



# Bulli Medical Practice

SPRING NEWSLETTER 2019

## New GP Registrar

Welcome Dr Katrina Heggie.

Katrina first studied Biomedical Science at Monash University (Melbourne) and completed medicine at Notre Dame University (Perth) in 2009. She undertook her intern and resident years at the Alfred Hospital (Melbourne), and completed further rotations in Adelaide and Auckland. She moved to St Vincent's Hospital, Melbourne and undertook General Surgery rotations before deciding to work in General Practice.

Katrina has a special interest in Paediatrics, Women's Health, Antenatal Care, Skin and Surgery, and Minor procedures.

Outside of medicine, she enjoys the outdoors, running, swimming and travelling, but is mainly kept busy caring for her two young children.

Katrina is available for appointments on Tuesdays, Wednesdays and Thursdays as well as Friday afternoons. To book an appointment online visit our website or via the HotDoc App.



## Get Active: Women's Health

Women of all ages who get enough physical activity can reduce their risk of heart disease and breast cancer.

Women need 2.5 hours of moderate intensity physical activity every week; about 30 minutes a day.

### 9 Tips to Keep Active Every Day

- ◇ Pick an activity (or range of activities) you enjoy.
- ◇ Choose activities that suit your lifestyle. Consider budget, physical ability and time.
- ◇ Check out local exercise options such as leisure centres, sports clubs, parks, walking trails, swimming pools or exercise classes.
- ◇ Find a buddy and be social while exercising.
- ◇ Plan ahead for bad weather.
- ◇ Keep some exercise equipment at home.
- ◇ Get active doing housework or gardening.
- ◇ Look for incidental ways to move your body every day such as walking or cycling to the local shops, instead of driving the car. Use the stairs instead of the lift or escalator.
- ◇ Involve the whole family in keeping fit. Arrange physically active outings such as walking the dog or taking a bushwalk.



## Tanya Pepper: Physiotherapist

Physiotherapist Tanya Pepper has been part of the Bulli Medical Practice allied health team providing physiotherapy for the past 7 years.

Tanya's career of 25 years includes 15 in her own successful practice in Stanwell Park. Tanya is an APA Titled Physiotherapist and has advanced her profession with a Masters of Health Science.

Tanya's specialisations include neck and back pain, headaches, motor vehicle accidents and work related injuries.

She treats a range of orthopaedic and musculoskeletal conditions and is highly experienced in treating and managing acute and chronic pain.

Tanya's approach to physiotherapy is to have longer appointments to establish a rapport with the client which allows for a more thorough and effective session overall achieving superior results.

Tanya has the philosophy of healthy mind and healthy body with a balance of nutrition and exercise. In her spare time Tanya enjoys spending time with her family, along with walking, swimming, surfing, skiing, travelling and socialising with friends.

Tanya works at Bulli Medical Practice on Mondays and Stanwell Park Practice on Tuesdays, Thursdays and Fridays.

For an appointment please call 4294 4337 or book through [StanwellParkPhysiotherapy.com.au](http://StanwellParkPhysiotherapy.com.au).



## My Health Record

All Australians who did not opt out now have a My Health Record. My Health Record is a secure online summary of an individual's health information. Information available through My Health Record can include:

- ◇ a patient's health summary
- ◇ medication prescribing and dispensing history
- ◇ pathology reports
- ◇ diagnostic imaging reports, and
- ◇ discharge summaries.

Individuals have access to view their own health record. Healthcare providers authorised by their organisation can also access a patient's My Health Record to view and add to the health information.

My Health Record does not replace existing health records at our practice, but supplements them with information that can improve decision making and care planning.

We recognise many people are concerned about the implementation of My Health Record, but we believe it significantly improves health communication, especially for patients with complex medical histories.

### Benefits for Patients

The readily available patient information allows GPs and other healthcare workers to spend more time with patients and less time searching for clinical information (e.g. chasing investigations and referrals).

My Health Record will lead to better information sharing between different sources, for example between GPs and hospitals, and allow for patients to have input into how their information is stored.

### Security and Privacy

My Health Record data is stored in Australia, and is protected by high grade security protocols to detect and mitigate against external threats. The system is tested frequently to ensure these mechanisms are robust and working as designed.

## Guide to doctor availability, Spring 2019

|                      | MON |     | TUES |    | WED |    | THUR |    | FRI |     | SAT |
|----------------------|-----|-----|------|----|-----|----|------|----|-----|-----|-----|
|                      | AM  | PM  | AM   | PM | AM  | PM | AM   | PM | AM  | PM  | AM  |
| Dr Julie Blaze       |     | ✓   |      |    | ✓   | ✓  | ✓    | ✓  | ✓   |     | *   |
| Dr Ben Bartlett      | ✓   | ✓   |      |    | ✓   | ✓  |      |    |     |     |     |
| Dr Rebecca Goodman   | ✓   | ✓   |      |    | ✓   | ✓  |      |    |     |     | *   |
| Dr Saroja Gunasekera | ✓   | ✓   | ✓    | ✓  |     | ✓  | ✓    |    |     |     | *   |
| Dr Jeff Hall         | ✓** |     |      | ✓  | ✓   | ✓  |      |    | ✓   |     | *   |
| Dr Michael Hanson    | ✓** | ✓** | ✓    | ✓  | ✓   | ✓  |      | ✓  | ✓** | ✓** | *   |
| Dr Amy Harkness      |     |     |      |    | ✓   | ✓  |      |    | ✓   | ✓   | *   |
| Dr Katrina Heggie    |     |     | ✓    | ✓  | ✓   | ✓  | ✓    | ✓  |     | ✓   | *   |
| Dr Helen Maclean     | ✓   | ✓   | ✓    | ✓  |     |    | ✓    | ✓  |     |     | *   |
| Dr Anna Putnis       | ✓   | ✓   | ✓    | ✓  |     |    |      |    | ✓   | ✓   | *   |

\*Not every Saturday, doctors work on a rotational basis for Saturdays. Please check with reception.

\*\*Every second week. Please check with HotDocs or 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.

## Clinical Emergency Management

In May this year, Dr Julie Blaze and Dr Helen Mclean attended an RACGP course in Melbourne on Clinical Emergency Management.

“The course was an excellent opportunity to update our skills in managing urgent presentations in general practice such as cardiac arrest, chest pain, stroke and acute asthma. It was also a good refresher for important skills like CPR,” said Dr Julie Blaze.

“The course prompted us to review and update our emergency equipment on return to Bulli Medical Practice, and share the information and skills learnt with other doctors at the practice.”

## Staff & Community News

- ◇ Congratulations to Dr Nathan Beckman and his partner on the birth of their baby girl
- ◇ Welcome Dr Katrina Heggie (see page 1)
- ◇ We bid farewell, and our very best wishes to Dr Jemima Grant and Dr Nathan Beckman (see back page).

## Advanced Care Directives

Advance care planning involves you, your loved ones and your GP talking about your values and the type of health care you would want to receive if you became seriously ill or injured and were unable to express what you want.

Ideally these conversations start when you are well and continue throughout your illness. However, you do not have to be unwell or have a terminal illness to start planning.

By documenting your wishes in an Advanced Care Directive, you are helping loved ones and health professionals to make decisions about your care when you are no longer able to do so.

To make an Advanced Care Directive, you read an information booklet provided by NSW Health and complete the form at the end. Your GP can check the form with you and sign the authorisation page along with a witness.

The Advance Care Directive package (booklet plus form) is available via the NSW Health website:

<https://www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf>

or via your GP at Bulli Medical Practice.

## 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 \$43.40 however an increase may occur in November. 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 is available at reception and on our website.

## Reminders, Recalls & Results

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 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.

## GP News

### Dr Jemima Grant

Jemima is currently on a working holiday but has decided to take 6 months leave from general practice to spend more time with her family. We will keep you updated regarding changes in her availability.

### Dr Nathan Beckman

Nathan has decided to leave general practice to spend more time with his new baby and better support his young family. Nathan started working at Bulli Medical Practice as a Registrar in 2015.

All our staff have enjoyed working with Jemima and Nathan over the past few years. They have made a significant contribution to the skill-set of the practice and always provided professional care to our patients.

We wish them the very best.

