

## Patient Identification

In order to ensure we identify our patient correctly you will be asked to verify our name, address & date of birth each time you book an appointment.

## Recalls & Reminders

We have systems in place to recall and remind you for follow-up procedures, tests, immunisations and preventative health check-ups. In the interest of your health, please respond promptly to our reminder notices.

If you wish to be removed from our recall and reminder system, please notify us in writing. If you do not wish to participate in the NSW & National Recall Programs, please contact them directly:

**NSW Pap Register:** 131 556

**BreastScreen NSW:** 9515 8686

**National Bowel Cancer Screening Program:**

1800 188 868

**Australian Childhood Immunisation Register:**

1800 653 809

## Test Results and Referrals

It is your responsibility to contact the Practice to obtain your test results. Most test results are available within 2 to 3 days. If your test results are abnormal, you will be contacted by your doctor. If an appointment is required, you will be called to arrange a date. If you have been unable to arrange a test or consultation as per your doctor's request, please **call reception on 4861 3855**.

Your doctor may arrange a referral for you to have further tests and/or consultations. Please make arrangements with the appropriate provider as soon as possible.

Douglas Hanly Moir Pathology Bowral	4861 4062
Lavery Pathology Bowral	4861 4788
Bowral Hospital (SSWPS)	4861 0271
Bowral Medical Imaging	4861 4555
Highlands X-Ray	4862 2355

For specialist doctors and other health doctors, please call the provider to make an appointment and enquire about their fees.

## Medical Certificates

A medical certificate is a legal document. As such, you must make an appointment to see our doctor to be issued with a medical certificate.

## Repeat Scripts

You will be required to make an appointment with your doctor for a repeat prescription to ensure proper management of your medication.

## Translator Service

Please notify us if you need an interpreter to be booked and ask for a longer appointment. We use Translating and Interpreting Service (TIS National) and AUSLAN to communicate over the phone with our patients who are hearing impaired and/or use sign language.

## Privacy & Personal Health Information

Patients' personal information is treated with the strictest confidence and is subject to privacy laws. Data is collected and stored ensuring maximum privacy levels.

We adhere to the Australian Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the NSW Health Records and Information Privacy Act 2002. The health privacy principles describe what we must do when collecting, holding, using and disclosing health information. We are happy to provide you with a copy of our Privacy Policy at any time.

## Patient Feedback & Complaints

We are committed to providing you with a high standard of patient care. We value your comments and take your suggestions, concerns and complaints seriously. If you have a problem you can talk to a member of staff, or contact: NSW Health Care Complaints Commission, Locked Bag 18, STRAWBERRY HILLS NSW 2012.

T: 1800043159. [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)



*Providing comprehensive care with a personal touch*

## Practice Information Sheet

**Monday to Friday:** 8am to 6pm

**Saturday:** 8am to Noon

**Public Holiday:** Closed

(02) 4861 3855

(02) 4861 3237

[www.wsgp.com.au](http://www.wsgp.com.au)

9/2A Walker St, Bowral

NSW 2576

## Walker Street General Practice

We are a fully accredited general practice that aim to provide comprehensive and personable care to our community. We offer primary health services at all stages of your life and have a passion for preventative medicine. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.

### Our Mission and Values

- To provide comprehensive and quality primary health care with a personal and caring approach.
- To remain innovative and progressive with primary health care and medical advancements.
- To always strive for excellence and continued learning in all aspects of patient care.

Our values of mutual respect, integrity, accountability, service to others, excellence, positivity and initiative support our mission.

### Our Doctors

**Dr Ono Alex-Ohunyon** (MBBS, FRACGP, MIPH/MHM, DipCH, Adv Cert Skin Cancer)

**Special Interests:** Skin Cancer, Chronic Disease Management, Men's Health, Aged Care, Palliative Care, Preventative Medicine, Paediatrics, Travel Medicine and Teaching

**Dr Jeff Pinkstone** (MBBS, FRACGP, ASAM))

**Special Interests:** Aviation Medicals, Chronic Disease Management, Men's Health, Aged Care, Palliative Care and Teaching

**Dr Amanda Hipwell** (MBBS, BS Genetics, Dip CH, FPAA)

**Special Interests:** Antenatal Care, Women's Health, Sexual Health, Chronic Disease Management, Paediatrics and Adolescent Health

**Dr Jessica Hines** (MChD, BMedSc, Dip CH)

**Special Interests:** Skin Cancer, Chronic Disease Management, Aged Care, Palliative Care, Women's Health and Paediatrics

**Dr Farhana Faria** (MBBS, AMC, Dip CH, FPAA)

**Special Interests:** Mental Health, Paediatrics & Adolescent Health, Women's Health and Sexual Health

### Appointments

We operate on an appointment system. You can either **book a standard appointment online** or **call reception on 4861 3855**. If you require a longer appointment, please give us a call.

**Short Consultations** – 5 to 10 minutes for obvious and straightforward cases. *E.g. Script, Referral, Medical Certificate*

**Standard Consultations** – 10 to 20 minutes for one or two health related issues.

**Long Consultations** – 20 minutes or more. *You may require more time for mental health consultations, health assessments, work cover, multiple health issues and for procedures etc.*

Walk-ins will be allocated the first available consultation, and will usually be required to wait.

### Emergencies

For life threatening conditions, always call 000. For other urgent medical attention, please call us on 4861 3855.

### Home Visits

Home visits are available to patients where genuine reasons prevent them from being able to attend a consult at the practice. Home visits are at the GPs discretion. Please call us 4861 3855 to confirm availability.

## After Hours Services

Our GPs works with other local GPs to provide after-hours medical care all year round with the Southern Highlands General Practitioner After Hours Service (SHGPAHS).

The clinic is located at 21 Jude St, Bowral (opposite Bowral Hospital).

### Opening Hours

*Saturday: 3:00pm to 5:00pm*

*Sunday: 10:00am to 12:00pm., 3:00pm to 5:00pm*

*Public Holiday: 10:00am to 12:00p, 3:00pm to 5:00pm*

Please ring **4861 6433 for the on-call doctor** or visit the clinic.

### Consultation Fees

Payment is required at the time of consultation and the Medicare rebate will be subsequently provided. A detailed list of usual fees charged is displayed in the waiting room.

### Patient Communication

- **Calls to Doctors** - Our doctors do not accept patient phone calls during consulting hours as it can disrupt the doctors' concentration and contribute to appointments running over time. However, special considerations may be made depending on circumstances. You may be asked to leave a message and your call may be returned by a doctor or a member of the team.
- **SMS** – We provide appointment reminders by SMS at least 24 hours before your scheduled appointment. It is the patient's responsibility to remember their appointment time and our reminder system should not be solely relied upon.
- **Emails** – The practice currently emails reminders only. Please note that we are not encrypted to send or receive other information via email without patient consent.