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Important New Practice Policy Notice for patients

[1] Please understand that this GP practice cannot provide online medical advice including answering emails as we are too busy with patients who have made appointments.

[2] In general all certificates and all referrals will need a face-to-face consultation for medico-legal reasons. This may only need a brief (10 minute) consult.

[3] Remote consultations are only acceptable when face-to-face consultations are not possible (such as during a lock-down), or for managing COVID-19 infections, but if you are away from the district and need medical care you should obtain a casual appointment with a local GP or A&M service.

[4] All new prescriptions also need a face-to-face consultation, as do repeats on recently started or changed medication, but if a repeat prescription is arranged, the protocol is for someone to collect the prescription in person from the surgery and deliver it to the pharmacy. This enables payment as we do not run negative accounts and fulfills the legal requirement for a signed hard copy prescription to be delivered to the pharmacy within 7 days. Longer prescription times are likely to be the exception, not the rule (see [LongRx.html](#))

[5] Likewise you should be aware that other payments for services such as minor operations, consultations and referral letters need to be paid at the time or shortly after, directly at the surgery or by Electronic (Internet) Bank transfer.

[6] Fees charged will from now on more closely represent time taken, complexity, equipment and supplies. Please note that you should ensure that you book adequate consultation times (such as longer for more than one problem or person, or for a more involved consultation like a Driver's Medical or a "full medical"), as it is not fair on others who have booked after you if you need longer time than booked. Rushed consultations are unsatisfactory and create medico-legal and doctor-patient issues.

[7] If you are not able to afford our very reasonable consultation fees you could arrange automatic payments, apply for Disability Allowance refunding or consider joining a GP practice that has Government capitation subsidies and unlike us, can offer lower fees.

Dr Keith Blayney (General Practitioner)
Mrs Shirley Blayney (Practice Manager / Legal Executive)

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