

Information Handling

Privacy of information

GPC complies with the **Australian Privacy Principle's (APP) Guidelines (2014)** The APPs are structured to reflect the personal information lifecycle. They are grouped into five parts:

Part 1 — Consideration of personal information privacy
Part 2 — Collection of personal information
Part 3 — Dealing with personal information
Part 4 — Integrity of personal information
Part 5 — Access to, and correction of, personal information
Your medical record is confidential and we adhere to the above principles when dealing with your health record.

Medical records access and transfer

You have rights to access your own record. A copy can be produced for you. We suggest that you discuss with your GP in an appointment. There is also a cost for **providing a copy and or transferring to another practice.**

Australia \$30 & Overseas \$50

Clinical Follow up

Telephone calls & Emails.

Telephone messages are sent to the GP and linked to your file. The practice managers email is for non clinical matters only. GPC doesn't enter into email communication about clinical matters.

Test and procedure follow up

To maximise the quality of your medical care it is vital that you make yourself aware of all test results. This is a shared responsibility between you and your GP. If you agree to receiving results via SMS these will be texted to you or alternatively contact the reception staff who can provide you with the GP's advice. If you would like to discuss your results with your GP please advise the reception staff and they will inform your GP. The Practice Nurse may also be accessed for clinical advice.

Reminders/recalls.

We have a reminder/recall system which lets you know if you are due for a health check. It is important that you schedule an appointment so your ongoing care is managed appropriately. Please update your details when you move or change your phone.

Accessing our services

Opening Times

Monday - Thursday 0800-1800
(Last appointment 1745)

Friday 0800-1800
(Last appointment 1745)

Saturday 0830-1300
(Last appointment 1245)

The Practice is not open on Sundays or Public Holidays.

After Hours Services

If you are a patient of the practice and require a **GP House call** when the practice is closed please call the surgery on 8969 5000.

Your call will be automatically transferred to our After Hours service .

Alternatively

If require just phone advice the Government also provides an after hours GP helpline

1800-022-222

Other Clinical Services offered

Accredited Travel Vaccination Centre,
Acupuncture, Adolescent Medicine,
Antenatal Care, Cancer Screening,
Childhood Vaccinations & Health Checks,
Counselling and Stress management.,
Family Planning, Lifestyle Counselling,
Men's Health, Minor Procedures,
Pathology Collection Centre,

Practice Information



**414 Military Rd
Mosman
NSW 2088**

**Phone (02) 8969 5000
Fax (02) 8969 5050**

**VISIT US ON THE INTERNET
www.gpcremorne.com.au**

Our Practice

A group of dedicated GP's established General Practice Cremorne (GPC) in 2000 with the vision of providing excellent primary health care services to the local community.

The Practice is *independently owned* by three GP's working here. We believe this ownership structure assists in providing an environment where all our patients receive personalised medical care.

All clinical staff (*GP's and Practice Nurses*) working here participate in ongoing clinical education. This ensure they are up to date with the latest advances in clinical practice and assists them in providing the highest standard of clinical care. We also provide our administrative staff with opportunities for updating their skills.

GPC is an **AGPAL Accredited General Practice**. To obtain this status Practices must meet a set of standards to ensure safe high quality care is delivered to patients. These accreditation standards focus on a range of areas including: practice services, rights and needs of patients, quality assurance and education, practice administration, and Practice facilities.

GPC was accredited again in March 2014 for the fourth time.



Clinicians

Dr Ann Allsop

M.B.B.S., Dip.R.A.C.O.G., F.R.A.C.G.P.

Dr Gilda Brunello

M.B.B.S., Dip.Paeds., F.R.A.C.G.P.

Dr Cassandra Canfield

M.B.B.S., Dip.Paeds., F.R.A.C.G.P.

Dr Stefanie Gooden

M.B.B.S., Dip.Paeds., F.R.A.C.G.P.

Dr Justine Johnston

MD, Dr Med.(Ger) DCH, FRACGP

Dr Nicola Moll

MBChB, F.R.A.C.G.P.

Dr John Procter

B.Med (Newcastle), F.R.A.C.G.P. Medical Acupuncture

Dr Katherine Roy

M.B.B.S., (Hons) B.Sci., Dip.Paeds., F.R.A.C.G.P.

Dr Emma Scott

M.B.B.S., (Hons), F.R.A.C.G.P.

Dr Stephen Thackway

M.B.B.S., Dip.Paeds., B.Med.Sci., F.R.A.C.G.P.

Practice Nurses Anne, Mary & Sharon

Admin & Contact

Yvonne Mckinlay (Practice Manager)

R.N., Onc Cert., B.N., Grad Cert HRM., MBA;FACN

Bronwyn, Danielle, Emma, Giuletta, Julie, & Steph (**Receptionist**)

You can contact us by phone, fax or postal.

Phone	02-8969 5000
Fax	02-8969 5050
Postal	PO Box 248 Cremorne 2090

Website www.gpcremorne.com.au

Feedback

Feedback is always welcome. Please email the practice manager at

practicemanager@gpcremorne.com.au

alternatively

ask for her at reception.

Please note the above email is not to be used for sending clinical information or patient's test results.

Health Care Complaints Commission

The HCCC handles inquires from people who are concerned about the quality of their health care.

They can be contacted on **1800-043-159**