

PRACTICE INFORMATION

Wakefield Gardens Surgery is a true family practice. We have been caring for generations of families for more than 50 years. Our philosophy is to provide quality, comprehensive medical services within a friendly, caring environment.

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.

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,

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.

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; uploading, copying or managing health information; and providing repeat prescriptions and referrals will also incur a fee. The amount charged will depend on the time involved and the complexity of the task.

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 also available to contact the surgery. Please be aware that emails are not continuously monitored and are only checked once a day. This form of communication is only appropriate for non-urgent messages.

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:

Ph: (02) 6205 2222

SMS: 0466 169997

FAX: 6207 1034

GPO Box 158 Canberra ACT 2601

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 provides further information regarding how personal health information is managed within the practice.

