**Goldsmith Street Surgery**

 **Practice Information Sheet**

**81 Goldsmith Street**

**GOULBURN NSW 2580**

**Ph: (02) 4855 0123**

**Fax: (02) 8088 7809**

**reception@goldsmithstsurgery.com.au**

**Practice Hours**

Monday to Friday: 8.30am – 5.00pm

We are closed weekends and public holidays

**For Care Outside Normal Opening Hours**

If you require medical attention outside our Practice operating hours please contact

 Goulburn Base Hospital, Goldsmith Street Goulburn NSW by telephoning 02 4827 3111.

**If you require urgent medical attention please call 000**

**Medical Professionals**

**Dr Najah Jaafar** – maleGP

**Dr Nidhi Jindal** – femaleGP

**Dr Ali Ghazalah** – male GP

**Dr Marzieh Sarikhani** – femaleGP

**Cindy Xiao** – Practice Nurse

**Miriam Broadhurst** - Psychologist

**Peter Batty -** Sleep Studies & Audiology & Hearing Aids

**Dr Ruth Edwards** – Practice Manager

**Reception Staff:**

**Elizabeth Albrighton -** Receptionist

**Victoria Albrighton** – Receptionist

**Kylie Wade** - Receptionist

**Mandy Kaur** - Receptionist

### Appointments

To book an Appointment please telephone (02) 4855 0123

“Walk ins” to the Surgery will be seen by the next available doctor on a “sit and wait” basis.

**If you require an appointment longer than 15 minutes, please inform Reception.**

Every effort will be made to accommodate your preferred time.

**Emergencies will always be given priority at our Surgery.**

If there is an unforeseen delay or your GP has been called away, our staff will attempt to contact you.

**Interpreter**

If you or a family member requires an interpreter service please let us know when you make the appointment so we can organise this for you.

To cancel a booked appointment or check Appointment scheduling please ring (02) 4821 7445.

**Home and other Visits**

Regular patients of our Practice are able to obtain visits in their home, residential aged care facility,

residential care facility or hospital, both within and outside normal opening hours where such visits are

deemed safe and reasonable.

### Telephone Access

If you wish to speak to your Doctor or our Nurse, please do not hesitate to contact us between 9am and 5pm Monday to Friday on (02) 4855 0123.

Staff will note your contact details and message, and a short summary of the problem will be sent through to your Doctor detailing action requested. A consultation will only be interrupted if the situation is urgent.

### Services available at Goldsmith Street Surgery

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| * Asthma care
* Diabetes management
* Skin Checks
* Indigenous Health
* Men’s and Women’s Health
* Aged Care
 | * Psychologist - Miriam Broadhurst
* Sleep Studies & CPAP
* Hearing tests & hearing aids
* Child & Maternal Health
* Preventative Health Checks
* Sexual Health
* Palliative Care
 | * Instant INR Testing
* Immunisations
* Dietician
* Quit smoking support
* Chronic disease management
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### Fees

We are a Bulk Billing practice.

If you do not have a valid Medicare Card, payment is required at the time of the Consultation.

### Receiving Your Test Results

If you have had a test please make an appointment for 3 to 5 business days for the result, or as advised by your Doctor. It is our policy not to notify Patients of results if an appointment with the doctor is not required.

### Recalls and Reminders

Our practice is committed to preventative health care.

Goldsmith Street Surgery works in cooperation with National and State based recall and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system please inform the receptionist or your doctor.

**Transfer of Referral Letters**

Our Practice demonstrates that referral letters are legible, contain three Patient identifiers and are on appropriate Practice stationery including relevant history, examination findings and current management. Name of the doctor making the referral is appropriately identified, the healthcare setting from which the referral has been made is identified and the healthcare setting to which the referral is being made is identified. The healthcare provider to whom the referral is being made is identified.

If the referral is transmitted electronically then it is done in a secure manner and a copy of referral documents is retained in the patient health record.

### Management of your Personal Health Information and Your Rights

Your medical record is a confidential document. All staff at Goldsmith Street Surgery respect the privacy and confidentiality of your health information.

It is the policy of this Practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We have a comprehensive policy on the management of Personal Health Information and also a brochure ‘Privacy and Your Rights’. Please ask at Reception for a copy of this brochure at any time.

### Complaints Feedback and Suggestions

Our Patients are encouraged to ask questions, be involved in all decisions regarding their healthcare, inform us of problems or if they are unhappy with our service so that we may positively respond and seek a mutual resolution. We welcome any feedback that will assist us to improve our service to you.

We take your concerns, suggestions and complaints seriously.

**Please see Reception if you have any complaints or feedback, or email:**

**reception@goldsmithstsurgery.com.au**

Health Care Complaints Commission

Locked Mail Bag 18

### Strawberry Hills. NSW 2012

### Ph 1800 043 159 Fax 9281 4585

hccc@hccc.nsw.gov.au