

24 Hour Care Arrangements: Patients of our Practice are able to obtain visits from a GP in their home, residential care/aged care facility both within and outside normal opening hours. To obtain care outside our Practice's normal opening hours please contact our Afterhours service on (02) 69310 900

Continuity of Care: Patients are able to request their preferred GP when making an appointment or attending our Practice. Reception staff will ensure that patients have the opportunity to request their preferred GP and accommodate this in the appointment schedule. If patients are unable to obtain an appointment with the GP of their choice they should be advised of the availability of other GPs at this time.

Consultations: All Consultations are booked as standard consultations. Please notify our reception if you require a longer appointment or if more than one family member requires an additional appointment. Every effort is made to keep to appointment times but this is difficult due to emergencies, walk-in patients or unexpected longer consultations.

Online Booking System: We have an online booking system available. Go to our website www.glenrockgp.com.au and click on "Book on Line" and follow the prompts.

Fees: While our practice **generally does not bulk bill**, we do try to keep out of pocket expenses for patients as low as possible. Our surgery also offers discounts to Aged Pensioners and Health Care Cardholders.

Our fees remain below those recommended by the AMA. The Medicare rebate on your fees can be recouped from Medicare.

| Type | Item No | Standard Fee | Pensioner /HCC Fee | Rebate |
|---------|---------|--------------|--------------------|----------|
| Level A | 3 | \$60.00 | \$50.00 | \$19.60 |
| Level B | 23 | \$95.00 | \$85.00 | \$43.90 |
| Level C | 36 | \$145.00 | \$130.00 | \$84.90 |
| Level D | 44 | \$180.00 | \$175.00 | \$125.10 |

Accounts must be paid in full at the time of the consultation. If you are experiencing financial difficulties please speak with our Practice Manager

Prescriptions: Prescriptions may be written during a consultation. If you need repeat prescriptions please phone for a script appointment. If you haven't seen the GP in the last six months then an appointment to see the Doctor face to face is required.

Referrals: Referrals to specialists can be done at time of consultation and are valid for 12 months. You may require another appointment if your referral runs out.

Results: It is the policy of this Practice for all patients to return to discuss tests results. No results will be given over the phone unless your doctor has specified.

Reminders: In addition, the Practice sends letters in which a patient is reminded that a recommended investigation (e.g. Pap Test) or procedure (e.g. Immunisation) is due to be performed. Should you not wish to be on our reminder list, please let our staff know.

Phone Calls: If a patient rings in and would like to speak with his/her Dr, it will be up to the GP's discretion. A receptionist will normally take a message on the Doctors behalf.

Non-Smoking Practice: We provide our patients with a smoke free environment, as smoking is not permitted on our premises.

Interpreter Service: To help our GP's ensure they fully understand the nature of their patient's problem and patient's fully understand the outcome of the consultation we use an interpreter service where necessary.

Training & Teaching of Students: Glenrock Country Practice is an accredited teaching practice. Each year Medical Students from Notre Dame University, UNSW and UNE attend and participate in training programs along with Nursing Students from CSU and Allied Health Students. We thank you and appreciate your patience if a student is present during your consultation. You do have a right to decline a student in your appointment also.

Your Medical Information and Your Privacy: All doctors at our Practice use the computerised Medical Records to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. We have a written Practice Privacy Policy.

Your previous Medical Records can be readily accessed from your former medical practitioner after signing a request form. Please speak to a Receptionist.

A copy of our Privacy policy is available upon request.

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Your rights: If you have a problem that cannot be overcome by talking to your Doctor or our friendly staff, then you may wish to contact the Medical Registration Board, AMA or Health Complaints Commission
Locked Mail Bag 18
Strawberry Hills NSW 2012
Ph: (02) 9219 7444
Website: <http://www.hccc.nsw.gov.au>



Our Mission is to provide our communities with quality healthcare services that meet the individual needs of patients, delivering care in a manner and environment that promotes dignity, safety and quality of life.



Practice Opening Hours

Glenfield Park
Monday—Friday 8:00am—6:00pm
Saturday 8:30 am—1:00pm

The Rock
Monday—Friday 9:00am—5:00pm

Lake Albert
Monday—Friday 8:30am-5:00pm

Contact Us
02 6971 5000

Website: www.glenrockgp.com.au
Email: yourpractice@glenrockgp.com.au

NEW PATIENTS ARE WELCOME

The Staff and Doctors at Glenrock Country Practice welcome you. Our goal at Glenrock Country Practice is to provide total and competent general practice to the community in a friendly, efficient and caring environment.



Assoc. Prof. Ayman Shenouda Practice Principal. Dr Shenouda is a fellow of the Royal Australian college of General Practitioners and has a Diploma in Dermatology from the UK. Dr Shenouda interest is in Skin Cancer.

Dr Samiha Azab Practice Principal
Dr Azab is a fellow of the Royal Australian College of General Practitioners. Dr Azab is interested in Women's Health and Geriatrics.



Dr Enas Sedrak
Dr Sedrak is a Fellow of the Royal Australian College of General Practitioners. Dr Sedrak is interested in Women's Health.

Dr Onele Nwezza

Dr Nwezza is a Fellow of the Royal Australian College of General Practitioners. He is a full time Doctor who started with us in June 2019. Dr Onele rotates between the Glenfield and The Rock Practices



Dr Natalia Pospeshnaya

Dr Natalia is a Full time Doctor who Started working at Glenrock in August 2020. She rotates between the Glenfield and Lake Albert Practices

Dr Damian Uyagu

Dr Uyagu is a full time Doctor who started working at Glenrock in June 2022. He graduated MBBS in 2005 and rotates between the Glenfield, Lake Albert and The Rock Practices.



Dr Sinhalage Jayawardana

Dr Jayawardana started with us in early 2024. He graduated from Colombo University in 2005. He has been a GP since 2010. Dr Jay rotates between the Glenfield and Lake Albert Practices

Dr MD Khan

Dr Khan started at Glenrock midway through 2024. Dr Khan graduated in Medicine in 2010. He rotates between The Glenfield and Lake Albert practices.



Dr Tanzilla Sultana

Dr Sultana is a full time Doctor that started with us late 2024. Dr Sultana graduated in Medicine (MBBS) in 2021. She rotates between the Glenfield and Lake Albert Practices

Registrars: Dr Caitlin Byrne

OUR ALLIED HEALTH PROFESSIONALS

Craig Ambler– Exercise Physiologist

Hours: Tues 3:30 pm—5:00 pm
Wed 3:30 pm—5:00 pm
Friday 3:30 pm—6:00 pm
Sat 8:00 am—12:00 pm

Consult Fees:

Private: E1 \$80 Initial
E2 \$50 Subsequent

EPC: 10953 \$80 - \$61.80 Rebate back through Medicare

Joana Hamilton - Podiatrist

Hours: Mon 8:30 am – 1:00 pm
Tues - Friday 8:30 am - 5:00 pm

Joana also goes to The Rock twice every 10 weeks on a Wed

Consult Fees:

Private: F004 \$80 Initial
F012 \$60 Subsequent

EPC: 10962 \$90 - \$61.80 Rebate back through Medicare

Dietitians

Hours Wednesday Fortnightly: 8:30 am - 5:00 pm Lake

Consult Fees:

Private: DT01 \$100 Initial
DT20 \$80 Subsequent

EPC: 10954 \$100. \$61.80 Rebate back through Medicare

Donna Hann - Diabetes Educator

Hours: Frid 9:00 am - 5:00 pm Lake albert

Consult Fees:

Private: CD01 \$85 Initial
CD02 \$65 Subsequent

EPC: 10951 \$85 - \$61.80 Rebate back through Medicare

Anne Woodhouse—Psychologist

Hours: Monday—Friday 8:00 am—4:30 pm

Consult Fees:

Private: PPA3 \$160

GPMHP: 80110 \$160 - \$98.95 Rebate back through Medicate

NURSING STAFF

Lisa K: Registered Nurse: Women's health Nurse

Lisa H: Registered Nurse: Asthma Nurse

Jennifer: Registered Nurse

Daphine: Registered Nurse

Jamie: Enrolled Nurse

Sarah: Registered Nurse

Marion: Lymphedema Nurse

Practice Manager:

Tania Cotterill

Reception Staff

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| Suzanne | Terry-Ann | Patricia |
| Ellen | Jenny | Karen |
| Ruby | Toni | Annette |
| Kasey | Maimuna | Jennifer |

Practice Services

- Skin Checks
- Immunisations
- Men, Women & Children's Health Checks
- Aboriginal health and Closing the Gap—All Aboriginal and Torres Strait Islanders are BB
- Chronic Disease Management—Asthma Educator, Diabetes Educator, Cardiovascular
- Pap Smears—Performed by your GP or Lisa Kahlefeldt—Accredited Nurse
- Antenatal Clinics
- Asthma Clinic
- Travel Advice
- Flu Clinic and on site flu vaccinations
- Company Medicals and Workers Compensation claims
- Group allied health meetings
- Telehealth Appointments
- Lymphedema clinic
- Iron Infusions
- Visiting Pediatrician