

SUGGESTIONS AND COMPLAINTS

Grantham House is always striving to improve the standard of professional service to patients. You can help by telling us of any suggestions you may have that could enhance the quality of service provided. Should you have a complaint advise Grantham House staff immediately so that appropriate steps can be taken to remedy the situation and ensure that there is no repetition. However, if you wish to take the matter further and feel that you need to discuss the matter outside of Grantham House there are several options available including APHRA, AMA or Health Care Complaints Commission at Office of Health Review on 1800 16 11 09.

www.healthreview.wa.gov.au

The Doctors at Grantham House are committed to maintaining the confidentiality of your health information. For more details, please ask to see Grantham House Privacy Policy.

DRS AT GRANTHAM HOUSE PROVIDE THE FOLLOWING SERVICES

- All aspects of general practice
- Antenatal care
- Obstetrics – shared care with OPH, KEMH, and SJOG Hospital Midland
- Minor surgical procedures
- Baby checks and child immunisation
- Problems in the elderly
- Travel advice and immunisation
- Adolescent health issues
- Insurance and employment medicals
- Diabetes care
- Asthma management
- Women's and Men's health checks
- Home and Nursing Home visits and Hospital-in-patient care
- Dressing and wound management
- Computerised recall system for Preventative Health
- Blood collection & pathology
- Skin cancer checks and removal
- Mirena and Implanon Insertion
- An interpreter can be arranged prior to your appointment if necessary (please contact us if required).

OPENING HOURS

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|-------------------|------------------|
| Monday – Thursday | 8.00am - 6.00pm |
| Friday | 8.00am - 5.00pm |
| Saturday | 8.00am - 12.00pm |

GRANTHAM HOUSE

Dr Maria Kailis

Dr Leon Levitt

Dr Robert Robinson

Dr Dennis Banyard

Dr Bronwyn Bennett

Dr Anita Calalesina

Dr Tahira Bhatti

Dr Trina Awyong

Clinipath – Pathology Collection Centre

Admin Managers – Lois & Jill

Nurse Manager - Jodie

Nurses – Annie & Tara

Reception & Accounts

Victoria, Lisa, Jayne, Christine & Bella

89 Essex Street, Wembley WA 6014

PO Box 334, Wembley WA 6913

Telephone: 9387 2000 Facsimile: 9387 2567

Email: admin@granthamhouse.com

Website: www.granthamhouse.com

On-line appointment bookings via our website or
automedsystems.com.au

After Hours: WADMS Locum 9321 9133

GRANTHAM HOUSE

Thank you for visiting Grantham House. Doctors at Grantham House are committed to providing a caring and professional service backed by modern equipment and facilities with an interest in preventative medicine, obstetric and paediatric services, women's and men's health, problems in the elderly and minor surgery, and participates in the Western Australian State Reminder systems having a computerised reminder system for preventative health. Upon request interpreter services are available for non-english speaking patients. To assist the Doctors with preventative care Grantham House has a computerised reminder system for ongoing tests (enrolment is automatic – please advise the nurse if you do not want to participate in this system). Your medical record is a confidential document. It is the policy of Grantham House to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff.

APPOINTMENTS

Consultations are by appointment. Appointments are 10-15 minutes duration. If you are a new patient or need more time with your doctor (ie complicated problem, minor surgical procedures and medicals), please request a longer appointment. Daily a few appointments are open for emergencies. If you are unable to attend an appointment, 24 hours' notice is needed to cancel or re-schedule an appointment otherwise a cancellation fee may be imposed. When booking an appointment please let the receptionist know your GP of choice.

EMERGENCIES

Urgent problems will receive priority however please call before attending so appropriate management can be arranged. Medical emergencies should go immediately to the Emergency Department of your nearest public hospital or call for an ambulance on the emergency number 000.

RESULTS/TELEPHONE CALLS & EMAILS

Unless the matter is urgent, consultations are not interrupted with phone calls, so please leave your contact number with Reception for your Doctor to return your call when convenient. Comprehensive results can be obtained from your Doctor on your next visit. Appointments can be made electronically with AutoMed Appointment Booking System – automed.com.au Email can be used for any non-urgent contact (note: email that is not encrypted can be copied or tracked). Email is only checked twice a day so please do not send emails requiring urgent attention.

OUT OF SURGERY VISITS

Home/nursing home/hospital visits are available for those who are too sick to attend the surgery, the elderly and infirm. Visits will normally be scheduled after morning or evening surgery for Wembley and its surrounding suburbs. For patients who live more than 10kms from the surgery a visit by the Locum Service can be arranged. As house calls are time consuming, please limit requests for visits to occasions where you really are unable to attend the surgery.

FEES

Each Practitioner at Grantham House chooses their own fees, there may be a variation of fees charged between Doctors' and a guide to fees is currently on display in the waiting room and on our website. There may be variation in fees charged between Doctors' and between patients. The fees are realistic and reflect the standard of medical care provided. There is a discount fee for Pensioners, and Healthcare card holders, however DVA Gold Card Holders and Government Childhood Immunisations are bulk-billed. Workers Compensation and Motor Vehicle Accident claims are privately billed direct to your employer or insurer. Superannuation and Insurance medicals are not covered by Medicare and will be privately billed. All other patients will be privately billed. Please ask receptionist staff for any additional information required concerning our fees. Payment is expected on the day. A charge of \$20 per appointment will be imposed if appointments are consistently missed. Payment may be made by cash, Eftpos or credit card. If you are experiencing hardship please inform reception staff.

REFERRAL TO SPECIALISTS

An important element of general practice is the provision of continuity of care. To ensure that you receive the best continuing care you need to make an appointment with your Doctor before referral to a specialist so as to provide a referral of your up-to-date health information. After your specialist appointment your Doctor is always available to discuss the outcome and answer any questions that you may have. Please note that Medicare does not allow back-dating of referrals for payment of Medicare benefits.

REPEAT PRESCRIPTIONS

It is in the best interest of your health that you are seen by your Doctor when you are on continuing medication. Consultations are preferred but Telehealth is now available for some repeat scripts and referrals if you are unable to attend in person.

AFTER HOURS

A Doctor at Grantham House is usually available after hours for advice for urgent problems. Please ring 9321 9133. If your Doctor is unavailable to attend a visit by the Locum Service can be arranged.

INFORMED PATIENT DECISIONS

Doctors at Grantham House give patients sufficient information about the purpose, importance, benefits risks and possible costs associated with proposed investigations, referrals or treatments to enable patients to make informed decisions about their health.

HEALTH PROMOTION SERVICES

Grantham House Chronic Disease Management Nurse visits patients 75 years and over for an in-home health assessment. The 45-49 year Health Assessment, Diabetes and Asthma Clinics are run at the surgery. If you would like to be included in one of these assessments please speak to your Doctor or Annie the Grantham House CDM Nurse.