



PFGP

PENINSULA FAMILY GENERAL PRACTICE

Practice Information sheet

1B Vera St, Frankston 3199 VIC

Phone: (03) 9781 3300

Fax: (03) 9781 3399

www.pfgp.com.au

admin@peninsulafamilygp.com.au

Practice Hours

Monday	8.30am – 5.30pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 5.00pm
Saturday	9-1
Sunday	closed

Doctors

Dr Luan Tran
Dr Piotr Kalan
Dr Samantha Somawansa
Dr Cristina Simu
Dr Rohit Katal
Dr Sairah Andrabi
Dr Nita Sharma
Dr Ruth Lai
Dr Jenny Zhan
Dr Tim Wittick
Dr James Dobbing
Dr Rebecca Chan
Dr Cameron Payne
Dr Cecilia Zuo

Practice Managers

Kristina Sherring

Thu Le

Finance Manager

Andrea McMahon

Practice Nurses

Laura, Jess, Lara, and Wen

Receptionists

Kerrie, Lucy, Layne, Tash, Amelia and Chelsea.

Our Practice

Dr Luan Tran has over 25 years of experience in all aspects of general practice. Our practice has continued to support ongoing education and was awarded University of Melbourne's Teaching Practice of the Year for 2011.

Services available from our qualified, multidisciplinary team of practitioners at Peninsula Family GP include:

- Mental health services, & counselling
- Psychology
- Family planning & pregnancy tests
- Women's Health and pap smears
- Pathology services on site
- ECHO/ECG on-site
- Podiatry
- Vaccinations
- Minor surgery
- Skin checks
- Children's and Adolescent Health
- Chronic disease management

Appointments

Please call **9781 3300** for an appointment. Alternatively, please use our online booking system to make an appointment via **www.pfgp.com.au**

Every effort will be made to accommodate your preferred time and doctor, and emergencies will always be given priority. Our reception staff will attempt to contact you if there is any unforeseen delay or your doctor has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

If you are unable to attend an appointment, please give 24 hours' notice to cancel your appointment otherwise a non-attendance fees will apply.

We do not offer walk-in appointments.

Care outside opening hours

Peninsula Family General Practice provides 24 hour care for patients through an after-hours care program. For urgent medical attention after hours we employ a locum service. "Doctor Doctor" is an accredited after-hours service providing home visits when required. This service is for use after hours ONLY. All patients with a current Medicare card will be bulk-billed. Please call 132 660. *If you feel that your illness/injury is of a very serious nature you should immediately call for an ambulance by phoning 000, or go to your local hospital's Accident and Emergency.*

Home and other visits

Our doctors may offer home visits at their discretion to regular patients of this practice, when their condition prevents them from attending the surgery.

Communication/Telephone access

Doctors in this practice may be contacted during normal opening hours. If the doctor is with a patient, our highly trained reception or nursing staff will take a message, and advise you when it would be likely that your doctor will answer your query. In an emergency your call will always be put through to a nurse or GP.

Fees and billing arrangements

Fees are payable at the time of consultation by cash, EFTPOS, MasterCard or Visa. The AMA fee structure forms the basis of our billing policy and is displayed in the reception area of our surgery.

The GPs at this practice **only** bulkbill for children 16 and under, pensioners and Health Care Card holders. Veterans may sign the service voucher. Some procedures may incur a fee; however, we will make sure the costs are communicated with your prior the procedure. These fees are determined by the doctor performing the procedure.

Results policy

All results are checked and notated by your doctor on a daily basis. To ensure appropriate follow up of investigations, patients must book a return appointment for a review of these results within 2 weeks of the request. This appointment should be booked on the day the test was requested. The practice nurses will contact the patient with any result that requires more urgent attention and arrange an earlier consultation. If you do not have a follow up appointment to discuss your results the practice nurse will also call/txt you to make a follow up appointment at the doctor's request.

Your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 13 APPs (Australian Privacy Principles) are contained in schedule 1 of the *Privacy Act 1988* (the Privacy Act). These can be found at <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>

Doctors and staff will disclose to third parties only that information which is required to fulfil the needs of that patient. A patient's health information may be disclosed to a third party if it is a health service provider providing a health service to the individual, and this information is necessary to ensure that further health services are provided safely and effectively.

If you require a copy of your medical records for your own personal use, we ask you complete a request form and ask to copy your driver's license details to ensure we are giving the right person the correct information, we may require a fee for this.

Communication Policy

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Our email address, admin@peninsulafamilygp.com.au is not monitored after hours.

Smoking Policy

This practice has a no smoking policy.

Your Rights

If you have any complaints or compliments, we would like to hear about them. Please feel free to talk to your doctor or any of our receptionists or practice manager. You may prefer to write to us or use our suggestion box. We take your feedback very seriously, and use it to constantly improve our facilities and services.

Health Services Commissioner Complaints and Information

Health Complaints Commissioner
Level 26, 570 Bourke Street, Melbourne
Victoria, 3000, Australia

Phone [1300 582 113](tel:1300582113)

Fax [03 9032 3111](tel:0390323111)

Email hcc@hcc.vic.gov.au

Emergency contact details

It is a requirement that PFGP has emergency contact details listed on file in case of an emergency, please ensure you fill this out in your patient registration form or please ask reception to update your emergency contact details on your file.

Identification

It is important all staff at PFGP give the right patient the right treatment and advise, it is a requirement that all staff you are in contact with make sure you are the right patient, you will be asked 3 identifiers to make sure these may include, gender, D.O.B, name and address.