

## Island Locum

For the past three years, Dr Jeff Hall has worked as a locum general practitioner on Lord Howe Island. Lord Howe is only small: about 10km long, and located 600 kilometres east of Port Macquarie. It has a population of around 350 locals and a similar number of tourists at any one time.

Dr Hall first went to Lord Howe on his honeymoon, and has returned for several family holidays. Like most tourists, he's captivated by the island's geographic beauty, temperate climate and diverse fauna, as well as the relaxed lifestyle.

"I felt a bit nervous the first time I took the locum position in July 2011 because it is such an isolated location. If there's a medical emergency, I have to deal with it there and then," Dr Hall explained.

"The Island is out of helicopter retrieval range but it is possible to send patients back to the mainland on an air ambulance (fixed wing). These can only land on the island and take off if the winds are not too strong, and only during daylight hours."

"It is interesting because of the limited diagnostic resources which mean I have to be more self sufficient. There are basic pathology tests available and an x-ray machine within the hospital. I also have phone support from specialists on the mainland."

The general practice operates from the Gower Wilson Memorial Hospital which is part of South East Sydney Area Health Service. There is an emergency and a community nurse employed but the general practitioner is the only doctor on the island.



"There are no dentists or vets on the island but fortunately I've not, as yet, had to deal with any of those sorts of emergencies. I do, however, get to drive and maintain the Island's only ambulance.

When working the locum position, Dr Hall runs a morning clinic but mostly has the afternoons and weekends free to spend time with family. He is always on call for emergencies and carries a radio page at all times.

Dr Hall's family has accompanied him on his three working holidays, and on two of the holidays his daughters attended the small Central School of only 25 children. The family stay in the doctor's house and even look after the doctor's very active dog, Bruce.

"My kids have experienced swimming with turtles and snorkeling over cold-water coral with schools of tropical fish. They know all about the creatures on the island from the white terns and woodhens right down to the Lord Howe Island phasmids (stick insects) which nearly became extinct.

"It's pretty much paradise for families and a great way to diversify my work experience."

## 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.**

## 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.

The Practice would like to welcome new allied health staff including Beraldo Lilli, Physiotherapist, Julia Conte, Psychologist and Pam Mann, Continence Physiotherapist.

Check the website for their contact details:  
[www.bullimedicalpractice.com.au](http://www.bullimedicalpractice.com.au)

## Dean McGregor, Podiatrist

After graduating from the University of Western Sydney in 2004, Dean worked as a Podiatrist for several years in the Wollongong and Shoalhaven area, working in local hospitals as well as multi-disciplinary private practices.

He then combined work with travel and spent several years working interstate and overseas where he gained experience managing a wide range of foot and lower limb conditions.

Dean believes that comprehensive assessment, diagnosis and treatment can help improve a patient's overall well-being.

He has broad experience in all areas of Podiatry including children's foot problems, sports injuries, biomechanics, diabetic foot care, heel and arch pain and general skin and nail care.

Dean is a keen runner and triathlete and settled in Wollongong's northern suburbs three years ago. He practices on the South Coast and is excited to have joined the team at Bulli Medical Practice.

## Arend (Arch) Tibben, Psychologist

Arch has been a psychologist for 26 years. He has taught at the Universities of Wollongong and Western Sydney. His areas of interest are 'quality of life issues' and 'wellbeing'.

Arch believes that mental illness is often a 'taboo' subject in society and yet, it is integrally bound up with our physical well-being and the attitudes required to meet daily challenges.

Arch's qualifications include: Bachelor of Social Science; Psych (Hons); Master of Psychologist; MA(Hons) MAPS; AACBT; PACFA. He is registered with: Better Access (AHPRA); Veterans Affairs; Vietnam Veterans (VVCS), Workcover and Victims of Crime.

## Beraldo Lilli, Physiotherapist



Beraldo has extensive experience in assessment and management of acute and chronic musculoskeletal injuries and sports injuries.

He has lectured for the Faculty of Education at the University of Wollongong on sports injury and first aid.

Previously, Beraldo has been employed in a part-time position with the Campbelltown and Camden Area Health Service in the metabolic rehabilitation program providing physiotherapy services for chronic obese adults.

Beraldo has worked closely with Dr Mark Haber, and other orthopaedic surgeons in the rehabilitation of patients following orthopaedic surgery in particular rotator cuff repair surgery.

He has a specific interest in coccydynia and works closely with Dr Guy Bashford (Rehabilitation Specialist) in treatment and management of this condition.

He has been the team physiotherapist for the Wollongong Wolves National League Soccer team as well as team physiotherapist for a number of elite rugby union teams in Sydney.

Beraldo's qualifications include a Bachelor of Applied Science Physiotherapy, Graduate Diploma in Exercise Science and a Graduate Diploma Applied Science.

## Staff & Community News

- ◇ **CONGRATULATIONS** to Dr Amy Ho on the birth of her baby girl, Amelia.
- ◇ **CONGRATULATIONS** to Dr Amy Harkness for successfully completing her final exams. She will soon become a Fellow of the Royal Australian College of General Practitioners.
- ◇ Welcome back Jenny Hamilton from maternity leave. Jenny is currently working one day per week as the Business Manager.
- ◇ Chis Richards has now been retitled Administration Manager.

## 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.

We have provided the timetable below as a 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.

## Patient Education Seminar: Diabetes

Bulli Medical Practice held its first Patient Education Seminar on Wednesday 11 September with the focus on diabetes.

Patients and their families learned about the diagnosis and management of diabetes from practice nurses, GPs and a Diabetic Educator from Illawarra Shoalhaven Local Health District. Patients openly participated in discussion and shared their perspectives of diabetes. The seminar has guided the development of a new nurse-directed diabetes clinic to be held regularly at the practice.

There are plans for regular patient education seminars at the Practice on a variety of topics including osteoporosis, leg ulcers and heart disease. It is hoped this service supports the clinical care already provided to patients and their families.



## Guide to Doctor Availability, Spring 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	maternity leave										
Dr Anastasios Karakaidos	✓	✓			✓	✓	✓	✓	✓	✓	*
Dr Rockey Lui			✓	✓			✓	✓			*
Dr Helen Maclean			✓	✓			✓	✓			*

\*Not every Saturday, doctors work on a rotational basis for Saturdays. 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 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](mailto: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 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.

## 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 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 \$34.70. 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.

## Latest news and information...

[www.bullimedicalpractice.com.au](http://www.bullimedicalpractice.com.au)



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