



Practice Nurses David Boucher and Karen Ruskin.

Changing Nursing Role

General practice nursing continues to develop at Bulli Medical Practice. An important activity at our recent Strategic Planning Day was to try and define the way nurses at our practice will better contribute to patient care and meet health goals. Funding changes for nurses in general practice has opened up the way nurses can engage with patients, particularly those patients with chronic illnesses such as diabetes and osteoarthritis. We are lucky to have a great team of nursing staff with Karen, Mel, Andrea and David providing a high standard of care delivered with genuine friendliness. The new direction of nursing care will use their skills in a more proactive way such that they support patients to improve health outcomes.

On weekdays we will continue to have two nurses available at Bulli Medical Practice although their roles will change. A Triage Nurse will help oversee efficient movement of patients through the waiting room to the doctors consultation rooms. In addition, the Triage Nurse may contact patients in the waiting room for a brief conversation (in the privacy of the Triage Room – adjacent to the reception desk) about their health care needs, or take observations or examinations that will assist the assessment by the doctor. This nurse consultation is at no extra cost to patients and is not intended to replace the consultation by the doctor, but to improve services to our patients.

The more traditional role of Clinical Nurse will continue to operate – performing a variety of tasks such as health assessments, investigations like ECG and spirometry and interventions like wound dressings. We intend to introduce this service over the coming months – so please do not be surprised if one of our nursing staff contacts you in the waiting room. They are helping to ensure you get the best possible care.

Nurse Consultations

Another initiative for nursing staff is the introduction of Nurse Consultations which will be performed by the Clinical Nurse. Nurse Consultations will be for specific conditions only – initially Diabetes, Leg Ulcers, Weight Loss and Asthma. Our Clinical Nurses have specific training and protocols of management for these conditions, and the list of conditions is expected to expand over the coming 12 months.

Your doctor or the Triage Nurse may refer you to Nurse Consultations for ongoing management of your health condition. Your doctor will still review you at the Nurse Consultation and will work with the Clinical Nurse to determine the best management for your condition.



Practice Nurses Andrea Whitton and Melanie Green at the Walk For Diabetes, November 2013.

**Latest news and
information...**

www.bullimedicalpractice.com.au

Farewell Cordy

My daughter, Cordelia finished her job as receptionist last week as she moves away from home to begin her University education. Her bright and friendly personality has been an asset to the Practice. She will be missed by us all (perhaps most of all by her mum!)

Dr Julie Blaze



Women's Health Update

On Saturday 22nd February Dr Julie Blaze, Dr Saroja Gunasekera and Dr Helen Maclean attended the Annual Women's Health Update at the University of New South Wales. This was an excellent opportunity for the doctors to keep up to date with the latest treatments for a wide range of women's health issues including menopause, contraception, osteoporosis, and pregnancy related health matters. The highlights from this seminar will be discussed with all doctors at their next regular medical meeting.



Dr Julie Blaze and Dr Saroja Gunasekera at the Annual Women's Health Update at the University of NSW

Medically supervised weight management support

Being overweight and obesity have reached alarming levels in Australia. By 2025 if we continue to gain weight at our current rate, 80% of adults will be overweight or obese. This is a major health issue as obesity and being overweight leads to diabetes, high blood pressure, heart disease and kidney disease. The latest guidelines by our leading health advisory body, the NHMRC, recommends we start actively treating obesity. This means that, just as we take your blood pressure and check your cholesterol and give you advice about keeping healthy, we should measure your weight and have a conversation if you are overweight or obese and offer help for you to reduce your weight.

Dr Julie Blaze, with the help of Practice Nurse, Andrea Whitton, and our new registrar, Dr Kirsty MacDonald, have set up a medically supervised weight management support clinic. They have attended seminars, reviewed the literature and visited The Obesity Clinic at Camden Hospital (a multidisciplinary clinic for patients with severe obesity). They have also linked with the Metabolic and Obesity Service at Prince Alfred Hospital in Sydney. The results have been encouraging, with all of the ten patients that enrolled at the beginning of February successfully losing weight.

Dr Blaze feels that an individualized approach, establishing a realistic way for a patient to start, coupled with weekly monitoring with the practice nurse and regular review by the treating doctor is the key to success.

“The approach for each patient has been different - each patient has a different story to tell. Our approach is medically sound and must suit their lifestyle in order for it to be maintained. Most fad diets fail because it's not possible to live an enjoyable life with the strict rules,” she said.

If you are interested in some help reducing your weight please talk to your doctor.

Patient Parking

Parking for patients is provided at the rear of the practice and we encourage all of our patients to take advantage of this. There is a rear building entrance which is open until 6pm (Note: this door has a buzzer attached to alert Reception Staff that someone has entered the building).

There is usually street parking available directly in front of the practice which is time limited. Please be aware that the parking area across from the practice belongs to the Bulli Meat and Seafood Fresh shop and they have complained about non customers using the carpark, particularly when they need to lock the carpark in the evenings.

Nick Marsden, Psychologist

Bulli Medical Practice is delighted to welcome clinical psychologist, Nick Marsden.

Nick has worked in private practice, community mental health, and acute psychiatric hospital settings.



Nick's specialty focus area in child and adolescent mental health and has extensive training in systemic family therapies and interpersonal psychotherapy.

He also specialises in treatment of various forms of trauma including complex childhood trauma, critical traumatic incidents, PTSD and other associated mental health difficulties such as mood and anxiety related disorders.

In addition, Nick has an interest in men's health and is skilled at building rapport and delivering treatment to men and women from varied backgrounds.

For more information contact Nick on Tel: (02) 4268 6356
Email: info@marsdenclinicalpsychology.com or visit his website: www.marsdenclinicalpsychology.com

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.

BMP Planning Day

On the 12th February 2014, we held our first annual Strategic Planning Day. It was an opportunity for staff to take time away from the delivery of medical services and to discuss issues, opportunities and ideas on how to improve the practice. In attendance were Drs Julie Blaze, Jeff Hall and Saroja Gunasekera, along with Nurses Karen Ruskin and Melanie Green, Administration Manager Chris Richards, and Business Manager Jenny Hamilton. All contributed productive ideas and perspectives which have set the direction for services for the coming year.

One of the most important outcomes of the day was our revised mission statement:

- ◇ Bulli Medical Practice aims to provide the highest standard of care to our patients, their families and their carers.
- ◇ We aim to continue to adapt and develop to meet the changing health needs of the community.
- ◇ This is built on the foundation of providing a meaningful, stimulating and supportive work environment based on mutual respect.

We feel this mission statement better reflects our practice and engages our stakeholders with the aim of providing the best health care possible. We plan for our mission statement to be enacted through our delivery of care to our patients. If you have any comments we would be interested to hear them – so please either speak directly to our team or email us: feedback@bullimedicalpractice.com.au

Jenny Hamilton CPA
Business Manager

Guide to Doctor Availability, Autumn 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 | | | ✓ | ✓ | | | ✓ | ✓ | | | * |
| Dr Kirsty MacDonald | ✓ | ✓ | | | | | ✓ | ✓ | | | * |

*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.

Staff & Community News

- ◇ We welcome Dr Kirsty MacDonald to the team as an advanced GP Registrar for the next six months.
- ◇ Congratulations to our medical student, Martiane Bersano, on the birth of her little boy. We hope to welcome Martiane back to her training position in the near future.



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