

PRACTICE INFORMATION SHEET

Dated as of 18/04/2023

PRACTICE HOURS:

Monday to Friday 8.00am-5:00pm

Saturday 8.30am-1.00pm

LOCATION:

Chermside Family Medical Centre
Shop 6B, Chermside Markets
725 Webster Road, Chermside QLD 4032

INFORMATION:

Phone: 07 3256 4211

Fax: 07 3256 4244

Email: reception@chermsidefmc.com.au

Website: www.chermsidefmc.com.au

PRACTICE DOCTORS :

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Dr Katherine McNally B.Sc., MBBS, DCH, FRACGP

Dr William Bushby B.Sc, MBBS

Dr Venetia Whitehead B.Med.Sc, MBBS, FRACGP

Dr Gina Tate-MBBS

Dr Tom McGowan

PRACTICE MANAGER:

Jennifer May

PRACTICE NURSE:

Jenny Sutcliffe

RECEPTIONIST:

Sharron Dundas

Courtney Thompson

Elizabeth McLaurie

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INFORMATION:

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Email: reception@chermsidefmc.com.au

Website: www.chermsidefmc.com.au

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Our surgery is affiliated with Hello Home Doctor Service. This is a service providing home visits after hours for the unwell patient. It is a bulk billed service for patients of our practice. Hello Home Doctor can be contacted on 134 100, or you can click on the link to their website from our home page. Alternatively, The Prince Charles Hospital Emergency Department or Brisbane Northside Emergency are available to our patients who are in need of medical care after hours. If you feel your medical condition is an emergency, please dial 000.

HOME VISIT:

These are available to our regular patients in certain circumstances. This is up to the doctor's discretion to book these appointments only. Fees can range from \$100-\$300 for these visits. For more information please contact reception to discuss.

COMMUNICATION/TELEPHONE POLICY:

Our friendly reception staff are available to make bookings and help in any way. Please phone for an appointment. Our staff will endeavour to give you a time with the doctor of your choice. If you see another doctor and you want your usual doctor to be informed of your visit, please let us know.

Urgent medical problems and emergencies will always be dealt with promptly. This is to ensure that all patients receive optimal care and time during consultations. Phone access to our doctors is available. However, our doctors cannot be disturbed during a consultation and therefore, if you phone, staff can take a message and arrange for the doctors to phone you back. Our doctors often cope with a large volume of requests on a daily basis; they will return your call at their earliest convenience. This will also apply to emails being sent to doctors. Please allow up to 48 hours for a reply from reception.

MANAGEMENT OF PATIENT HEALTH INFORMATION:

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our privacy policy.

PATIENT FEEDBACK:

If you have any concerns, complaints or suggestions about any aspect of our service we would appreciate hearing about them, as we take such matters seriously, you can do so by:

-Phoning our Practice Manager, Jennifer on 07 3256 4211

-Using the enquiry form on our website at;

www.chermsidefmc.com.au

-And alternatively, matters which you feel are unable to be resolved within the practice may be referred to the Health Quality and Complaints Commission, PO BOX 3089, Brisbane 4001. Ph: 3120 5999

AVAILABLE HEALTH SERVICES:

We offer a full range of health services to the patients of our practice. Some of the services available to our patients include: Chronic Disease Management, Skin Checks, Workcover, travel medicine (Including Yellow Fever Vaccinations), Mental health, iron infusions, ECG's, cryotherapy, health checks, antenatal care, childhood vaccinations etc.

ZERO TOLERANCE TO AGGRESSIVE BEHAVIOUR

The Practice takes it very seriously if a member of staff is treated in an abusive or violent way.

We have a ZERO TOLERANCE approach to any verbal, aggressive and violent abuse and behaviour towards our Drs, staff and nursing team or other patients. Our Drs and practice staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients must be in place. Dealing with people who are abusive or aggressive

towards our staff and our patients, takes us away from caring for you. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated. Abusers will be required to leave the Practice and be asked to transfer their care to another practice. In extreme cases, including refusal to leave the Practice will result in the police being called. We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional **types of behaviour that would be found unacceptable:**

- Using offensive language or swearing at practice staff
- Using a raised voice or yelling in an angry manner at practice staff
- Any physical violence towards any member of the Practice Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

Finally, we ask you to treat your GPs and their staff courteously at all times.