

CHISHOLM FAMILY PRACTICE

Patient Information Sheet

187 Caroline Chisholm Drive
WINSTON HILLS NSW 2153
Phone: (02) 9674 7699
Fax: (02) 9674 1993

Practice Hours

Monday - Friday:	8.00 am - 6.00 pm
Saturday:	9.00 am - 1.00 pm
Sundays:	CLOSED
Public Holidays:	CLOSED

About Our Medical Centre

Chisholm Family Practice is located at 187 Caroline Chisholm Drive Winston Hills. The Practice is committed to providing quality comprehensive medical care to all individuals and families in this community. We aim to be professional, courteous and thorough, utilizing modern equipment and technology as well as a listening ear.

Our treatment room is staffed with a Registered Nurse with many years of practice nursing experience.

Appointments with your Doctor

Please ring 9674 7699 for an appointment. You can also make an appointment on line – www.eastbrookemedical.com.au. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 15-minute intervals. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available so please ask our receptionists if you require some extra time.

If you or a family member requires an interpreter we can organise this for you. Please let us know when you make an appointment.

Fees and billing arrangements

The GP'S at this practice privately bill for their services. We accept cash, EFTPOS, MasterCard and Visa credit cards.

Most consultations are charged \$70.00 the Medicare rebate is \$37.05. Longer consultations are charged \$130.00 the Medicare rebate is \$71.70. A full list of fees is on display at the reception desk.

After Hours

If medical attention is required outside operating hours, a telephone call to the Practice on (02)9674 7699 will put you in contact with our after hours care we have organised with Sydney Medical Service who are an accredited medical deputising service. Doctor's after hours number if our after-hours service is unavailable - 0419856940.

A Doctor from this practice is also available between the hours of 6pm and 7pm Monday to Friday and 8am to 9am Saturdays.

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the Practice. Please discuss fees and billing arrangements with your doctor.

Telephone Access

Doctors in the Practice may be contacted during normal operating hours. If the doctor is with a patient, the reception staff will take a detailed message and forward this onto the doctor as soon as possible.

In an emergency, your call will always be put through to either the doctor or nurse.

Parking and Disabled Access

On-site car parking is available as is a ramp into the main part of the surgery.

Your Feedback, Quality and Improvement

We have a feedback form and box located on the reception desk for patients to provide feedback. We take your feedback very seriously and will try to improve on any recommendations made from our patients.

Reminders System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception know.

Medical Records and Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and ensure this information is only available to authorised members of staff.

Eastbrooke Medical Centres complies with the Privacy Act 1988 and the Australian Privacy Principles 2014 including the way we collect, store, use and disclose health information.

For more information, please ask for a copy of our Privacy Policy Statement at reception. Should you require access to your medical information held by this centre please discuss this with your Doctor or the Practice Manager.

You're Rights

If you have a problem with any aspect of the service you receive at our Practice we are keen to hear about it. We take your concerns, suggestions and complaints seriously. Please speak to the Practice Manager or your doctor to discuss your concerns. If you prefer to write to us please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Practice. However, if you feel the need to discuss a matter outside of the Medical Centre, you may contact the Health Care Complaints Commission.

The contact details are:

Health Care Complaints Commission
Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012
Phone: (02) 9219 7444
Fax: (02) 9219 7555

This practice has a no smoking policy.

Minor Operations

In addition to standard Medical Centre service, we also offer a range of minor operations including cryotherapy, suture lacerations and minor surgery. All our surgical instruments are sterilised to prevent cross infection.

OUR SERVICES

- General Practitioners
 - Preventive Medicine
 - Acupuncture
 - Antenatal Care
 - Sports Medicine
 - Spinal (back pain)
 - Home Visits
 - Immunizations
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OUR DOCTORS

Dr. Mike Ellis

Trained at Sydney University and Royal Prince Alfred and has a Diploma in Obstetrics and Gynaecology. He holds a Fellowship of the Royal Australian College of General Practitioners, and is a member of the Australian Medical Acupuncture Society, the Academy of Neuro Musculoskeletal Medicine, and the Australian Association of Therapy, the *Certificate Perfectionnement de Medicine Manuelle* (Paris), and the Masters Medicine (Musculoskeletal) at Sydney University. Dr Ellis is particularly interested in the diagnosis and treatment of low back and neck pain as well as in the treatment of solar damaged skin.

Dr Susan Capp

A Graduate of NSW University in 1979, Dr Capp gained further valuable experience at several Sydney and Country hospitals before commencing General Practice at Northmead in 1988. She holds the Certificate of Advanced Medical Hypnosis, the Certificate of Medical Acupuncture, and is especially interested in diabetes, cardiology, preventative medicine and women's health.

Dr. Naseem Jessie Chowdhury MBBS.DRANZCOG.FRACGP

Dr. Naseem (Jessie) Chowdhury graduated in 1983 and did her internship and GP training in Newcastle, NSW. She obtained her Diploma in Obstetrics and Gynaecology NSW in 1991 and her Fellowship of the Royal College of GP in 1995. She also trained and has a certificate degree in Medical Acupuncture and Hypnosis. Dr. Chowdhury worked as a GP in the Hills District since 1996. Her major interests are in Woman's Health, General Paediatrics, Developmental Paediatrics, Intellectual Disability, Mental Health, Diabetic Care, Geriatrics, General Medicine and Surgical Dermatology. She is interested in Antenatal Care and is linked with Westmead and Blacktown Public Hospitals Antenatal Clinics.

Dr Tannie Tong

Registrar
