

MACQUARIE HEALTH MEDICAL CENTRE

QUATERLY NEWSLETTER- July 2024

Shop 89, Glenquarie Town Centre, Cnr Victoria Rd & Brooks St, Macquarie Fields NSW 2564
Phone: 02 9605 2500 Fax: 02 9829 5324

Our priority is to provide a safe environment for our patients and staff.

This newsletter is for your information about the Medical Centre and WELCOME both face to face and Tele-health consultations.

Operating Hours

Monday – Friday: 08.30 am to 20.00 pm

Saturday – Sunday: Closed

Public Holidays- Closed

PREPARATION & WELCOME NEW REGISTRAR (GPT 1)

To commence in August 2024, a new & exceptional addition to our medical team.

Dr Saira Anwar who will support our clinical team to enhance our services and provide high quality care to our

HOW DO I MAKE AN APPOINTMENT?

Appointments can be made in the following ways.

-Telephone

-Book an online consultation via HotDoc App.

Alternatively, you can contact us via email:

info@mydrs.com.au

WHAT IF I HAVE TO ATTEND THE SURGERY?

If you attend the Medical Centre, you can be assured that we have a strict COVID infection control process in place for your safety.

When you attend, **wearing a face mask is recommended to reduce the risk of infection.**

We are spacing appointment times and seating areas, so there are a limited number of patients

on-site at any one time. Therefore, the Medical Centre staff will be wearing (personal protective equipment (PPE) when they see you.

Before you attend, you will be asked whether you have any 'covid type' of symptoms, i.e., cough, runny nose, sore throat or fever. **If you have any suspected covid symptoms or are instructed by the Public Health Unit to self-isolate, please do not attend and organise a Tele-Health appointment with a doctor.**

HOW ARE do we care for OUR PATIENTS?

If you have a long-term health condition, the surgery will continue to look after your health issues or chronic conditions. Your Doctor or Nurse will arrange a longer consult/management plan.

HAVE YOU CHANGED YOUR CONTACT NUMBERS?

You must INFORM US WHEN YOU CHANGE YOUR CONTACT NUMBER. Otherwise, we may not be able to contact you when required.

PRESCRIPTIONS FOR MEDICATIONS

Please allow 2-4 hours for your scripts to be faxed to the pharmacy of your choice.

Alternatively, you can request the GP to send through the prescription via eRX during the time of your consultation.

BLOOD TESTS

DHM Pathology is on-site the following days:

Monday to Friday- 0830am – 1630pm.

You can also attend another local Pathology Collection Room if you cannot attend the surgery.

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YOUR FEEDBACK IS IMPORTANT TO US

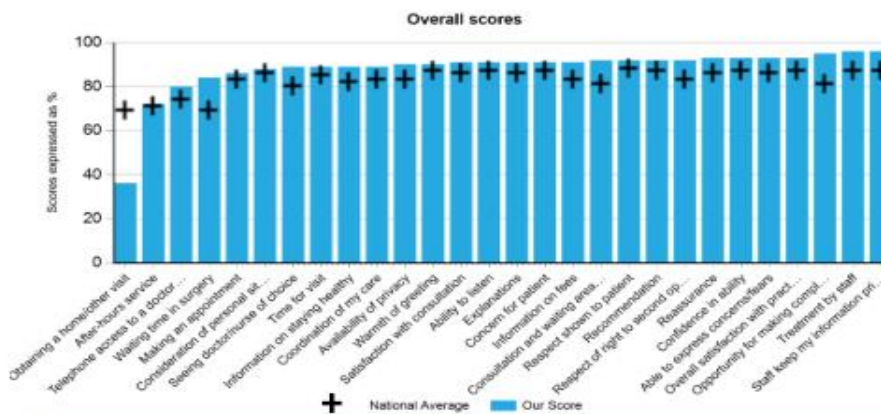
Macquarie Health Medical Centre

Here are the results of our recent

PATIENT FEEDBACK SURVEY



97%
of all patient ratings about this practice were
good, very good or excellent



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 126 patients in February 2024

What have you told Us?	What have we done?
Telephone access to a Doctor / Nurse	Education and reiteration to all staff as to telephone triaging allowing for efficiency in access to a clinical support.
Obtaining Home /other visits	Education & reiteration to all staff & GPs to clearly define with patients' circumstances under which home/other visits can take place. Option of access to After-Hours Services
Access to After-Hours Services	Education & reiteration to all staff & GPs of our After-Hours Service Support. Additionally, display magnets/cards to hand to patients for better awareness.

If you have any suggestions, comments or interesting articles that can be used for the next newsletter
Please address them to the Practice Manager.