

## Dr Hayley Glasson

We are very excited to welcome Dr Hayley Glasson to our team of professional, caring GPs.

Hayley graduated from the University of NSW in 2008 and worked at St George Hospital in Sydney for three years. She completed her fellowship in General Practice in 2014 whilst working in Newtown. She moved to the Illawarra and has worked in General Practice in the Kiama area for over five years.

Hayley enjoys the full breadth of General Practice, providing comprehensive care and developing long-term relationships with individuals and families. She has a particular focus on women's health and holds a Diploma from the Royal Australian and New Zealand College of Obstetrics and Gynaecology. She also loves paediatrics and holds a Diploma of Childhood Health from Sydney University.

Outside of work, Hayley enjoys cooking, travel, photography and spending time with her family.

Hayley is available for appointments on Mondays, Thursdays and Fridays and you can book online via our website or call reception on 4284 4622.



## Long Acting Reversible Contraceptives

### by Dr Hayley Glasson

The release of the first combined oral contraceptive pill ("the pill") in Australia in 1961 revolutionised women's healthcare. The pill has many advantages, but it is not the best option for all women.

A number of long acting reversible contraceptive (LARC) options are now available, and provide increased reliability, cost-effectiveness, ease of use and other health benefits.

Depo-Provera is a progestogen-only contraceptive which needs to be injected every 12 weeks. A number of women find that they get lighter periods with extended use. There can be a delay to return to fertility, and it is considered 94-99.8% effective.

The most reliable LARCs are the contraceptive implant (Implanon) and intrauterine devices (IUDs). Implanon is a small flexible rod placed under the skin, which releases a low dose of progestogen, and typically lasts for three years. Once inserted, they are 99.9% effective, and the effects are rapidly reversed when the implant is removed.

Hormonal IUDs include Mirena and the latest option available in Australia, Kyleena. Both are small T-shaped devices that are fitted inside the uterus by a specially trained GP or Gynaecologist and release a very low dose of a progestogen over 5 years. Mirena is also available on the PBS as a treatment for heavy menstrual bleeding, and both are considered around 99.8% effective for contraception. The Kyleena has a lower dose of hormone and a smaller insertion device, which may be preferable in women who have not had previous pregnancies.

For those who want a hormone-free LARC, the Copper IUD is an option which lasts for 5-10 years.

Contraception is a highly individual choice, and some options may not be suitable for you. To find out which is the best option, have a chat with your GP.

Bulli Medical Practice offers all forms of LARCs. Family Planning NSW ([www.fpnsw.org.au](http://www.fpnsw.org.au)) and the Jean Hailes Foundation ([www.jeanhailes.org.au](http://www.jeanhailes.org.au)) are other great resources for women's health topics.



## We now offer eScripts

### A safe and convenient way to access your prescription medications

Electronic prescribing to patients, or 'eScripts' provides a secure, paperless method of receiving your prescription via your phone, tablet or home computer.

eScripts are especially useful for telehealth consultations as you won't have to come into the practice to collect your script - it can now be sent to you via SMS or email.

You can use eScripts at participating pharmacies, and, if they also have a home delivery service, you won't have to go out at all.

If you don't have a mobile phone or other device, you can have the SMS or email with the barcode sent to a family member or carer. They can then use it at the pharmacy to collect your medicine for you.

eScripts are not replacing paper scripts but provide an alternative way to access your prescribed medications.

### How do I get an eScript?

- If you require medication following a consultation with your doctor, they will ask you if you'd like an electronic prescription or an eScript
- They'll send your prescription via SMS or email to your nominated number or email address (make sure you've updated your contact details with our reception team)
- Check to ensure you've received the eScript before the end of your consultation.

### Using an eScript at your Pharmacy

Electronic prescriptions look very different to paper ones. Each contains a unique QR code (like a barcode) which can be scanned at the pharmacy.

This allows the prescription information to be confidentially and securely exchanged with the pharmacist. The QR code will remain active until the prescription is filled or until it expires.

If your eScript includes repeats, your pharmacy can send these to you via SMS or email.

Please note, if you take more than one medication, you will need a separate QR code for each medication prescribed. This may mean that you receive more than one SMS or email for your prescriptions, but your pharmacist can help you to identify which barcode you need to use.

### IMPORTANT NOTES:

- Doctors can send the eScript to you, a carer or family member, but not directly to the pharmacy.
- **At this stage, some pharmacies are still unable to scan eScripts.** Please call ahead and check with your pharmacy or contact Bulli Medical Practice reception for a list of participating pharmacies.
- Some pharmacies offering a home delivery service will allow you to forward the SMS or email with the QR code. This means, if you're using telehealth, you can receive your medications without having to leave home.
- If you happen to lose your phone, or, if you lose the email or SMS or accidentally delete it, then notify your doctor immediately. They will cancel that prescription and send you a new one.

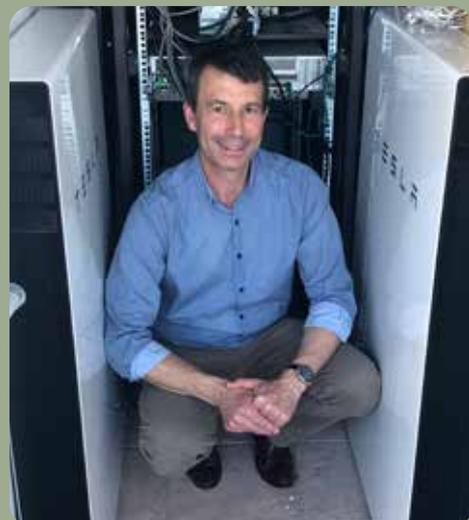
## Going Greener

In our effort to further reduce carbon emissions, we've extended our array of solar panels and installed a Tesla battery system.

This helps to power the Practice overnight including our computer server, its air conditioner, the vaccine refrigerator, lighting and security systems.

Special thanks to David Love and the team at Sun People.

Pictured below: Dr Jeff Hall with the new Tesla battery system.



## GP Availability Spring 2020

The table below is a guide to which doctor works on which days. This may help when scheduling your next appointment. Note that the roster changes regularly and doctors take holidays from time to time. Your best guide to availability is our online booking site (via our website) or call us on 4284 4622. Please note:

- Dr Michael Hanson works alternate Mondays and Fridays every second week
- Dr Jeffrey Hall works Mondays every second week
- Dr Julie Blaze works Fridays every second week
- Dr Saroja Gunasekera is currently providing consultations via telehealth
- Doctors alternate on Saturdays as part of a roster. Please check via Facebook or ask at reception.

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SAT
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM
Dr Julie Blaze		✓			✓	✓	✓		✓		✓
Dr Ben Bartlett	✓	✓			✓	✓					
Dr Hayley Glasson	✓	✓					✓	✓	✓	✓	✓
Dr Rebecca Goodman	✓	✓			✓	✓					✓
Dr Saroja Gunasekera	✓	✓	✓	✓		✓	✓				✓
Dr Jeff Hall	✓			✓	✓	✓			✓		✓
Dr Michael Hanson	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
Dr Amy Harkness					✓	✓			✓	✓	✓
Dr Helen Maclean	✓	✓	✓	✓			✓	✓			✓
Dr Emily O'Donnell			✓	✓			✓	✓	✓	✓	✓
Dr Anna Putnis	✓	✓	✓	✓					✓	✓	✓

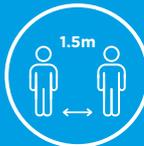
## We're COVID SAFE

Since the onset of the COVID-19 pandemic, we've implemented a range of infection prevention and control measures in order to maintain the safety of staff and patients. This includes:

- Screening of patients with respiratory symptoms
- Treating patients with respiratory symptoms (cough or cold, fever or breathing difficulties) in a separate clinic
- Testing patients with respiratory symptoms for COVID-19
- Staff wearing appropriate Personal Protective Equipment at all times
- Controlling numbers within our waiting room and ensuring physical distancing
- Encouraging all patients to wear a mask
- Going cashless - if you don't have a card available to make your payment at the time of your visit, reception staff can provide you with our account details so you can make a direct deposit. Please use your surname as the reference.
- Providing telehealth appointments by request.
- Providing eScripts (see story on page 2).



**We have a COVID-19 Safety Plan and are committed to keeping you safe.**



Physical distancing



Hygiene and cleaning



Wellbeing of staff and customers

➤ **HELPING BUSINESS GET BACK TO WORK**

Provide feedback on this business at [nsw.gov.au/covid-feedback](https://nsw.gov.au/covid-feedback)



## Fees Policy

Bulli Medical Practice is 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 \$44.25.

We have EFTPOS facilities (debit and credit card: Visa & Mastercard but NOT American Express).

Medicare rebates will be sent online directly to Medicare and you will receive your rebate via 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 is available at reception and on our website.

## Bulli Medical Practice

74 Park Road, Bulli NSW 2516

Monday to Friday 8am - 6pm

Saturdays 8am - 12 noon

Closed Sundays.

If you need to see a doctor outside of hours, call:

Wollongong Radio Doctors 4228 5522  
or the GP Helpline 1800 022 222.

In an emergency call 000.

New patients always welcome!

**Book online today:**

**[bullimedicalpractice.com.au](http://bullimedicalpractice.com.au)  
or call 4284 4622.**

 **Bullimedicalpractice**

## Other Practice News

- Farewell to Feon Ong after 8 years working as a receptionist. We wish her all the best with the next chapter.
- Welcome to Muhammad Raza, our Phase 3 medical student from the University of Wollongong.
- Welcome to Alessandra Maranesi who recently joined the reception team. Alessandra will work with us part time whilst completing her studies at the University of Wollongong.

## Reminders, Recalls & Results

Please telephone the Practice after 10am 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 a consultation so that they can discuss the test results with a doctor.

We are committed to providing preventative health care and participate in government reminder systems and registers.

We offer a SMS reminder system. If you would like to receive SMS reminders please inform reception and ensure they have your current mobile telephone number. If you do not wish to be a part of this system, please notify reception.

## Feedback & Continuous Improvement

We value your feedback and encourage you to complete a general feedback form (which you can deposit in the secure box at reception) 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 then please let us know. Talk to either your doctor or reception staff 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.