

TMP News

Winter 2015

Why choose us?

Our Patients are our priority. We are proud to provide a high level comprehensive service to our Patients. We have a large comfortable waiting area, 7 consulting rooms, a Nurses consulting room and a twin bed treatment room. Our treatment room is stocked with high quality products and equipment including an ECG machine. We are very lucky to have a team of loyal highly trained support staff including 3 Registered Nurses.

Continuous Improvement

At TMP we value all feedback and would love to hear from you.

We have a patient feedback questionnaire available at reception if you would like to complete one. Also, if you have any concerns about the care you receive at TMP or have any suggestions for our practice, please speak to your Doctor or our Practice Manager and we will do our best to help you. Alternatively, you can send an email to admin@thirroulmedical.com.au

We also value positive feedback so if you think we are doing a great job, please feel free to let us know.

Opening Hours

Mon – Tues	7.30am – 7.20pm
Wed	8.00am – 7.15pm
Thurs	8.00am – 6.30pm
Fri	7.30am – 5.30pm
Sat	9.00am – 11.30am

Disabled Parking
available Onsite

Is your home Winter safe?

Each year, Fire and Rescue NSW attends approximately 4,500 residential fires in NSW with approximately 30% of them occurring in winter months.

43% of all fire fatalities happen in winter.

A few tips to keep you and your family safe:

- Ensure you have enough smoke alarms and test them regularly
- If you have a fire place, make sure the chimney is clean and you have a safety screen around it when it's lit
- Check electric blankets for damage or frayed cords before placing on the bed
- Keep curtains, tablecloths and bedding away from portable heaters
- If you use a clothes dryer make sure you clean the lint filter each and every time you use it.

Wheat bags can help pain, but they also have the potential to cause burns and fire.

- **Don't** overheat the wheatbag by placing it in the microwave longer than specified by the manufacturer.
- **Don't** let anyone, particularly children or the elderly sleep with a wheat bag.
- **Don't** use the wheat bag to warm your bed up, as it may spontaneously ignite.
- **Don't** reheat the wheatbag before it has properly cooled.

We're always listening!

At TMP we appreciate all suggestions for improvements from our Patients. Please give all suggestions to Kelly, our Practice Manager, our Reception Staff or send to admin@thirroulmedical.com.au

So far from your suggestions we have:

- ✓ Changed our waiting room music
- ✓ Made online appointment bookings available
- ✓ Improved our Website
- ✓ Made payments easier with Phone Payments and EFT

Doctor Availability

Here is a guide to our Doctors availability. This is subject to change, please confirm with reception when making your appointment. All of our Doctors offer high quality medical care in our modern purpose built surgery. For more information, please visit our website.

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM #
Assc Prof Ellacott	x	x	x	x		x			x	x	
Dr Vickers	x	x	x	x	x		x	x	x	x	
Dr French	x	x	x	x			x	x	x	x	
Dr Momsen	x	x			x	x			x	x	
Dr Williams	x	x					x	x			
Dr McDevitt	x	x	x	x	x	x	x	x	x		
Dr Brown			x			x	x			x	
Dr Hashemi			x	x	x						
Dr Wang	x	x	x	x			x	x			

Saturday coverage is rotational. Reception can confirm Doctor on Duty.



Sharon Doolan – Consultant Pharmacist

Sharon is an Accredited Consultant Pharmacist. She has been accredited for consulting patients in their homes for Medication Review for nearly 20 years. Sharon provides the service of Home Medication Review (HMR) for patient's at TMP following a referral from the patient's Doctor and has been doing so for 5 years. The HMR program aims to improve the quality use of medicines and reduce adverse medication events. The HMR provides medication information to the patient. This is undertaken through a comprehensive medication review which is conducted by Sharon in the patient's home.

The program involves cooperation between the GP, Pharmacist, patient (or carer), community Pharmacist and other health professionals. HMR provides the patient with further knowledge and understanding about medicines, both prescribed and other non-prescribed medications (over-the-counter) or additional natural medicines.

In order for a patient to be eligible for a HMR, they must have a current Medicare or DVA card and live in the community setting. The patient's GP identifies a clinical need that the patient will benefit from a HMR and obtains patient consent for this Government funded service. Some of the criteria for a HMR include patient's with multiple medications, those prescribed a new medications, those who have had recent hospital admission, those with cognitive, hearing, vision or dexterity problems and those taking high-risk medications.

During the HMR, the accredited Pharmacist;

- identifies all medicines used by the patient (including prescription and over-the-counter medicines)
- compiles a comprehensive list of medicines prescribed by all the patient's prescribers
- identifies use of unnecessary, suboptimal or duplicate medicines and doses
- determines the patient's understanding of the medicines including correct administration methods (eg; eye drops, inhalers, patches)
- provides education on the patient's medicines and answers any questions the patient may have
- assess relevant drug-drug and drug-disease interactions, monitoring requirements and adverse effects
- identifies adherence issues and assesses the need for compliance aids (eg; medication packs, dosette devices)
- addresses practical aspects of medicine management including access, storage and disposal

Are Your Details Correct?

It is important that we keep your details up to day on our file. To ensure we have your correct details our receptionists will be asking you to complete a *Patient Information Form*. We appreciate your co-operation with this

Support and Assistance

Our Doctors are supported by a team of friendly, experienced and professional nursing and administrative staff. They are also here to assist you with any queries and inquiries.



Kim, Meagan and Sofia



*Back row – Stella, Lynda, Jen, Helen, Clare, Kerrie Ann,
Front row - Bec, Alisha, Kelly, Kerri*

Teaching & Learning

TMP is a Teaching Practice involving students from the University of Wollongong and Registrars. A General Practice Registrar is a fully qualified medical doctor who has chosen to specialise in General Practice. Thank you to our patients who support and value our teaching - it allows our doctors to share their knowledge and skills. An added benefit is attracting younger General Practitioners to the area.

Contraception Alternatives

Dr Malcom French, Dr Melissa Brown and Dr Dan Wang are qualified to insert Implanon, Dr French and Dr Brown are also qualified to insert Mirena. Please feel free to book an appointment to discuss these options.

After Hours

After hours services are provided by Wollongong Radio Doctor, which is a cooperative run by local Illawarra GPs. All visits are bulk billed. For the after-hours medical service, please ring 4228 5522. In an emergency call 000.



Cream of Cauliflower Soup

1 tablespoon olive oil	1/4 teaspoon chilli flakes
1 finely chopped brown onion	2 cups Vegetable Stock
2 garlic cloves, crushed	750g cauliflower, cut into florets
2 teaspoons ground coriander	2 cups water
1 teaspoon ground cumin	1/4 cup cream or creme fraiche

Step 1

Heat oil in a saucepan over medium heat. Add onion and garlic. Cook, stirring, for 6 to 7 minutes or until very soft.

Step 2

Add coriander, cumin and chilli flakes. Increase heat to high. Cook, stirring, for 2 minutes. Add cauliflower, stock and water. Cover. Bring to the boil. Reduce heat to low. Simmer, partially covered, for 30 minutes or until cauliflower is tender. Set aside for 20 minutes.

Step 3

Blend soup in batches until smooth. Return to saucepan. Stir in cream. Stir over low heat until hot. Season with salt and pepper. Serve with crusty bread



**STOP SMOKING
START REPAIRING**

EVERY CIGARETTE YOU **DON'T** SMOKE
IS DOING YOU GOOD

Your GP can help you quit for life!

Have you had a skin cancer check recently?

Did you know that Australia has among the highest rate of skin cancer in the world? About 2 in 3 Australians will be diagnosed with some form of skin cancer before they turn 70!

Not all skin cancers look the same, some things to look out for are

- a spot that looks different to others on the skin
- a spot, mole or freckle that has changed shape, size or colour
- a sore that doesn't heal
- a spot that bleeds

Cancer Council NSW

At TMP all of our Doctors are qualified to perform skin checks and are trained in the use of Dermascope, Cryotherapy and Diathermy which all reduce the need for biopsies. If required, excision of minor lumps and bumps are offered in our treatment room.

**These checks should be done annually.
Please call reception to book an appointment.**

Accreditation

We are proud to deliver exceptional Medical Care, to do this we must follow strict accreditation guidelines. Our accreditation assessment is fast approaching and we would value your feedback. Reception will have customised accreditation surveys available soon for your anonymous feedback and opinion on our service.



You can now book your appointment ONLINE

Look for the **Book Appointment Button** on our website to make an appointment with your doctor. Now you can book an appointment in your own time, not just during our office hours. Please see reception if you require further information

Book Appointment
Online ▶

Follow Up Consultations

If the Doctor requests you to have a follow up appointment please be aware that this will not always be Bulk Billed. Each of our Doctors advise the reception staff of the appropriate billing at the end of each consultation. If you have any financial issues please discuss this with your Doctor during your consultation.

Referred Services

Your Doctor may refer you to a service as part of your treatment. These referred services may include; Pathology, X-Ray, Ultrasound, Specialists and Surgeons, Dieticians, Physiotherapist, Dentist, Diabetic Educator, Podiatrist, Optometrist and others.

If you would like to know the cost of the services you have been referred to please contact the Referred Provider using the details shown on the referral form. If you would like assistance with this please ask our reception staff.

Results

Please call the Practice during normal business hours (Mon to Fri, 9am to 5pm) to obtain results of tests (pathology, x-ray, scans) that your Doctor has ordered.

Prescriptions and Letters

In selected cases repeat prescriptions and referrals can be written without a consultation for patients who have had a consultation with their Doctor within a 3 month period. Please allow 72 hours for collection. There is a \$5.00 fee for such requests.

Home Visits

Home Visits are available to regular patients on occasions that the patient may not be able to attend the surgery due to illness or injury. If you require a home visit please contact the practice to arrange a time. We visit patients from Clifton to Woonona.

Policies

If you would like further information on our Billing Policy, Privacy Policy, accessing your results or our policy on complaints, please ask our reception staff for a copy. These can also be found on our website.