



Bulli Medical Practice

Winter Newsletter 2015

Lifetime of Memories

Grace Jones is one of the oldest and most loyal patients of Bulli Medical Practice. She was born at the practice in 1917 and has vivid memories of Dr Francis Crossle as her childhood GP.

“My father died when I was very young, and my mother, who was almost blind, raised the five of us on her own,” Grace said. “I suffered with bronchitis as a child and I can remember Dr Crossle coming to check on me at home. He arrived on a horse drawn sulky and there was always a groom to drive him.”

Grace grew up in Thirroul and recalls playing with her friend, Mick Williams. His father (Billy Williams) was the local builder and the local undertaker and Grace remembers playing hide and seek in the empty coffins.

As a teenager, Grace caught the train to Bulli to attend the Catholic school in Park Road.

“We used to go to the little general store next to the doctor’s to buy lollies. The lady would cut squares of newspaper and roll them into cones to hold the lollies.”

Grace recalls the old medical practice building which was originally built by Dr Clifton Sturt in 1895.

“There were only two rooms and a very small waiting room. The men had to sit on the wooden bench in the driveway if the waiting room was too busy.”

She remembers Dr Bertram Cook and his brother Dr “Captain” Cook who owned and worked at the practice from 1938 – 1958, and she fondly recalls Dr William Feneley.

“Seeing Dr Feneley was like visiting family. He always gave you a hug and a kiss and made you feel at home.”

Grace’s husband, Jack, was one of the first engineers on the Kokoda Trail and was a returned soldier. They had three children who were also born at Bulli Medical Practice.

Grace now has four grandchildren and seven great grandchildren. She has led a full life and enjoyed her family as well as travelling overseas on tour groups led by local news presenter, Geoff Phillips.

Just recently, Grace moved to a residential home in central Wollongong and is no longer able to visit Bulli Medical Practice. She remembers her 98 years as a patient there very fondly, and all the doctors and staff at the practice wish her continued good health and happiness.



Grace Jones with a photograph of Dr Francis Crossle

Staff & Community News

- ◇ Dr Rocky Lui has returned to the Practice and is now available for appointments on Tuesdays and Thursdays
- ◇ Congratulations to Dr Amy Ho on the recent birth of her 3rd daughter, Jacinta. Amy is currently on maternity leave
- ◇ Farewell to our Phase 3 Medical student, Suzanne Davies
- ◇ Welcome to our new Phase 3 Medical Student, Robert Smiley
- ◇ Congratulations Feon on her recent marriage
- ◇ We are looking forward to the return of Dr Amy Harkness in September.
- ◇ We have new Allied Health Professionals joining the Practice, Rebecca Lewers Speech Pathologist and Edward Bosloper, Audiologist from Bonus Hearing.

Weight Management Program

We currently have about 34 patients who are participating in the weight management program. The total weight loss so far is around the 310kg mark. A big round of applause to everyone involved. Well done!

Some patients are well on the way to reaching their goals. Husband and wife team John and Vanessa have lost 31kg and 22kg respectively since commencing the program last September. What an amazing result for them both. They are planning to enter the Sydney City to Surf event in August.

Some of our patients have now moved into the maintenance phase after reaching their goals. Lilian is one of those people. She lost over 20kg in the six months since she started, and she is over 70, so that shows you that age is not a barrier to losing weight.

Another fantastic result has been achieved by Cathy, who lost almost 33kg since August. What a woman!

This is how the program works:

- ◇ Visit your GP for an initial consultation and to develop your individual plan
- ◇ Continue to see a practice nurse every week for a weigh-in and a chat about your diet and exercise
- ◇ After three months of weekly visits, you change to fortnightly visits, then monthly
- ◇ Patients are encouraged to reduce their portion sizes, watch their calorie intake and include 30 minutes of walking at a moderate pace on five days each week.



Lilian has lost over 20kg in the six months since starting.



MARSDEN CLINICAL PSYCHOLOGY

Parent Course

1-2-3 Magic® & Emotion Coaching. Learn how to manage difficult behaviour in children 2-12 years old.

Dr Nick Marsden (clinical psychologist) is running a short 3 session course (out of business hours) for parents to learn how to:

- ◇ Discipline without arguing, yelling, or smacking;
- ◇ Handle challenging and testing behaviours;
- ◇ Make active choices (rather than reacting) when parenting;
- ◇ Use Emotion Coaching to encourage good behaviours.

To book your place or make an enquiry, contact Marsden Clinical Psychology via

Ph: (02) 4268 6356

Email: info@marsdenclinicalpsychology.com

Website: www.marsdenclinicalpsychology.com

Cost and dates will be confirmed on enquiry.

*Dr Nick Marsden is a clinical psychologist with a special interest in child and adolescent psychology, as well as family relationships (including marriage difficulties). In addition to running workshops, he works individually with people to overcome depression and anxiety, stress in relationships (personal and occupational); problematic alcohol and cannabis use; and assists those recovering from critical or traumatic incidents (accidents, injury, Police and Veterans).

Patients Self Check-in

Many patients have tried the new self check-in via the tablet on the reception desk, however some have experienced difficulties. Please note these instructions:

- ◇ The self-check-in will advise you after you have selected "Let reception know I'm here" whether "Your arrival has been noted" OR
- ◇ If "No appointment found" you will need to see Reception staff to be checked-in.

Alternatively, you can check-in via the Doc Appointments app on your mobile phone.

Only one online appointment at a time can be made per person. If you wish to make more than one appointment please call the surgery on 4284 4622 .

Guide to Doctor Availability, Winter 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	returning in September										
Dr Amy Ho	on maternity leave from Bulli Medical Practice										
Dr Anastasios Karakaidos	✓	✓			✓	✓	✓		✓	✓	*
Dr Rockey Lui			✓	✓			✓	✓			*
Dr Helen Maclean			✓	✓			✓	✓			*
Dr Nathan Beckman	✓	✓					✓	✓			*
Dr Louise Delaney				✓						✓	

*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, the roster changes regularly, as doctors take holidays from time to time. For further information regarding doctor availability, please check our Facebook page Bulli Medical Practice and Travelvax Centre.



Dr Louise Delaney

Qualifications: MBBS (Hons) UNSW, DRANZCOG (Advanced)

Specialisations/Area of Interest: Woman's Health including IUD insertion, obstetrics, paediatrics and preventative medicine.

Louise graduated from UNSW in 1991.

She worked in a variety of areas of hospital medicine before completing further training in obstetrics and gynaecology.

She then worked in hospital obstetrics until moving to the Illawarra with her family seven years ago. She has worked as a GP in the region ever since.

Louise works as a GP clinical editor with Health Pathways in the Northern Illawarra. This program aims to increase the relationship between GPs and the hospitals and other health services in the region with the aim of improving quality and efficiency of care for patients.

Louise leads a very active life with her family and her interests include healthy living, skiing, creating amazing ballet tutus and making natural skin care products.

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**

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.



Referrals

Referrals from a General Practitioner are valid for 12 months unless otherwise stated.

An indefinite referral to a Specialist may be given for a specific condition. If the referred condition changes or consultations to the referred party are for a new condition then a new referral is required.

A referral allows for the Specialist consultation to be rebateable by Medicare. Referrals cannot be backdated and must be dated on or prior to your appointment date. An appointment with your General Practitioner is required for all referrals.

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 rebateable.