

Walk for Diabetes

Staff and patients of Bulli Medical Practice dressed in blue and hit the footpath on Thursday 14 November as part of World Diabetes Day. After a 30 minute walk they returned to the Practice to talk about diabetes and enjoyed a healthy snack of fruit salad and yoghurt. The focus was healthy eating and physical activity as these are key in preventing and managing diabetes.

The idea was to get together with patients and local health professionals in an effort to promote awareness about diabetes in the northern Illawarra. The event and interviews with Dr Hall and patients at the practice were featured in a news story on WIN television that evening.

Bulli Medical Practice recently held an education seminar where patients and their families learnt about the diagnosis and management of diabetes and are now running regular nurse-directed diabetes clinics for patients.

“World Diabetes Day provided a great opportunity to create awareness about the increasing rate of diabetes and to encourage people to eat healthy, high-fibre foods and exercise regularly to reduce their risk,” said our Practice Nurse, Andrea Whitton, who organised the event.



Practice Nurse Andrea Whitton.



Patients and staff assemble for the Walk for Diabetes event.

In Australia, nearly two thirds of men and half of all women are overweight or obese which has significantly contributed to the alarming rise of type 2 diabetes. Overweight and obese adults aged over 40 years are most at risk, but family history and genetics also play a role.

If you are concerned that you or a family member might be at risk of Type 2 diabetes, then make an appointment with your GP for a blood sugar test.

World Diabetes Day was created in 1991 by the International Diabetes Federation and the World Health Organization in response to growing concerns about the escalating health threat that diabetes now poses.

For more information on World Diabetes Day visit: <http://www.idf.org/worlddiabetesday/about>

DIABETES: PROTECT OUR FUTURE

Happy New Year!

Bulli Medical Practice wishes all our patients, their families and friends a very happy and healthy year in 2014.

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 Jo Buchan, Physiotherapist and Liz Cinat, Psychologist.

Check the website for their contact details:
www.bullimedicalpractice.com.au

Contenance Physiotherapist: Pam Mann

Pam has worked as a physiotherapist for over 20 years. She completed the University of Melbourne postgraduate diploma in Pelvic Floor rehabilitation in 2002.



Pam regularly attends urogynaec conferences and seminars world-wide and incorporates the latest evidence-based concepts and management of pelvic floor dysfunction into her practice.

Pam treats and manages clients in the area of continence and pelvic floor disorders including:

- ◇ Pre and post pelvic floor surgery
- ◇ Pelvic pain and painful bladder syndromes
- ◇ Overactive bladder and urge incontinence
- ◇ Frequency, urgency and nocturia
- ◇ Faecal urgency and incontinence
- ◇ Mild and moderate prolapse management
- ◇ Female sexual disorders such as vaginismus
- ◇ Pregnancy-related back pain
- ◇ Rectus abdominis diastasis (abdominal separation after childbirth)
- ◇ Male bowel and bladder incontinence as well as before and after prostate surgery.

As well as individual clinic consultations, Pam runs pelvic floor exercise classes for men and women to teach safe and effective pelvic floor exercises. Please contact reception to make an appointment.

Physiotherapist, Joanne Buchan

Jo has over 13 years of experience working as a physiotherapist.

She started her career in St George Hospital, and then worked for some time in the United Kingdom. She also worked as an acute care physiotherapist in the NSW snow fields before establishing herself as a private practitioner in Thirroul.



Jo has particular passion for and experience in lumbar spine and pelvis assessment and treatment. She provides a range of physiotherapy services including pregnancy and sport related back and pelvis pain, and aged care treatment. She has now expanded her specialities to include Dry Needling acupuncture techniques.

Please contact reception to make an appointment.

Staff & Community News

- ◇ CONGRATULATIONS to Brooke McLean who was presented with the 2013 Bulli Medical Practice Employee of the Year Award at the staff end of year gathering in Audley (see photo below).
- ◇ Welcome Maree Hayes, our new staff member in Reception and Administration.
- ◇ Welcome back Dr Amy Ho from maternity leave.



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.

Psychologist, Liz Cinat

Liz is an experienced psychologist who provides a confidential and respectful service that will challenge you to think about your life and make changes, in an emotionally safe environment.



Liz can tailor short term interventions for clients who are largely psychologically well but are experiencing temporary stressors and difficulties as well as offer long term intervention for those who have chronic mental health issues.

Liz has experience with a range of mental health issues including:

- ◇ Stress
- ◇ Anxiety
- ◇ Depression
- ◇ Eating disorders
- ◇ School or occupational stress
- ◇ Childhood trauma/abuse
- ◇ Domestic violence
- ◇ Parenting issues
- ◇ Being the victim of a crime or assault.

Please phone 0478 947 111 during business hours to discuss your concerns and make an appointment.

Guide to Doctor Availability, Summer 2014

	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 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. 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 \$36.70. 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.

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