

VICTORIA POINT SURGERY

1 Bunker Road, Victoria Point 4165

Phone: (07) 3207 8222

Fax: (07) 3207 9333



PATIENT INFORMATION SHEET

Opening Hours

Mon - Fri: 8.00am - 5.00 pm
Saturday: 8.30am - 4.00 pm

Welcome to the Victoria Point Surgery. We aim to offer personalised comprehensive health care for you and your family on a continuing basis. Our surgery has been styled to offer a friendly environment which we hope you will find cheerful.

Victoria Point Surgery is an accredited practice with AGPAL and we are also an accredited teaching practice for post-graduate training with the Central and Southern Qld. Teaching Consortium. This is why you may see new faces here from time to time. We are also affiliated with the University of Queensland in the training of medical students. This is the result of the high standards in this practice regarding education, technology and holistic patient care.

Doctors

Dr. Bruce Willett MBBS, FRACGP
Dr. Lesley Wyld MBBS, FRACGP
Dr. Jonathan Day MBBS, FRACGP
Dr. Sherlene Tan MBBS, FRACGP
Dr. Kasey Reiken MBBS
Dr. Carly Hupfeld MBBS

Dr. Janet Fairweather FRACGP, BSc(Biomed), DipChildHealth
Dr. John Tucker MBBS (London), FRACGP,
Dr. Jose Alapatt MBBS, DCH, FRACGP
Dr. Sarah Kay FRACGP, BSc(Biomed), DipChildHealth
Dr. Mia Didovic MBBS

Practice Staff

Our staff strive to cater for the needs of you the patient, efficiently and with compassion. Margaret is our Practice Manager and is happy to help you with any problems. Our reception staff are: Justine, Estelle, Simone G, Simone B, Yvonne, Marissa, Vicki & Kelly. Clinical Staff are: Julie RN, Selena RN, Siobhan RN, Wendy RN.

Appointments

We book routine appointments every 15 minutes, however regrettable delays may occur if there has been emergencies or if the surgery is very busy. You can help avoid delays. If you have a number of medical issues to discuss or intend to have an excision or medical examination (for insurance purposes), please let the receptionist know so that she may book a longer consultation.

After Hours:

For urgent medical attention after normal operating hours, please phone our locum service, Brisbane After Hours Doctors on 1300 466 337. They will perform home visits after hours as required. This information is also displayed on front door signage and on our answering machine when phoning.

Services Offered

- Vaccinations for infants and children
- Pregnancy Care - antenatal (share care) and postnatal care
- Over 75 year old health checks
- Diabetic Clinics
- Preventative Medicine/Lifestyle Management
- 45 - 49 year old health checks (bulk billed)
- Family Planning and Contraceptive advice
- Breast check/Pap smears, HRT
- Mole Scan Clinic / including cryotherapy and minor operations
- Men's Health - prostate check

Triage

If you are experiencing any of the following, please inform the receptionist without delay:

- Chest Pain
- Difficulty Breathing
- Bleeding
- Vomiting

Fees

To enable us to maintain the highest standard of care in a quality practice environment, our fee structure is a combination of private billing and bulk billing. Information on current fees is on display at reception. Please discuss any concerns with staff.

Home Visits

Doctors will perform home visits for patients of the practice when appropriate, but they are generally restricted to those who are too frail or ill to attend the surgery. Our locum service will perform home visits outside normal surgery hours and a message is on our answer machine with this information.

Practice Policy Regarding Pathology Results

For legal reasons

- All patients 16 years and over - phone results can only be given to the person concerned
- All results concerning sexual health/semen analysis cannot be given over the phone. Patients will be required to attend an appointment to receive these results.

Normal Results

It is the policy of our practice to only give normal results over the phone. If you have already been told during the consultation by your treating doctor to return for results you should do so, regardless of getting normal results over the phone. If your results are normal but you are still unwell, you should return to your treating doctor for further review.

Abnormal Results

In the interests of good medical care, any abnormal results will require patients to attend the practice for an appointment to discuss them.

Drugs of Addiction

No drugs of addiction will be prescribed to patients after hours. Patients who are receiving these types of medication (for palliative care or the treatment of chronic pain, mental health problems or attention deficit disorders) should be under the care of one Doctor who is overseeing their management. It is the responsibility of these patients to ensure that they have regular booked appointments with this treating doctor so that they can obtain a continuing supply of their medications.

Telephone Access

The doctors cannot always be interrupted during a consultation but would be happy to return your call at a later time. Our nursing staff would certainly endeavour to help with any query. If the call is an emergency you will always be put through to either a doctor or nurse.

Reminder System

Our practice is committed to preventative care. We have a reminder system for pap smears, immunisations, diabetes and other health care issues. If you do not wish to be enrolled on a reminder system, please advise your doctor or our nursing staff.

Management of your personal Health Information

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 to ensure that this information is only available to authorised members of staff.

Your Rights

We take your concerns, suggestions and complaints seriously. If you are unhappy with any aspect of the care you may receive from this practice, we are keen to know about it. Please feel free to talk to your Doctor or our Practice Manager. For more serious concerns, you may contact the Health Rights Commission, Brisbane on Ph: 1800 077 308.