

Services Available

Our practice provides a comprehensive general practice service. In addition to the routine services traditionally expected of general practitioners, we provide many other services. Some of these are listed below.

Women's Health

We realise woman's health can be complex. Supporting your health is vital to balance a busy lifestyle. We offer health services to help avoid future health problems and improve your wellbeing. We understand there are many health issues affecting women and our practitioners will support you through them.

Men's health

We recognise prevention is the best medicine and is vital to improve men's health outcomes. As men attend doctors less regularly, we encourage them to return for regular check-ups.

Mental Health

Wakefield Gardens now has a social worker to support the patients and staff. Patients can see the social worker by appointment. We can also help with Mental health care plans.

Children's Health

We understand that children don't like going to the doctor, but it is an important part of a child's development. Wakefield Gardens wants to ensure that you and your child have the best experience when attending the surgery.

Workplace injury

Being injured at work can be an uncertain and hard time. The staff here will help you by providing mental health support, oversee medical treatments, help with return-to-work programs and provide information to your insurer and rehabilitation provider.

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 and pension card holders are charged a reduced fee.

Other services such as completing reports and forms, coping or managing health information, and the transferring of medical records also incur a fee.

Repeat Prescriptions

It is our preference that an appointment is made for repeat prescriptions. Where this is not possible you can order these online without an appointment via Hot Doc.

Please allow 5 working days for your request to be completed.

Recalls and Reminders

Wakefield Gardens Surgery operates on 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.

Results

Patient requests for results will be handled by our practice nurses who can provide results over the phone and arrange follow up appointments if required.

Your doctor will advise of any urgent results and may ask a receptionist to contact you to organise a follow up appointment.

Please note: Results cannot be given to next of kin without prearranged permission. This includes patients aged 14 years and over.

Wakefield Gardens Surgery

99 Wakefield Gardens Ainslie 2602
Ph: (02) 6257 4086 Fax: (02) 6247 3945
After Hours: 1300 422 567
wgs.net.au

Dr Tina Blight: BappSci (BSc), DCH, FRANCGP, MBBS

Dr Emma Cunningham: DCH, FRANCGP, MBBS

Dr Caroline Khin- Chen: AMC, DCH, FRANCGP, MBBS

Dr Shehara Arumagam: DCH, FRANCGP, MBBS, MPH

Dr Jane Foley: FRANCGP, MBBS

Dr Dominique Ferguson: BHSc, MBBS, MCHD

Dr Anna Coghlan: BSc, DCH, MBBS

Dr Holly Murphy: BSc (Hon), FRANCGP, MBBS

Dr Tara Hillier: FRANCGP, MBBS

Support Staff

Kristy Stanford	Practice Manager
Paul Hill	Social Worker
Nathan	Registered Nurse
Tabitha	Registered Nurse

Abby	Receptionist
Adriana	Receptionist
Alex	Receptionist
Kim	Receptionist
Steph	Receptionist
Taylah	Receptionist

Welcome to our surgery

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

Surgery Hours

Monday to Wednesdays: 8 am to 6 pm

Thursdays: 8 am to 7 pm

Fridays: 8 am to 6 pm

Saturdays: 8.15 am to 12 pm

Appointments

Consultations are by appointment only. A standard appointment is 15 minutes in length. If you need longer than this time, please advise reception so a longer consultation can be booked.

On the day Appointments

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

Delays

We realise your time is very important, so please feel free to ring and check if your doctor has been delayed before coming into the surgery.

Cancellations

Please advise us as soon as possible if you can not keep your appointment. It is our practice policy that we need at least 4 hours' notice if you are unable to keep an appointment. A fee of 50% of the consultation cost may be charged to your account.

Telephone/ telehealth

Telephone and Telehealth (video) appointments will continue to be offered and are our preferred way of seeing patients with respiratory symptoms.

After hours

The surgery has organised after hours care to be provided by the Canberra After Hours Locum Medical Service (CALMS). Wakefield Gardens Surgery is able to liaise directly with this service regarding the management of patients. CALMS Contact number 1300 422 567.

Home Assessments over 75

Our practice provides home visits for patients over 75 years of age. One of our practice nurses will visit your home and complete a comprehensive assessment. You are then able to discuss the result of the assessment with your doctor, providing an opportunity for care planning and preventative health.

Residential Aged Care Facilities

Most of the doctors at Wakefield Gardens Surgery care for residents in aged care facilities in the local area.

Referrals

It is our preference that an appointment be made for repeat referrals. Where this is not possible you can order these online without an appointment via Hot Doc. Please allow 5 working days for your request to be completed.

Contacting the surgery

If you would like to speak to a doctor, we advise making an appointment, we have a number of options available such as face to face, telephone or telehealth appointments.

Feel free to contact reception on 6257 4086 or use our Hot Doc booking system.

Feedback

We believed 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 available to deal with complaints:

Phone: 6205 2222

Website: hrc.act.gov.au

Mail: GPO box 158 Canberra ACT 2601

For More Information Visit

Wgs.net.au

Or scan below.

