**Example comms**

Dear valued patients,

We want to share some important updates regarding our services at Winton Medical Services.

Like many medical practices across New Zealand, we are feeling the strain of insufficient government funding. It's disheartening to witness the closure or reduction of services in medical centres nationwide due to financial constraints. Unfortunately, Winton Medical Services has not been immune to these pressures.

Winton Medical Centre is run by a non-profit Charitable Trust and as such our primary focus has always been on providing quality care to the Central Southland Community without the burden of profit margins. However, the current financial reality is that we are operating at an unsustainable loss.

We are committed to preserving the breadth and quality of services we offer, but without necessary changes, our ability to do so is at risk.

Effective 1 June 2024, we will be implementing adjustments to our fee structure to help alleviate some of the financial strain. We understand that any changes in cost can impact our patients and want to give you notice of these.

Blood Tests: Previously covered in full by the Medical Centre, blood tests will now incur a $xx fee for enrolled patients and $xx for casual patients. You do have the option to access these tests at no cost by visiting one of the three Awanui Lab facilities in Invercargill.

* Patient Fees: Our updated fee schedule is as follows:
  + - Under 14 years: Remains free
    - 14 - 17 years: $xx
    - Over 18 years: $xx

There is a $xx increase to an ACC consult and no change for Community Service Card users.

We have reviewed our nursing time, dressings, and procedure prices, ensuring they now reflect the actual costs involved. Please ask at reception, or your doctor or nurse for the updated pricing.

We understand that these changes may pose challenges for some of our patients. We want to reassure you that your access to healthcare is a priority for us. If you find yourself in a situation where paying for medical services is a concern, please don't hesitate to reach out to Merrin, the Practice Manager. We are more than willing to work with you to explore alternative payment options or financial assistance programs.

Thank you for entrusting us with your care. We remain committed to serving you with compassion, integrity, and the highest standard of medical excellence.

Warm regards,

Winton Medical Services