

Why do I sometimes have to wait ?

Appointment times are sometimes too short to deal with a complex list of problems. Often people get to the real problem worrying them only towards the end of an appointment. Your GP cannot stop caring for that patient just because time is up. And so your GP may run late. If it's you with the major problem, your GP will also make extra time for you.

Our aim is to ensure you have an **appropriate time** allocated when you see your GP. This is why when you are booking an appointment our receptionists may seem to ask a lot of questions. You can help by giving our receptionist the details they may ask for and telling them if you have a number of problems to discuss with your doctor when booking your appointment.

You can also help by being more direct with your GP about things that concern you.

*** If you ever have an appointment and are unable to attend, please ensure you contact us so we can offer that time to another patient.*

We are all different.

Australia today is a society of change. We don't always share the same language, or the same culture. Our staff and your GP works hard to be sensitive to your language or cultural needs, but you may wish to have someone with you for support. They are welcome.

Japanese, French

We can also arrange for translators if required.

There is nothing general about General Practice.

Your **family GP** is a specialist qualified to look after all aspects of the personal health of you and your family. The GPs at CSMC provide you with the best possible care by applying those years of experience and training.

Likewise our **practice nurses** apply their years of experience and training to ensure you receive a high standard of care.

The best relationships thrive on mutual respect and consideration. This information brochure is dedicated to ensuring the relationship we build together is both positive and supportive.

Quality of Care.

Every GP is responsible to you - the patient. GPs study for many years, and continue to study throughout their lives to ensure you get the very best treatment.

Don't forget that a general practice is a team effort, a team dedicated to you and your continuing good health.



OUR TEAM IS YOUR TEAM.

Your
Medical
Practice
Team

Working
with
Your GP.



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The best relationships come with time and care.



The best relationships are built on trust and openness.

The more open you are with your Family Doctor the more effectively your doctor will understand your ailments. In today's complex world there are few who can appreciate the issues facing you and your family better than your specialist General Practitioner. (GP)

Working alongside your GP is a **whole team** dedicated to giving you the best possible health care. Every member of our General Practice Team - doctors, nurses, receptionists and other staff - focuses on you.

By working together we can make our relationship even better.

Your Continuity of Care.

The long-term knowledge of you and your family gives your GP a special insight. Being able to care for and monitor you over time allows better management of health problems.

Your GP is only as good as the information you provide. Only you know what troubles you. Only you can tell your GP the real issue. We are acutely aware of the privacy of your health, so never be frightened to give your GP, or nurse, information. The best outcomes are achieved when GP and Patient work together to formulate a plan of action.

**** Whilst you will have your regular GP, you may also wish to have a 2nd GP at the practice.** This will allow you to see another GP at the practice if your regular GP is unavailable.

Investing in YOUR Health.

A visit to your GP is your investment in your health. Many people don't come to the doctor when they need to, simply because they fear the cost of treatment. Some people don't go to the pharmacy to get their prescribed medicine for the same reason. If you ever have that problem, please talk with us.

We need to know if things aren't right.

Our GPs spend long hours keeping in touch with new developments, new drugs and new treatments. Medicine advances every day !

If you are ever unhappy with our advice, please tell us. We need to know if we are not meeting your needs.

The Practice Nurse and Your Care.

Nurses are highly trained professionals who work with your GP and other members of the practice team, to provide safe, quality care. Nurses have different skills and responsibilities from GPs. Sometimes you might feel more comfortable discussing aspects of your care or asking questions of a nurse, rather than the GP.

Having access to a nurse increases the range of services we can provide at CSMC and may reduce your waiting time.

Some of the common duties nurses undertake at CSMC are: - blood pressure checks, triage, wound management, immunisation, first aid, patient education, administering vaccinations / medications and assisting with medical procedures.

As an important part of coordinating your care, our nurses may also play a significant part in -Diabetes Education, Care Planning for Chronic Diseases and Health Assessments.

In some cases you may not need to see your GP as the nurse can undertake these services. Your **GP is kept fully informed** of these services and if there is any concern from either the nurse or your GP, you will have an appointment arranged with your GP.

Nurses are not a substitute for your GP and it remains your choice as to whether you see the GP or the nurse, or you may at times see both.

