

Patient Information Sheet

Practice Hours

Monday to Thursday:	8:00 am - 5:30 pm
Friday:	8:00am - 5:00pm
Saturday	9:00 am – 1:00 pm
Sunday	CLOSED
Public Holidays:	CLOSED

About Our Medical Centre

Eastbrooke Family Clinic Southport is conveniently located at Shop 2, 45-49 Nind Street Southport. The clinic has a number of highly experienced GP's with interests in general medicine, women and children's health, men's health, aged care, chronic disease management, chronic pain management, family planning, skin checks, platelet rich plasma therapy (PRP) and musculoskeletal medicine.

The clinic offers patients a comprehensive modern facility with onsite pathology and pharmacy.

Sullivan Nicolaides Pathology Hours: Monday to Friday 8:30am to 12:30pm

West End Pharmacy Hours: Monday to Friday 8:00am to 6:00pm and Saturday 9:00am to 1:00pm

Additional Clinics

Gold Coast Women and Children's Clinic (GCWCC): This clinic provides a holistic healthcare service to women and children in all stages of life and health in a caring and supportive environment. We offer a professional team of general practitioners who have special interests in all areas of women's and children's health.

PRP Clinic: PRP is an innovative treatment that stimulates the body's natural healing process that can be used to treat arthritic joint pain, knee osteoarthritis, bursitis, sports injuries, tendonitis, plantar fasciitis and more.

Skin Cancer Clinic:

This clinic is an assessment and treatment facility for skin cancer and other associated conditions that specialises in the early detection, diagnosis, treatment & management of all skin cancers & melanomas.

Appointments with your Doctor

Please ring (07) 5557 7888 for an appointment. 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 require an interpreter, we can organise this for you. Please let us know when you make an appointment.

Online Appointment Bookings

Existing and new patients of this clinic can use our online booking service to book a standard (15mins) consultation 24 hours a day through our website www.eastbrookemedical.com.au.

Fees and Billing Arrangements

Universal bulk-billing is not financially viable and would mean this practice could not provide quality service. Reduced fees are available for Concession Card Holders. We accept EFTPOS, Mastercard and Visa credit cards.

Consultation Fees

DOCTOR	CONSULTATION TYPE	PRIVATE	CONCESSION	MEDICARE REBATE
Dr Penina Pereira	Standard	85.00	65.00	41.40
	Long	140.00	100.00	80.10
Dr Louis Fenelon	Standard	85.00	65.00	41.40
	Long	140.00	100.00	80.10
Dr Zara Mason	Standard	85.00	65.00	41.40
	Long	140.00	100.00	80.10
Dr Khaled Nour	Standard	85.00	65.00	41.40
	Long	140.00	100.00	80.10

Weekend (Standard fees apply prior to 1pm on Saturdays. These fees apply after 1pm)	CONSULTATION TYPE	PRIVATE	CONCESSION	MEDICARE REBATE
	Standard	95.00	75.00	41.40
	Long	150.00	120.00	80.10

*Additional charges may be incurred for any procedures and/or treatment room expenses. Fees are subject to change without notice.

Our specialists have their own private fee schedules which are available on request.

After Hours

If medical attention is required outside open hours, please phone the National Home Doctor Service on 13 7425 who are an accredited medical deputising service.

Home Visits

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

Telephone Access

Doctors in the Medical Centre 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 can be put through to either the doctor or nurse.

Parking and Disabled Access

Car parking is available onsite with separate parking bays allocated to our disabled patients.

Your Feedback, Quality and Improvement

We have a feedback 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. Any complaints should be directed to the Practice Manager. Other complaints can be directed to the Health Ombudsman. The following link can be used.

<https://www.oho.qld.gov.au/make-a-complaint>

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 know. We also participate in the State/Territory reminder system.

Results

If your Doctor has requested any tests such as X-Ray or Pathology, we strongly advise you to come back and discuss your results with your Doctor.

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 Family Clinic Southport 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.

Your Rights

If you have concerns with any aspect of the service you receive at our medical centre 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 Medical Centre. 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 Office of the Health Ombudsman, PO Box 13281 George Street, Brisbane QLD 4003. Ph133646

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 diathermy, cryotherapy, suture, lacerations and minor surgery.

Our Doctors:

Dr Louis Fenelon

B. Med (Newcastle NSW)

Special interests: Physical activity for health, sports and trauma medicine, preventative care, musculoskeletal interventions including PRP & joint injections. Minor procedures including skin cancer removal.

Dr Zara Mason

MBChB (Otago), FRACGP

Special interests: All Aspects of General Practice with particular interests in adolescent health and the wellbeing of the entire family and palliative care.

Dr Penina Pereira

MBChB, FRACGP

Special interests: Women and children's health, chronic disease management, preventative medicine, antenatal care, mental health and all aspects of general practice. Dr Pereira also speaks Samoan.

Dr Khaled Nour

MBBS, FRACGP

Special Interests: General Medicine, Skin Cancer Checks and Excisions, Circumcisions and Eyelid Surgery.

Visiting Specialists

Dr Julia Lowe (Endocrinologist)

MB ChB FRCP M.MedSci

Julia is passionate about improving diabetes care for all and has conducted research to improve the delivery of diabetes services especially for those changing from children's to adult services or in pregnancy. As well as diabetes, she has a wide range of experience in Endocrinology.

Our Allied Health Professionals

Imprint Podiatry

Podiatrist

Specialises in sports related injuries of the feet and lower limbs, but also provides a comprehensive podiatry service caring for patients of all ages with varying conditions including postural and gait abnormalities, bone and joint disorders, soft tissue and muscular pathologies, generalised foot and ankle pain, Veterans Affairs and Work Cover patients.

Gemma Campbell

Dietitian

Gemma is an Accredited Dietitian who completed her Bachelor of Nutrition and Dietetics at Griffith University. She also completed extra training in the FODMAP diet for IBS through Monash University and Sports Dietetics through Sports Dietitians Australia. Gemma can help with dietary management of health conditions such as Type 2 diabetes, high blood pressure, high cholesterol, weight management, and micronutrient supplement plans to correct nutritional deficiencies.