



SOUTH CITY HEALTH

91 Kahikatea Drive

Hamilton

Phone 07 838 2323
Fax 07 838 2327

Phones 8 – 5pm

Practice Hours (by appointment)

Monday - Friday	8.00am - 5pm
Saturday	Closed
Sunday and Public Holidays	Closed

Welcome to South City Health

Enclosed you'll find information about our Practice
and the services we provide.

If you have any questions, please ask a member of our team —
we're here to help

OUR STAFF



DOCTORS

We're proud to have a dedicated and experienced team of General Practitioners who bring diverse skills and a commitment to high-quality patient care.

Dr Paula England

MBChB (Otago, 2015)

Paula transitioned from Urgent Care to General Practice to build stronger relationships with her patients. She is committed to continuous learning and believes, *"If there's something I don't know, I will do my best to find out."*

Dr Nilakshi Fonseka (Books Closed)

Nilakshi grew up in Hamilton and trained in Adelaide, Australia. She returned to New Zealand and worked in hospitals across Hamilton, Palmerston North, and Wellington. Now settled in Hamilton, she enjoys the variety that General Practice offers.

Dr Angela Hancock

Angela works in-clinic one week out of every four and is available remotely via phone or video for the remaining weeks. She has a strong interest in women's health. Outside of work, she enjoys spending time with her two daughters and pursuing a range of hobbies.

Dr Toby Hills

MBChB (Otago, 2015), Diploma in Child Health

Originally from Christchurch, Toby trained in Dunedin and worked in Waikato and Wellington before returning to Hamilton. He has a special interest in child health and enjoys singing and playing guitar in his spare time.

Dr Dan Neave (Books Closed)

MBChB (1991)

Dan joined South City Health in 2003. He enjoys all aspects of General Practice, with a focus on elderly care and regularly visits local rest homes. When not working, he enjoys trout fishing and golf.

Dr Dasna Pallie

Dasna trained in Auckland and worked at Waikato Hospital for seven years before moving into General Practice. Her clinical interests include adolescent and women's health. Outside of work, she's a busy mum and enjoys participating in local theatre productions.

Dr Tiffany Sayer (Books Closed)

MBChB (1991, South Africa)

Tiffany joined the practice in 1999 after relocating to New Zealand in 1995. She enjoys all aspects of General Practice and outside of work she is active in choral singing. She has one daughter and two dogs.

Dr Kate Sinclair

Kate has been with South City Health part-time since 2002. Her special interests include paediatrics and gynaecology. She sings with the Waikato Rivertones, who have achieved international success.

Dr Mark Taylor (Books Closed)

MBChB (1992)

Mark has special interests in sports and travel medicine. He has served as team doctor for the New Zealand Winter Olympics and All Whites football team. He also runs the South City Travel Medicine Clinic, helping travellers stay healthy abroad. Mark also works part-time with Te Whatu Ora Waikato.

Dr Geraldine Tennent

Geraldine began General Practice in 2006 and has a focus on women's and children's health. She works part-time while raising two young children and enjoys reading, tramping, and travel when time allows.

Dr Damian Tomic

Damian has been part of South City Health since 2014. His clinical interests include family medicine and medical education. He currently also serves as Deputy Chief Executive, Clinical Services at St John.



We're proud to have a skilled and compassionate support team working alongside our doctors to deliver high-quality care for our patients.

PRACTICE NURSES

Lisa (Clinical Lead), Rebekah (Coordinator), Kylie, Peta, Sophie, Victoria, Kate, Kyla, Angelina & Leonie



Our nurses provide a wide range of services, including:

- ◆ Test results
- ◆ Annual Diabetes review
- ◆ Dietary advice
- ◆ Counselling
- ◆ Contraception advice
- ◆ Cervical smears
- ◆ Pregnancy tests
- ◆ Blood tests
- ◆ Travel vaccinations
- ◆ Immunisations
- ◆ Injections
- ◆ Wound Care
- ◆ Blood Pressure
- ◆ Smoking Cessation
- ◆ Sexual Health Checks



Phone calls to nurses

There are two voicemail options:

1. For **prescription orders**
2. For a **nurse call-back**

Please follow the prompts and leave a clear message. Multiple nurses access these lines, and all messages are returned **before 6 PM** daily.



If your situation is urgent (e.g. chest pain, difficulty breathing, heavy bleeding), please notify **Reception immediately** for urgent nurse attention.

HEALTH CARE ASSISTANT

Glenys has clinical training and supports patients within her scope of practice, though she is not a Registered Nurse. If Glenys sees you before someone else in the waiting area, please understand it's based on patient need and scope, not queue order. A Registered Nurse will attend to you shortly.

HEALTH IMPROVEMENT PRACTITIONER (HIP) & HEALTH COACH

Raewyn & Jay are here to help with your wellbeing.

Supporting your wellbeing — physically, emotionally, and mentally. They can help with:

- Chronic health conditions
- Lifestyle changes & nutrition
- Sleep issues
- Stress & anxiety
- Low mood
- Any challenge impacting your quality of life

This is a free service — book through your GP, Nurse, or Reception.

CLINICAL PHARMACIST

Belle and Nalini are medication experts and work as part of your clinical team. They offer **medicine reviews and education**, helping you get the most from your treatments. They can help you:

- Understand how your medicines work
- Identify side effects or interactions
- Explore options for managing diabetes
- Learn how to take medicines safely and effectively

PRACTICE MANAGER

Teresa Waitere oversees the daily operations of the medical centre, ensuring everything runs smoothly. She works closely with the GP owners and supports both staff and patients. Her goal is to ensure you feel **welcomed, respected, and cared for** throughout your visit.

RECEPTIONISTS

Louise (Coordinator), Jae, Leslie, Bridgette & Emma

The Front-Line Specialists are here to assist you.

As your **first point of contact**. They will:

- Answer your calls
- Book appointments
- Check you in on arrival
- Keep your details up to date
- Manage patient accounts
- Keep clinicians informed



They are here to help and are committed to making your visit as smooth and comfortable as possible. Please don't hesitate to ask if you need assistance.

ADMINISTRATOR

Toiana supports both our **clinical and administrative teams**, handling behind-the-scenes coordination and stepping in at Reception when needed. Her efficient work keeps everything running reliably.

STUDENTS

We proudly support the next generation of healthcare professionals. From time to time, you may be asked if a **student can observe or assist** in your consultation.

You are **welcome to decline** — no explanation needed, and it won't affect your care in any way.



APPOINTMENTS

Call **07 838 2323** or book online via **MMH**.

Choose **video (Doxyme)**, **phone**, or **in-person**.

Please note your preference in the '**reason for booking**' if using MMH.

Emergencies are prioritised—urgent calls will be transferred to a nurse.

No same-day appointment?

Ask to be placed on our **cancellation list** so we can contact you if a slot opens.

Can't attend?

Let us know as soon as possible so we can offer the time to another patient.

If you fail to attend, are unavailable for your virtual appointment, or cancel within one hour of your scheduled time, a "Did Not Attend" (DNA) fee will apply

Appointment times

Standard: **15 minutes per patient**.

Longer consultations available on request (may incur extra fees).

Multiple patients

Book **one appointment per patient**.

If extra queries for other family members are raised, you may be asked to book another appointment or additional charges may apply.

Virtual Appointments

Phone or **video** appointments are available with all of our doctors.

Please note that not everything can be managed virtually. We will do our best to address your needs during the consult, but sometimes a face-to-face appointment may still be required. Your doctor will advise you if this is the case.

Follow-up appointments

Repeat visits for the same problem will not necessarily mean a reduced fee, as they often take just as long, or even longer, than the initial consultation. The doctor will determine the appropriate fee at their discretion.

New Patients

As a new patient, you will be asked to book an appointment with our HCA or Nurse for new patient observations, followed by a longer consultation with your doctor at your first visit.

This extra time allows your doctor to review your medical history, current medications, and any health concerns you may have. Please note that the fee for your first appointment will be higher than the standard consultation fee.

This requirement applies only to patients who are new to the Practice. If you are already enrolled with South City Health and are transferring to another doctor within the Practice, your full records are already available, and this step is not required.

Services Available

♦ Health Screening	♦ Family Planning	♦ Cervical Screening	♦ Pregnancy Tests
♦ Vaccinations	♦ Immunisations	♦ Infusions	♦ Minor Surgery
♦ Contraception	♦ Dermalite	♦ Asthma Clinic	♦ Diabetes Clinic
♦ Travel medicine	♦ Steroid injections	♦ Skin Checks	♦ ECG
♦ Sports medicine	♦ Driving licence	♦ Wellman Checks	♦ Audiometry
♦ Spirometry	♦ Weight Management	♦ Smoking Cessation	♦ Liquid Nitrogen Freezing Therapy
♦ Sexual Health checks			♦ Immigration Medicals
♦ Diving Medicals (OSH and Recreational)			

Interpreters / Translators

If you (or a family member) require an interpreter service, we can arrange this for you. This is a *free* service if you meet criteria.

Please let us know when booking your appointment so we can organise it in advance.

Home Visits

Home visits are available for regular patients, whose condition prevents them from attending the surgery. Appointments are arranged through the nurses who can be contacted during normal surgery hours.

Travel Medicine

Travel Clinic appointments are available on Wednesday mornings, where a full travel medicine service is available.

This includes:

- Comprehensive travel medicine consultations.
- **Yellow Fever** vaccination, certification, and waiver certification where appropriate.
- **Rabies** vaccination — rapid rabies regime, intra-dermal regimes, and intramuscular regimes.
- **Malaria** prevention and prophylaxis.
- Current **diarrhoea prevention and treatment** advice.
- Prevention guidance for **Zika, dengue, and schistosomiasis**.
- Specialist advice for **elderly travellers, pregnancy and breastfeeding, and children**.
- Expertise in **altitude and adventure travel**.



Reminder System:

Appointment reminders are sent out either the night before or the morning of your appointment via text message. These reminders are generically worded to cover all appointment types, including virtual (phone or video) and in-clinic visits. If you are unsure which type of appointment you booked, please contact Reception to confirm so you don't miss your appointment.

EXAMPLE

Hi Elvis, Reminder you have an appointment on 27/08/2025 @ 08:00 AM please call if no longer required to avoid a fee. South City Health DO NOT REPLY

Recall System:

Our practice is committed to preventative health care. Recall notices are sent out monthly via text message, post, and MMH email to remind patients about follow-up treatment and general preventative care.

TEST RESULTS

When blood tests are carried out, patients are advised of approximately when results will be available. Patients will be contacted if follow-up or repeat tests are required. To support partnership, participation, and responsibility for their own health, patients are asked to phone the clinic one week after their test if they have not been contacted about their results.

INR Results:

If there are any changes to your dose, we will phone you on the day of your INR test. If you do not hear from us, please continue with the same dose and phone the clinic the day after your test to obtain your latest result. Call **07 838 2323** and select option 3 to request a call back from a nurse.



REPEAT PRESCRIPTIONS

Repeat prescriptions may be issued without a consultation for a stable medical condition *only if* authorised by your doctor. This is discussed during your medication review, when you will be advised of the recommended time for your next clinical review. It is generally expected that patients will consult their doctor at least every six months unless otherwise agreed.

- To minimise inconvenience and ensure appointment availability with your preferred doctor, please make prescription requests at least two weeks before you run out of medication.
- If you are close to running out, we can provide an interim small supply prescription.
- Pharmacies may also issue an emergency three-day supply for medications prescribed by a New Zealand doctor in the past three months, provided it is your usual pharmacy.

Please refer to the fees table for prescription charges, noting that there is an additional fee for prescriptions required within 24 hours.

Prescription requests can be made by phoning the Nurses Prescription Line or sending a request via ManageMyHealth. If there are any queries or anomalies with your request, the nurse will discuss these with your doctor.



\$25
annual fee

MANAGE MY HEALTH (MMH):

Your personal health at your fingertips — anytime, anywhere.

ManageMyHealth (MMH) is a secure online platform that connects you with your medical centre and gives you easy access to your personal health information. With your consent, MMH safely uploads your health data from our medical system, allowing you to manage and monitor your health from any internet-enabled device — wherever you are.

Once registered via our reception, MMH lets you:

- Book appointments online
- Request repeat prescriptions quickly and easily
- Receive recall reminders for check-ups and tests
- View your medical history, including:
 - Lab results
 - Immunisations
 - Allergies
 - Prescriptions
 - Diagnosed conditions
- Securely message your healthcare team
- Share health information with other providers when needed
- Use interactive tools to track your health and support lifestyle changes

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document, and it is our policy to always maintain the security of your personal health information. It is important that you keep us informed of any changes to your personal details, such as your address, phone numbers, email address, or next of kin. Reception staff will check these details regularly as part of our standard procedure.



PRIVACY

Our practice follows the rules set out below whenever we collect, use, store or disclose information about your health.

Collecting your health information

When we collect health information from you, we will:

- only collect the information for the purpose of treating you (or for some related purpose)
- collect the information directly from you unless you have authorised us to collect the information from someone else (or we have some other lawful reason for collecting the information from someone else); and
- tell you why we are collecting the information and what we will do with it.

Using your health information

We will not use your health information for any purpose other than for the purpose of treating you unless we get your informed consent, or we will use your information in a way that doesn't identify you (or where we have some other lawful reason for doing so).

Consult notes

Some of our GPs use an AI program to assist with time management during consultations. This program allows consultation notes to be dictated and converted to text in real time, enabling the doctor to spend more time engaging with you and less time writing notes. The program does not record your conversations, and no information is sent to outside parties.

Storing your health information

We will store your health information securely so that only authorised people can access or use your information.

Disclosing your health information

We will not disclose your health information to anyone without your informed consent unless we have a lawful reason for doing so.

Access and correction of your health information

You can ask us to confirm whether we hold information about you. If we hold information about you, you have the right to access the information.

You can ask us to correct any information that we hold about you if you think that the information is inaccurate. If we refuse to correct your information, you can ask us to put a note on your information that states that you have asked for the correction to be made.

Enquiries

If you have any concerns about any matter relating to your health information, please ask to speak to our privacy officer.

Shared Electronic Records:

General practices, hospitals, accident and medical clinics, pharmacies and other health providers in the community all have a role in keeping you well.

Your health records are held at the general practice you are registered with. Sometimes other health providers need that information to make sure you receive the very best care when and where you need it.

A secure electronic summary of your health records will be available for other health providers to access that are directly involved in your care; this can only be accessed with your permission.



YOUR RIGHTS

This practice complies with the Code of Health and Disability Services Consumers' Rights to provide a quality health service to you. If you feel your rights have been breached, please let us know. We welcome any opportunity to improve our standard of service and uncover any problem. You may add a comment to our suggestion box or make a complaint verbally or in writing. Alternatively, should you feel unable to do so, you may seek the support of an independent advocate from the Health and Disability Commissioner's Office, by phoning **0800 11 22 33**. For more information about the complaints process please ask any member of our staff.

The Code of Rights means that you should have:

Mā tēnei Ture Tiaki i ōu Tika, ka ahei kia u nga tikanga:

- 1 Respect Mana**
- 2 Fair treatment Manaakitanga**
- 3 Dignity and independence Tū rangatira motuhake**
- 4 Appropriate standards Tautikanga**

5 Effective communication Whakawhitiwhitinga whakaaro

6 Information Whakamōhio

7 Choice and consent Whakaritenga mōu ake

8 Support Tautoko

9 Rights during teaching and research Ako me te rangahau

10 Your complaints taken seriously Amuamu



By enrolling with this practice, you will be enrolled with the Midlands Regional Health Network Charitable Trust, and your name address and other identification details will be included on both the Practice and the PHO Enrolment Register.

Enclosed is information about the benefits and implications of enrolment with the Midlands Regional Health Network Charitable Trust, and their contact details are as shown.



Midlands Health Network offices

Hamilton (Head Office)

Norris Ward McKinnon House
711 Victoria Street
PO Box 983
Hamilton 3240
Phone: 07 839 2888

PAYMENT & ACCOUNTS POLICY



We aim to provide transparent and fair service to all patients.

Please read the following information regarding fees, payment options, and our policies.

A **full list of our fees** is available:

- At the end of this brochure
- In consultation rooms
- On our waiting room notice board
- Behind Reception counter

Payment is expected on the day of your appointment, including virtual consultations.

Accepted payment methods:

- Cash
- EFTPOS
- Credit Card
- Online banking

Online Payments: South City Health Ltd – 03-0314-0330934-00

Use your name and chart number as the reference (found on your invoice or contact Reception).

We do not routinely run accounts.

If you're unable to pay on the day, please speak with Reception to discuss options.

Invoices & Account Fees

- Invoices are sent at the beginning of the month via email, text & post, depending on your preference
- Accounts must be paid within 7 days to avoid incurring an account fee.
- Please keep your contact and email information up to date.
- Outstanding balances must be paid before your next chargeable service (e.g., consultation, prescription).

Overdue Accounts

Accounts unpaid for 3 months will be:

- Forwarded to a Debt Collection Agency (collection fees will apply).

Missed Appointment Fees

- Doctor appointments: \$30 fee if cancelled within 1 hour or if you fail to attend
- Nurse appointments: \$10 fee for no-shows
- Continued non-attendance may result in the full consultation fee (\$65 incl. CSC holders)

These policies apply to all age groups.

Payment Plans

South City Health understands that managing healthcare costs can sometimes be challenging. To help, we offer **Payment options** designed to support you (and your family) in managing your medical expenses safely and effectively, allowing you to **budget in a way that suits your needs**, whether that's spreading regular healthcare costs or paying off an existing balance over time.

If you would like to find out more or set up a plan, **please speak to Reception**.



BEHAVIOUR

Our Team is here to help

We understand that you may sometimes feel frustrated, upset, unwell, or under stress. However, our staff have the right to always be treated with dignity and respect, without the risk of yelling, threatening behaviour, or violence.

South City Health has a **Zero Tolerance** policy for abusive or threatening behaviour, whether in person or over the phone. Such behaviour will not be tolerated and may result in offenders being asked to leave the practice.

SECURITY

Please be aware there are cameras operating externally & internally in the common areas



AFTER HOURS CARE ARRANGEMENTS

South City Health provides 24hour care for patients. Outside of surgery opening hours please ring the normal surgery number **07 8382323** for options of our after-hours services for help and advice.

Should it be necessary for you to consult with a doctor, after-hours attention is available with: Practice Plus online at www.practiceplus.nz

Weekdays 8.30am – 10pm & weekends / public holidays 8am-8pm.



Alternatively, at Anglesea Clinic, corner Anglesea and Thackeray Streets, Hamilton **07 858 0800**.

Any fees incurred for afterhours care is the responsibility of the patient.



DOCTORS NORMAL WORKING DAYS

Patients often wonder when their own GP is normally available for appointments, please note some of our Drs have dedicated Virtual only (v) days.

This table should provide a useful reference for you:

Dr Paula England	Monday, Tuesday, Thursday
Dr Nilakshi Fonseka	Monday, Tuesday (v), Thursday, Friday
Dr Angela Hancock – In clinic (1 st full week of the month)	Monday, Wednesday, Friday
Dr Angela Hancock – Virtual only (rest of the month)	Monday (v), Wednesday (v), Friday (v)
Dr Toby Hills	Monday, Tuesday (v), Wednesday, Thursday (v), Friday
Dr Dan Neave	Monday, Tuesday, Wednesday, Thursday, Friday (v)
Dr Dasna Pallie	Tuesday, Wednesday, Thursday
Dr Tiffany Sayer	Monday, Tuesday, Wednesday, Thursday, Friday
Dr Kate Sinclair	Wednesday, Friday
Dr Mark Taylor	Tuesday, Wednesday (Travel Clinic)
Dr Geraldine Tennent	Wednesday
Dr Damian Tomic	Tuesday, Wednesday, Thursday

Please note all the doctors at South City Health have access to your medical records and are able to provide care for you in the absence of your own GP.

CONSULTATION FEES

Registered Patients

Video / Phone / In clinic – the same fee applies to all methods of consultation

Consult	CSC	ACC	ACC with CSC	HUHC
0-13 yrs	Free	Free	Free	Free
14-17 yrs	\$35	\$13.50	\$35	\$13.50
18 -64 yrs	\$65	\$20	\$65	\$20
65+	\$62	\$20	\$62	\$20

Long Consultations

If you require a double appointment (30minutes), it is double a normal consult fee

Prescriptions

48hrs+ (pick up or to Pharmacy) \$25
<48hrs (urgent) \$35

Medical Examinations

Other medicals may be available please ask at Reception if you have a specific request

Drivers Licence	\$85
Diving Medicals	
- Standard (Recreational)	\$155
- OSH	\$285
- Student	\$85

Additional Charges

A doctor consultation may involve one or more of the following charges, in *addition* to the normal consultation fee (this applies to any age):

24 Hr Blood Pressure	\$90	Medical Certificate	\$25
Audiology	\$55	Nurse BP Check	\$15
Cervical Smear (Nurse)	\$35	Nurse Consultation	\$25
Cervical Smear (self-swab)	\$25	Nurse Prescriber	\$40
Dermalite (without ref)	\$25	Sexual Health Check	\$30
Dressings	\$15+	Specialist referral / Letter	\$25
ECG	\$45	Spirometry	\$55
Injection	\$20+	Suture Removal	\$15
IV Treatment	\$50+	Travel Consult (16+)	\$130
Liquid Nitrogen	\$15+	Travel Consults (15 & under)	\$75
ManageMyHealth	\$25 annually	Travel Vaccines	Up to \$600 p/v

Please note that a normal consultation is 15 minutes per person. Different fees for longer consultations and home visits (\$250) and for minor surgery (\$300+) may be charged.

* prices as @1/11/2025

Free WiFi

SCH Guest
Password: BestHealthinTown
(case sensitive)

Please be Courteous of Other's

No Speakerphone Calls, Videos, or Loud Audio



Please use headphones or step outside to take your call
Please have your phone off / on silent during your
appointments

Notes:



SOUTH CITY HEALTH LTD

91 Kahikatea Dr
Hamilton
Ph 838 2323 Fax 838 2327