

Completed Renovations

Staff and patients of Bulli Medical Practice are delighted to be in the newly renovated building. Thanks to builder, Paul Matts, and designers, Nadine Ryan and Evelyn Schuster, the building looks fantastic and is more spacious and functional.

The renovations have resulted in improved facilities and waiting areas for patients, and a dedicated staff room, kitchen and meeting room.

Jeff and Julie would like to thank the staff and patients for their ongoing patience during the renovations. Thanks must also go to the Australian Government Department of Health and Ageing that provided the Primary Care Infrastructure Grant that partly funded the renovations.

Southern IML Pathology are now co-located to the east of the building, and the increased number of rooms have allowed additional services to be provided including podiatry, psychology, physiotherapy, and dietician.



Designers Nadine Ryan and Evelyn Schuster at the official opening on 8 March.



Old friends celebrating at the opening, from left: Lorraine Bone, John Feneley, Ken Bone, Melissa Feneley and Margaret Feneley.

Since the renovations we have welcomed more quality doctors to our team: Dr Saroja Gunasekera, Dr Amy Harkness and Dr Anastasios Karakaidos; and our new registered nurse, David Boucher. Patients and staff are delighted to have Dr Amy Ho, Dr Jemima Grant and Dr Helen Maclean back from maternity leave.

Jenny Hamilton has joined our administrative team as Practice Manager. Jenny is a Certified Practising Accountant and has diverse project management experience. Feon and Kathy have also joined our dedicated team of reception staff.

With our new, improved workforce, Bulli Medical Practice is delighted to offer patients extended hours. The practice is now open from 8am to 8pm weekdays, and 8am to 12 noon on Saturdays.

We would love to hear any feedback you have regarding the newly renovated practice, and other aspect of our service. We are particularly interested in how we can continue to improve. Please email feedback@bullimedicalpractice.com.au or complete a patient feedback form available at reception or via the website.

Influenza Vaccinations

2013 influenza vaccines have arrived FREE for patients aged 65 and over and patients with a chronic illness or \$22 for all other patients.



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Staff & Community News

- ◇ **CONGRATULATIONS** to Melanie Green for the birth of her little boy, Rohan, in February.
- ◇ **THANKS** to Deidre Armstrong for capturing the visual story of Bulli Medical Practice and creating such a wonderful display for the official opening. It helped staff and friends to reminisce and reflect, and see how far we've come.
- ◇ Practice Manager, Jenny Hamilton, is expecting her second child any day now. We look forward to happy news and Jenny returning to her position in October.
- ◇ Bulli Medical Practice supported the Illawarra Folk Festival once again in January.

History

Did you know that Bulli Medical Practice is one of the oldest medical practices in Australia and has been operating continuously from the same premises since 1895. Find out more by visiting our website or check out the new poster in the waiting room (pictured).

Pine O'Clock

Did you know there used to be an enormous pine tree on the site of Bulli Medical Practice. It was cut down in 1981 and one of our patients cleverly saved a round of the pine timber trunk. They returned it to the Practice last year, and another, highly-skilled patient, David Gordon-Smith, turned this piece of historical timber into a beautifully carved clock (pictured). We feel lucky to have such thoughtful and creative patients at our practice, and will treasure this piece of time-keeping history!



Eileen and David Gordon-Smith with Dr Jeffrey Hall.

History of Bulli Medical Practice

Bulli Medical Practice is one of the oldest medical practices in Australia and has been operating continuously from the same premises since 1895.



State Records NSW

From the 1870s Bulli was serviced by doctors visiting from Wollongong until 1883, when Dr Thomas Sturt opened a practice. This was probably located in Wisteria Cottage, on the Princes Highway at the junction of Park Road. Dr Sturt retired in 1889 and his brother, Dr Clifton Sturt, acquired the business.

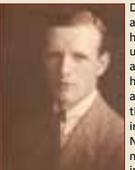
In 1895, Dr Clifton Sturt (pictured left) purchased the premises of the current Bulli Medical Practice and built a small medical practice alongside his own private residence. He died in 1901, and the practice was maintained by Dr James Thompson.

Dr Barton Dixon took over the practice in 1903 (pictured right) and was instrumental in the development of Bulli District Hospital. Dr Dixon was a keen photographer and took many images of Bulli and Wollongong in the early 1900s.



State Records NSW

In 1916, Dr James Macpherson took over, but sold it on to Dr Francis Crossle in 1922 who had migrated from Ireland.



Dr Crossle (pictured left) was a colourful character who did his rounds in horse and sulky until he bought a car. He caused a scandal when he published his novel "Donna Juana" in 1931 as it was considered risqué at the time. Some of his friends included D.H. Lawrence and Norman Lindsay who even made a bookplate for him in 1927.

Dr Crossle donated money for the first surf boat for the Thirroul Surf Lifesaving Club and there is a ward in Bulli Hospital named in his honour. He was also awarded the Free French Forces war services medal for services to France during the Second World War.



Australian Medical Association, Mitchell Library, Sydney - PWS 382/72

Dr Bertram "Bertie" Cook (pictured left) took over the practice in 1938 and also served as President of the NSW Branch of the British Medical Association.

He was superseded by his brother, an ex-army officer, Dr "Captain" Cook.

In 1958, another ex-army serviceman joined the practice. Dr William Feneley (pictured below) was extremely popular throughout the area, and was active at Bulli and Coledale Hospitals.

Bill's commitment to medical services and education earned him an Order of Australia in 2000. In 2001, he was awarded the ANZAC Medal for services to charitable and community organisations.



Dr Julie Blaze joined the practice in 1997 and, after Bill's retirement, was active in computerising the practice and gaining accreditation with the Royal Australian College of General Practitioners.

Dr Jeffrey Hall joined as a registrar in 1999, and became an associate in 2001. By that stage, the practice at 72 Park Road had outgrown its premises. The neighbouring property at 74 Park Road was purchased and renovated in 2004. Patient demand continued to grow, and more doctors joined the practice along with more registrars, medical students, nurses and administrative staff. Bulli Medical Practice was successful in obtaining a Federal Government Primary Care Infrastructure Grant in 2011 to further expand and modernise the facility. The upgrade was completed in June 2012.



Park Road looking East, Wollongong City Council, Image Number: P01/P011284

Appointments

Sometimes our doctors are running late for appointments and this can be frustrating and inconvenient for patients. It is not that our doctors have arrived late, or are taking their time, it is usually because the patients they have seen before you have had complex issues that have taken more time than expected. Doctors only need to spend an extra four minutes with each patient, and they'll be running an hour late by 1pm!

Please remember that the doctors at Bulli Medical Practice respect that your time is important, and they do their best to run to time. There are a number of ways that you, our patients, can help to improve this situation.

Remember the length of time of a standard appointment (15 minutes) and this is usually only enough to cover one health issue. A "shopping list" of issues to cover is welcome, but a list with multiple items usually cannot be completed in a single consultation. Keep the list for a subsequent visit.

If you have a number of health issues to discuss, or a complex health issue then PLEASE book a longer appointment. Level C appointments are 30 minutes and Level Ds are 45 minutes. Please see our fees schedule for out-of-pocket expenses. You can also telephone reception in advance to determine if your doctor is running to time.

Allied & Other Health Staff

As well as on-site pathology collection, Bulli Medical Practice has a range of allied health staff that consult from our rooms. This includes psychologists, podiatrist, dietician, remedial massage therapist, physiotherapists and a rehabilitation specialist. South Coast Cardiology have also started providing echocardiography from our rooms. Check our website for details.

Medical Students

Bulli Medical Practice trains medical and nursing students from the University of Wollongong as well as trainee general practitioners. If a medical or nursing student is present on the day of your appointment, your doctor will ask if you are willing for them to participate in your consultation. Phase Three medical students will be starting at the Practice from July. Patients may see these students prior to and following their usual consultation. We encourage you to support this process and the training of the next generation of quality doctors in Australia.

Seeing Your Usual Doctor

Patient feedback is always appreciated, and we know that many of you find it frustrating that you can't easily book with your usual doctor, or that your usual doctor is booked up a long time in advance.

This is in part due to some doctors being at the practice a long time so they've had time to build a large patient base.

It is also because all of the doctors at Bulli Medical Practice work part time. Some visit patients in nursing homes, others have family commitments, and some are employed in other areas of healthcare.

Some of our doctors are employed at Wollongong Hospital in the Emergency Department, the Ambulatory Health Service of the Local Health District, the Aboriginal Health Service and the University of Wollongong. Our doctors have diverse expertise and this is an advantage for the team and for patients.

All the doctors at Bulli Medical Practice are highly professional and caring. Doctors work together in teams, so that when you are unable to see your usual doctor, the doctor that sees you on the day will discuss any issues of concern with your usual doctor. All doctors share the computerised medical records of patients, and some doctors share the services provided by Bulli Medical Practice. For example, Drs Jeff Hall and Anastasios Karakaidos share visits to Cheslon Nursing Home in Woonona and Drs Julie Blaze and Amy Harkness share visits to Macauley Lodge Hostel at Thirroul.

Please be assured that even if you can't see your usual doctor, quality and holistic care will be provided by one of our other doctors, and if necessary, your usual doctor will be consulted about your health issue.

We have provided the timetable below as a rough guide to which doctor works on which days, as this may help you when scheduling your next appointment. Please note, this roster changes regularly, and doctors take holidays from time to time. We will try to update this for each quarterly newsletter.

Rough Guide to Doctor Availability, Autumn 2013

	MON		TUES		WED		THUR		FRI		SAT
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM
Dr Julie Blaze	✓	✓			✓	✓	✓	✓	✓		
Dr Jeff Hall	✓	✓	✓	✓	✓	✓			✓		
Dr Peter Garbett			✓		✓						
Dr Jemima Grant	✓	✓					✓	✓			*
Dr Saroja Gunasekera	✓			✓		✓		✓**		✓	*
Dr Amy Harkness			✓						✓	✓	
Dr Amy Ho	✓	✓	✓						✓		*
Dr Anastasios Karakaidos	✓	✓			✓	✓	✓	✓	✓	✓	*
Dr Rocky Lui			✓	✓			✓	✓			
Dr Helen Maclean			✓	✓			✓	✓			
Dr Ken Pong									✓		

*Not every Saturday, doctors work on a rotational basis for Saturdays. **Every second week. Please check with reception. For more information on our doctors, their qualifications and areas of interest, please visit the website.

Privacy & Medical Records

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The Practice adheres to the national privacy principles. A copy of our privacy policy is available on request at reception.

Reminders, Recalls & Results

We are committed to providing preventative health care and may send you a reminder notice from time to time. If you do not wish to be a part of this system, please let the staff know at reception. Note that we also participate in government reminder systems such as the Childhood Immunisation Register and the Pap Smear Register.

Please telephone the Practice between 12 noon and 2pm weekdays to find out the results of any tests that have been ordered by our doctors. Patients that require immediate action in relation to test results will be contacted by the Practice to arrange an urgent consultation so that they can discuss the test results with a doctor.

We are moving towards an electronic reminder system. If you would like to receive text message or email reminders please inform the reception staff and ensure they have your current email address and mobile telephone number.

Feedback & Continuous Improvement

We value your feedback and encourage you to complete a general feedback questionnaire available in our waiting room (which you can deposit in the secure box) or by emailing feedback@bullimedicalpractice.com.au. We endeavour to respond to your suggestions as soon as possible and to continuously improve our service. From time to time we might also ask you to complete a confidential evaluation questionnaire as part of AGPAL accreditation.

If you are unhappy with any aspect of the care that you receive from Bulli Medical Practice then please let us know. Talk to either your doctor or the receptionist and we will try our best to help.

We believe problems are best resolved within the Practice as this helps us to continuously improve. If however, the problem is not resolved, you may wish to contact the NSW state government authority for dealing with medical complaints. The address is: Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012.

Extended Opening Hours

**8am - 8pm Monday to Friday
8am - 12 noon Saturday.**
All urgent appointments will be seen on the day of request but please phone as early as possible from 7.30am.

Onsite patient parking available.

**For services after hours contact
Wollongong Radio Doctor: 4228 5522**

Fees Policy

Bulli Medical Practice is a not a bulk billing practice. It is the policy of the Practice that payment for consultation is made at the time of your appointment

Please see our website or ask at reception for our full fee schedule. The out of pocket expense for a standard Level B consultation (15 minutes) is \$33.40. We accept cash payments and have EFTPOS facilities (debit and credit card: Visa & Mastercard but NOT American Express).

Medicare rebates may be claimed in person at a Medicare office, or can be sent online directly to Medicare and you will have the option of receiving your rebate via cheque or direct deposit into your nominated bank account.

If payment cannot be made on the day, an account can be issued incurring an administration fee of \$15 which is not Medicare rebatable.

Travel Medicine

Bulli Medical Practice is a member of the International Society of Travel Medicine. Bulli Medical Practice offers comprehensive Travel Medicine Services and is an accredited Yellow Fever Vaccination Centre.