Walker St General Practice

Practice Information Sheet

9/2A Walker St, Bowral NSW 2576 | Phone (02) 4861 3855 | Fax (02) 4861 3237
reception@wsgp.com.au | www.wsgp.com.au

WalkerS+ General Practice

In an emergency call 000. Life threatening symptoms include chest pain, difficulty breathing, unconsciousness, uncontrolled bleeding or a major accident.

OPENING HOURS

- **Monday, Wednesday, Thursday and Friday:** 8:00am to 5:00pm
- **Tuesday:** 8:00am to 5:30pm
- **Saturday:** 9:00am to 12:30pm
- **Sunday and public holidays:** Closed

Phones are not answered before 8:30am, between 12:00pm and 1:30pm, or in the 30 minutes before closing.

AFTER HOURS CARE

- **Urgent:** Bowral and District Hospital Emergency Department, 97 to 104 Bowral St. Bowral, Ph (02) 4861 0200. Open 24 hours.
- **Existing Walker St patients, non-urgent:** 0401 488 738. Monday to Thursday 5pm to 8am, Friday 4.30pm to 9am, Saturday from 12:30pm, Sunday and public holidays 24 hours.
- **Southern Highlands GP After Hours Service:** Phone (02) 4861 6433, or the walk-in clinic at 21 St Jude St, Bowral on weekends and public holidays. www.shgpahs.com.au
- **Healthdirect**: 1800 022 222 (24 hour nurse advice).

APPOINTMENTS

We are an appointments-only practice and do not accept walk-ins. Book online at wsgp.online/book, through the AMS Connect app, or by phoning reception. Limited same-day appointments are available each day for urgent, non-emergency problems.

- **Brief: Up to 5 minutes,** for a simple matter such as a repeat script, referral or medical certificate.
- **Standard: Up to 20 minutes,** for one or more health issues.
- **Long: 20 to 40 minutes,** for mental health, health assessments, WorkCover, procedures and several or complex issues.
- **Prolonged:** 40 minutes or more, for complex care needing extra time.
- **New Patient 10+ years:** 40 minutes (10 minutes with the nurse followed by 30 minutes with the doctor).
- **New Patient Under 10 years:** 30 minutes (10 minutes with the nurse followed by 20 minutes with the doctor).
- **Telehealth:** Phone and video appointments are available when your doctor decides it is clinically safe. Some problems need a face-to-face visit.
- **Home and nursing home visits:** Available to existing patients. Please ask reception.

Please give at least 4 hours notice if you need to cancel. Missed appointments without a good reason will incur a fee. We send SMS reminders before your appointment.

OUR DOCTORS

The doctors consulting at Walker St are independent General Practice Tenant Doctors who run their own practices. Walker St General Practice provides the rooms, reception and nursing support.

This includes Dr Ono Alex-Ohunyon, Dr Nathan Cooney, Dr Jessica Hines, Dr Jason Kim, Dr Mier Margés, Dr Kate Watson and Dr Karen Colpo. Dr Jingjing Zhou attends for complex excisions only.

SERVICES

General practice, women's health, antenatal care, men's health, children's health and immunisation, skin cancer checks and procedures, aged care and over 75 health assessments, mental health, chronic disease management and care plans, circumcision clinic, cosmetic consultations, ADHD diagnosis and reviews, WorkCover assessments, travel medicine, iron infusions, zoledronic acid (Aclasta) infusions and venesection. Online repeat scripts and referral renewals are available to eligible existing patients.

FEES AND BILLING

Our doctors use mixed billing, so fees depend on your doctor and the type of visit. Payment is due on the day, and we can usually process your Medicare rebate on the spot. We bulk bill children under 10, DVA Gold cardholders, and eligible care plans and health assessments. Discounted fees apply to Pensioner Concession and Health Care Card holders. Full fees apply on Saturdays and before 9am or after 5pm on weekdays. WorkCover and CTP consultations are billed under SIRA guidelines. A full fee list is available at reception and on our website wsgp.online/Fees. If you are having trouble paying, please speak with our Business Practice Manager.

CONTACTING YOUR DOCTOR, RESULTS AND RECALLS

Doctors do not usually take phone calls during consultations. Reception will take a message and a doctor or nurse will call you back if needed. Your doctor reviews all test results, and we will send you an SMS letting you know if you need to make an appointment to discuss them. Results are only discussed in an appointment, either in person or by telehealth. We may also contact you by SMS to remind you about preventative health checks or follow-up care. Please keep your contact details up to date.

Email is not secure and is only checked intermittently during the day, so please phone us for anything urgent. We never give medical advice by email.

YOUR PRIVACY

Your health information is kept private and secure, in line with Australian and NSW privacy law. You can ask to see your health record, and you can ask for your records to be transferred to or from another practice. Our full Privacy Brochure, including how we use AI scribe tools and recording only with your consent, is available at reception and on our website.

INTERPRETERS AND ACCESS

If you need an interpreter, please tell reception when you book so we can arrange TIS National (free) and a longer appointment. We also use AUSLAN for patients who are deaf. We have accessible parking, step-free entry, and a wheelchair to help with transfers. Let us know in advance if you need assistance.

FEEDBACK AND COMPLAINTS

We welcome your feedback, and making a complaint will never affect your care. Please speak to reception or contact our Business Practice Manager at manager@wsgp.com.au, on (02) 4861 3855, or in writing to 9/2A Walker St, Bowral NSW 2576. We aim to respond within 30 days. If you are not satisfied, you can contact the Health Care Complaints Commission on (02) 9219 7444 or 1800 043 159, or the Office of the Australian Information Commissioner on 1300 363 992.