



# Bulli Medical Practice

Summer Newsletter 2017



## Island Locum

Dr Hanson has followed in Dr Halls footsteps by heading to Lord Howe Island to work as a locum general practitioner.

“I would have never thought that 600km (less than a 2 hour flight) off the coast of Port Macquarie on the NSW North Coast sits a World Heritage-listed paradise. When an opportunity to work as the only doctor on Lord Howe Island for 3 weeks came up, there was only a brief moment of hesitation,” Dr Hanson explained

Lord Howe is a crescent shaped island measuring less than 11km, end to end, and barely 3km across. Only 400 visitors are allowed at any time and there are roughly 360 permanent residents. Scuba and snorkelling is at your doorstep with the most southern reef in Australia that is currently untouched from coral bleaching and teeming with life.

The 2 bedroom Hospital is well equipped and staffed to handle most emergencies and procedures. The majority of what Dr Hanson saw was climbing and bike related injuries due to the beautiful mountain climbs and bush walks available.

“Overall this is a magical place and there may be a time in the future when you are told I am not available for an appointment as I am away doing a locum. Just remember, I’m always available for a consultation just metres from the white sandy beach of Lord Howe”.

## HotDoc: SMS Reminders

Bulli Medical Practice now sends all our patients SMS reminders for appointments. You will receive an SMS reminder which will prompt you to click a link to confirm or cancel the appointment. This link will only work if you have an internet connection to your phone. If you are unable to confirm the appointment via this link we will not cancel your appointment. There is no need to reply to the SMS reminder message.

## Welcome Dr Anna Putnis

Last month Dr Anna Putnis joined the team at Bulli Medical Practice. Anna has a special interest in Women’s Health, Paediatrics, Diabetes and minor surgery.

Before joining Bulli Medical Practice, Anna qualified in 2000 from Sheffield, England. She initially trained as a general surgeon in London, spending some time in a trauma hospital in South Africa. She decided to retrain as a GP on return from Africa, qualifying in 2010. She worked in London before moving to Australia in 2014.

Anna recently moved to the Illawarra for its amazing coastline, with her husband and two sons. In her spare time she enjoys exploring the world, camping, exercising, food and wine.

She’s a very friendly and approachable doctor.

At the moment Dr Putnis is available Wednesdays and Fridays but this will increase by two days in the New Year.

*Below Dr Anna Putnis*



## Travel Medicine Update

Dr Julie Blaze and Dr Jeff Hall recently attended the Travelvax conference in Melbourne where various experts provided up to date information related to all things travel medicine.

Dr Blaze has also recently shared her vast Travel Medicine experience with a group of local GP Registrars.

Dr Blaze together with one of our Registered Nurses Alexandria, continue to conduct a travel medicine that provides up to date information, education and vaccinations specific to your individual itinerary.

So if you are thinking of travelling or have already booked, give us a call to book a Travel Medicine review and ensure that you are in the best health to enjoy your holiday.

*Below Dr Julie Blaze*



## Zostavax Vaccination Program

From November 1, the shingles (herpes zoster) vaccine is available for free to people aged 70 to 79 years. Shingles is a dreaded and common disease of the elderly and occurs due to a reactivation of the varicella-zoster virus that lies dormant in the skin nerve roots after causing the childhood disease chickenpox (varicella) decades earlier.

Due to an initial limited supply of the vaccines, we are unable to guarantee that there will always be a dose of the vaccine available.

Therefore if you are interested in receiving this vaccination, give your name to reception and we will contact you to make an appointment to come in when we have an increased supply of the vaccines.

## HotDoc:Online Booking

Have you tried our online booking option? Head to website [www.bullmedicalpractice.com.au](http://www.bullmedicalpractice.com.au) to find the online booking button or download the HotDoc app for your iPhone or Android from the App Store or Google Play, or visit their website [www.hotdoc.com.au](http://www.hotdoc.com.au)



*Above Dr Hall & Dr Beckman*

## Movember

Dr Jeff Hall & Dr Nathan Beckman joined forces this November to raise awareness for Men's health. Over the past month they have both managed to grow pretty decent moustaches to support the Movember Foundation a global charity committed to men living happier, healthier, longer lives.

This Movember Keiraview Day care Centre held a Movember evening which Dr Hall attended and chatted to some of the dads about men's health. Thank you to the Keiraview staff for making this such a great evening.

Thanks to the generosity of patients and colleagues over the past month, the Bulli Medical Practice team raised over \$1400.

It's not only male GP's getting involved in Movember, Dr Blaze wore a moustache to show female GP's can also support Movember and the importance of Men's Health.



*Above Dr Blaze & Dr Hall*

## Guide to Doctor Availability, Summer 2017

	MON		TUES		WED		THUR		FRI		SAT
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM
Dr Julie Blaze	✓	✓			✓	✓	✓	✓	✓		*
Dr Jeff Hall	✓	✓		✓	✓	✓			✓	✓	*
Dr Jemima Grant	✓	✓	✓				✓	✓			*
Dr Saroja Gunasekera	✓	✓	✓	✓		✓			✓	✓	*
Dr Michael Hanson			✓	✓		✓		✓			*
Dr Amy Harkness	Currently on maternity leave										
Dr Helen Maclean	✓		✓				✓	✓			*
Dr Nathan Beckman	✓	✓			✓		✓	✓			*
Dr Anna Putnis					✓	✓			✓	✓	*

\*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.

### HotDoc:SMS Recalls

Bulli Medical Practice now sends SMS notifications. When you receive an SMS from us simply click the link and verify your identity to read the full message.

#### 3 Simple Steps

1. Receive SMS
2. Verify your Details
3. Book Appointment

If you do not click the link and read the full message you will receive another SMS followed by a letter in the post.

### Staff & Community News

- ◇ Farewell and best wishes to a valued member of our team Practice Nurse David Boucher. After 5 years at BMP David is moving on to a new challenge at the Public Health Unit. We appreciate all he has contributed to our practice and the care he has provided the patients.
- ◇ Congratulations Dr Amy Harkness & Ben on the recent birth of their son Issac.
- ◇ Bulli Medical Practice proudly sponsored Joel Woods in the DP Battle Royal Surfing Competition held at Stanwell Park Beach.
- ◇ Welcome to Dr Melissa Overton a GP Registrar who is starting at BMP in February.

### Skin Check Clinic

Australia has the highest rate of skin cancer in the world. Two in three Australians (2 in 3 men and 3 in 5 women) will develop some form of skin cancer before the age of 70. Over 440,000 Australians are treated for skin cancer and more than 2000 Australians die each year from skin cancer.

But this doesn't need to be the case. Nearly all skin cancers can be prevented by protecting yourself from the sun and most skin cancers can be cured if they are diagnosed and treated early.

Dr Michael Hanson conducts a skin clinic on Tuesday afternoons between 2pm at 6pm. Michael has a strong background in the treatment and prevention of Skin Cancer having worked alongside clinicians from the Melanoma Institute of Australia.

You can make an appointment via our online booking system Hot Docs or by calling us here at Bulli Medical Practice.

### After Hours Service

Contact Radio Doctor Illawarra on 4228 5522. All visits are bulk billed. In an emergency call 000.





On Friday 18th November we were honoured to witness the marriage of our Brooke McLean to her beloved Mark Hutchings.

They were married at Little Austi beach in front of their family and friends with the reception held at Sandon Point Surf Club.

We wish them both a life time of happiness together.

## Arriving and leaving Bulli Medical Practice

It is really important that you see the staff at reception as soon as you arrive for your appointment. This will allow for us to mark you as arrived so that the staff member that you are seeing knows that you are here. It also allows us to check your contact details to ensure that we have up to date information about things such as your address, phone number and Medicare card details.

Checking with the reception staff before you leave allows us to ensure that you are able to access follow up appointments and settle any applicable accounts.

### Fees Policy

Bulli Medical Practice is a not a bulk billing practice. It is our policy 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 \$40.95. 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.

## 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 & communication policy are 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 now use an electronic reminder system. If you would like to receive text reminders please inform the reception staff and ensure they have your current 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.