

Don't be late Save the date to Vaccinate



NSW Health is making it easier for parents to ensure their children are fully immunised on time. As part of an immunisation awareness campaign. The "Save the Date" phone App allows parents to enter their child's name, date of birth and GP

contact details. The App will then calculate the next immunisation due date and send a series of reminders to prompt the parent to call their GP to schedule an appointment for each immunisation. Parents can make that call straight from the App. **iPhone** and **Android** Apps available.

Go to:
(<http://www.immunisation.health.nsw.gov.au>)



What can you do if you fall ill with influenza?

Influenza is highly contagious and can be spread for up to a day before symptoms appear and for five days afterwards.

Eleven ways to aid recovery and avoid spreading influenza:

1. **stay** home
2. **rest** and keep warm
3. **consume** plenty of liquids
4. **do not** consume alcohol
5. **wash** hands regularly
6. **nose** and mouth when coughing or sneezing
7. **avoid** physical contact with others
8. **avoid** mixing with other people, particularly those in a high-risk category, while contagious
9. **stop** smoking or cut your consumption down
10. **ensure** someone checks on you and does your shopping
11. **don't** return to work early, you could still be contagious.



Antiviral medications can limit the effect of influenza if they are taken early after onset of symptoms (within the first two days of the illness). They are available on prescription only.

Therefore, it is important to see your GP immediately if you believe you're suffering influenza and wish to reduce the duration of your illness.

Call Centre Times

The call centre operates from Nelson Bay from
7:30am to 5:30pm Mondays to Fridays
And Saturdays from 8:00-11:30.
For appointments or any enquiries please call
49811722-49827660- 49827674



NELSON BAY MEDICAL GROUP

Receiving Results



In some cases results are best given in an appointment with the Doctor so a review of the medical condition can be performed,

Therefore the doctor may ask you to return for the results of a test rather than telephone.

The Doctor may think it appropriate to give the result over the phone. In this case the Doctor will ask the patient to ring for the result. This practice strongly discourages the giving out of results over the counter. This is to protect the patients confidentiality. The Doctor will leave a note for one of the trained results girls to relay to you. This will determine whether any further action needs to be taken. So please phone the reception desk for any results you require. Please note that the patient themselves must phone for the results.

Synopsis Dr. Moore

Dr. Rebecca Moore consults at our Nelson Bay rooms on Tuesdays till late and Thursdays till 2.45pm. Dr. Moore also consults at Salamander some Mondays and Fridays. Dr. Moore has previously worked at this practice and moved back to the Nelson Bay area with her husband Bill and their lovely three daughters. Dr. Moore has special interests in Mental Health and Womens Health Issues. Dr. Moore on consecutive Mondays attends to the Nursing Home visits with our Aged Care Liaison Nurse.

Patient Feedback Forms

Nelson Bay Medical Group recently sought feedback from our valued patients regarding our 3 practices at Nelson Bay, Salamander Bay and Soldiers Point Road. We thank you for your opinions and would also like to again thank you for taking the time to fill out our patient questionnaires.

It is noted that the vast majority of our patients are happy with the service that they are receiving from our clinical and administration staff but a theme was noted regarding improving waiting times and appointment availability.

Unfortunately there is such a demand for GP's in our area and we are often pushed to our limits, however, the clinical staff and management of the practice would like to advise our patients that their comments have been taken on board and time shall be set aside to address these issues.

Another common request was for tea/coffee making facilities in the waiting rooms. Unfortunately due to OH&S issues we are not able to provide this.

We once again thank you for your participation in this highly valuable process as this allows insight into our patient's viewpoints.

Practice Manager
Courtney Coles

AGP Accreditation

General practice accreditation

provides *independent recognition* that general practices and their activities meet the requirements of the

Royal Australian College of General Practitioners.

Accreditation provides assurance for owners, managers, staff, funding bodies and consumers about quality and performance.

Australian General Practice Accreditation Limited and General Practice Accreditation are the two accreditation bodies for general practice.

General practices are encouraged to gain accreditation because:

- it follows best practice;
- the process improves the quality and safety of health care provided; and
- general practice accreditation in Australia ensures that practices are eligible to participate in the Practice Incentives Program (PIP).

Our general practice is evaluated on a concise and comprehensive set of standards to ensure that the level of services at the Nelson Bay Medical Group provide for continuous improvement.

Courtney Coles
Practice Manager



Winter Find-a-Word

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APPOINTMENT
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DIABETES
CLINIC
PATIENT
SCALES
DOCTOR
HEALTHY
NEEDLE
IMMUNISE
MEDICINE