

PRACTICE INFORMATION



‘A quality medical practice’

HUNTERS HILL MEDICAL PRACTICE

6 RYDE ROAD HUNTERS HILL NSW 2110

Telephone 9817 2080 Fax 9879 6450

www.hhmp.com.au

MEDICAL PRACTITIONERS

Dr. Andrew Bowes MBBS FRACGP

Dr. Anthony Keane MBBS DCH(Lond) FRACGP

Dr. Gabrielle Wood MBBS(Hons) FRACGP

Dr. Janice Newton MBBS(Hons) DipRACOG

Dr. Charbel Badr MBBS(Hons) FRACGP BAppSc(Phty)(Hons)

Dr. Victoria Wilkinson MBBS(Hons) BSc(Med) DCH FRACGP

PHYSIOTHERAPIST

Nancy Ho BAppSc(Phty) MMSPhy

PSYCHOLOGISTS

Susie Croll BSc Psych(Hons) MPsych(Clin)(Hons) DipCH MAPS

Kristy Dunlop BPsych(Hons) MPsych(Clinical)

Jackie Kingston BA(Psych) Postgrad Dip Psych Associate MAPS

DIETITIAN

Zoe Wilson BSc (Nutrition) (Hons I)

HHMP CONSULTING HOURS

8.00am to 6.30pm **Monday to Friday** - by appointment

8.00am to 11.30am **Saturday** - by appointment

OUR CAR PARK is entered from Short Street and there is flat, easy access for disabled patients.

Our Practice is a non-smoking environment.

THE PRACTICE

We aim to provide a reliable, high quality family medical service. Our Doctors are highly qualified and are actively involved in continuing medical education. They work as a team to provide a high standard of medical care. We are committed to an ethical code of practice, including the confidentiality of all patient consultations and records. Our Practice has an emphasis on preventive medicine.

HHMP is a teaching practice for Sydney University's Faculty of Medicine. There is sometimes a final year medical student with one of our Doctors. If you are uncomfortable with this, please feel free to let Reception know before your consultation.

IMMUNISATIONS AND VACCINATIONS

HHMP is an accredited Yellow Fever Vaccination Centre and we also provide all the recommended childhood immunisations and vaccinations for overseas travel – eg Yellow Fever, Typhoid, Hepatitis and Meningitis. The Doctors at HHMP arrange anti-malarial medications and have access to up-to-date information regarding travel for various countries. Vaccines for Cervical Cancer, Influenza and Pneumonia are also available.

HOME VISITS AND HOSPITALS

The Doctors visit Montefiore Home, Longueville Hospital, local Nursing Homes and Retirement Villages. The Doctors are available to do Home Visits in the local area for patients too ill to attend the Surgery. If you do need a Home Visit, please request this in the morning if possible, so that the Doctors can plan their day for the Surgery and other commitments.

PHONE CALLS

Doctors are often in consultation when a patient rings. Emergency phone calls will be attended to immediately by one of our Doctors, otherwise patients' calls will be returned as soon as possible, which may not be until the end of their session.

PATHOLOGY, RADIOLOGY AND RESULTS

Specimens are collected at our Surgery by our Douglass Hanly Moir collector. Urgent results are available in 4-6 hours. Patients requiring X-rays are referred to one of the local Radiologists and results are available immediately. Uncomplicated results will be given by the Doctor over the phone, eg Pap Smears, Pregnancy and Urine Tests. Results of complex blood tests and X-rays should be discussed at a follow-up consultation.

REPEAT PRESCRIPTIONS AND REFERRALS

Requests should be made at least one day in advance. It is not possible to repeat prescriptions unless the patient has been seen in the previous six months. This ensures a good standard of practice. Likewise, it is generally necessary to see your Doctor for an appropriate referral so that adequate information may be given to the Specialist.

HHMP'S ALLIED HEALTH PROFESSIONALS –

PHYSIOTHERAPIST - Nancy Ho - Monday to Saturday.

PSYCHOLOGISTS - Susie Croll - every Thursday morning.

Kristy Dunlop - Thursday morning and Saturday morning.

Jackie Kingston - Wednesday and Friday afternoon.

DIETITIAN - Zoe Wilson - every second Thursday afternoon.

PRACTICE NURSES - Dee Stacey and Lynda Shrimpton - Monday to Friday.

Our Nurses' duties include Health Assessments, administering vaccinations and immunisations, attending to dressings and removal of sutures.

PRIVACY

We value the Doctor-Patient relationship and patient privacy is vital to such a relationship. The Privacy Act of 1988 and its recent amendments formalise the already-existing and acknowledged privacy obligations of our Practice.

Our Doctors and Staff collect information from patients primarily to provide proper care and treatment. We have a legal and ethical duty to protect patient information. Patient information may have to be disclosed with other Doctors, Nurses, Therapists and Medical Technicians so that proper healthcare is not compromised.

This is an Accredited Practice. From time to time a GP Accreditor may inspect randomly-selected medical records for the purpose of Accreditation. Patients who wish to look at their information held by this Practice, or who have other queries about privacy information are welcome to discuss these matters with their treating Doctor.

REMINDER / RECALL SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor or our receptionists know.

AFTER-HOURS MEDICAL SERVICES

The following information about after-hours medical services may be obtained by ringing the usual Surgery number - 9817 2080.

To arrange a home visit after-hours, please call our Deputising Service, FAMILY CARE MEDICAL SERVICES, on 13 74 25. In an emergency, call the Ambulance on 000.

Doctors from our Practice may be contacted for emergency home visits from 6.00am to 8.00am Monday to Saturday by calling the same number – **13 74 25**.

PATIENT FEEDBACK

We aim to provide the highest standard of professional care to our patients. Please tell us of any suggestions you may have to improve our service.

From time to time, this Practice invites patients to complete a Questionnaire on their views of the Practice and how it could be improved. This is completely confidential and helps us to improve our services. If you have any concerns or complaints about your treatment at HHMP, please contact one of the Doctors, our Practice Manager or Receptionists so that we can address the issue and resolve the problem.

FEES

Fees vary depending on the time involved in the consultation. Current fees are displayed near our Reception Desk. Consultations in the Surgery:

Level A Minor	\$35.00	Level D Comprehensive	\$180.00
Level B Standard	\$75.00	Home Visit	\$130.00
Level C Complex	\$130.00		

We ask that all accounts are paid at the time of consultation. If you are having difficulty paying your account, please talk to your Doctor or one of our Receptionists. Please note that Bulk-billing is available for Aged Pensioners and Veterans Affairs patients.

DOCTORS' CONSULTING HOURS - by Appointment - 9817 2080

SATURDAYS – there are usually two Doctors on duty - 8.00am – 11.30am

Please ring 9817 2080 for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will be given priority provided by the doctor available at the time. If an interpreter is required please let us know at the time of booking and we will organise this for you.

Please inform the Receptionist if you wish to have a full check-up so that a longer appointment may be booked.

HUNTERS HILL MEDICAL PRACTICE CONSULTING HOURS

PLEASE PHONE 9817 2080 FOR ALL APPOINTMENTS

<u>DOCTORS</u>	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
ANDREW BOWES	AM PM	AM PM	AM	AM PM	PM
ANTHONY KEANE	AM PM	PM	AM PM	AM	AM PM
GABRIELLE WOOD	PM	AM	PM	PM	
JANICE NEWTON	AM		PM		AM
CHARBEL BADR		AM PM		AM PM	AM
VICTORIA WILKINSON	AM PM	AM	AM	PM	PM

PLEASE NOTE – HOURS MAY VARY WHEN ANY OF THE ABOVE STAFF ARE AWAY.

USEFUL PHONE NUMBERS

AMBULANCE 000
POLICE 000
Gladesville 9879 9699

AFTER HOURS MEDICAL SERVICE

Family Care Medical Service 13 74 25
POISONS INFO SERVICE 13 11 26

INTERPRETER SERVICE 131 450

HOME HELP Gladesville 9817 0101
HOSPITALS R Nth Shore 9926 7111
Ryde 9874 0199
Sydney Adventist (San) 9487 9111
Sydney Children's Randwick 9382 1111
Westmead Children's 9845 0000

