

Stepping Forward

Administration Officer, Brooke McLean, has encouraged Bulli Medical Practice to get stepping and take part in the Global Corporate Challenge.

The Challenge involves staff wearing a pedometer all day, for 100 days, which counts every step they take. They can also include steps for time they spend swimming or cycling.

Practice staff have divided into two teams: 'Team Julie' and 'Team Jeff', with seven members in each.

'Team Julie' includes Drs Julie Blaze, Amy Harkness and Jemima Grant, along with Andrea, Maree, Kathy and Feon.

'Team Jeff' includes Drs Jeff Hall and Saroja Gunasekera, along with Karen, David, Mel, Chris and Brooke.

"Participating in the Challenge is a great way to promote health and fitness, strengthen team work and increase staff morale," said Brooke.

"The goal is to get office workers moving. We all spend a lot of the day sitting and some staff were shocked when they first started wearing their pedometers and realised how few steps they actually took," she said.

"It definitely makes you more aware of times in your day when you are most sedentary, and look for ways to increase your physical activity," said Dr Jeff Hall.

The Global Corporate Challenge has enabled doctors and staff to 'take their own medicine' and promote physical activity and healthy lifestyles to patients. It has also ensured some 'healthy competition' between staff.

By the end of July, Chris Richards our Office Manager was in the lead with 843,268 steps, followed by Dr Julie Blaze, with 820,143 steps, then Kathy Mercer, Administration Officer, with 623,327 steps and then Dr Jeff Hall with 617,769 steps.

We look forward to announcing the winning team, and in the meantime, reaping the rewards of being physically active. For more information about the Global Corporate Challenge, visit: www.gettheworldmoving.com



Brooke McLean, Andrea Whitton, Kathy Mercer, Jeff Hall, Julie Blaze and David Boucher stepping forward on Jeans for Genes Day, 1 August 2014.

Online Appointments Now Available

Bulli Medical Practice now offers online appointments using 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>.

The link is also provided on our website:
bullimedicalpractice.com.au.

If you have a smart phone or android you can download an app via the app store (search for DocAppointments).

Note that patients are still able to book via phone (4284 4622) or in person.

Thirroul Physiotherapy

Thirroul Physiotherapy and Sports Injury operate a satellite clinic at Bulli Medical Practice. In addition to physiotherapy for musculoskeletal and pain management, they can assist patients with pelvic floor dysfunction. Peter McIntyre and Ciara Flanagan have postgraduate training in pelvic floor rehabilitation.

Women's services include:

- ◇ Pelvic floor assessment and rehabilitation
- ◇ Pre and post natal physiotherapy
- ◇ Pelvic floor muscle strengthening
- ◇ Bladder retraining
- ◇ Advice on diet and other lifestyle factors that may contribute to the problem
- ◇ Ergonomic advice
- ◇ Advice for lymphoedema management (varicose veins)
- ◇ Back support belts
- ◇ Pregnancy recovery shorts.

Men's services include:

- ◇ Assessment of pelvic floor muscle function and design of an individualised exercise program
- ◇ Advise regarding exercise, lifestyle factors and return to work
- ◇ Advise regarding good bladder and bowel habits
- ◇ Pre-operative prostate education and pelvic floor instruction
- ◇ Post-operative prostate treatment
- ◇ Real time ultrasound feedback.

We can assist with the management of the following:

- ◇ Incontinence
- ◇ Bowel control
- ◇ Constipation
- ◇ Urgency to pass urine or use bowels
- ◇ Pelvic organ prolapsed
- ◇ Bed wetting
- ◇ Back, pelvic and tail bone pain
- ◇ Weak or separated tummy muscles
- ◇ Erectile dysfunction.

Please call 4267 3400 if you have any questions in regards to how physiotherapy can help you, or to make an appointment.

More Weight Loss Success for Patients

The Bulli Medical Practice Supervised Weight Management Support Clinic is a realistic way for a patients to start, and keep losing weight. The clinic started in April this year and takes an individualized approach. Patients are monitored by the practice nurse every week, and by their doctor every four weeks.

There are 18 patients currently participating in the Clinic, including an 82 year-old woman, who has lost 8.5kg in two months. The total amount of weight lost by participating patients at the end of July was 105 kg!

Congratulations to Robert Berryman (pictured below) who lost 6.5kg over 14 weeks.



Congratulations also to Frances Bugeja (pictured below) who lost 5kg in 6 weeks.



Our other patients featured in the Bulli Medical Practice Winter newsletter are continuing to lose weight, including Vickie Tracey, who has lost over 12kg, Lidy Hunter who has lost 10.7kg and Christine Powis who has lost 14.3kg.

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

Developing Minds: Adolescence

The adolescent mind is constantly changing; growing and developing from childhood through to adulthood. Neurons form new synaptic connections in the brain everyday and are shaped by interpersonal experiences, which make life as an adolescent (and parent) evermore confusing.

As a parent, sometimes it is difficult to tell the difference between normal adolescent behaviour and emerging mental health problems. You might ask yourself 'is my son's moodiness and irritability normal?' or 'should I be concerned about my daughter withdrawing from friends and family?'

Noticing Signs

Mental health problems range from very common mild anxiety and depressive symptoms to severe mental illness. When someone's daily life is affected by their emotional state or behaviour, there may be an emerging mental health problem.

There are often changes in behaviour (e.g. appetite, sleep, avoidance of school/work, poor motivation, social withdrawal, self harm), emotions (e.g. sadness, irritability, fear/anxiety, anger), and thinking (e.g. poor concentration, drop in school performance, constant worrying, preoccupation with some thoughts, hearing or seeing things that are not there).

Maintaining a healthy mind

Maintaining a healthy adolescent mind means having good emotional and social wellbeing, and the ability to cope well with the challenging aspects of teenage life. Regular exercise, healthy diet, and a good sleep routine are all very important for maintaining a healthy mind. Adolescent development also requires supportive and healthy interpersonal relationships, including family.

Get help early!

Early psychological intervention (or therapy) improves the speed and effectiveness of the healing process. Therapy can help to build skills for managing relationships, improving mood and regulation of the developing mind, and to learn new and more helpful ways of coping.

Dr Nick Marsden is a clinical psychologist who works with adolescents and their families to help build and develop healthy minds and relationships. He also works with parents of children (all ages) to support them through the murky waters of childhood/adolescence.



Marsden Clinical Psychology
Telephone: 4268 6356
Email: info@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.

Guide to Doctor Availability, Spring 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	currently on maternity leave										
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.

Last Word Health Tip

While most of us look forward to the warmer weather, some patients who suffer with hay fever or seasonal allergic rhinitis, may not be so excited about Spring.

The most common allergens include pollen, dust mites, animal dander and mould spores and symptoms include a running nose, sneezing and itchy, watering eyes.

Management includes identifying the triggering allergen if possible, and avoiding that allergen if possible. Medication including anti-histamines and intra-nasal corticosteroids have been found to be safe and effective.

For long-term sufferers, your GP can discuss the potential of immunotherapy (desensitisation injections).