

# LEICHHARDT HOUSE

3 LEICHHARDT STREET, TOOWOOMBA, 4350.  
PHONE 46 353788



OR AFTER HOURS 46324888/46324847

## SURGERY HOURS:

Monday: 9am to 12 midday; 2.30pm to 5pm  
Tuesday: 9am to 12 midday  
Wednesday: 9am to 12 midday; 2.30pm to 5pm  
Thursday: 9am to 12 midday; 2.30pm to 5pm  
Friday: 9am to 12 midday; 2.30pm to 5pm

## PRACTICE STAFF:

Dr Bob Jones, M.B.,B.S. (Qld), Dip R.A.C.O & G, F.R.A.C.G.P.

Dr Jones is interested in all areas of general practice care, including geriatrics and terminal care. Dr Jones is available at all times listed above, except for Thursday mornings, which are reserved for nursing home visits.

Dr Kym Butt, M.B.,B.S. (Qld), F.R.A.C.G.P.

Dr Butt is interested in all areas of general practice care. She holds certificates in Women's Health and in Family Planning. She has particular interests in women's and children's health. Dr Butt is available on Monday morning, Wednesday and Thursday mornings, and Friday afternoon.

Both of the above doctors are vocationally registered, which means that they have a commitment to general practice and to continuing medical education. The practice is also staffed by two part-time receptionists – Sandra and Joel, and our practice nurse Janelle. This practice is committed to providing comprehensive general practice care to all individuals in this community. All patient consultations and medical records are kept strictly confidential. A copy of our privacy policy is available from reception.

## AFTER-HOURS ARRANGEMENTS:

The practice is covered by an after hours group based at the Toowoomba 7 Day Medical Centre on the corner of James and Neil streets after hours. This arrangement is for patients of our practice who have medical problems after hours that cannot wait until normal surgery hours. The after hours service operates from 6pm to 8pm weeknights and from 9am to 7pm on Saturday and Sunday. The James and Neil Medical Centre can be contacted on 46324888. A doctor is on call outside these times on 46324847.

*If the matter is extremely urgent call the ambulance (000) or go to the Accident and Emergency Department at Toowoomba Base Hospital or St Vincent's Emergency Centre.*

## HOLIDAYS

The practice is covered by the Toowoomba Solo GP group whenever the doctors take holidays. If you ring the practice when the doctors are away the receptionist will arrange for you to see another GP in Toowoomba if necessary. We do suggest that you always ring well ahead of time for repeat scripts so that if the doctor is not immediately available for an appointment you are not without medication.

## OUT OF SURGERY VISITS:

Generally speaking, it is far better to see patients at the surgery where we have all of our facilities available. However, we are happy to do house calls should they be necessary, at the doctor's discretion. We also visit nursing homes and hostels, and look after private patients in St Vincent's Hospital.

## INFECTION CONTROL:

All needles, syringes, suture materials and dressing packs used in the surgery are single use items that are discarded after use. Instruments used for suturing wounds and surgical excisions are sterilised by autoclave. Any other equipment used in patient care is sterilised by autoclave where necessary.

#### CHANGES OF ADDRESS AND FOLLOW -UP OF RESULTS:

It is very important that you let us know if your contact details change, such as address or phone numbers, so that we are able to contact you if needed. When we order a test we will normally advise you about what follow up is needed for the results, such as coming back for a further visit or just ringing for the result. If you have a test performed and do not hear the the result from us within 7 days, please contact us by phone.

#### COMMUNICATION POLICY

Currently our practice does not offer a telephone consultation or email consultation service. Generally if you have a medical problem that needs attention you should make an appointment to see your doctor. However if you have a simple query please phone our receptionist and if necessary they will put you through to the doctor (or the doctor will return your call) if a consultation is not needed.

#### FEES:

The gap between our fee and the medicare rebate for consultations of any length (excluding other procedures) is around \$36 with a discount for payment at the time. We offer a discount to pensioners and health care Card holders. We also accept the Veteran's Affairs payments as full payment for our services. Our current fees are displayed in the reception area.

#### REMINDER SYSTEMS:

Our practice encourages patients to take part in Cervical Cancer and Breast Screen Queensland reminder systems. If you do not wish to receive reminders from these services please let our receptionist know.

#### REPEAT PRESCRIPTIONS:

We may write repeat prescriptions at our discretion without seeing the patient, provided that their medical condition has been reviewed recently. If requesting a repeat prescription, please advise us if there has been any change in your condition or any change in your medication of which we are unaware. A fee of \$10 is charged for prescriptions written without seeing a doctor.

We need 24 hours notice for repeat prescriptions to avoid interrupting consultations to write scripts.

#### SUGGESTIONS AND COMPLAINTS:

If you wish to make any suggestions or complaints regarding any aspect of our practice or after hours arrangements, please feel free to either discuss these with the doctor at the time of a consultation or to write to us, addressing your letter to the relevant doctor. We believe that problems are best dealt with within the practice. However, should you wish to take up a problem with an outside body, you may prefer to contact the Health Quality and Complaints Commission. Their contact number is (free call) 1800 077 308.

#### APPOINTMENTS:

Appointments are normally made at 15 minute intervals, which means that you can usually expect to spend 10 to 15 minutes with your doctor. This may vary if the surgery is very busy. If you think that you will need to spend a longer time than this with your doctor please let the receptionist know so that she can book a longer appointment if needed. Please make a separate appointment for each family member needing to be seen.

Patients will generally not be seen without an appointment unless we have time or the matter is urgent.