of Health, ACC or other health promotion activities or agencies. These programmes are based on the health priorities of the Ministry of Health.

## **Fees and Payment**

The fee structure is advertised on the notice board in the practice. Should you have any questions regarding fees, please contact the receptionist.

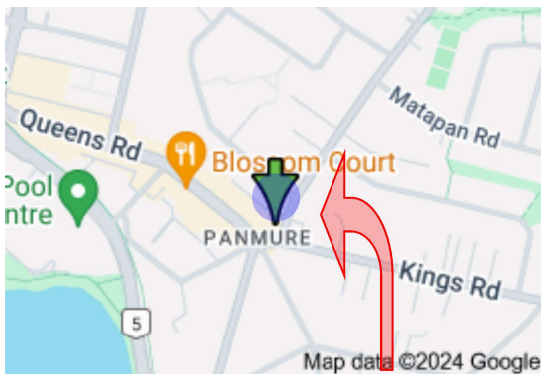
Payment can be made by cash, VISA, MasterCard, EFTPOS or Online

## **Complaints and Feedback**

Please contact us early if you have any complaints so we can work together to put it right. Alternatively you can approach the Health and Disability Commission or the Medical Council of New Zealand if you feel this is warranted. This is in accordance with the Health and Disability Act.

- Suggestion Box - we welcome suggestions in the suggestion box in reception area so that we can improve our service.
- [email admin.panmed@gmail.com](mailto:admin.panmed@gmail.com)

## **Where to Find Us**



**We are here**

Laboratory and Physiotherapy available on site.

Parking available - disabled in front of surgery, large public car park behind Fencible Cottage opposite

**Phone:** 09 5704019

**A/H Phone:** 09 5276222

**Office E-mail:** [adm.panmed@gmail.com](mailto:adm.panmed@gmail.com)

**Web:** [www.healthpoint.co.nz/default,95837.sm](http://www.healthpoint.co.nz/default,95837.sm)

**Facebook:** [https://www.facebook.com/pages/Panmure Medical](https://www.facebook.com/pages/Panmure%20Medical) <https://www.facebook.com/profile.php?id=100083069750244>

## **After Hours**

Phone: (09) 5276222 for medical advice or go to your nearest Accident and Medical Centre

Eastcare A&E – 260 Botany Rd, Botany (7am -11pm)

White Cross – Ascot Hospital, Greenlane (24 hr)

White Cross – 1120 Lunn, Ave Mt Wellington

Radius A&E – 316 Ti Rakau Drive, Pakuranga

In a **life threatening** situation, **call 111 for an Ambulance**, or go to the Emergency Dept at Auckland or Middlemore Hospitals

**Please keep us up to date with your contact details so we can contact you when needed for your healthcare.**

Our Practice is a member of the  
Primary Health Organisation known as:



## **Enrolment with our Practice**

You may be asked whether you want to enrol at this practice. Enrolment is a process where you sign up with that practice as your preferred provider of the majority of your primary healthcare. This long term relationship aims to improve your healthcare. You also qualify for lower fees after your government capitation subsidy commences

You can change to another doctor any time. Ask and we will assist you.

## **Services Available**

- General Medical Consultations
- Nurse consultations
- Minor Surgery
- Skin Cancer Checks
- Women's Health
- Cervical Smear Tests, Menopause Advice
- Childhood Immunisations
- Accident Care
- Liquid Nitrogen
- Immunisations and Influenza Vaccinations
- Well Child Checks
- Well Woman and Well Man Check
- Industrial and Workplace Health
- Hearing tests, ECGs, Lung Function tests
- Manage My Health Patient Portal

## **Guidelines for Making Appointments**

- **Standard appointments:** are scheduled for 15 minute intervals. Our fees are deliberately kept low and are based on consultations where the consultation and any related tasks (referrals, reports, result follow-up etc) is completed in 15 the minutes. (See below about waiting time and delays).
- **Longer appointments:** If you think you need more than a 15 minute appointment please book a longer appointment (an extra fee applies).
- **Medicals:** Insurance and employment medicals require longer appointments. For medicals, please ask the receptionist for bookings and costs.
- **Urgent:** If you are acutely unwell please ring the surgery and ask to speak to the nurse who will make arrangements. We reserve a small number of same day appointments for patients who become unwell on the day – you may need to see the duty doctor if your usual doctor is fully booked.
- **Waiting Time & Delays:** We make every effort to run to time but on occasions unexpected emergencies or consultations running over time will cause delays.
- **Repeat Prescriptions:** We are happy to provide repeat prescriptions for certain stable ongoing conditions according to a policy developed by the practice consistent with safe medical care. You will be required to see your Doctor for a review at regular intervals however to ensure your conditions are monitored properly to improve your health. Scripts will be emailed to your pharmacy.  
Prescriptions will attract a prescription fee.  
Prescriptions will be ready in 1 working day.
- **Test Results:** We will contact you by MMH portal, text, phone, email with significant results and to arrange follow-up and action if needed. Urgent results will be followed up within 24hours.
- Developed PMC Practice Brochure 2024.docx July 2024    Review date: 2026