



Dear patients,

Important Doctors on Lucken's Updates

Doctors on Luckens fees Increase from 2nd September 2024

Due to the increase in outgoing costs, and inadequate government funding, we have been put in a position where we must increase our fees. The majority of practice income comes from Capitation funding from the government, and the rest from patient fees. Capitation funds GP clinics on the assumption that the average patient has 2.5 visits per year. As our population ages and patients' needs become more complex, 2.5 visits per year is insufficient for acceptable and safe care.

The current funding model is also based on time spent in front of patients, and a recent survey this year found that GPs spend only 56% of the time in front of patients. The rest of the time doing administration, training, and managing a practice, is unpaid.

Government funding for primary care is already among the lowest in the OECD. On average, OECD countries spend 14% of their health budget on primary care, while New Zealand spends only 5.4%. It's known that every dollar spent on primary care saves \$14 in hospital costs.

For general practice to remain viable, we are left with having to increase patient fees to cover our costs and to attract and retain quality staff.

We appreciate your support and understanding.

Main GP fee changes (please see full fee changes from 2nd Sep onwards, on our website or please contact our reception team)

Age group	Current fees	New fees
14 - 17	\$41	\$42
18 - 24	\$43	\$48
25 - 44	\$43	\$50
45 - 64	\$43	\$50
65 +	\$35.50	\$40
Casual 18-24	\$80	\$100 (80 CSC)
Casual 25-64	\$80	\$100 (80 CSC)

Note: CSC = With community services card

Top tips for getting the most from your doctor appointment

Our appointments are scheduled for **15 minutes** per patient; that provides 13 minutes of in-person time and 2 minutes for the doctor to complete their documentation. Referrals, and prescriptions needs to be completed within the 15 mins.

Every patient is important to us and we try very hard to manage our appointments so we can reduce patient waiting times.

To achieve this and to get the best out of your 15 minute consultation, please ...

- Briefly list your concerns at the very start of you consultation so the doctor can better plan the time you have i.e. repeat medications, and headaches. Don't wait till the end to mention an important issue as there will not be enough time to cover things mentioned too late.
- 15 mins goes quick and we recommend discussing **1 or 2 issues** in this timeframe. It is important the doctor is given sufficient time to adequately cover your concern which involves taking a history, performing an examination, arranging investigations or referrals, and allowing the doctor enough time to properly explain the diagnosis, discuss the management plan and answer questions.
- If you have more than two things you wish to talk to the doctor about, please consider a double appointment (which is an additional cost) or make another appointment for another day. 30 min consults are advised for all new patients, driver licence medicals, and mental health consultations.
- Please be aware that we charge \$15 for every additional 5 mins we run over time. Please help us improve waiting times by sticking to the 15 minute time frame. We try to avoid running over time in consideration of the patients waiting after you but sometimes, especially when addressing complex issues, we will run over 15 minutes.

Online bookings on the Manage My Health app for appointments with Dr Micheline Naidu have been disabled due to high demand for appointments. Please call our reception team to book an appointment with Dr Naidu

Warm regards,

The team at Doctors on Luckens