

Have you had your flu shot?

With the ongoing risk of COVID 19, influenza vaccinations (commonly known as flu shots) are even more vital this year.

While the vaccination won't protect against COVID 19, it does reduce your risk of getting both infections at the same time.

Optimal protection against influenza occurs within the first three to four months post vaccination. So, having your flu shot now will still protect you for the winter flu season which typically peaks in August.

If you haven't already had the 2020 influenza vaccine, make a booking to see your GP as soon as possible. You can book online via our website or call 4284 4622.



Thanks to patients and staff for your support during COVID 19

We are so grateful for your support and understanding over the past three months while the Practice responded to the COVID 19 pandemic. To protect the health of our patients and staff we made many changes, including:

- our booking systems
- the way you access the building
- hours of operation
- parking availability
- waiting room space availability
- payments by becoming cash-free; and
- consultation types for elderly and vulnerable people, and those with viral illnesses.

Patients and their families quickly adapted to these changes and were respectful and grateful to our team. Some patients brought in baked and other home-made goods, or shouted us coffees to show their appreciation and support. This kindness was truly valued and helped boost morale during a very busy and difficult time. We are very grateful.

All our staff responded admirably, developing and adapting to changes to help keep everyone safe.

Some staff juggled work despite additional caring duties at home. Many attended meetings after hours. All staff continue to wear personal protective equipment (PPE) and have willingly undertaken the extra cleaning required.

Some doctors have chosen to self-isolate but are still treating patients via telehealth. Other doctors are seeing patients face-to-face or via telehealth. They've taken turns to run the respiratory clinic and COVID 19 testing with the invaluable help of our practice nurses.

Practice nurses have been instrumental in triaging patients, establishing clinics, and ensuring the PPE and other protocols are met.

Our reception and administration team have managed the increased volume of calls and new check-in procedures. They've communicated all the changes to patients, and helped keep everyone calm.

We are so proud of our team and how they have stepped up during the pandemic.

Changes to Service due to COVID 19

Separate Clinic for Respiratory Symptoms

Patients with respiratory symptoms (including fever, cough, sore throat, runny nose) can only be treated in our respiratory clinic.

If you have respiratory symptoms:

- Telephone 4284 4622 to make your appointment, do not book online.
- When you book, reception staff will advise how to access the respiratory clinic.
- If you have your own mask, please wear it to your appointment.

Access to Bulli Medical Practice

The carpark is now open for most of the day. Access is restricted after 4pm to patients attending the respiratory clinic or COVID 19 testing.

For patient and staff safety we have locked our doors and we are now using a doorbell/intercom system:

- Please read the signs on the doors
- Staff will assess you and confirm you have an appointment before entering
- If you have your own mask, please wear it to your appointment.

Doctor Availability

Dr Gunasekera is only available for telephone consultations until further notice. You can book online or by calling 4284 4622.

Opening Hours

We have reduced our operating hours. We are now open 8am – 6pm Monday to Friday. Saturday opening hours remain unchanged: 8am – 12 noon.

Pathology Collection – Southern IML

Appointments at Southern IML Pathology collection at Bulli are by appointment only. Please contact Southern IML on 4283 4131.

Pathology collection patients will also need to use the intercom at the front door to access the building.

Other Practice News

Farewell to Dr Katrina Heggie who is returning to Melbourne in July after completing her Registrar Training Term.

We look forward to welcoming Dr Hayley Glasson to our team in August.

We are currently checking patient contact details at every interaction. Please be patient while we check your name, address, phone number and email address. This helps to ensure we have the correct details for telehealth appointments and other communication. If any of your contact details have changed, please notify reception.



Drive-through COVID 19 testing

A safe and efficient COVID 19 testing facility is available at Bulli Medical Practice. Patients with any symptoms or concerns can call for an appointment to have a COVID 19 test.

The Testing Process

- Call 4284 4622 for an appointment.
- The service runs from Mondays to Saturdays after 4pm.
- Take part in a telehealth consultation with one of our doctors
- Attend a drive-through swab in the Bulli Medical Practice car-park
- Doctors or practice nurses wearing full personal protective equipment take naso-pharyngeal swabs while you stay in your car
- The Practice sends samples to Southern IML Pathology for analysis
- The Practice will advise you of the outcome within two to three business days.

Please note, COVID 19 testing is offered in a separate, secure area to other services offered at the Practice.



GP Availability Winter 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.
- 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	✓	✓	✓	✓					✓	✓	✓

Face-to-Face Appointments

As COVID-19 restrictions ease and we increase face-to-face appointments, we need your help to meet physical distancing guidelines.

If you come to the Practice for an appointment:

- Please arrive on time or only a couple of minutes early for your appointment.
- When you arrive, press the intercom and wait for our reception staff to ask you some questions.
- If there are already too many patients in the waiting room, you may be asked to take a seat outside or to return to your vehicle to wait. We will call you when the doctor is available.
- If you aren't able to wait outside or return to your vehicle, you may be asked to wait in one of our other rooms until your doctor is available.
- If possible, please limit the number of people attending the appointment to one patient and their carer if required.

Bowel Cancer Awareness

June is bowel cancer awareness month.

Bowel cancer is Australia's second deadliest cancer. It claims the lives of 103 Australians every week (5,375 people a year).

Most bowel cancers start as benign, non-threatening growths (called polyps) on the wall or lining of the bowel. Some polyps are harmless but others can become cancerous (malignant).

Almost 90% of bowel cancer cases can be treated successfully when detected early. Bowel cancer screening is recommended for people aged 50 and over using a Faecal Immunochemical Test (FIT) every 1 to 2 years.

People with a family history of bowel cancer need extra testing to find bowel cancers early. This may include regular colonoscopies.

Ask your GP about bowel cancer screening at your next visit.

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 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@bullmedicalpractice.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.

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 \$44.80.

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.

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:

bullmedicalpractice.com.au
or call 4284 4622.

 Bullmedicalpractice