

MY DOCTORS GLENQUARIE MEDICAL CENTRE

QUATERLY NEWSLETTER- August 2025

Shop 38, Glenquarie Town Centre, 14 Brooks Street, Macquarie Fields
NSW 2564 **Phone:** 02 9158 8689

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: 08.00 am to 18.00 pm

Saturday – Sunday: 09.00am to 16.00 pm

Public Holidays- Closed

WELCOME NEW DOCTOR

**DR KRISHN BALA –
MBBS,FRACGP,MRACGP,FAFOM**

Experienced GP with 50+ years of medical experience.

Dr Baala served for many years as an Army Doctor covering various part of Australia. Dr Bala enjoys high quality medical care for chronic disease, occupational medicine, skin cancer and minor surgery. Dr Bala holds a fellowship n Occupational Medicine.
Dr Bala speaks English & Tamil

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

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

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

Laverty Pathology is on-site the following days:

Monday to Friday- 0800am-1500pm

Saturday 09.00 am-12.00 pm

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

My Doctors Medical Centre

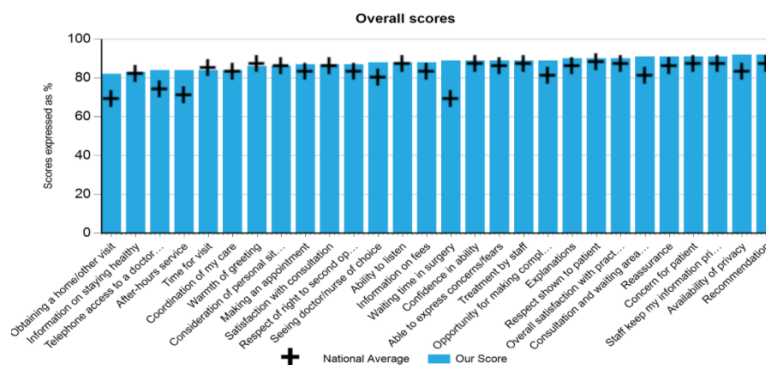
Here are the results of our recent

PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



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 102 patients in May 2025

What have you told Us?	What have we done?
Inform the patient if there is a long waiting time?	We have discussed this with the admin team and conducted a training program where patients are informed accordingly.
TV would help pass the time	We have passed on this feedback to management and recommended installing a TV in our waiting room for patients

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