

SUGGESTIONS AND COMPLAINTS

We are always striving to improve the standard of professional service to our patients. You can help us do this by telling us of any suggestions you may have that could enhance the quality of service provided. Should you have a complaint we would like to know of it 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 the surgery 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.

PATIENT 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. Teenagers and their problems will be kept in strict confidentiality
- 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

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

GRANTHAM HOUSE MEDICAL SUITES

Dr Maria Kailis
Dr Leon Levitt
Dr Robert Robinson
Dr Dennis Banyard
Dr Anita Calalesina
Dr Veronika Saba
Dr Edward Siddens
Dr David Hill
Dr Shaun Segal

Clinipath – *Pathology Collection Centre*

Practice Managers – *Lois & Jill*

Nurse Manager - *Jodie*

Registered Nurses – *Noleen & Tara*

Medical Reception & Accounts

Victoria, Lisa, Jayne, & Christine

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 automated.com.au

After Hours: WADMS Locum 9321 9133

OUR DOCTORS

Thank you for visiting Grantham House. Doctors here are committed to providing a caring and professional service backed by our modern equipment and facilities. They have an interest in preventative medicine, obstetric and paediatric services, women's and men's health, problems in the elderly and minor surgery. Grantham House participates in Western Australian State Reminder systems and has a computerised reminder system for preventative health. Upon request interpreter services are available for non-english speaking patients. Grantham House is committed to preventative care and 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 Grantham House policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

APPOINTMENTS

Consultations are by appointment. Appointments are 10-20 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 the surgery 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, we do not like to interrupt consultations with phone calls. Telehealth appointments can be booked on line or with our reception staff. Comprehensive results can be obtained from your Doctor on your next visit. Appointments can be made electronically with AutoMed online appointments – automedsystems.com.au. Email can be used for any non-urgent contact (note: email that is not encrypted can be copied or tracked). Emails are 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, we do ask you to limit requests for visits to occasions where you really are unable to attend the surgery

FEES

The Doctors at Grantham House are private billing, the fees are realistic and reflect the standard of medical care provided. Veteran Affairs cardholders 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. A list of current fees charged is on display in the waiting room and website. Please ask the receptionist for any additional information you may require concerning our fees. Payment is expected on the day. A charge of \$50 per appointment will be imposed if appointments are consistently missed. Payment may be made by cash, eftpos or credit card. We do not intend to cause hardship so please inform our staff if you are having difficulties paying.

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 will need to be seen before referral to a specialist so as to provide a referral containing 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 a doctor when you are on continuing medication. You can now book telephone appointments for repeat scripts and referrals if you are unable to attend in person. In special circumstances the doctor will write a prescription without seeing the patient, but 24 hours' notice is required. A repeat prescription will only be issued if the patient has been seen in the last 2 months at a cost of \$16 plus \$2 for postage.

AFTER HOURS

A Doctor is usually available after hours for advice for urgent problems. If unavailable to attend a visit by the Locum Service can be arranged by calling 9321 9133.

INFORMED PATIENT DECISIONS

Patients are given 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

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