

Sydney Street Health Centre



Newsletter – June /July 2025

Hello everyone,

We hope this finds you all well as we enter the winter season. We have a few changes coming up that we are excited to share with you.

If you wish to discuss any of these changes - we are here to help, so give us a call or an email.



4 Sydney Street
Palmerston North 4414



(06) 356-7345



reception@sydneyhealth.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

Katie
Letitia
Sandra
Wendy
Debbie (Healthcare Assistant)

Receptionists

Sarah
Nicki
Debbie

Dr Geoffrey Carden

As in the previous newsletter Dr Geoffrey Carden will be joining the practice on Monday 18th August 2025. His appointment book is open and ready to take bookings. Dr David Robson will still be with us for a bit longer assisting Geoffrey until he learns our system and the "New Zealand" way of doing things from a medical perspective. Once Geoffrey is independent, David will move into a supervision and locum role.

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Exciting news regarding in consult note-taking at SSHC. Andy (and soon Anna) are moving to voice to text transcribing of consults. This type of software is steadily rolling out across NZ and improving the consult experience for both patient and clinician. All transcripts are deleted off the server within a few days depending on the need to recourse to the transcript as needed eg referral to be made/notes checked. The software meets the tightest of NZ securities within the industry.

You will be asked to consent to this form of note-taking on arrival at the practice. We have information on the product at the practice if required. If you prefer to not have notes taken in this way then please let staff know on arrival.



Nurse Amelia Smits

Amelia and her family are leaving at the end of this month for Christchurch. We will miss Amelia dearly. We wish her all the best and thank her for the wonderful care she has given to our patients over the last two years.

Sydney St Health WEBSITE

Over the last few months Monique our Practice Manager has been developing a new website.

Website address below:

www.sydneysthealth.co.nz

The website is still under construction and almost there. We suggest you periodically check the link to check if active. We have carefully considered what might be important to our patients and hope it is useful. It is looking great and very smart! There will be our staff profiles, copies of most recent newsletters, consultation fees plus other information.

House Officer

On 14th July Dr Richard Goh will be with us for 3 months seeing Dr Williams and Dr Eglinton's patients. House Officers have several years post graduate experience and rotate through our practice for experience of general practice as part of their initial 3 years from graduation. They are fully qualified, are given longer consult times and gain a lot from the experience. Dr Goh will be supervised by Dr Williams and Dr Eglinton.

Manage My Health Bookings

Just a friendly reminder that MMH is not to be used for any urgent bookings/queries nor is it to be used for Drivers Medical bookings - please call the reception team to book these appointments.

Accounts

We are trying to manage unpaid accounts more effectively. Please make sure your consultation is paid for on the day as a discount is applied if done so. If you need to pay an account off over time, please advise our reception staff and a payment plan can be arranged. Once an unpaid account exceeds 90 Days, you will immediately go onto "Stop Credit" and all services will need to be paid for upfront.

*"Don't sit down and wait for the opportunities to come. Get up and make them." —Madam C.J. Walker,
American entrepreneur and activist*

From The Team at Sydney Street Health Centre

