**Practice Information Sheet**

**Caring for your health**

City Doctors Medical Clinic is a fully accredited, bulk billing family practice dedicated to providing the highest quality of health care services to the community.

Please take the time to read this information sheet so that you may familiarise yourself with the services provided at the City Doctors Medical Centre. This document contains important information concerning our clinic to help make your visit to your doctor easier, more beneficial and comfortable.

The doctors and staff at City Doctors Medical Centre strive to provide high quality health care in a friendly and caring environment. We have a strong focus on family health care and preventative care.

**Opening Hours**

**6 am to 5 pm

Closed Fridays**

**Appointments**

Appointments can be made by calling 80228428 between 7am – 5pm Monday to Thursday and Saturday. Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor. Longer appointments are available; please inform reception if you would like a longer appointment. Urgent appointments are available for patients experiencing a medical emergency. If you or a family member requires an interpreter service we can organise this for you. We have individuals on site who are able to speak Arabic and Chinese. Please make us aware when booking your appointment. For further information please see Interpreter Service section below.

**Results**

It is extremely important that you book an appointment with your doctor to discuss results of investigations you may have been asked to undertake such as blood tests or x-rays. A ‘normal’ result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be needed. Results are strictly confidential and are not handed over the phone. You must book an appointment with your GP.

**Pathology Results**

Some pathology results may take longer to return than others. Feel free to call our reception on 8022 8428 to ensure your pathology results have come in.

As a part of our confidentiality policy, test results will not be given out over the phone. Please call our reception and our staff will gladly arrange for you to come see the doctor in person.

Please ensure that you advise our staff of any changes to your contact details so that we may contact you in the event that your tests return an abnormal result.

**Travel**

Travel can be great fun, but can also result in serious illness. Depending on where you are going you may need vaccinations to prevent having your holiday ruined by illness. Please make an appointment prior to your departure.

**Yellow Fever Vaccination**

City Doctors is a WHO approved Yellow Fever vaccination clinic. This means that we are certified to administer the yellow fever vaccine. At City Doctors we use hygienic, quick methods that are convenient for your busy schedule.

Thinking of travelling? Concerned about Yellow Fever? The following website will help you understand whether you require a yellow fever vaccine: http://www.health.gov.au/yellowfever

**Immunisation**

City Doctors is certified to administer most common vaccinations recommended by the National Health and Medical Research Council (NHMRC) and funded under the National Immunisation Program (NIP) for infants, children, adolescents and older people.

﻿If you have any questions or concerns, please call us on 8022 8428 and we will be happy to clarify.

**Recall and Reminder System**

This practice uses a ‘Recall and Reminder’ system to provide preventive care for its patients, to follow up abnormal or significant test results, to manage patients with chronic disease, and to ensure important health checks are not forgotten and are performed.

This will assist the practice in ensuring that important health checks are not forgotten and are performed on time, as well as ensuring that significant results are discussed. We will use information from your health record to tell us when appropriate check-ups or tests are due. By allowing us to send you a reminder letter, you will help us to detect serious conditions early and to monitor and manage known conditions. This can significantly improve the long-term outcome for you

Our doctors follow the guidelines for preventive care as outlined in the Royal Australian College of General Practitioners’ Guidelines for Preventive Activities in General Practice. The guidelines are in line with the recommendations of organisations such as the National Health and Medical Research Council, the National Heart Foundation and others.

If you elect not to be part of our recall and reminder system, please complete the form below, and a note will be made in your file. Even when you agree to be included in the Recall and Reminder system, you should remember when you should be tested for certain conditions and should always contact your doctor to get the results of a test that has been performed. We may not always be able to reach you, especially if you have moved and the contact information on your record has not been updated.

**Phone Calls**

All calls are managed by the receptionist team. We do not transfer patient calls to the doctors. If the call is regarding a medical condition, please make an appointment to see a doctor. If you are seriously ill and/or have a medical emergency, call 000 immediately.

**Privacy in the Practice**

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy is available on request.

**Providing Patient Feedback**

At City Doctors Medical Centre, it is important to ensure that we continually improve the way we deliver our services. To do this well we ask that you feel free to provide feedback. We have a suggestion box on the reception counter for your use.

We would like to thank all of our patients for participating in the CFEP feedback survey which has allowed us to improve our: waiting times, clinic layout and our accessibility out of hours

We welcome any feedback, suggestions or complaints that you may have. If you have a complaint, we ask that you express it in writing and either fax (82136178) or email sydcitydoctors@gmail.com and we will attend to it immediately. We always endeavor to resolve complaints directly. However, if you are unhappy with how your complaint has been handled or otherwise, you may also contact the NSW Health Complaints Commission on 1800 043 159.

**Communication Policy**

**Telephone Calls**

Patients are encouraged to make an appointment to speak with their doctor as we do not transfer patient calls to the doctor. For certain circumstances, patients may leave a phone message and where appropriate the doctor will return the call within 24 hours. Alternatively, a practice staff member will call to advise you the doctor wishes to see you via appointment.

**Website**

www.citydoctors.net.au

The City Doctors website is full of information you need to know when attending our practice.

**Email**

thewangeeclinic@gmail.com

City Doctors Medical Centre has an email address that patients can use to send through simple communications to their doctor or practice staff. The email address is thewangeeclinic@gmail.com.

This email address is checked on a regular basis and any email received will be acknowledged in a reply, and passed on to the addressee. All relevant emails will be stored in your patient record. While we make every effort to keep your information secure, we remind our patients that electronic communication and information can potentially be compromised and accessed by persons outside of our centre. Patients communicating with City Doctors Medical Centre through email do so at their own risk. For any urgent health matters and to make appointments, please telephone our reception team on 80228428.

**Facebook**

You can now find us on Facebook!

Keep up to date with all that is happening at City Doctors by following our page at https://www.facebook.com/citydoctorsmedicalcentre/

**Payment Policy**

All consultations with our doctors are bulk billed! This means that if you have a valid Medicare, DVA or Overseas Student Health Cover (OSHC) card, you can see a doctor without having to make any upfront payments.

We accept OSHC cards from the following health insurers: Medibank, OSHC Worldcare, NIB, Bupa & AHM.

However if a valid Medicare, DVA or OSHC card cannot be provided the standard consultation fee is $40.00. The charges applied to your account will vary depending on the nature of the consultation. We accept Visa, Mastercard, Amex and cash payments.

**After Hours Care**

We offer after hour’s home visits and acute care with continuity of medical attention through Sydney Medical Services Co-operative Limited. These services can be accessed by calling 8724 6300 or the practice contact number 8022 8428. Additionally, Dr Matter can be reached via his on-call phone 0416 668 258 during the following times:

Monday to Thursday - 5pm to 6pm

Friday 5pm - Monday 8am

**Services**

When you are suffering from an unexpected illness or injury or even when you simply require general medical attention without waiting for an appointment, we are the provider you need. Our professional team of board-certified physicians, nurses and technicians is equipped to handle a comprehensive range of urgent medical conditions and injuries, routine illnesses and general medical services. We can assure you that we have a commitment to excellence when it comes to the level of care we provide. We offer a range of services, including:

* ﻿General Practice
* Pathology
* Vaccinations
* Sexual Health Assessments
* Psychology
* Nutrition
* Depression / Anxiety Counselling
* Women's Health
* Pregnancy Tests
* Family Planning
* ​Contraception
* Pap Smears
* ﻿Child Health & Development
* Child Immunisations​
* Driving / Diving / Flying Medicals
* ﻿Heart Care / ECG / Blood Pressure
* Work Cover / Work Medicals

**Translating & Interpreting Service**

We use the Australian Government Translating & Interpreting Service (accessible by dialling 131 450) as a form of help for non-English speakers.

**Hearing-impaired Service**

We cater for the hearing-impaired population using Auslan Services on 1300 287 526.

**The Team at City Doctors Medical Centre**

*Dr. Aladdin Matter*

Dr. Aladdin Matter is our full-time General Practitioner allowing for consistency of care by the same practitioner. He practices medicine to the highest of standards in a very warm, caring and supportive manner.

He has extensive experience obtaining his Bachelor of Medicine at Sydney University and is greatly invested in the well-being of his patients.

*Ms Ume Hani Ali*

Nutritionist

Ms Ali is passionate about all things food and nutrition, she loves working with clients to help them find a healthier, happier version of themselves while meeting individual health and lifestyle goals. She believes in the non-diet approach to weight management and achieving nutritional wellbeing, working with clients on realistic and achievable solutions.

*Ayat Tarawneh*

Her role at the clinic includes assisting with general health checks such as blood pressure tests, immunisations, consultation follow ups and recalls, wound care and care plan management.

Ayat liaises with patients as required above and beyond their standard consultations, ensuring the highest quality comprehensive health care for all patients.

*Our lovely receptionist team, Sarah Wraide and Rouba Dib .*

**Improvements**

The City Doctors Medical Centre has been implementing new systems to would help improve patient access to care. We have successfully tested and implemented ideas we have learnt through research and patient feedback. Our team now has a greater focus on shared learning, improving team skills and strengthening partnerships with other health services within our division.

**Process**

The challenge for the staff at the City Doctors Clinic was to undertake small, manageable and achievable changes that could result in improvements to their systems of care, in order to improve their patient’s access to care.  Attending meetings gave staff the opportunity to see that each has experienced similar issues with patient access to care.
They were also able to discuss initiatives involving taking small, manageable steps towards a larger overall goal.
The team decided to leave intervals between patients to control patient flow and waiting times.
Staff noted an improvement of patients respecting the demands on doctors’ appointment times.

**Outcomes**

Through this reflective process, The City Doctors Clinic has had the opportunity for their staff to pause and review their systems of care.

Specific outcomes include:

* Improved access to GPs and fewer appointments running overtime, which is largely attributed to the increased patient awareness of consult times and the need to make a double booking for multiple problems.
* There is a stronger focus on improving team skills, a greater understanding of individual staff roles and improved communication.
* Nurse roles have expanded – the nurses have taken on a leadership role within the health service. They now complete Health Assessments, GP Management Plans and Health Checks.

Achieving these outcomes has meant better outcomes for patients, a happier working environment for staff and doctors and a more sustainable health service

**Looking Forward**

Using quality improvement skills and tools learnt through this process, The Wangee Clinic will continue to test changes to make improvements. The Wangee Clinic also plans to continually strengthen their relationships and networks with other health services and within the division.

**Conclusion**

The team at Wangee Medical Centre successfully tested then implemented an initiative for improving access to care at their health service. This simple change made a significant improvement in patient access to care. The team is focused on continuing the philosophy of sharing ideas, strengthening team work and collaborating with other health services within the division.

*“We have recognised where there were opportunities for improvement. There will always be room for improvement as systems change* *on a daily basis, but we now feel that we have a better team approach to make the necessary changes.” –* **Practice Manager**

**Location**

465 Punchbowl rd 

Greenacre 2190

NSW