



Team updates

A very warm welcome to our new team members who have joined the Crawford team. Together, they are excited to help look after you and support your care.

More doctors for your care



Dr Jill Ylen

Dr Jill will be relocating from Belgium to settle in New Zealand, bringing with her more than 13 years of experience as a GP.

Languages: English, Dutch, and French

Start Date: February 2027

New Team Members & Staff Farewells

We are also excited to welcome several new members to the Crawford team:

- Medical Receptionists: Shaheen and Sherilyn
- Accounts Administrator: Kyla
- Registered Nurse: Lauren

We are sad to share that after a wonderful year with Crawford, Dr Bradford Volk will be moving on to pursue a new opportunity, with his last day at Crawford Medical Centre on 12 November 2026. We sincerely thank him for his dedication and care over the year and wish him all the very best for the future.

New Health Coach 🌿 - coming Soon!

A Big Thank You



We would like to say a heartfelt thank you to our wonderful community for the incredible support, patience and kindness you have shown our team during the recent busy flu season. We truly appreciate your understanding when our waiting rooms were busier than usual and you sometimes had to wait longer than expected. A special thank you also to those who went above and beyond, even bringing in soup, bread and other treats for our team, your thoughtfulness meant more than you know. The kindness and support we have received from our community has been amazing, and we are incredibly grateful.

Acute Walk-in Clinic

You Asked, We Listened!



Extended Hours: We are pleased to announce that our Acute Walk-in Clinic is open **until 4pm** Monday to Friday and on Saturdays 9am to 12pm.

Your Feedback Matters

Survey Results 2026

WE ARE PROUD TO ANNOUNCE THAT OUR PATIENT SATISFACTION RATE WAS ...

92%

We extend our gratitude for your participation in our survey. Your feedback are greatly valued, as this enable us to enhance our services.

Google Reviews ★★★★★

Crawford Medical has achieved a 4.6-star rating, reflecting our commitment to patient care and service.

A huge thank you to all our patients who shared their feedback and left us a review!

Did you know Crawford Medical Centre provides medical care to residents across several retirement villages and aged care facilities in our local community? We're very proud to be part of this important area of healthcare and to support our elderly community. Here is a photo from a recent opening of a wonderful new facility in the Botany area. 🎉



Prime Minister, Christopher Luxon
Servicing GP, Dr Viviana Melendez Muniz
CEO, Dr Bruce Greenfield
General Manager, Samantha Viljoen
Aged Care Manager, Laura Booth

Services now available at Building B 2 Picton Street

- Yousif Mansour: Physiotherapist
- Roslyn Hughes – Psychologist (Specialising in OCD and anxiety)
- Melissa Dorr – Acupuncturist and Midwife
- Jonathan Kirk – Counsellor
- Sean Edwards – Health Improvement Practitioner (HIP)
- Weight Management Clinic
- Diabetes Clinic



Did You Know? Wellness Consults are FREE!

You may be eligible for up to 8 FREE wellbeing consultations each year with your healthcare provider.

Your provider will advise whether you are eligible for a funded consultation.

Your wellbeing is our focus!



Fee update

Great news! Our standard GP & NP 15-minute consultation fees will **not increase** this year.

Please note that from 1 October 2026, a \$20 fee will apply to nurse phone consultations, and nurse consultations on Saturdays will incur a \$10 surcharge. Thank you for your understanding and continued support.

A Little Fun

We hope the kids have been enjoying our colouring-in competitions while visiting the practice! Our recent themes included the Football World Cup and Trolls, giving our younger patients something fun to do while waiting for their appointments. Thank you to everyone who took part, and a big congratulations to our winners! We love seeing all the colourful creations and happy little faces. 🎨



Prostate Cancer Awareness Month



Prostate cancer occurs most often in men over 50 and is the most common cancer diagnosed in New Zealand men. Early prostate cancer often has no symptoms. You can book a routine checkup with one of our dedicated practitioners at Crawford Medical by giving us a call or book online via the MMH portal.

www.prostate.org.nz

Monday to Friday: 7.30am - 7pm
Saturday: 9am - 12pm

Acute walk-in clinic available

Monday-Friday: 9am-4pm

Saturday: 9am-12pm