



99 WAKEFIELD GARDENS
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AFTER HOURS: 1300 422 567
www.wgs.net

PRACTICE INFORMATION

Wakefield Gardens Surgery is a true family practice. Our philosophy is to provide quality, comprehensive medical services within a friendly, caring environment.

SURGERY HOURS

Monday to Friday: 8am to 6pm
Saturday: 8.30am to 12 Midday

CURRENT PRACTICE DOCTORS

Dr Linda Welberry

Dr Mary Lou Chalmers

Dr Susan Close

Dr Joanna Mya (Skin Clinic)

Dr Caroline Khin-Chen

Dr Sujani Perera

Dr Tina Blight

Dr Phillip Hope

APPOINTMENTS

At Wakefield Gardens Surgery, consultations are by appointment only.

A standard appointment is 15 minutes in length. This usually allows for the discussion of one problem only. If you feel you will need longer than this time, or if you have more than one problem to discuss please advise the receptionist so that a longer consultation can be booked for you.

Generally new patients will require a longer appointment.

The practice sets aside a number of appointments each day for urgent problems. These appointments become available when the surgery opens each morning so it is advisable to ring at 8 am if you need an urgent appointment.

Please advise us as soon as possible if you cannot keep your appointment. This allows us to use your appointment time to see other patients who are waiting. It is our practice policy that we need at least 4 working hours' notice if you are unable to keep an appointment. If due notice is not given a fee of 50% of the consultation cost will be charged to your account for failure to cancel.

Our doctors try as much as possible to keep to time. You can help us with this by arriving on time for your appointment and booking a longer appointment if you feel you will need more time with the doctor. Sometimes, due to complications or emergencies that arise on the day, doctors do run late.

We are happy for you to phone in advance of your appointment to check if there is likely to be a significant wait.

HOME VISITS

Our practice provides home visits when required, although generally only within the inner north Canberra region. Home visits can be disruptive to the running of the practice so we ask that you do not request a home visit unless you really cannot come to the surgery. It also helps if you can give us as much notice as possible.

RESIDENTIAL AGED CARE FACILITIES (RACF)

Most of our doctors care for patients in the local aged care facilities. We are able to discuss your care options if admission to an aged care facility becomes necessary.

RESULTS

At Wakefield Gardens Surgery we do not require that you make an appointment to receive test results, however we expect that patients will contact the surgery to check their results. The surgery will always try to contact you with any urgent or worrying results but sometimes this is not possible, which is why you are asked to contact the surgery. If your test results need to be discussed you will be asked to make an appointment, otherwise one of the surgery's nurses can give you your results over the phone.

FEES and BILLING

Wakefield Gardens Surgery is not a bulk billing practice. Charging appropriately for the time we spend with our patients allows us to provide high quality medical care.

The fee charged for a consultation will depend on its complexity and length. Health care card holders and pensioners are charged a reduced fee.

Payment at the time of the consultation is required. The surgery accepts cash, cheque, EFTPOS, mastercard and visa.

Other services, such as completing reports and forms, copying or managing health information may incur a fee if done outside of a consultation. The amount charged will depend on the time involved and the complexity of the task. Providing repeat prescriptions and referrals and transfer of medical records to another practice will also incur a fee. More information regarding fees and charges is available from our receptionists or on our website.

CONTACTING THE SURGERY

Generally, the doctors at Wakefield Gardens Surgery do not take telephone calls from patients to avoid interruptions to their consultation time. If you would like to speak to your doctor, your details and a message will be noted and your call will be returned at a later time.

Email is available only in particular circumstances where contacting the surgery by phone is not practicable. Email communication needs to be arranged directly with your doctor. Please be aware that emails are not continuously monitored and that this form of communication is not secure and is only appropriate for non-urgent messages.

RECALLS AND REMINDERS

Wakefield Gardens Surgery operates a recall system for important results and follow up examinations. Patients are automatically included in this system unless they tell us otherwise. Please let the receptionist or your doctor know if you do not want to be contacted with recalls and reminders.

PERSONAL HEALTH INFORMATION

Wakefield Gardens Surgery has a policy of strict confidentiality regarding personal health information. Our privacy policy is available on our website. It explains how personal health information is managed within the practice.

SCRIPTS AND REFERRALS

At Wakefield Gardens Surgery we believe that a fundamental part of good clinical care is the regular review of health conditions to ensure the most appropriate management.

Therefore we request that patients attend the surgery for referrals and prescriptions. Further information about our script and referral policy can be found on our website.

ROLE OF PRACTICE NURSES

Appointments with our practice nurses are available for the following services.

Immunisations; Wound Dressings; INR Checks; BP Measurements; ECGs, Spirometry, Diabetes Education; Chronic Disease Management & Care Plans; Home Health Assessments

TRAINING

We believe that we have a responsibility to train doctors in general practice. For this reason we sometimes have GP Registrars working in the practice. Registrars are fully qualified doctors, who are training and being supervised in general practice. They are capable of managing most consultations alone, but are able to call on a more experienced GP for assistance if necessary. Each registrar will generally stay at the practice for 6 months.

In addition, we often have medical and nursing students spending time at the practice. We will notify you and ask for your consent if a student is working with your doctor or nurse.

PATIENT FEEDBACK

Periodically Wakefield Gardens Surgery invites patients to complete a questionnaire to provide feedback. These surveys are completely confidential and help us improve services.

We believe problems are best resolved within the practice, so if you are unhappy with any aspect of the care you receive, please feel free to talk to your doctor or the practice manager. Alternatively, you may put your complaint in writing to one of the principal doctors.

The ACT Human Rights Commission is also available to deal with health complaints:

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