

MANNUM & KAROONDA MEDICAL CENTRES

Autumn/Winter NEWSLETTER



MANNUM Patient survey results

We asked for your honest opinions and these were the results and what we are doing to address any issues.

What you told us	What we have done
You asked for easier access to the Doctor of your choice	<ul style="list-style-type: none"> New appointment structures for some Doctors Employment of more Registrars to free up time of regular doctors Looking at online appointment making
Not enough room in waiting room for prams and walkers plus room was too hot during summer	<ul style="list-style-type: none"> Reconfigured chairs for better access and wider space for prams and walkers. Introduced fan in reception and waiting room to circulate air



**SA
PATHOLOGY
COLLECTION**
**Mannum
Medical
Centre**
**Monday –
Friday**
**8.30am to
12.30pm**

MANNUM MEDICAL CENTRE
Parker Street
MANNUM SA 5238
P: (08) 8569 0222
F: (08) 8569 0220

PRINCIPAL
Dr Stephen NAPOLI
Mon, Wed, Thurs, Fri

ASSOCIATES
Dr Sonia SCHUTZ
Tues, Thurs, Fri
Dr Hamoudi ALDYNI
Mon, Tues, Wed, Thurs, Fri, Sat
Dr Peter JOYNER
Teaching/skin checks

REGISTRARS
Dr Valentina BOJIC
Tues, Wed, Thurs, Fri
Dr Sarah MALTBY
Mon, Tues, Wed & Thurs
Dr Sze Phin (Nick) THEN
Tues, Wed, Thurs & Fri

reception@mmed.com.au

CLINIC TIMES
Monday to Friday 8:30am – 5.30pm
Saturday 9.00am – 12.00pm
For urgent problems, we aim to provide an appointment with a doctor as soon as possible, or Triageed with our Registered Nurse.

AFTER HOURS, EMERGENCY
Afterhours and emergency care is provided at Mannum District Hospital, or by telephoning triple zero (000) for an ambulance

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Did you know we have doctors fluent in other languages?

Dr Hamoudi Aldyini – Arabic

Dr Valentina Bojic – Russian

Dr Sze Phin (Nick) Then – Malay and Mandarin

If you need assistance with a translating service we can arrange this including an Auslan interpreter if required. Please advise at the time of booking so we can arrange this.



Mannum Medical Centre have a website where you can find information about anything regarding the Centre.

www.mannummedical.com.au



**Registrar Dr Sarah Maltby
Finishes her time with us on July 14**

**We wish her all the best in her future
endeavours**



FLUSHOTS
Still available
See reception for details

We recently said goodbye to Dr Vikki McLaughlin, we wish her all the best in her 'sea change' of Yankallia.

In August we will be joined by more Registrars, in the meantime please be patient.

Doctors on Leave

June

Dr Hamoudi Aldyini – 1 week

Dr Valentina Bojic – 1 week

Dr Peter Joyner – 2 weeks

July

Dr Hamoudi Aldyini – 2 weeks

Dr Valentina Bojic – 1 week

Dr Sze Phin (Nick) Then – 1 week

Dr Greg Crafter – 2 weeks

(Karoonda)

Jason Walters – 2 weeks (Karoonda)

Benefits of Plans

Plans will help you and your Doctor

- Identify your goals
- Communicate
- Coordinate your care
- Get the help you need
- Keep on track

Ask your Doctor or Nurse about the services that can improve your health.

Mannum Medical

For more information contact
Mannum Medical Centre
Phone: (08) 9599 3222 or
Clinic: (08) 9599 3222
Mannum WA 5132 001
Visit
www.mannummedical.com.au

Would you like better health?

CARE PLANS

Make a "PLAN" for your better health

WE can help you to work with your doctor and others to better manage your health!

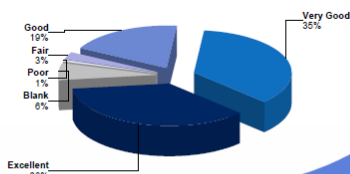
Ask your Doctor or Nurse today! At Mannum Medical Centre

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90%

of all patient ratings about this practice were good, very good or excellent

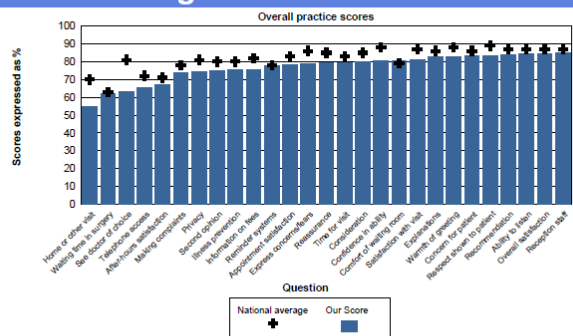


Thank you for your participation in this survey

Patient Experience Survey Results 2015/2016
Mannum Medical Associates - Karoonda



"Striving towards excellence"



The results of this survey provide the best possible

We listened to you...and we are improving patient care

At Mannum Medical Associates - Karoonda we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful.

What you told us	What we have done
1. No Doctors' appointments	Increasing Registrars in August 2016. Introduction of a Nurse Practitioner in 2015 May look at increasing number of days open. Nurse Practitioner is attending 1 day per week at moment
1. Telephone Access	Increasing advertising telephone access. Call forwarding of the phone to the Mannum Medical Centre when Karoonda unattended
2. Fees	Update of fee brochures and advertising flyers

NO MORE PATIENT MEDICARE CHEQUES

From July 1, 2016 Medicare will no longer issue cheques in favour of patients.

Please ensure you have your bank account details registered with them before this date.

Ring 132 011 or see Reception for a form to complete

KAROONDA MEDICAL CENTRE

13 Stokes Road

KAROONDA SA 5307

P: 8579 1122

F: 8579 1123

DOCTORS

Dr Greg CRAFTER

Dr Hamoudi ALDYNI

Dr Sonia SCHUTZ

NURSE PRACTITIONER

Jason WALTERS

reception@mmed.com.au

CLINIC TIMES

As per website

AFTER HOURS, EMERGENCY

Afterhours and emergency care is provided at Karoonda District Hospital, or by telephoning triple zero (000) for an ambulance

RESULTS

Remember you must make an appointment with a Doctor to receive the results of ANY tests.

