



## GLEBE FAMILY MEDICAL PRACTICE

114 Glebe Point Road, Glebe NSW 2037

Tel: (02) 9660 8399

Fax: (02) 9692 9709

[www.gfmp.com.au](http://www.gfmp.com.au)

Welcome to Glebe Family Medical Practice – RACGP NSW General Practice Winner 2018

We are a fully accredited practice that aims to provide quality comprehensive health care to our community.

This includes preventative care, antenatal care, paediatrics, women's health, family planning, men's health, travel health, minor surgical procedures, chronic disease management, mental health and counselling.

Our vision is to be a valued community focused healthcare home.

After hours locum home service: 02 8724 6300

Balmain GP casualty: 02 9395 2111

### PRACTICE HOURS

Monday to Friday 7:30 am – 6:00 pm

Saturday 8:30 am – 12:30 pm

Sundays and public holidays closed

### THE PRACTICE TEAM

#### DOCTORS

Dr Allison Bielawski  
Dr Naomi Ginges  
Dr Charlotte Hespe  
Dr Stefanie Fox  
Dr Rosalind Ghosh  
Dr Janine Morrow  
Dr Declan Nugent  
Dr David Peiris  
Dr Manohan Sinnadurai  
Dr Michelle Stewart  
Dr Wendy Thornthwaite  
Dr Vanessa Wood  
Dr Catherine Lyons  
Dr Jay Dargan

#### PRACTICE MANAGER

Jacqueline Ellsmore

#### RECEPTION STAFF

Naomi Gouveia  
Tara Greensmith  
Carolyn Mafi  
Shelley Deegan  
Niki Constanti  
Nikayah Hutchings  
Patrick Quinn  
Nicola Walker

#### PSYCHOLOGISTS

Mariana Macphail  
Nicole Clement

#### DIETITIAN

Rebecca Luong

#### PATHOLOGY

Douglass Hanly Moir

#### NURSES

Marian Zantua, Annebel Luks & Gabrielle Lanauze

### APPOINTMENTS

We offer a range of different appointment times to suit you. A standard appointment is 15 minutes. We can arrange longer appointments as needed. If you require a telephone interpreter please advise reception staff on booking.

### ONLINE APPOINTMENTS

Please go to our website [gfmp.com.au](http://gfmp.com.au) and click on the purple tab "Book an Appointment" or download the AMS app and follow the prompts.

### FEES/BILLINGS

Consultations vary depending on time and complexity of visit. An additional cost may be incurred for dressings, procedures and vaccinations. We can send your claim online to Medicare for your rebate at the time of payment.

Please ask reception staff for an up to date fee list.

We bulk bill pension and healthcare cardholders, and full time tertiary students.

### PRIVACY

The practice is committed to protecting the privacy of all patient information in accordance with the Privacy Act and other relevant legislation, covering the way we collect, store, use and disclose information.

Please see our full privacy policy on our website or ask reception staff for a copy.

## **RESULTS**

You will be advised of your results by your doctor either by mail or by follow up appointment. The doctor will make this arrangement with you at the time of consultation.

It is not possible for reception staff to give test results over the phone. This is a matter between you and your doctor.

## **PATIENT COMMUNICATION**

**TELEPHONE CALLS** – All doctors are available to take calls, where appropriate. A message may be taken as we try to minimise interruptions during patient consultations. In an emergency you will be put through to a doctor or nurse.

**SMS** – The practice confirms appointments by SMS the working day prior to your appointment for patients with a valid mobile number.

**EMAILS** – The practice currently emails patient reminders only. We are not encrypted to send or receive other information via email without patient consent.

## **REMINDER/RECALL SYSTEM**

Our practice is committed to preventative care. We routinely send recall and reminder letters.

If you are happy to provide a valid email address to the reception staff we can send these reminders via email.

We have a special focus on chronic disease management. Our practice nurses are involved with various assessments such as Diabetes and Asthma, focusing on improving the health outcomes of our patients.

## **TELEPHONE REQUEST FOR SCRIPTS AND REFERRALS**

If you are a regular patient at this practice, we can, in some circumstances, issue a repeat prescription or referral letter after a telephone request. Please remember that the doctors may not always be able to comply with your request and you will be advised to come in. Please allow 24 hours for a script/referral to be available.

Prescriptions attract a service fee of \$15, and \$25 for referrals. Neither fee is claimable from Medicare.

## **E-HEALTH**

We are now able to create a secure electronic health summary which can assist with communication between your health care services. This can be particularly useful for patients with chronic health issues.

For more information on registration and e-health records please visit [myhealthrecord.gov.au](http://myhealthrecord.gov.au) or ask your doctor.

## **HOME VISITS**

We offer home visits in the local area of Glebe for regular patients who are too sick to come to the medical practice.

Our doctors also visit nursing homes and hostels in our community.

## **FACILITIES**

Our practice has full disabled access to all patient areas.

There is on-street parking along Glebe Point Road.

The toilet is equipped with a baby change table and there is a child friendly area of the waiting room that includes a large blackboard.

An isolation room is available to patients who feel they may be infectious. Please notify reception staff on arrival.

## **PATIENT FEEDBACK**

The practice is regularly involved in the review of the services and standards of the practice. We are keen to know about any aspect of the practice with which you are unhappy or think could be improved. Please speak to your doctor, our manager or reception staff.

We believe problems are best dealt directly with the practice.

However if you feel you need to discuss a matter outside the practice you may prefer to contact the NSW government centre for handling complaints.

The address is:

Health Care Complaints Commission  
Locked Mail Bag 185  
Strawberry Hills NSW 2012