

## Online Appointments

Bulli Medical Practice is currently trialling online appointments using [docappointments.com.au](http://docappointments.com.au). DocAppointments is the first Australian fully-integrated, automatic and real time online appointment booking system.

The system is designed to improve patient access to make appointments via their home computer, iPhone and/or Android phone. To access the system you can register at: <https://secure.docappointment.com.au/bulli/index.php>. If you have a smart phone or android you can download an app via the app store (search for DocAppointments).

“This system will allow patients to book appointments without having to wait on the phone or book during business hours,” said Dr Jeff Hall.

“We are hoping the system will provide confirmation and reminders of appointments, and allow patients to check in without having to wait at reception.

“Clients are encouraged to be patient while we try this new system. We hope that ultimately it will improve our service delivery and efficiency,” he said.

Patients will still be able to book via phone or in person. More information about the online appointments will be made available via reception and our Facebook page.



## Keeping Men Healthy

9 - 15 June is Men's Health Week. Australian men have a life expectancy almost five years less than women. Many men are reluctant to visit their GP for health checks for a range of reasons including time pressures and competing priorities. Some men perceive it to be 'weak' to visit a doctor unless they have an obvious problem or symptom.

Men aged 50 to 70 years should routinely have:

- ◇ Blood pressure checks and cardiovascular risk assessment
- ◇ Cancer risk assessments including bowel, prostate, skin and testicular cancer.

Individual men may require earlier/additional investigation depending on their personal and family history.

All of the doctors at Bulli Medical Practice welcome male patients and encourage them to engage with preventative health. Please encourage your husband, father, son or male friend to make an appointment.

Some male patients prefer to see a male doctor. There are four male doctors at Bulli Medical Practice: Dr Rocky Lui, Dr Tas Karakaidos, Dr Peter Garbett and Dr Jeff Hall.

There is at least one male doctor at the practice every day. The extended hours offered by the Practice until 8pm week days and Saturday mornings provides extra flexibility for working men.

## 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. They have complained about non customers using the carpark, particularly when they need to lock it in the evenings.

## 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.



## Josephine Kirkwood: Dietitian

Jo is an Accredited Practising Dietitian and Accredited Nutritionist with 17 years experience including eight years in the hospital system and nine years in private practice.

She has a Bachelor Applied Science (Biomedical Science) from the University of Technology and a Masters of Nutrition and Dietetics from the University of Sydney.

Jo is passionate about nutrition for optimal health at every stage of life. She sees clients for a wide range of nutrition related issues including diabetes, weight management, heart health, irritable bowel syndrome and nutritional deficiencies as well as general nutrition advice.

Contact Jo on : 0410 795 606 (mobile)  
4284 8710 (telephone)  
josephinekirkwood@bigpond.com (email)



## Malcolm Gibbs: Dietician

Malcolm has been practicing as a Dietitian for eleven years and has been working at Bulli Medical Practice for nine years.

Malcolm's philosophy for dietary change is based around educating the patient about the medical condition they have and how diet can help manage this condition.

Malcolm's dietary interests are:

- ◇ Diabetes
- ◇ Cholesterol Lowering
- ◇ Irritable Bowel Syndrome (IBS) and the Low FODMAP diet
- ◇ Insulin Resistance and PCOS.

Malcolm has qualifications in personal training and he is happy to provide fitness advice as part of his consultations.

A new area of interest for Malcolm is Food Chemical Intolerance. This includes intolerance to certain food additives but also food chemicals naturally present in healthy foods (Salicylates, Amines and Glutamates).

If you feel that you have a food chemical intolerance, it is important to speak with your G.P, to rule out any medical conditions first.

Contact Malcolm on: 0402 213 488 (mobile).

## Staff News

Maree Hayes is the new face at reception and has become an integral member of the team over the past six months. Originally from New Zealand, Maree is keen to improve service delivery and enable health care access for patients.

When not at work, Maree enjoys being outdoors, walking, biking and maintaining a healthy life-style, as well as spending time with her family.

## Congratulations Dr Harkness!

Staff of Bulli Medical Practice are delighted for Dr Amy Harkness who recently received her Fellowship to the Royal Australian College of General Practitioners.

Dr Harkness is very deserving. She has juggled work, postgraduate studies and parenting a young child as well as being a supportive partner of doctor who is completing his specialist training.

“Amy has been a wonderful addition to the Bulli Medical Practice team with her broad range of skills, in particular her interest and training in paediatrics,” said Dr Saroja Gunasekera.



## Travel Medicine Update

Dr Julie Blaze attended the Asia Pacific Travel Health Conference in Ho Chi Minh City in Vietnam in April.

Dr Blaze found the conference interesting and informative and a great opportunity to update her knowledge of this area of medicine that she has a long standing interest in.

There were reports of a need for travellers to update vaccinations for Polio and Whooping Cough when a Tetanus booster is due as both these illnesses remain a risk and there is a combination vaccination to cover all three.

When travelling overseas it is a good idea to make an appointment with your doctor at least 4 weeks before your trip so that you can discuss what precautions including vaccination that you should take to reduce your risk of illness whilst abroad.

Bulli Medical Practice is a Yellow Fever Vaccination Centre and we stock the full range of travel vaccines. We have been busy recently with lots of travellers planning to attend FIFA World Cup Soccer matches in Brazil.



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.

## Guide to Doctor Availability, Winter 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.

## UOW Medical Students

Bulli Medical Practice continues its long tradition of being an integral part of training the next generations of medical practitioners with its current University of Wollongong Graduate School of Medicine students.

You may have already met Martiane Bersano, our Phase 3 student who has been working closely with our doctors and nurses for the past year. She will be completing her medical student training later this year and starting her career as a doctor in 2015.

Iona Cherian and Alexander Tilley (pictured below) are our Phase 1 students. They attend the practice on a Wednesday afternoon and spend much of their time shadowing Dr Jeff Hall. The students involvement with your care is always with your consent and we thank you for your generosity in accepting their presence and being a central part of their valuable training in the community.

Medical students will continue to be an important part of the practice and we encourage you to provide us with any feedback and comments. Please email: [feedback@bullimedicalpractice.com.au](mailto:feedback@bullimedicalpractice.com.au) or complete a general feedback questionnaire available in our waiting room (which you can deposit in the secure box).



### Farewell to Dr McDonald!

**Dr Kirsty McDonald will be completing her training as a GP Registrar in July 2014 and is moving to work in Sydney. We wish her a bright and successful future and appreciate her contribution to the care provided to our patients. She has been a valued member of the Bulli Medical Practice team.**



*Iona Cherian and Alexander Tilley  
Phase 1 medical students from the University of Wollongong*

## Weight Loss Success with Bulli Medical Practice

The Bulli Medical Practice Supervised Weight Management Support Clinic is off to a great start with several patients joining the program over the past few months and the overwhelming majority having success.

Dr Julie Blaze set up the program with Practice Nurse, Andrea Whitton, and registrar, Dr Kirsty MacDonald in April this year.

“It is a realistic way for patients to start losing weight, and they’re already achieving impressive results,” said Andrea Whitton.

“We take an individualized approach, but most patients are losing weight by counting calories (limiting calories to 1200 - 1500 per day) and walking most days at a moderate pace,” she said.

Patients are monitored by the practice nurse every week, and by their doctor every four weeks.

“Most fad diets don’t work because it’s impossible to live an enjoyable life with all the strict rules,” said Dr Blaze.

“This program is tailored for every patient, and has to suit their individual lifestyles in order for it to work and be maintained,” she said.

If you are interested in getting help to reduce your weight please talk to your doctor.



*Christine Powis lost 13kg in 16 weeks*



*Lidy Hunter lost 9kg in 16 weeks*



*Vickie Tracey lost 11.2kg in 14 weeks*

**Overweight and obesity levels have increased at an alarming rate in Australia. If we continue at our current rate, 80% of adults will be overweight or obese by 2025. 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.**

## 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 \$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.

## Last Word Health Tip

Do you know your limit with alcohol?

Each week about 16% of Australians risk injury from accident or assault because of the amount they drink. Every drink you have increases your chances of injury. Regular, excessive use of alcohol leads to a range of negative health and lifestyle consequences.

Drinking **no more than two standard drinks on any day** reduces the lifetime risk of harm from alcohol-related disease or injury. Drinking **no more than four standard drinks on a single occasion** reduces the risk of alcohol-related injury arising from that occasion.

Ask your GP about ways to reduce your drinking.