

August 2023

To our Dear Patients,

Like many NZ medical practices, here at Elstree Ave Family Doctors we are experiencing a growing gap in availability of Doctor services. We acknowledge that this gap is impacting on you and your whanau.

For a variety of reasons: maternity leave, illness and commitments elsewhere, we currently have half the number of Doctors/Nurses practitioner hours. We are working tirelessly on accessing further staff and hours. Some days only one Doctor and one Registered Nurse are available. This leads to longer waiting times, overwhelmed staff and potential personnel burnout. We recognise this also impacts on you, with longer wait times to secure an appointment and the anxiety that this can trigger.

To bridge this gap and continue to provide the excellent standard of care we seek to provide, we are sharing some alternative options to support you and our team over the next few months as we actively recruit staff.

Our extended practice team are here to support. Our Dietitians, Health Improvement Professional/Health Coach, Social Worker and Health Care Assistant work alongside an Administration team to ensure the right team member meets your needs with a face to face or phone consultation.

Manage My Health is a great way to access our team's appointment schedule, request a repeat prescription, or email any queries and requests to the Administration team, Nurse or Doctor.

There are also external options to access health support afterhours **Practice Plus and Telehealth** are two services we are linked to that offer you support. See our website for details.

The team at Elstree Ave Family Doctors are committed to providing the very best health care for you and your whanau and appreciate your understanding in these challenging times.

Kind regards

The Team at Elstree