

Twenty Years of Service

Staff and patients at Bulli Medical Practice would like to congratulate Karen Ruskin our Nurse Manager on achieving 20 years' service!

Karen spent most of her early years in Wombarra, attended Bulli High School and undertook nursing training at Royal Prince Alfred Hospital in Sydney in 1976-78.

She worked at Garrawarra Nursing Home before marrying Greg Ruskin and starting a family. She had three children including two daughters and a son.

Many patients remember Karen's delightful daughter, Kristen, who worked as a receptionist at the practice for many years and is now a practicing midwife.

Karen became the Practice Nurse when Dr Bill Feneley owned Bulli Medical Practice. When Drs Julie Blaze and Jeff Hall took over Karen continued her role and helped them during many transformations of the practice.

As the Practice grew Karen took the role of Nurse Manager. She is highly respected and loved by her colleagues and patients. She is committed to the highest quality of patient care.

Outside of work Karen is busy with her expanding family with three grandchildren. She enjoys traveling, gardening and walking her dog. She has also become adept at cake decorating for family weddings and other celebrations. Congratulations and thank you Karen!



Self Service Check In

Bulli Medical Practice is pleased to offer its patients self service check in. This is an additional option to informing the reception staff directly and is anticipated to reduce delays when reception staff are attending to other patients or on the telephone. This service is available for all appointments made at the Practice, including online appointments.

On arrival at the Practice you will see a tablet device on our front reception counter. The software will prompt you to enter your first name, last name, gender and the doctor you have the appointment with.

A message should show "Your arrival has been noted" -please take a seat. Otherwise please see the staff at reception and they will be able to assist you.

"Patients have responded positively to self check in but there is still the option of speaking to reception staff directly to check in as well." Brooke said.

Future developments of the automated check in will allow patients to check in via their smartphones and to edit contact details to ensure the practice can most efficiently follow up medical issues.

If you wish to learn how to use the self service check in or if you wish to provide feedback please speak with our friendly reception staff.



GP Cluster Leader

Congratulations to Dr Julie Blaze on her recent appointment as Cluster Leader for the Northern Illawarra Region.

Bulli Medical Practice hosted a recent meeting of GPs from the Northern Illawarra region and staff from Illawarra Shoalhaven Medicare Local. At the meeting it was agreed to form a GP cluster for our region that would meet on a regular basis throughout the year to facilitate discussion on issues of health care delivery. The role of the group is to organise local GP education events and provide an avenue for general practice input into primary health care initiatives that are being developed in the region.

Dr Blaze was elected as the inaugural Cluster Leader and plans to work constructively with other local medical practices and the Illawarra Shoalhaven Local Health District and the Medicare Local.

Bulli Medical Practice has always sought to keep up to date with initiatives that improve quality of services provided to patients as well as a broader goal of improving the health of the community in general.

Opening Hours

8am - 8pm Monday to Friday

8am - 12 noon Saturday.

All urgent appointments will be seen on the day of request
Onsite patient parking available.

For services after hours contact
Wollongong Radio Doctor: 4228 5522



TRAVELVAX
Complete Travel Health Service

Expanded Travel Medicine Services

Bulli Medical Practice is proud to announce a new partnership with Travelvax to improve and expand our travel health service.

Dr Julie Blaze has had an interest in Travel Medicine since the 1980's. Together with Dr Jeff Hall, they've provided travel medicine services to patients in the region for over 15 years. The resources of Travelvax will improve service delivery as clinical staff can access the most up to date information for illnesses related to travelling overseas. Clinical staff at Bulli Medical Practice updated their training in travel medicine and have new enthusiasm to ensure your next overseas journey is one free of illness.

We have increased the range of travel medicine stock including competitively priced travel vaccinations (including Yellow Fever), a wider range of Medical Kits, malaria tablets, insect repellents and water purification aids.

Dr Blaze attended the Asia Pacific Travel Health Conference in Vietnam earlier in 2014 and will further develop skills by sitting the examination for the Certificate of Travel Medicine at the International Society of Travel Medicine Conference in Canada next year.

"With the support of Travelvax we will find it easier to keep up to date with the ever changing field of Travel Medicine," said Dr Blaze.



Staff & Community News

- ◇ Congratulations to Dr Amy Harkness on the birth of her baby boy
- ◇ Congratulations to Dr Amy Ho who is expecting her third child in March 2015
- ◇ We welcome GP Registrar Dr Nathan Beckman to Bulli Medical Practice in January 2015

Over 200kgs in weight loss!

The Bulli Medical Practice weight management program continues to be an outstanding success. Patients enrolled have lost a combined total of well over 200kg!

Many other patients have benefited from our focus on achieving a healthier weight and lost significant amounts.

A key feature of the program is becoming more aware of making healthier food choices and trying to eat the amount of food that your body needs. Our lives are busy and often stressful. Unless you are mindful of what you are doing there is a risk of eating too much without thinking of the health consequences.

The program also encourages individuals to try to do more exercise in a form that suits them best and to gradually build up.

- ◇ Cathy (pictured below) is new to the program and has achieved amazing results with the loss of 19.4kg in three months.



- ◇ Chris and Vickie continue to lose weight, having now lost just over 16kg and 18kg respectively
- ◇ Janet lost 7.8kg in 10 weeks
- ◇ Husband and wife team, John and Ness, lost a total of 21.4kg in seven weeks.

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



Marketing Seminar

Brooke and Jenny (pictured below) attended a marketing seminar run by The Private Practice on the 24th October 2014. This was an opportunity for them to explore new opportunities to communicate to our patients using the internet and social media.

“The seminar made us aware of the changing ways in which we can communicate with patients and how to better respond to their needs,” Jenny said.

Both staff look forward implementing some of the new ideas they learned at the seminar at Bulli Medical Practice.

Guide to Doctor Availability, Summer 2015

	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	on extended leave from Bulli Medical Practice										
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.

We have provided the timetable above 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.

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.

Blaze of Glory

Congratulations to Team Blaze for achieving the most steps at Bulli Medical Practice as part of the Global Corporate Challenge.

The Challenge involved staff wearing a pedometer all day, for 100 days counting every step they take. Staff could also include steps for time they spent swimming or cycling.

Practice staff divided into two teams: 'Team Blaze' and 'Team Hall', with seven members in each. Competition was fierce but friendly!

Team Blaze stepped at a total of 7039735 steps in a three month period, and their Captain, Dr Julie Blaze, led the way with 1362488 steps.

We hope our steps initiative will encourage patients to go walking to improve their overall health and fitness.

Total Steps for Team Blaze

Julie Blaze	1362488
Kathy	1109550
Amy Harkness	1002609
Maree	974413
Feon	964305
Jemima Grant	816013
Andrea	810357

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.