



Dry Eye



Telehealth



Sinusitis



Exercise in Childhood

● PRACTICE DOCTORS

Dr Steve Gust MBBS, FRACGP, JCCA
Family Medicine, Diabetes, Skin Cancers;
Paediatrics, Travel Medicine, Anaesthetics & Lap
Band Adjustments.

Dr Victoria Hayward
MBBS (Hons), FRACGP
Family Medicine, Diabetes & Women's Health

Dr Brian Malone MBBS, FRACGP, BSc, DCH
Family Medicine, Diabetes, Travel Medicine &
Skin Cancers.

Dr Susan Shaw MBBS, DRACOG
Family Medicine, Women's Health, Mental
Health, Asthma & Diabetes.

Dr May Ure MBBS
Family Medicine & Women's Health.

Dr Mark Zafir MBBS, DA
Family Medicine, Aged Care, Anaesthetics, Ante-
natal care, Men's Health; Diabetes, Skin Cancers
& Lap Band Adjustments.

Dr Lorri Hopkins
MBBS, FRACGP, DRANZCOG, DCH
Family Medicine, Ante-natal care; Asthma,
Diabetes, Paediatrics, Women's Health & Skin
Cancers.

● PRACTICE BILLING POLICY

We are a private billing practice.
We generally bulk bill children under 16.
We do not routinely bulk bill. Payment is
made at the time of the consultation. If
you are experiencing financial difficulties,
please discuss with your Doctor or with
our Practice Manager.

● SPECIAL PRACTICE NOTES

Emergency or Urgent Appointments.
Please notify staff if your request is
urgent or requires immediate medical
attention. If an immediate appointment
is not available, you will be assessed
by a practice nurse for appropriate
Management.

After hours & Emergency. Outside
our normal surgery hours go to Albany
Regional Hospital if you need urgent
treatment. In an emergency call 000 for
an ambulance. Our doctors provide after
hours services all year round. Follow the
prompt on our after hours phone message
if it is medically essential to talk to the on
call doctor. Maternity cases are to contact
the labour ward direct.

Home Visits. Any requests for home visits
will be directed to the patient's GP and
the visit will be made at the discretion of
the treating Doctor.

Dr Maida Akhtar

MBChB, Post Grad Dip Public Hlth, PDHIV
Family Medicine, Paediatrics, Women's Health &
Emergency Medicine. Speaks Urdu.

Dr Ben Bradley MB BCH BAO (Hons)
Family Medicine, Emergency Medicine, Mental Health

Dr Stephen Chiang MBBS
Family Medicine, Internal Medicine, Geriatrics and
Chronic Conditions.

Dr Darcy Smith

MBBS, FRACGP, FRACMA, FACRRM, BHA, DIP RANZCOG
Paediatrics, Mental Health, General Medicine,
Obstetrics, Women's Health, Men's Health

Dr William Smith MBBS
Family Medicine, General Medicine

Dr James (Jim) Lie (Locum) MBBS
Family Medicine, Asthma, Diabetes, Skin Cancers,
Paediatrics, Sports Medicine & Obstetrics.
Speaks Mandarin.

● PRACTICE STAFF

General Manager:

Ian Graham

Co-Ordinator Patient Services

Dee Maquire

Practice Nurses:

Elizabeth Quinn (Nurse
Manager), Jenna, Jess,
Leanne, Lisa, Bonnie & Amy

Reception Staff:

Kate Stanhope (Office
Manager), Brett, Imogen,
Julie W, Kelly O, Liz, Lauren,
Julie M, Kiara, Hedi, Eulisa,
Breanna & Mandy

● SURGERY HOURS

Monday to Friday
8.30am – 5.30pm

*Vaccination clinics held on
scheduled Saturdays.*

*We are closed on Public
Holidays & Sundays, and for
general appointments on
Saturdays*

Covid-19 Safe Care in our practice

We abide by Health Department directives. Do not attend the practice if you have a fever, sore throat, runny nose, difficulty breathing or have a loss of taste or smell. Phone us to make an appointment to talk with a doctor. Masks are to be worn at all times when in our practice. You will be asked for proof of vaccination. Appointments may be by phone or video.

Telephone Advice. To obtain advice regarding your treatment phone the practice and you will be put through to the appropriate person or you can leave a message for a return call. Phone calls will not be put through to the GP while they are consulting.

Prescriptions. Scripts should be requested during a face to face or phone consultation with your regular GP. Non-urgent scripts done outside of an appointment will incur a \$10.00 fee and should be ready within 48 hours. Scripts needed urgently, on the same day as requested, will incur a \$15.00 fee.

Your Test Results. It is not practice policy to routinely contact patients with test results. Doctors review all test results and will either inform the patient themselves or ask a staff member to contact the patient with appropriate instructions. Patients are strongly encouraged to phone the surgery for results after 1 week. Please phone after 10am in the morning. INRs are now done in the treatment room by the Nurse. Results are reviewed by your GP and management discussed with them.

Skin Lesions & Skin Cancers. A number of our doctors have special interest in and considerable experience treating skin lesions. Ask the doctor to check any lesions you are concerned about. A full skin check is also advisable on a regular basis. A Treatment Room Fee is charged, in addition to the doctors fee, when a skin lesion is removed

YOUR NEXT APPOINTMENT:

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Please remember that decisions about medical care should be made in consultation with your health care provider so discuss with your doctor before acting on any of the information.

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Dry Eye

The eyes need constant lubrication, which is provided by the tear glands. Eyes become dry of tears for two main reasons.

Firstly, tears can evaporate too quickly. This can be on aeroplanes, in air conditioning, in dry air, or smoky conditions. It is temporary and is improved by using lubricant drops and removing yourself (where possible) from the situation. Secondly, it can be due to reduced tear production. This can be with advancing age, various medical conditions (e.g. diabetes, lupus Sjogren's syndrome scleroderma), certain medications (e.g. antihistamines, antidepressants, blood pressure tablets), and tear gland damage through trauma.

Other risk factors include being female, using contact lenses and having low vitamin A levels. Symptoms are a burning, itching, stinging or dry feeling in the eye. The eyes may become red and sensitive to light. Blurry vision can follow.

Diagnosis is mainly on symptoms and a thorough eye examination. Blood tests may be done to rule out underlying conditions. You may be referred to an ophthalmologist. Complications include eye infections and damage to the eye surface. Fortunately, these can be largely avoided.

Treatment depends on the cause. In most cases, eye drops are recommended to keep the eyes moist. These may be used multiple times a day. Avoiding situations where dryness would be aggravated is important (where practical). Try to stay inside on windy days or when there is smoke in the air. Wear sunglasses when outside. Take breaks when using screens for long periods, and position your screen below eye level so you tend to look downwards. This can reduce evaporation.



More info >>



Telehealth

The term telehealth has generally not been used outside medical circles. It applies to the use of technology (video or phone) to deliver medical services.

At the start of the pandemic, the federal government, for the first time, allowed Medicare funding to support consultations with your doctor that are not in person. Consultations can be done through video conference or telephone.

Guidelines for the use of telehealth are being updated by the Medical Board as of September 1, 2023. These seek to balance the value to consumers of remote consultations whilst recognising there are limitations as to what can be done when a patient is not in the same room as the doctor. For example, one cannot listen to the lungs.

A requirement of a telehealth consultation is

that you understand that it may be necessary to follow up with a clinic visit.

An exchange of emails or text messages (even for a prescription renewal) is not considered adequate. There needs to be video or audio discussion in real-time. To be entitled to a Medicare rebate, there is a requirement that you have had a face-to-face consultation with the doctor (or another at the same practice) in the 12 months before the telehealth consult.

Telehealth consultations can be booked in a similar way to regular appointments. Prescriptions can be collected or sent electronically to yourself or a nominated. Referrals can also be collected or sent directly. Ask your practice staff about their procedures.

Varicose veins

Widened, often twisted, veins near the skin surface are called varicose veins. They are most common on the lower legs.

Risk factors include advancing age, being female, a positive family history, being overweight, pregnancy and prolonged sitting or standing. They will appear as blue twisted cords on the legs. Whilst often painless, they can cause aching and a heavy feeling in the legs. Itching and skin rash (varicose eczema) can also occur. If ruptured, there can be significant bleeding. In more severe cases, there can be ulceration. However, they are not associated with deep vein thrombosis.

Treatment depends on the severity of the condition. There are no specific medications available to treat varicose veins. While painkillers may provide temporary relief from symptoms, they should not be solely relied

upon. In the past, formal surgical stripping procedures were performed, which required several days of hospitalization. However, surgical treatments have advanced, and the most common approach now involves injecting substances to close the affected vein. Since varicose veins are no longer functioning correctly, removing or closing them is not problematic. This can be done as an outpatient, and recovery is relatively rapid.

People seek treatment either for cosmetic reasons or due to symptoms. Talk to your doctor about what might be the best option for you. Preventative approaches include maintaining a healthy weight, exercising regularly and changing position regularly.



More info >>

Sinusitis

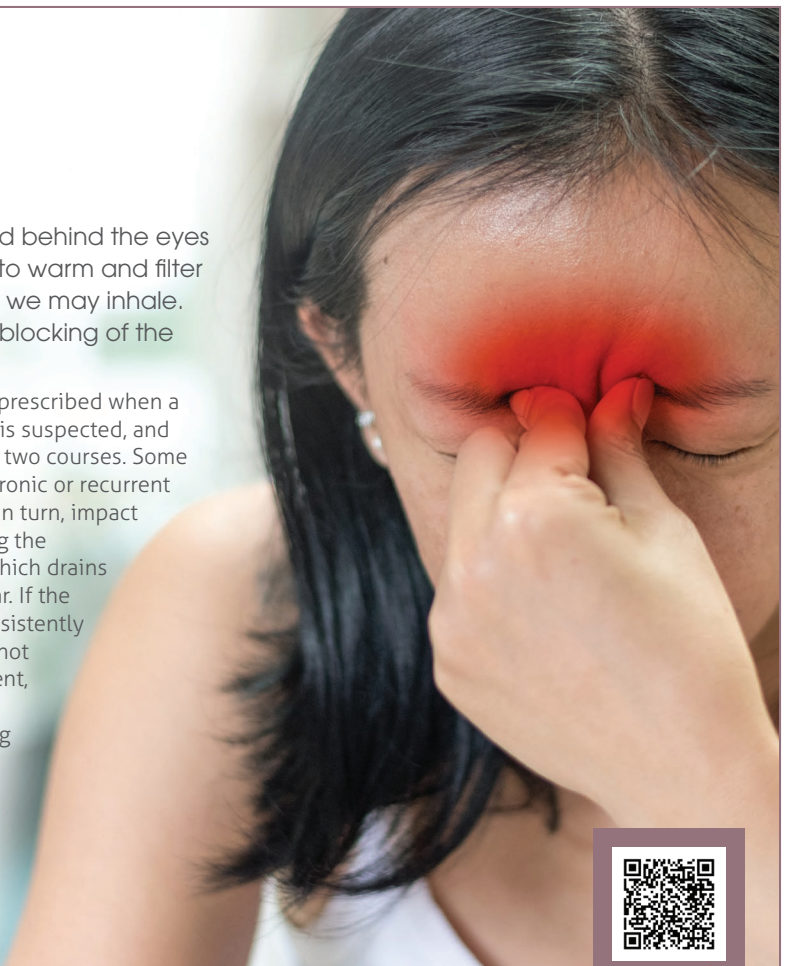
The body has several air-filled sinuses below, above, and behind the eyes in communication with the nasal passages. Their role is to warm and filter air and produce mucous to trap dust and other irritants we may inhale. Too much mucous production, swelling of the linings or blocking of the internal passages can lead to sinusitis.

Risk factors include smoking, regular use of decongestant sprays, dental infection, and nasal polyps. Common predisposing factors are viral illness, such as a cold, or allergy issues, such as hay fever. Sinusitis can also be of itself.

Typical symptoms are a blocked nose, headache or facial pain, postnasal drip, cough, yellow or green nasal mucous and a feeling of pressure in the sinuses. There may be a fever.

Treatment depends on the cause. If allergy-related, antihistamines and steam inhalation with or without eucalyptus can help. Avoid decongestant sprays. Over-the-counter steroid sprays may help, but talk to your doctor before self-medicating. Simple analgesics like paracetamol or ibuprofen can ease symptoms.

Antibiotics will be prescribed when a bacterial infection is suspected, and some people need two courses. Some people develop chronic or recurrent sinusitis. This can, in turn, impact hearing by blocking the Eustachian tube, which drains from the middle ear. If the sinuses remain persistently congested and do not respond to treatment, they may require drainage or clearing through a hospital procedure.



More info »



Relevance of Exercise in Childhood

Once upon a time, children didn't require "exercise" as a separate activity because they led active lives by walking to and from school and engaging in outdoor play rather than spending excessive time in front of screens.

Over 20% of children aged 12 through 16 are overweight or obese. This reflects both consumption of more processed foods higher in fats and sugars and reduced physical activity.

We cannot turn back time, but we can make changes moving forward to promote the health of our children. The Australian government recommends that children over the age of five engage in one hour of physical activity each day. This should consist of a combination of moderate and vigorous exercises. Examples include walking, running, bike riding, participating in suitable sports, and engaging in outdoor play. This activity doesn't need to be completed in one continuous block of time.

Do not fret if you can't manage this amount every day. Any amount of physical activity is better than none.

There are many benefits to your child from being active. It reduces childhood obesity. It improves motor function. It improves their circulation, strengthens the bones and muscles, and improves balance and coordination skills. Active children tend to sleep better and often have enhanced self-esteem. Mental health problems are less common in active children.

It also establishes good habits for later in life, where regular exercise reduces the chances of many diseases, including heart disease, stroke and some forms of cancer.

A bonus is when you encourage your children to exercise, it may encourage you to do the same.



More info »



CHINESE STYLE – CHICKEN & SWEET CORN SOUP

Ingredients (serves 6)

- 2 cups (500ml) chicken or vegetable broth/stock
- 1 can creamed corn
- 1 tsp soy sauce (all-purpose or light)
- 1 tbsp Chinese cooking wine OR Dry Sherry
- 1 tsp minced ginger
- 1 minced garlic clove
- 1 tsp cornflour/cornstarch, mixed with a splash of cold water into a slurry
- 1 egg, whisked
- 1 ½ cups of shredded cooked chicken
- Salt and white pepper, to taste
- 2 chopped Spring Onions

Method

1. Place broth, creamed corn, soy sauce, Chinese cooking wine, ginger, garlic and cornflour/water mixture in a saucepan over high heat.
2. Bring to a boil, then turn down the heat to medium and stir occasionally. Cook for 5 minutes or until slightly thickened.
3. Adjust seasoning with salt, turn off the heat, and slowly whisk in the egg so it cooks in "ribbons" throughout the soup. This also thickens the soup.
4. Add the chicken, season with white pepper, and serve, garnished with spring onions.

WORD SEARCH

M	E	G	A	N	I	A	R	D	M	I	I	G	E
I	T	T	E	L	E	H	E	A	L	T	H	S	E
S	T	R	E	A	T	M	E	N	T	I	A	M	E
A	I	E	A	C	T	I	V	E	S	N	E	C	S
S	Y	M	P	T	O	M	S	S	E	F	E	E	S
I	E	V	I	S	I	O	N	T	L	E	L	X	G
H	A	M	T	O	N	E	H	A	T	C	A	E	L
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S	I	N	U	S	I	A	E	D	M	I	E	C	N
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O	T	E	A	R	S	S	E	N	E	N	T	S	S
H	E	A	D	A	C	H	E	G	N	E	R	E	L
X	I	D	O	C	T	O	R	R	R	G	A	D	O
A	I	R	E	A	M	E	D	I	C	A	L	E	D

DRAINAGE
STANDING
DOCTOR
MEDICAL
INFECTION
SINUS
VISION
FEMALE
EXERCISE
HEADACHE
GLANDS
ACTIVE
TELEHEALTH
TEARS
VEIN
TREATMENT
SYMPTOMS

The Surgery

● MORE PRACTICE NOTES

Chronic Disease Management Our practice will prepare a plan to ensure conditions such as Asthma, Diabetes, Heart Disease, and Osteoporosis and also Mental Health Problems are properly managed. If you have a chronic condition ask your GP about a plan. Help us to help you.

Recall & Reminders. Our practice uses a Recall and Reminder system to flag patients for preventative health care. We recall patients for health assessments and checks, skin checks, breast checks, pap smears, colonoscopies, IUD and Implanon removal. This surgery participates in State & National registers.

Patient Feedback. We would like to hear about your concerns, complaints or suggestions. Please feel free to talk to your GP or the Practice Manager regarding any issues. If you prefer to make your concerns known outside the surgery, you can call the Western Australian Health & Disability Services Complaints Office on 1800 813 583

Patient Privacy. Our practice protects your personal health information to ensure it is only available to authorised staff and to comply with the Privacy Act. To obtain a copy of our Privacy Statement or your medical records, please ask.

Telehealth. Our practice is fully set up for video conferencing with participating specialists. Using Telehealth may save you time and travel costs; ask your GP and Specialist for advice.

My Health Record. Our practice is participating in the My Health Record program. If you wish to activate your My Health Record or would like to know more please ask your doctor or discuss the issue with our Practice Manager.

On Line Appointments. You can make appointments from our website www.thesurgery.net.au or through Healthengine: <https://healthengine.com.au>

Communication Policy. We use mail, facsimile & secure electronic mail to transmit patient information. If you have a mobile phone we will send an SMS to confirm appointments. Patients can contact us via our website for non-urgent matters.