

PRACTICE DOCTORS

Dr Joanna Senior

BMBS, FRACGP, Dip Anaes. DTMH

Dr David Grice

MBBS (Hons), Dip RACOG, FRACGP, Grad Dip Rural

Dr Scott Wines

BSc. MRS MD. Dip Paeds.

CONSULTING HOURS

Dr Joanna Senior – Mon 1pm-5pm, Tue, Wed & Fri 8.30am-5pm, Thu 8.30am-1pm.

Dr David Grice – Mon, Wed, Thu 9am-5pm, Tue 2pm-5pm, Fri 9am-1pm.

Dr Scott Wines – Wed, Thu 9am – 5pm

PLEASE ADVISE RECEPTION IS YOU HAVE FLU LIKE SYMPTOMS BEFORE YOU ARRIVE

PRACTICE HOURS

Monday to Friday

8.30am-5.00pm

(Closed for lunch 1pm-2pm)

PRACTICE MANAGER

Reece

PRACTICE NURSES

Amanda & Caroline

RECEPTION STAFF

Elle, Fran & Kelly

ABOUT US

We provide a comprehensive family medical service – quality care in a friendly, relaxed atmosphere. We have extensive knowledge of a broad range of health problems with many years of experience of caring for all age groups. We are delighted to share that our practice has recently undertaken re-accredited with QPA.

AFTER HOURS & EMERGENCY

For non-urgent medical assistance after hours, call the Southern Highlands GP After Hours Service to receive a call back from a local doctor on 48616 433.

Dr Senior & Dr Grice participate in the SHGPAHS. The SHGPAHS is located at 21 St. Jude St, Bowral & is open on Saturday 3pm-5pm & Sunday & Public Holidays 9am-12pm then 3pm-5pm. No appointment is necessary. See reception for a flyer.

APPOINTMENTS

Consultations can be Face to Face or by Telephone. A Telephone consultation with your doctor is only available for or an obvious problem characterized by the straightforward nature & is up to 10 minutes. It is a Medicare requirement that you must have seen your doctor face to face in the last 12 months. All appointments can be made in advance or on the day. Long appointments for more complex problems can be accommodated. Walk-ins will be triaged by our practice nurse. Urgent cases will be seen on the day. Language interpreter services are available.

HOME & NURSING HOME VISITS

Our doctors regularly visit their nursing home patients. Home visits are available in extenuating circumstances, when the patient is unable to physically be seen at the practice. We ask you to phone the practice and our nurse will obtain details & confirm a convenient time with your doctor.

BILLING ARRANGEMENTS

Changes to fees 1.7.25: Pension & Concession Card Holders & Children up to 16 yrs. of age, Dept of Veterans' Affairs will be bulk-billed (excluding: biopsies, excisions & iron infusions). All other patients are expected to pay a fee which is beyond the Medicare rebate. Patients who pay on the day will be issued with a receipt & this will be sent to Medicare electronically. You will receive a refund soon after. Fees and item numbers are determined not only by time but content of consultation. Our full fee schedule is on display in the waiting room & from reception.

***SPECIAL PRACTICE NOTES**

TEST RESULTS. Most test results are received electronically & viewed by your doctor at regular intervals throughout the day. Ultimately it is your responsibility to contact us to obtain your results. However, your doctor will at times ask our reception staff to contact patients who require an appointment to discuss their result.

TELEPHONE CALLS. It has never been easier to speak to your doctor over the phone. With the introduction of "Telephone Consultations". Telephone consultations are designed for a brief problem e.g., script, referral, result (less than 10 minutes). Unscheduled telephone consultation calls do interrupt consultations and cause delays. If a patient is wanting some advice, we can schedule a call back from our nurse or doctor. Our nurse will liaise with your doctor for all enquiries.

REMINDER SYSTEM. Because our practice is committed to preventative care, we may send you a reminder regarding health services appropriate to your care. If you do not wish to be included, please let your doctor know.

EMAIL POLICY.

Using email is not encouraged. Requests for copies of your medical information, tests & results are best communicated face to face or during a phone consultation. We understand there may be circumstances when you require copies of tests, results & prescriptions where email is the most efficient way to receive these items. Our practice can make allowances. We ask that you please phone the practice and admin staff can explain how we can best assist you.

RECALLS & REMINDERS.

Our practice has a system in place to recall you for follow-up procedures, tests & immunisation. In the interest of your health, please respond promptly to our reminders. If you wish to be removed from our reminder system, please advise your doctor. If you do not wish to participate in the NSW & National Recall Programs, contact them directly. National Cancer Screening Register 18700 627 701, Breast screen NSW 02 9515 8686, National Bowel Cancer Screening Program 1800 188 868, Australian Childhood Immunisation Register 1800 653 809.

MANAGING PATIENT RECORDS.

The provision of quality health care requires a doctor patient relationship of trust and confidentiality. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure this information is only available to authorised members of staff.

PRIVACY POLICY.

Our practice is committed to protecting the privacy, your information in accordance with the Australian Privacy Amendment Act 2025 & the NSW Health Records & Information Privacy Act 2002 and the RACGP handbook for management of health information in General practice 2016. The handbook incorporates federal and state privacy legislation and the Australian Privacy Principles, which requires your information kept private and secure. "Keeping your personal information private in our practice" brochure is available at reception.

FEEDBACK.

We welcome your suggestions and any concerns. Patient feedback is important for identifying opportunities for improvement. Please place your feedback in our "Feedback Box" in the waiting room.

COMPLAINTS.

Should you have a complaint, we would like to know immediately. Please talk to your doctor, our practice nurse or practice manager. You can put it in writing if you prefer. If you have a complaint that is not adequately addressed, you may pursue the matter through the Health Care Complaints Commission PO Box K549 HAYMARKET NSW 1240 or by phoning 1800 043 159 email – hccc@hcccc.nsw.gov.au

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OTHER SERVICES.

Diabetes, Heart Disease, COPD, Kidney & Mental Health Management Plans

Health assessments for over 75 years

Well Women's Health

Men's Health

Wound care & dressings

Minor surgical procedures

Iron infusions as appropriate

Preventative medicine

Skin cancer checks, cryotherapy

Osteoporosis management

Palliative Care

Care in RACF

FACILITIES.

Convenient parking

Full wheelchair access

Disabled bathroom

Baby change table