



Feedback and Continuous Improvement

We value your feedback and encourage you to complete a general feedback questionnaire available in our waiting room (which you can deposit in the secure box at our front reception. We endeavour to respond to your suggestions as soon as possible and to continuously improve our service. From time to time we may ask you to complete a confidential evaluation as part of accreditation.

Appointments

Sometimes our doctors are running late for appointments and this can be frustrating and inconvenient for patients. It is not that our doctors have arrived late or are taking their time, it is usually because the patients they have seen before you have had complex issues that have taken more time than expected. Doctors only need to spend an extra four minutes with each patient to be

Running late by 1pm! Remember the Length of a standard appointment is 10-15 minutes and this is usually only enough to cover one health issue. A list of health Issues is welcome but these may not be able to be resolved in one visit and may need subsequent visits.

Nelson Bay Medical Centre

39 Stockton Street
Nelson Bay NSW 2315

Phone: 4981 1722

Fax: 4984 1455

Salamander Bay Medical Centre

Shop 1 Salamander Shopping
Centre Salamander Bay NSW 2317

Phone: 4982 7660

Fax: 4984 6213

Soldiers Point Medical Centre

253 Soldiers Point Road
Salamander Bay NSW 2317

Phone: 4982 7674

Fax: 4982 0671

Call Centre Times

The call centre operates from Nelson Bay from
7:30am to 5:30pm Mondays to Friday
And Saturday from 8:00am-11:30am
For appointments or enquiries please contact us on
any of the above numbers.



What's the difference between the common cold and the flu?

Common colds are usually associated with nasal congestion, sneezing, lethargy, mild temperatures and these symptoms will reduce within 48 hours. Analgesics and fluids should be taken and rest increased so symptoms are relieved. Flu symptoms are far more severe and can include, sore throat, fevers, headaches, muscle aches, soreness, congestion and cough. The duration of flu like symptoms can vary and usually last for 10 days or more. It is not too late to get a vaccine so talk to

our reception staff about booking in with one of our doctors if you would like to have an immunisation.



Dr. Claire Bugler

Dr. Bugler joined the practice in mid August in 2014 Dr. Bugler is from the UK where she has practiced as a general practitioner for seven years, the last 2 of which were as a partner in a practice in Wales. She has made the move to Australia to be closer to her Sister and some of her friends. Her career focus so far has been on women's health, child health and training of junior colleagues and students. She enjoys new challenges and is keen to develop further roles in the Nelson Bay Medical Practice too. She is a keen sportswoman who likes running, mountain bike riding, tennis, sailing, skiing and hiking. Dr. Bugler will be working Mondays and Tuesdays at Nelson Bay and Thursdays and Fridays at Salamander.

Find-a-Word

R	A	U	Z	U	S	T	S	E	E	D	S
B	A	N	G	A	B	Z	Z	T	W	A	E
L	G	I	O	N	U	Q	R	U	A	S	S
O	R	J	N	K	I	M	N	L	R	Y	S
S	E	S	Z	B	S	R	B	I	M	U	A
S	E	X	A	U	O	R	P	P	Y	U	R
O	N	Q	W	D	E	W	R	S	T	R	G
M	Z	X	V	S	N	E	S	T	M	E	P
A	L	L	E	R	G	I	E	S	N	W	H
B	I	R	D	S	B	F	O	A	L	O	G
A	S	B	R	E	B	O	T	C	O	L	J
U	M	B	R	E	L	L	A	D	J	F	K
O	O	K	R	E	B	M	E	V	O	N	L
S	E	P	T	E	M	B	E	R	W	S	N
F	I	R	T	H	O	L	I	D	A	Y	S
F	E	V	E	R	B	L	O	N	U	S	I

Blossom	Foal	November	Allergies	Holidays
Rainbow	Seeds	Flower	Warm	Green
Buds	Grass	Spring	September	Fever
Umbrella	Tulips	Birds	Nest	October

Requesting 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 receive them over the telephone. In certain cases the Doctor may deem it appropriate to give the result over the phone. In this case when you call for the result a trained 'results staff member' will provide the result over the phone based on the comments left by your Doctor. As this practice strongly discourages the giving out of results over the counter, we request you telephone for them.

This is to protect your privacy and patient confidentiality. The comment left by your Doctor will determine whether any further actions are to be taken.

Please note that the patient themselves must phone for the results.

Dr Jennie Nowers

We also welcome Dr. Jennie Nowers to our practice, Dr. Nowers has moved here from South Africa with her husband Steve and her son Callum. Since moving to Australia Jennie has given birth to a little Australian Ashton. The Nowers family have relocated permanently to Nelson Bay having recently purchased a home here. Dr Nowers studied at Edinburgh University, graduated in 2004 and is a member of Royal College General Practitioners in the UK. She completed GP training in 2008. Dr Nowers holds a Diploma of Child Health and an Obstetricians and Gynecologists' Diploma of Royal College. Dr. Nowers worked in South Africa from 2008-2012, in charge of the public hospital outpatients department. She was very involved with HIV and tuberculosis patients and cared for 150 HIV positive children.

Dr. Nowers would like to take this opportunity to thank all her patients recently for their patience whilst she was recently ill. Thank you for re-scheduling on short notice and she apologies for any inconvenience caused.