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Our Doctors

Dr Andrew Fang
Dr Angela Glew
Dr Anne Marie Guiney
Dr Asit Parekh
Dr Bala Newton
Dr Bert Rauber
Dr Carolyn Holmes
Dr Haseena Hussain
Dr Joe Cornforth
Dr Julian O'Sullivan
Dr Manisha Saini
Dr Margaret Muir
Dr Mark Vaughan
Dr Nishkala Pasupati
Dr Ruth Knowles
Dr Zig Khouri

Opening Hours

Mon – Thurs · 8am – 6pm
Fri · 8am – 5pm

Hours may differ over holiday periods

Urgent Doctor Service

This service is available if you need to be seen in an accident or emergency situation and your own doctor is unavailable.

Mon – Fri · 8am – 5pm
(Patients can drop in)

Mon – Thurs · 5pm – 6pm
(Booked appointments with the urgent doctor for urgent medical assistance)

Contact Us

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Patient Survey Analysis November 2016

Hamilton East Medical Centre undertakes a Patient Survey every two years. The latest being in November 2016. The Practice Strategic plan aims for a target of 90% of responses being “very good” or better. The result for this survey was 86% however this is a significant increase on both the 2012 (80%) and 2014 (81%) surveys.

Improvements on previous survey's

- Overall satisfaction with my doctor, an increase from 96% to 99%
- Urgent Doctor, opportunity to express concerns, an increase from 72% to 90%
- Urgent Doctor, respect shown to me, an increase from 74% to 92%
- Urgent Doctor, consideration of my personal situation, an increase from 71% to 91%
- Urgent Doctor, explanation to me, an increase from 65% to 89%
- Urgent Doctor, time allocated for my visit, an increase from 67% to 85%
- Urgent Doctor, felt reassured by the Doctor, an increase from 67% to 86%
- Urgent Doctor, confidence in ability, an increase from 69% to 90%
- Urgent Doctor, overall satisfaction, an increase from 68% to 89%
- Reception, waiting room comfort, an increase from 67% to 73%
- Reduction in patients being seen elsewhere, from 49% to 39%
- Reduction in patients registering elsewhere, from 5% to 2%

Opportunities for improvement

- Lack of car parking
- Reduction in the amount of time taken to answer phone calls
- Increase in information of illness prevention and staying healthy
- Increase information on the benefits of Manage my Health

How is the Practice working to resolve the above opportunities?

- Hamilton East Medical Centre has approached Hamilton City Council to change the parking directly outside the Practice from all day parking to 60-minute parking. This will increase the turnover of available parking. The HCC Carpark committee meets on 23 March 2017
- To create a working group of essential staff to look at how the Practice can reduce the time taken to answer incoming phone calls.
- To create a working group of Nursing and Doctors to look at how we can increase the circulation of information regarding illness prevention and staying healthy.
- All staff to increase the information given to all patients regarding the benefits of Manage my Health.

Overall, the results of the Survey are positive and pleasing. The Practice still has some work to do to achieve an overall target of 90%. I hope that by addressing our opportunities for improvement this will have a positive impact on the next survey.

Thank you to all who took part in the survey. This information helps Hamilton East Medical Centre to continue to improve our service to you.



If you would like to receive our newsletter via email, please send your Name, Date of Birth and email address to hemc@hemc.co.nz

Changes to the National Immunisation Schedule - Gardasil

GARDASIL HPV VACCINATION

Adapted from: Immunisation Advisory Centre HPV Fact Sheet January 2017

A new vaccine has been added to the New Zealand Immunisation Schedule : Gardasil®9 , which gives protection against HPV infections, is now funded and recommended for boys and girls aged from 9 years to under 27 years. It has been added to the Immunisation Schedule to be routinely recommended at age 12 years.

Human papilloma viruses (HPV) are common viruses. Some types cause genital warts. Other types can cause cancer. HPV is very contagious and can spread from skin to skin contact and by sexual intercourse. Most HPV infections do not show any signs or symptoms and many people with HPV will clear the virus without any complications. An infected person can unknowingly spread the virus to others. If left undetected, in some people, HPV infection can lead to cancers of the cervix, mouth, throat, vulva, vagina, penis and anus. Cancer can develop about 10 - 20 years after infection.

There is no treatment for persistent HPV infection. Abnormal or precancerous cells caused by HPV can be treated but many cancers caused by HPV are not detected early.

Immunisation with the HPV vaccine helps prevent infections caused by the most common HPV types. The best time for Immunisation is prior to any sexual activity and the vaccine produces a better response in pre-teens than in older teens.

For further information: <http://www.immune.org.nz/diseases/human-papillomavirus>

All about the 2017 Influenza Season

We are most likely to receive our Flu vaccines between the 7th and 10th of March.

- Around one in four New Zealanders are infected with influenza or 'flu' each year. Many won't feel sick at all, but can still pass it on to others. Getting an influenza vaccination before winter offers you and others the best protection
- Pregnant women and their babies can suffer serious consequences as a result of influenza. A FREE influenza vaccination during any trimester of the pregnancy reduces this risk
- Older people and those with certain medical conditions are more likely to have medical complications from influenza. A FREE influenza vaccination reduces these risks
- Influenza is a serious illness that can put anyone in hospital or even kill them, including young and healthy people
- Influenza vaccination is safe, effective and cannot give you "the flu"

More than 1.2 million New Zealanders have their influenza vaccination each year. Getting vaccinated each year as early as possible before winter hits gives the best protection.

The influenza vaccine for the New Zealand 2017 influenza season contains the following three virus strains:

- A (H1N1): an A/Michigan/45/2015 (H1N1) - like virus (new strain)**
- A (H3N2): an A/Hong Kong/4801/2014 (H3N2) - like virus**
- B/Brisbane/60/2008 - like virus**

Did You Know?

People who laugh a lot, are much healthier than those who don't.
Laughing lowers levels of stress hormones and strengthens the immune system.
6 year olds have it best – they laugh an average of 300 times a day. Adults only laugh 15 – 100 times a day!

Remember to Update your Details

It is important to keep your details with us accurate and up-to-date. Next time you come to see us, ensure that we have your correct name, address, mobile number, email and next of kin details.

Doctors Welcoming New Patients

We have five doctors welcoming new patients. All five are experienced doctors. Full bio's can be found on our website – www.hemc.co.nz.
Please feel free to share this information with any one you know who is new to Hamilton or seeking a new doctor.

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On our website you can

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 - Find out about our GPs
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Additional Services at Hamilton East Medical Centre



If you would like more information on any of these services please see www.hemc.co.nz or contact us on 07 839 1232

