



SUMMERS FAMILY PRACTICE

523 Pacific Highway Mt Colah NSW 2079

Phone 9482 3500 | Fax 9482 3900

W: www.summersfamilypractice.com.au | E: reception@summersfp.com.au

We are an accredited practice providing quality health care through vocationally registered doctors, a Practice Nurse and helpful support staff, complemented by a fully equipped surgery and a large separate play area for children. We provide an afterhours service and a comprehensive range of medical services. We respect the patient's right to make decisions about their health care through a mutual consultative process.

Opening Hours: - Mon – Fri: 8.00am – 5.00pm | Sat: 8.30am – 12.00pm | Closed on Sunday and Public Holidays

OUR SERVICES

Vaccinations: - Childhood & Travel vaccinations including yellow fever

Shared Antenatal Care with Hornsby Hospital is practiced by some of the doctors here.

Women's Health: - Pap smears, contraceptive advice including diaphragm fitting and Implanon insertion and hormone replacement therapy.

Minor Surgery: - Removal of skin cancers and cysts and suturing of lacerations. **All instruments are disposable or sterilised by autoclaving to prevent cross infection.**

Cryotherapy: - freezing of sunspots and warts with liquid nitrogen

Pathology: - Bulk-Billed at the local laboratory. Douglas Hanley Moir available onsite Monday - Friday 8am – 12pm

Equipment: - Defibrillator / ECG / Spirometer / Nebulisers / Hyfrecator – onsite

Chaperone: – If you require a chaperone during a physical examination, please inform your doctor.

Interpreter Services available: - Telephone Interpreter Service Phone No: 131 450

APPOINTMENTS

Our receptionists are available from 8.00am to make appointments. Waiting time will be minimal if patients are prompt and make appropriate appointments. Appointments can also be booked online through HotDoc.

The standard 15-minute appointment will be inadequate for Cervical Screenings, Insurance Medicals, Full physicals and multiple problems. So please ask for a long (half hour) appointment for these.

Sick children and emergencies are given priority & will be attended to by the first available doctor.

We accommodate walk ins if it is an emergency or if there are available spots.

Remember late cancellations and missed appointments inconvenience other patients.

Please see any available doctor if your usual doctor is unavailable at a time convenient to you, as the doctors in this practice work as a team.

AFTER HOURS SERVICE/ HOME AND NURSING HOME VISITS

In an emergency ring **000** for an ambulance.

Our doctors will accommodate home visits & nursing home visits for their regular patients if necessary. National Home Doctor Service is an accredited Medical Deputising Service providing after hours service on **13 SICK (13 7425)** for home visits only, not medical advice. All visits are Bulk Billed, and your GP receives the report the next day. Some local bulk billing practices are open until 10 pm.

Note that our answering machine does not take messages.

FEE STRUCTURE

Consultation fees are displayed in the reception area.

- | | | |
|--|-----------------|----------------------------|
| • A normal consultation (15 mins) cost - | \$ 90.00 | Saturday: \$ 102.00 |
| • A long consultation (1/2 hr) cost - | \$164.00 | Saturday: \$176.00 |

Childhood immunisations and other services provided by the Practice Nurse are bulk-billed. We are a private billing practice, but please speak to your doctor if you are experiencing financial difficulties. The doctors will advise you of other costs that may arise from your consultation especially if you are referred to another service provider.

Payments are to be made at the time of consultation by cash, cheque, EFT or credit card.

We are online with Medicare so we are able to submit claims on your behalf.

REMINDER SYSTEM

A reminder system is in operation to provide systematic preventative health care (eg. Cholesterol & blood pressure checks, diabetes review, abnormal pap smears and non-routine immunisations.) We also participate in the State/Territory Reminder Program. It is our policy to enrol patients in such systems, if you do not wish to participate then please inform your doctor.

PATIENT RECORDS

We ensure that all patient records are kept secure and confidential. They are only available to authorised personnel. Your personal information is stored electronically at our practice. Our server is placed securely and locked. All

programs are password protected and a confidential agreement is signed by each staff member. A copy of our Practice Policy is available on our notice board.

TELEPHONE COMMUNICATION

If considered appropriate, doctors will return phone calls as soon as possible but prefer not to be interrupted while they are in consultation. Urgent calls will be put through immediately to the doctor.

ELECTRONIC COMMUNICATION

Our practice does not encourage any communication through email, although reasonable steps are taken to safeguard patient information, we inform patients that there may be a risk that it could be read by someone other than the intended recipient.

PRESCRIPTIONS & REFERRALS

By appointment only. In exceptional circumstances they will be issued but will incur a fee of \$10.00.

RESULTS

Patients will only be contacted if test results are concerning. Generally, you will not be contacted if your results are normal but you are welcome to call for them. Please call the surgery between 10.00 am and 1.00pm or after 3.00pm for pathology results.

PATIENT FEEDBACK

It is important to get your feedback in order to provide a truly quality service. Please feel free to speak to your doctor or receptionist about any problems you have with our service or use our suggestion box. Alternatively, you can write to the Health Care Complaints Commission at Locked Bag 18, Strawberry Hills NSW 2012

OUR STAFF

Mount Colah

Dr Anny Marrett: M.B.B.S – Family medicine, Paediatrics, Women's Health

Hours: Mon (10am-4.45pm) Wed, Thurs (10am-4.45pm) Fri (8am-12pm) and occasional Saturday

Dr Renuka McVay: M.B.B.S FRACGP, Dip. Obstetric – Family medicine, Women's Health

Hours: Mon (12pm-4.45pm) Wed (9.15am-12.15pm) Thurs (9.15am-12.15pm) and one Saturday a month

Dr Lucy Rigby: M.B.B.S FRACGP (1991) – Family medicine, Women's Health, Mental health, Paediatrics

Hours: Tues, Fri (9am-4.45pm) and one Saturday a month

Dr William Nguyen: MBBS, FRACGP – Men's Health, Skin, Minor surgery, Travel medicine

Hours: Mon - Fri (8am-4.45pm) and every 2nd Saturday

Dr Shandith Tennakoon: FRACGP – Skin, Men's Health

Hours: Mon, Tues, Wed, Thurs (8am-1.45pm)

Dr Jennifer Shone: MBBS B.Sc(Honours) FRACGP, Dip. Child health – Lectures to medical students at Uni Sydney and clinical supervisor for new GP's – Child Health, Women's Health and Mental Health

Hours: Mon (8:30am-4:30pm) Thu (3pm-4:45pm)

Dr David Lin: BMed, MD (UNSW), FRACGP – Skin, Mental Health, Yellow Fever, Implanon

Hours: Mon- Fri (8am-4pm) and every 3rd Saturday a month

Dr Fiona Murphy: BSc, MBBS(Hons), FRACGP – Mental Health, Women's Health,

Hours: Mon, Wed, Thurs (9.00-12:45pm) Tue (8am-12:45pm)

Dr Ting Chow BMed, FRACGP, Dip. Child Health, Dip. Derm – Children, Adolescents, Women's health

Hours: Tues, Fri (9:45am-4pm) and one Saturday a month

Practice Nurse: Nicole Kroon **Hours:** Tues, Thurs (9am-5pm) Wed (9am-1pm)

Practice Nurse: Catherine Gadsden **Hours:** Mon (9:30am-5pm) Fri (9:30-2:30pm)

Practice Nurse: Alexander Bull **Hours:** Mon – Fri (9am-5pm)

Practice Manager: Mina Chhabhadia | **Accounts Manager:** Sarah Thomas

Receptionists: Anne, Charlotte, Ursula, Amber, Kashika, Oliver