

Sydney Street Heath Centre



4 Sydney Street
Palmerston North 4414



(06) 356-7345



reception@sydneysthealth.co.nz

Opening Hours 8.30am to 5.30pm
Monday to Friday
Closed Weekends and
Public Holidays

GPs/NPs

Dr David Robson
Dr Anna Eglinton
Dr Andy Williams
NP Rachael Parkinson

Practice Manager

Monique

Nurses

Amelia
Katie
Letitia
Sandra
Wendy

Receptionists

Sarah
Nicki
Debbie

Newsletter – January/February 2025

Hi everyone,

We hope you have managed to get a break over the festive season.
We are ready for whatever 2025 will bring!

Nurse Changes

We welcome back Katie Meade to the team after a two-year stint in Australia. Katie is a Practice Nurse with over 10 years' experience. Katie has pretty much picked up where she left off. Great to have her back!



Patient Survey

We want to hear your views!

Over the next few weeks you may receive an email or text message inviting you to take part in a patient experience survey about your recent experience at our practice.

By taking part in the survey, you would be helping to improve the care you and your whānau receive, as well as care and access to health services in local communities across New Zealand.

Taking part in the survey is voluntary and anonymous.

Please ensure the contact details we have for you are up to date.

This can be done by contacting the reception team.

Flu Injections

Flu injections will be available around April this year. We will send a Manage My Health message out when the clinics are ready to go.



Parking

Parking is still a problem at Sydney St and we advise that you give yourself plenty of time to get to your appointment as well as "finding a park" time. This is due to many local businesses using spaces in Sydney Street and we have fought hard with PNCC for 5 or 6 very time limited spots near the building. Sometimes you may have to park away from the building.

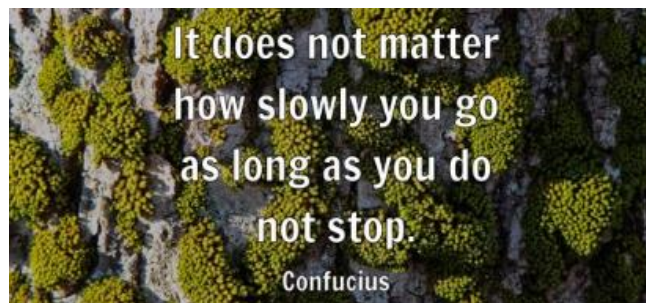
If you are respiratory and need to be seen in the car, we advise that you park in the middle of the car park until someone leaves and then you can take their place. Ring and let reception know you have arrived and advise what number to ring you on when the GP/NP is ready to see you. If you are very unwell please advise the reception staff.

Manage My Health

Just a friendly reminder that Manage My Health is **NOT** to be used in urgent cases. Please ring the surgery for urgent queries. Response time for Manage My Health cases can be up to 2 working days.

Walk in's (no appointment booked)

We have noticed an increased number of "walk in's". Please make sure you call for an appointment instead of coming straight in. This puts unnecessary pressure on our nursing team. Urgent appointments are triaged and booked on the day by our nursing team. Please call reception to organise a nurse callback for this.



From The Team at Sydney Street Health Centre

