

Patient feedback Survey Results

Thank you to all those patients who participated in the patient feedback survey in December 2021. The practice is looking at ways to improve our service based on your feedback. In particular we are discussing how we can improve waiting times and waiting room comfort.

Home Visits

Home visits are available to palliative care / nursing home patients where a genuine medical or social need exists. Any patient requiring home visits should contact the afterhours clinic, where home visits are provided at the Doctors discretion.

Emergencies

Patients with suspected heart attack or trauma should call an **Ambulance Immediately** for transfer to hospital. Any other emergencies will be triaged and attended to promptly.

EMERGENCIES	Ph 000
AFTER HOURS	Ph 132873
POISONS INFORMATION	Ph 131126

Fees

Medical Services are **Bulk Billed**.

Mole Check Fees

Limited concession- \$0

Limited non concession- \$75.00 Rebate \$39.10

Mole Check Consult - \$145.00 Rebate \$75.75

Mole check review (LTD) - \$75.00 Rebate \$ 39.10

Body Mapping \$ 325-\$ 360 Rebate \$75.70 –
\$ 111.50

S: S:\Estella M&D Centre HR\Estella information brochure.docx

Your Rights

If you have a complaint we would like to hear about it. Please feel free to talk to your Doctor or the Practice Manager, or you may prefer to talk to us. We take your concerns, suggestions & complaints seriously.

Privacy Policy

Patient medical records are 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. A more detailed privacy policy is available on request.

Waiting Room Facilities

Wheelchair access is available at the front of the surgery. A changing table for parents with babies is available. If nursing mothers require privacy for feeding please ask reception & arrangements will be made. Unisex toilet available left of reception

After Hours

After hours appointments may be available from 13Cure Wagga Wagga, phone **132873**

Email: 13cure.com.au

Opening Hours: 6pm to 8am Mon – Fri

From 12 pm Sat

24 hours Sun & PH



 Quality Practice
Patient Information Brochure



Estella Medical & Dental Centre

29 Avocet Drive

Estella NSW 2650

Phone (02)69331300

Fax (02)69 331355

Email: admin@estellamedicaldental.com.au



Website: <https://estellamedicalcentre.com.au/>

Appointment Times

Monday to Friday 9.00am to 5.00pm

A standard appointment in is 10 to 15minutes. Should a longer appointment time be required, please advise reception at time of booking. Staff will attempt to book patient with requested GP, if it is urgent they will be given a choice of another GP & triaged appropriately. Walk in patients will also be triaged and booked appropriately.

Services Available

Estella Medical & Dental Centre is able to cover a wide range of services, we have trained nursing staff, modern equipment & procedure rooms. All instruments are sterilized with modern autoclave equipment and meet the guidelines set by the Royal College of General Practitioners and the requirements of Accreditation Bodies. Our practice is accredited with Quality Practice Association (QPA) & meets all the requirements for quality care in General Practice.

Following is a list of common conditions we deal with:

Family Medicine, Asthma, Diabetes, Hypertension

Heart disease, Arthritis, Chest & Bowel Disorders,

Aged Care, Antenatal & Obstetric care,

Family Planning Services, Women's Health, Pap Smears,

Men's Health, Travel Medicine, Work Injuries,

Sports Injuries, Fractures with Plastering, Spirometry,

Child & Adult Immunisation, Pre-employment medical

Examinations, Chronic Disease Management, ECGs

On Site we also have

Laverty Pathology 8.30am to 1 pm Mon- Fri

My Chemist Estella 9:00am to5:30pm Mon-Fri

9:00am to12:00pm Sat

Skin Cancer Checks

Are performed using the FotoFinder Dermo scope equipment, 1 days a week. We have a full range of equipment necessary to treat skin cancers, including Freezing (Cryotherapy), Cautery & surgical removal.

Practice Doctors

Dr George Saleeb AMC, MBBS, FRACGP

Dr Nachaat Wahba MBBCh,AMC,DCH,TQM,OTP

Dr Mourine Mansour AMC, MBBS, FRACGP

Dr Magdy Abdou MBBCH, AMC1, FRACGP

Practice Manager

Mariana Ibrahim

Practice Nurses

Gemma Smith Registered Nurse

Receptionists

Alicia Collins, Helen Ebsworth and Jade Cottam

Skin Check Assistant

Tait Huggett

Health Care Complaints Commission

Phone Number – 1800 043 159

Test Results

When calling the practice for test results, please phone after 2pm and allow 2 days for routine pathology & 10

days for histopathology (shave Biopsies & minor procedures) unless otherwise advised.

All results are checked by a Doctor. If He/she has noted the result as “no action” it will be communicated to patients by reception as “no action”. If the result has been noted as “discuss”, the doctor will request that the patient make an appointment to discuss the result.

Actual test results will not be given by reception staff, an appointment will be required for the result details.

Repeat Prescriptions

Prescription durations are determined by Government regulations & reflect the necessity for a review consultation at the completion of all repeats.

Reminder Systems

The doctor may suggest enrolling you in a reminder system for pap smears, diabetes & asthma checks, immunisations, health assessments, care plans & follow up blood tests. If you do not wish to have an automatic follow up, please advise your doctor.

Referrals

Doctor will usually require a consultation before completing a referral to another Doctor.

Phone calls to Doctors

If a patient wishes to speak to a Doctor, it will be at the Doctors discretion as to whether he is able to take the call.

All electronic communication within our practice will be dealt with in a timely and efficient manner whilst adhering to our communication, privacy and confidentiality policy which can be accessed on demand.