



GLEBE FAMILY MEDICAL PRACTICE

114 Glebe Point Road, Glebe NSW 2037
Tel: (02) 9660 8399
Fax: (02) 9692 9709
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 Declan Nugent
Dr David Peiris
Dr Manohan Sinnadurai
Dr Michelle Stewart
Dr Wendy Thornthwaite
Dr Vanessa Wood
Dr Catherine Lyons
Dr Katy Algie

RECEPTION STAFF

Naomi Gouveia
Tara Greensmith
Carolyn Mafi
Moana Robins
Nicola Walker
Patrick Quinn
Izzy Kennedy
Isabella Janek

PSYCHOLOGISTS

Mariana Macphail
Nicole Clement

DIETITIAN

Rebecca Luong

PATHOLOGY

Douglass Hanly Moir

NURSES

Marian Zantua, Annabel Luks & Gabrielle Lanauze

PRACTICE MANAGER

Jacqueline Ellsmore

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 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 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

