

PATIENT FEEDBACK

From time to time this practice invites patients to complete a questionnaire on their views of the practice and ways it could be improved. These surveys are completely confidential and help us improve our services. If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please feel free to talk to your doctor or receptionist about any problems you have with the service we provide. We believe that problems are best dealt with in the practice. Indeed, we want to know if you are concerned about any of our services. However if you feel there is a problem that you wish to take up outside you may prefer to contact the NSW Government Centre for handling complaints. The address is:

Health Care Complaints Commission

Locked Bag 18

Strawberry Hills NSW 2012

Ph: 02 92197444

REMINDER SYSTEM

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be a part of this system please let us know at reception. We are also sending out SMS messages as a courtesy to remind you of your appointment the following day. If you do not wish to be a part of this system please let us know at reception.

FEES

This is NOT a Bulk billing practice, however childhood immunisations, under 16yrs of age, pensioners and Veteran Affairs card holders will be bulk billed. Healthcare card holders will pay a reduced consultation fee.

A list of our fees with rebates are outlined for your convenience

CONSULT	FEE	REBATE
Standard	\$75.00	\$38.20
Long	\$110.20	\$73.95
Prolong	\$144.50	\$108.85
Health Care Card Standard	\$50.00	\$38.20
Health Care Card Long	\$85.00	\$73.95
Health Care Card Prolong	\$120.00	\$108.85

Extra Procedures will incur an additional charge

METHOD OF PAYMENT

Payment in full is requested at the time of consultation. We will issue a receipt which can be taken to medicare for the rebate or we are able to do the rebate back to your eftpos card or we can put it into the nominated bank account you have given to Medicare.



**George Street
Family Medical**

Located at:

90 George Street
East Maitland NSW 2323

Email: gsfmp2323@gmail.com
Website: georgestfamilymedical.com.au
Phone: (02) 49337100
Fax: (02) 49343826

Consultation by appointment

Surgery Hours are:

Monday to Friday 8.00am - 5.30pm

Saturday 8.00am - 12.30pm

George Street Family Medical Practice welcomes you

George Street Family Medical Practice will provide a full range of much needed medical services to the community of East Maitland and all surrounding areas. The services available at George Street Family Medical Practice include comprehensive general medicine, Womens Health, Mens Health, Childrens Health, Vaccinations, Preventative medicine including care plans, Mental Health care, skin checks, minor surgeries (removal of sun spots and moles), workers compensation, company medicals, ECG, Lung function testing with spirometry, Venesections, 24hr Holter monitoring and much more.

MEET OUR DOCTORS

Dr Terri Peters (Female Doctor) Graduated from Sydney University in 1978. Dr Peters worked at the Royal Newcastle Hospital for 3 yrs and part time in Malaysia for 2 years. Dr Peters joined the practice in 1983 and has worked part time in the practice ever since.

Dr Syed Noor (Male Doctor) Stated working as a General Practitioner in February 2012 with Tristar Medical Centre, Morriset and the moved to Muswellbrook with Tristar in 2012, before moving here to East Maitland.

Previous experience, Dr Noor graduated from Pakistan and moved to the UK and worked there for a few years. He started working in Australia in Emergency Department in 2007 at Townsville Hospital and then moved to Launceston General Hospital in September 2008 - June 2010, then moved to the Hunter and worked in Emergency.

Dr Mamantha Kodur (Female Doctor) Joined the practice in early 2018, after working as G.P in the

Hunter

STAFF

Anna Downes: Practice Manager

Jenny Bower: Receptionist

Maureen: Practice Nurse - she will assist with Chronic Disease Management Plans, Diabetes and Asthma Education plans, Perform various tasks including ECG, Spiros, JNR, Wound Care, Health heart education and monitor fitting.

This practice is committed to providing comprehensive general practice medicine to the patients of this practice. Your medical record is a confidential document and it is a policy of the practice to maintain security of personal health information at all times and to ensure that it is only available to authorised members of staff.

APPOINTMENTS

We run an appointment system, but keep a few times open to fit in with urgent problems. You can make an appointment with the doctor by telephoning the surgery or booking online through our website. Urgent medical problems will be dealt with promptly. If you wish you can phone the surgery before your appointment to check whether the surgery is running on time. If you feel you will require a longer appointment please discuss this with the receptionist prior to making an appointment. If you or a family member requires an interpreter service we can organise this for you. Please let us know when you make the appointment.

CANCELLATIONS

Please notify early of cancellations as this enables us to reschedule the day for other patients. If you have 3 or more no show appointment with out notice or explanation a non refund fee of \$75 will be charged as a booking fee when booking your next appointment and if you show up to the appointment the \$75 will come off the cost of your consultation.

HOME VISIT

Routine home visits are done only for elderly, frail and disable patients who are house bound and are unable to come to the surgery. You are welcome to call the surgery to discuss home visits.

EMERGENCIES

If you have a severe emergency please call **000** for an ambulance or go to Casualty at Maitland Hospital

AFTER HOURS

For all emergencies call **000**. For non urgent help please call GP Access After Hours Service on **1300130147**.

IMMUNISATIONS

Routine immunisations are done weekdays by appointment.

FACILITIES FOR PEOPLE WITH A DISABILITY

Should you have any special needs please discuss with the receptionist or your Doctor. A disability toilet is available in the practice and a disable access ramp into the surgery.

DOCTORS RECEIVING PATIENT PHONE CALLS

Doctor may be contacted via Telephone during practice hours. If the Doctor is unable to take your call a message will be taken and you will be advised on when to expect a return call. Emergency telephone calls will always be put through to the doctor immediately. Patients can request a copy of our policy on receiving telephone and electronic communications.

TEST RESULTS

It is the policy of this practice that the receptionist are NOT allowed to give out results or clinical information. All results are reviewed each day and if the doctor needs to see you they will ask the receptionist to ring and make an appointment for you to come in.

PRESENCE OF A THIRD PARTY IN THE CONSULTATION

Where a patient is accompanied to the practice by a third person (such as family member or carer), the patients consent must be obtained for that person to be present in the room. The permission of the patient will also be obtained prior to the consultation for Medical Students, Nurses, other Doctors or Health Professionals to be involved in the consultation, whether through direct observation, interview or examination.

TRANSLATION SERVICE

A translation service is available on request to the

Receptionist or Doctor

CHILDREN AND BABIES

A Toy section in the waiting room is provided for children with toys and books, which are cleaned daily. A change table is located in our practice bathroom

