

PRACTICE NEWSLETTER

199 Unley Road, UNLEY, SA 5061

Ph: 08 8373 0355 (all hours)

Fax: 08 7225 9310

www.malvernmedicalcentre.com.au

80 Belair Rd, HAWTHORN, SA 5062

Ph: 08 7129 3094 (all hours)

Fax: 08 7129 3099

UNLEY - MON – THURS 8.00AM TO 7.00PM, FRI 8.00AM TO 5.00PM

HAWTHORN - MON – THURS 8.00AM TO 6.00PM, FRI 8.00AM TO 5.00PM, SAT – 9.00AM TO 1.00PM

General Practitioners

Dr Andrew Goodwin
Dr Ceri Goodwin
Dr Richard Goodwin
Dr Annabel Hoile
Dr Dom Panozzo
Dr Hannah Gostlow
Dr Janet Sinclair
Dr Jayde Clark
Dr Karen Sandercock
Dr Nicola Wisdom
Dr Nicole Andrewartha
Dr Sarah Tolley
Dr Sarah Cunningham
Dr Stephanie Tiver
Dr Stacey Phillpots
Dr Tim Goh
Dr Hannah Gostlow

Psychologists

Mark Lehmann
Kate Morton
Sue Vogel

Practice Nurses

Ali Parker-McPhee (Nurse Manager)
Deb Jones (RN)
Zeling Jin (RN)

Business Manager

Martin Turner

Team Leaders

Anna Tsecagias (Hawthorn), Renee Weston (Unley)

Practice Reception Staff

Alex, Carol, Cecilia, Chris, Frances, Georgia Helen, June, Karen, Katie, Lee, Mariela, Mel, Melanie

Podiatrists

Nina Nguyen
Katrina Hua

Dietitian

Melissa Goodwin

Welcome

At Malvern Medical Centre (MMC) our goal is to offer high-quality, individualised and affordable health care for you and your family. Our doctors spend time with you, listen to your health concerns and really get to know you as an individual. This allows us to formulate a management plan that is tailored to your own personal needs.

We are a nationally accredited General Practice using the latest primary care medical information systems and procedures to allow us to offer you a high-quality comprehensive health service.

We look forward to welcoming you and your family to our practice and caring for you all for many years to come.

New doctors

Dr Sarah Tolley

Sarah has recently re-joined us from a nearby clinic having undertaken part of her GP training with us in 2017 and 2018.

She completed a Bachelor of Physiotherapy at the University of South Australia and practiced as a physiotherapist for 4 years. She decided to fulfill her passion for medicine and subsequently completed her Bachelor of Medicine and Bachelor of Surgery at Deakin University in 2015. She then worked in various hospitals in Melbourne before relocating to her home town of Adelaide in January 2018 to be closer to family.

Sarah is a Fellow of the Royal Australian College of General Practitioners.

Dr Jayde Clark

Jayde joins us from an Adelaide foothills clinic where she had been a partner for eleven years. She consults at Hawthorn on Tuesdays, Wednesdays, Fridays and the occasional Saturday.

Jayde completed her medical training at Adelaide University in 2003 before working at the RAH and FMC. She subsequently undertook GP training in outer metropolitan locations and an Aboriginal Health centre. She is accredited in Obstetric Shared Care.

Dr Nicole Andrewartha

Nicole completed her professional GP training in early 2021 and commenced with us in February. She consults at Hawthorn on Mondays, Tuesdays, Wednesdays and one in four Saturdays. Nicole also works at the RAH Emergency department on Thursdays and Fridays having undertaken extended skills training in emergency medicine.

Nicole graduated from Adelaide University in 2016 and has undertaken specialist GP placements at Christies Beach and Hackham West.

Nicole's interests include paediatric medicine, women's health issues and contraception. She has undertaken additional training in antenatal shared care.

Dr Nicola Wisdom

Nicola consults at Hawthorn on Tuesdays, Wednesdays and six weekly on Saturdays. She has been working at an Adelaide Hills clinic for over seven years.

Nicola completed her medical training at Adelaide University in 2009 before working at the RAH and WCH and completed General Practice Specialist training, including a placement at Malvern Medical, in 2014. She has a Diploma of Child and Youth Health and has a focus women's health. She also works as a Medical Educator teaching GP trainees.

Dr Stacey Phillipots

Stacey consults at Unley on Mondays, Tuesdays and Thursdays. She completed her medical training at Leicester University Medical School in the UK in 1988.

Since graduating Stacey has had extensive experience in a variety of health care settings in different parts of the world including the UK and Middle East.

She has post graduate professional qualifications in Family Medicine (specialising in the discipline of General Practice) and is a member of the Royal College of General Practitioners (UK) and a Fellow of the Royal Australian College of General Practitioners (RACGP).

Dr Hannah Gostlow

Hannah consults at Hawthorn on Mondays, Thursdays and Fridays.

She graduated from Adelaide University in 2007, worked for several years in the public hospital system before moving into general practices in the CBD, Glenelg and the Adelaide Hills. Her interests include paediatrics, women's health and chronic disease.

Hannah also has an interest in medical education, having completed a Masters in Philosophy (Surgery).

Services available:

These include: check-ups, family planning, Pap smears, pregnancy tests, ECG: heart check, vaccination: children and travel vaccinations, minor surgery: stitching cuts, removal of moles and sunspots, dry ice and liquid nitrogen therapy for sunspots and warts, nutritional advice, industrial medical advice and consultation, sports medicine, skin checks together with on-site podiatry, dietitian, psychology and pathology.

Our Doctors

Dr Ceri Goodwin (pronounced Kerry) trained at Adelaide University Medical School, has been practising as a Doctor since 1981 and has spent over 30 years in community general practice. After graduation he worked in internal medicine, emergency, paediatric and obstetric units in SA hospitals. He worked in neonatal intensive care in 1985 and spent a year delivering babies, obtaining the Diploma in Obstetrics in 1986.



Dr Andrew Goodwin has been a Doctor for over 30 years and is a Fellow of the RACGP. He has developed special interests in adult and children's medicine and enjoys teaching, training and mentoring new medical graduates in the science and art of medical practice. He regularly manages primary skin care and eye diseases and spends time counselling people with psychological needs. His philosophy mirrors that of the practice as a whole and centres on recognising the overlap of biological, psychological and social factors in the ideal care of people in the primary health setting

Dr Richard Goodwin graduated from the University of Adelaide in 1993 and is a Fellow of the RACGP. He has interests in chronic disease management, including diabetes, asthma and cardiovascular disease. He has a special interest in skin cancer diagnosis and management, including the use of skin surface microscopy to improve diagnostic accuracy (Dermatoscopy). He holds a Certificate in Skin Cancer Medicine from the University of Queensland and is an active member of the Skin Cancer College of Australasia.

Dr Sarah Cunningham trained at the Adelaide University Medical School, completed the General Practice Training Program with the RACGPs and has worked in General Practice for over 25 years. Her interests include general, paediatric and geriatric medicine as well as women's health issues. Sarah spends time understanding people and enjoys providing comprehensive primary health care to all patients. She regularly conducts health checks for preventable diseases and counsels people with psychological and social difficulties.

Dr Dom Panozzo graduated in 1981 and has been in general practice since 1983. He was a long standing partner at a nearby medical centre before joining Malvern Medical Centre.

He is interested in all aspects of general practice especially dermatology and cardiology and was attracted to medicine by the varied and interesting study, the face to face interaction with people, and their different presentations. Dom is fluent in Italian and has conversational French.

Dr Karen Sandercock graduated in 1994 and is a Fellow of the RACGP. She has extensive General Practice experience with particular interest and training in women's health including involvement in shared antenatal care and contraception. Karen also has significant experience dealing with sick children.

Dr Tim Goh graduated from the University of Adelaide in 2013. Since then he has worked in a variety of hospitals including the FMC and RAH. He has also worked in general practice in the Adelaide Hills and southern suburbs of Adelaide. Tim has interests in geriatric medicine, mental health and sports medicine.

Dr Janet Sinclair graduated in 1983 and has been in general practice for over 30 years. She is noted for being empathic and caring, giving each person the time they require. She is accepting of people from all walks of life, treating each as an individual and in a dignified manner and willingly advocates for her patients to ensure they receive the best possible care they are able. She is highly skilled in the areas of chronic illness, both physical and psychological, as well as substance misuse.

Registrar Doctors

Registrars are fully qualified doctors who are in the process of attaining specialist qualifications as a GP through vocational or on the job training. Registrars train in a variety of practices before sitting their exams to become a Fellow of the RACGP.

Dr Stephanie Tiver (Steph) worked at the RAH and QEH before moving into general practices at Belair and in the CBD. She has a special interest in Palliative Medicine, Paediatrics, and Women's Health, particularly antenatal care. She gained her Doctor of Medicine at Flinders University having previously completed a Bachelor of Science (Hons, first class) at Sydney University, majoring in Anatomy and Physiology.

Dr Annabel Hoile completed a Bachelor of Pharmacy (Honours) at UniSA before studying medicine at Flinders University and graduating in 2011. She then worked in hospitals in Perth, predominantly in the emergency department at Fremantle Hospital before moving back to Adelaide to commence general practice training. Annabel is interested in women's health and chronic disease management. Annabel has three children who keep her exceptionally busy.

Dr Hannah Gostlow

As noted above Hannah graduated from Adelaide University in 2007, worked for several years in the public hospital system before moving into general practices in the CBD, Glenelg and the Adelaide Hills. Her interests include paediatrics, women's health and chronic disease.

Nurses

Ali, our Nurse Manager and an RN, together with our RNs Deb and Zeling help the GPs extensively with their work. The Nurses typically streamline patients' health planning for those who have multiple medical problems or chronic health needs. Our Nurses perform immunisations, wound dressings, routine checks on pre-school children along with helping the GPs with the health prevention strategies that are so important for patients' long term health maintenance.



Practice Hours:

Consultations are available at the following times:

UNLEY

Monday to Thursday 8.00am - 7.00pm
Friday 8.00am - 5.00pm

HAWTHORN

Monday to Thursday 8.00am - 6.00pm
Friday 8.00am - 5.00pm
Saturdays: 9:00am - 1.00pm

We are closed on Sundays and Public Holidays.

Please note that the hours during which our Reception team is able to take telephone calls are Monday to Thursday 8.00am to 5.30pm, Friday 8.00am to 5.00pm and Saturday 9.00am to 11.30am.

Doctor availability

DOCTOR	MON	TUES	WED	THURS	FRI	SAT
Dr Andrew Goodwin	AM/PM		AM/PM	AM/PM	AM/PM	
Dr Ceri Goodwin		AM/PM	AM/PM	AM/PM	AM/PM	
Dr Richard Goodwin	AM/PM	AM/PM	AM/PM	AM/PM		
Dr Sarah Cunningham		AM/PM	AM/PM		AM	
Dr Karen Sandercock	AM	AM	AM	AM		
Dr Dom Panozzo	AM/PM	AM/PM	AM/PM	AM/PM	AM	
Dr Annabel Hoile (on family leave; returns April 2021)			AM/PM		AM/PM	
Dr Tim Goh	AM	AM/PM	AM/PM	AM/PM	AM/PM	AM
Dr Janet Sinclair	AM/PM	PM	AM/PM		AM/PM	
Dr Jayde Clark		AM/PM		AM	AM/PM	
Dr Nicola Wisdom		AM/PM	AM/PM			Six weekly
Dr Stacey Phillpots	AM/PM	AM/PM		AM/PM		
Dr Nicole Andrewartha	AM/PM	AM/PM	AM/PM			Every four weeks
Dr Stephanie Tiver	AM/PM	AM/PM		PM	AM/PM	Once a month
Dr Hannah Gostlow	AM/PM			AM/PM	AM/PM	Fortnightly

Appointments

Appointment bookings can be made on line on our website, www.malvernmedicalcentre.com.au or via the Hot Doc app on a smartphone, or patients can ring the Unley Branch on 8373 0355 and the Hawthorn Branch on 7129 3094.

Telehealth consultations are available for routine medical care. PLEASE NOTE that to book a Telehealth consultation you must have had a face to face consultation with an MMC doctor in the previous 12 months.

Every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your doctor has been called away. Longer consultation times (typically 20 to 30 minutes) are available and our receptionists routinely ask all patients if they wish to book this extra time. If you have time restrictions, you are most welcome to phone ahead to check on probable waiting time.



Consultation length

Depending on the doctor standard consultations are typically 10 or 15 minutes. As noted above longer (20, 30 and possibly 45 minute consultations) are encouraged for complex and multiple problems, driver's licence, employment medicals, insurance, counselling and minor surgical procedures.

Surgery Consultations & Fees

We typically bulk-bill ("free care") for all children aged 15 and under, Health Care Card Holders and Pensioners for week day consultations. This applies to most services except certain higher cost ones including skin excisions and dressings.

In addition, full-time students and those experiencing financial hardship may also receive "free" services - talk to your doctor for more information. For others we often charge a gap fee and payment is required at the time of your consultation. We offer a \$10 discount for full fee payment on the day of consultation and our systems allow your Medicare benefit portion to be quickly refunded directly back into your bank account. Saturday clinics attract an additional \$15 charge to the fees applicable on weekdays.

Payment is required in full on the day via cash or credit/debit card (EFTPOS). Using MMC's Tyro machine, the Medicare rebate may be refunded onto a patient's card or into their bank account on the same day. Alternatively, patients may supply their bank account details to Medicare and have their refund deposited into that account within three business days.



The fees applicable for consultations for all ReturnToWorkSA (RTWSA) and third party claims (including motor vehicles accidents) must be paid on the day. In the case of RTWSA consultations this is regardless of whether the patient has a claim number or not.

Patients with a referral from their GP to attend a specialist appointment or procedures such as x-rays, CT scan or MRI, should call the provider's rooms for details of any out of pocket expenses that may be payable.

Saturday Consultation Fees

A private gap fee applies to Saturday morning consultations for all patients (excluding DVA card holders).

Fees vary depending on the duration and complexity of the service, the individual doctor and the concessional status of the patient. A discounted gap fee of \$20 will apply for all Pensioners, Health Care Card Holders and children 15 years and under. Higher gap fees will apply for non-concessional patients.

Doctors may consider offering reduced fees in exceptional circumstances. Patients in genuine financial hardship are encouraged to discuss their circumstances with the doctor.

For further information about our weekend fee schedule, please ask our Reception staff.

Appointment Cancellation and "No Show" Policy

We request that patients provide a minimum of 2 hours' notice if they cannot attend or need to reschedule an appointment. This provides us with the opportunity to offer that appointment to another patient who may need to see a doctor more urgently. An appointment can be cancelled or rescheduled online at any time or by calling us on 8373 0355.

Our doctors reserve the right to charge a 'Did Not Attend' fee of \$35.00 if a patient fails to cancel an appointment within the requested time. This fee can be paid either before or at the next appointment at the Centre.

Patients who repeatedly fail to attend appointments without notice ("no shows") may face a restriction being placed on their patient record and will not be able to make further appointments.

Online Repeat Scripts & Referrals

Patients have the convenience of ordering repeat prescription medication or a referral to a specialist via our website or the Hot Doc app.

Scripts

Current patients who have been prescribed the medication previously by the Centre are able to use this service.

Addictive medications such as opiates cannot be obtained through this service.

Requests for repeat prescriptions may take up to three business days to be processed and urgent requests will usually be completed by the close of business of the day following the request.

All requests are subject to the timing of your request, your regular doctor consulting on the day of the receiving the request and having the request approved on clinical grounds.

***Referrals***

Current patients who have been referred to the specialist for the same condition previously by an MMC doctor are able to use this service.

A range of fees apply for both these services which are dependent on the nature of the request.

To request a repeat script or referral and see the schedule of fees please click on the BOOK NOW button on our website.

Coordinated Veterans' Care (CVC) Program

We are proud of our participation in the Department of Veterans' Affairs (DVA) Coordinated Veterans' Care (CVC) Program.

This program uses a proactive approach to improve the management of participants' chronic conditions and quality of care. CVC is a team-based program where the participant, a GP and the Nurse Co-ordinator work together as a core team to develop a plan to meet the health needs of the participant and manage their ongoing care.



CVC is a program for DVA Gold Card holders, including veterans, war widow/widowers and dependants with a chronic condition and complex care needs who are most at risk of unplanned hospitalisation.

The program promotes health literacy, self-management and emphasises best practice coordination of care through a person-centred approach.

Ali Parker-McPhee, Nurse Manager is our Nurse Co-ordinator. Please contact Ali for more information or ask your GP.

Intravenous iron infusion

Are You Iron Deficient?

Iron infusions are so important! Iron deficiency is one of the most common nutritional deficiencies in Australia.

If you have an iron deficiency, it means you have low levels of iron and essential minerals in your body. The body needs iron to make haemoglobin, which carries oxygen through the blood to all of the cells in your body. The body cannot make iron.

If your iron or haemoglobin levels are low, you may feel unusually tired and have difficulties concentrating and being able to function normally. Very low levels of iron can lead to a condition called anaemia.

It is important to treat iron deficiency to bring your levels back to normal. If you have been diagnosed with iron deficiency, your GP may recommend an intravenous iron infusion.

What is an intravenous iron infusion?

An intravenous iron infusion is a simple procedure performed in our consulting rooms by our Nurse Manager.

It involves a needle being placed into a vein in your arm or hand for the iron solution (iron and saline) to drip (infuse) into your blood stream. Each treatment will take approximately 60mins. You will be monitored closely during this time.

Why do I need an Fe Infusion?

Fe (IRON) infusions are used when a patient has had blood tests performed that prove iron deficiency and/or anaemia. Sometimes this is attributed to blood loss or other reasons.

How will I feel during and after the procedure?

Patients may experience feelings of a 'heavy' arm during the procedure. Other temporary side effects can include a metallic taste and flu-like symptoms for one to two days after the procedure. Any side effects generally ease over a number of days. If you have any concerns, please contact your GP.

*How much will an iron infusion cost?*

An iron infusion will cost \$90. Pensioners are eligible for a discounted fee of \$70. Please discuss this with your GP. There is no Medicare rebate.

Additionally, there will be a fee for the GP consultation. The maximum fee for this consultation will be \$132.60. The actual fee may vary depending on your GP.

How is iron deficiency diagnosed?

Your doctor will be able to diagnose iron deficiency from a simple blood test to check the levels of iron in your blood. If the results of the blood test show low iron levels, your GP will investigate the cause.

After-hours care arrangements

The practice provides 24-hour care for patients by utilising the services of a locum service (which uses appropriately trained GPs) at times outside the practice hours quoted above. At these after-hours times patient calls are diverted to the locum service by phoning either of the MMC numbers 8373 0355 or 7129 3094. All doctor home visits are bulk billed for patients with a Medicare or Gold DVA card.

**Home visits and telephone/electronic access**

Home visits may be available for regular patients whose condition prevents them from attending the surgery.

Telephone/electronic access

Doctors can be contacted during normal surgery hours. If the doctor is with a patient a message will be taken and you will be advised by the reception staff when it is likely that the doctor will return your call. Your call will always be put through to the doctor in an emergency.

Please note that it is our policy to not communicate any messages, either directly to the patient, and/or receive directly from the patient, using any electronic media, including email, text or internet communications. MMC will, however, occasionally receive faxed messages from patients and we will respond using the usual protocol to these requests.

Travel Medicine

MMC is a one-stop-shop for all your travel medicine needs. We have access to the most up-to-date travel health information via our computer database, as well as the full range of common travel vaccinations to help keep you healthy while you are away.

Skin Cancer Checks

Drs Ceri and Richard Goodwin have a special interest in skin cancer diagnosis and are both active members of the Skin Cancer College of Australasia. They each have additional training in the use of dermatoscopes to assist with early skin cancer diagnosis (high magnification skin surface microscopes) and use high quality digital imaging where necessary to record and monitor skin lesions over time. Because skin cancer can occur anywhere on the skin and about half of the skin cannot easily be seen by patients, we encourage regular "all-over skin checks" for high risk patients.



No Jab No Play - Phase 1

From 1 January 2020, early childhood services providers have been required to collect immunisation records for attending children as part of the first of the two 'No Jab No Play' laws.

Under Phase 1, parents and guardians are required to provide their child's immunisation records to their child's early childhood service at;

- The time of enrolment
- After the child turns 7 months of age but before the child turns 9 months of age
- After the child turns 13 months of age but before the child turns 15 months of age
- After the child turns 19 months of age but before the child turns 21 months of age
- After the child turns 4 years and 2 months of age but before the child turns 4 years and 8 months of age.



The Chief Public Health Officer has the power to request these records in the event of an outbreak of a vaccine preventable disease at an early childhood service and to exclude a child from the centre.

Please make an appointment with our friendly staff or book online if your child needs the relevant vaccinations.

Meningococcal B Immunisation Program

Ongoing program

From January 2020, funded meningococcal B vaccine has only been available for the childhood program (at 6 weeks, 4 months and 12 months of age) and in the School Immunisation Program for Year 10 students only.

For more information or assistance please contact us on 8373 0355 (Unley) or 7129 3094 (Hawthorn).

Pathology and test result follow up

Patients need to make an appointment to follow up the results of any tests undertaken. Unless advised otherwise, results of tests will not be provided over the telephone.

If test results require follow up your doctor will ensure you are contacted to arrange an appointment.

Interpreter

If you or your family member do not speak English or are deaf, we can arrange an interpreter for you. Please let us know at the time of booking your appointment. Our doctors and practice staff are able to provide further advice if needed for those physically and intellectually disabled patients or any other person experiencing difficulties understanding the contents of the Practice Newsletter.



Drugs of Dependence

MMC is committed to providing the most appropriate and medically sound advice at all times. This means, that on occasion, if you are not known to a particular doctor, and have a request for certain medications, your request may be denied. This includes, but is not limited to, medications that fall into the category of drugs of dependence, such as:

- Benzodiazepines (and other sleeping tablets)
- Morphine-based medications
- Oxycodone, Oxycontin, Tramadol and Panadeine Forte
- Any other strong pain medication or sedative.

MMC policy is to ensure, as far as practicable, the safety of our patients and to ensure that appropriate care is given. It is unlawful for our doctors to prescribe some of these medications to any patient without appropriate authority. If you have further questions regarding your medication scripts, please contact Drug & Alcohol Services SA on 1300 13 1340.

Sick Certificates

Certificates for sickness or carer's leave require a medical consultation. Certificates cannot be backdated.

Infection Control

MMC sterilises our non-disposable instruments in accordance with the RACGP Guidelines.

**Pathology Collection Centre**

Australian Clinical Labs Pathology collection centres are at both our branches. At Unley the centre is located in the Cottage adjacent to the main building and at Hawthorn the centre is in the surgery itself.

Australian Clinical Labs' services are available at Unley 8.30am to 2.30pm weekdays and at Hawthorn 8.00am to 1.00pm and Saturday mornings from 9.00am to 12 noon.

Waiting Room

Every effort is made to keep appointment times. However, delays can occur due to unforeseen and emergency needs. We appreciate your patience during these times. Patients are welcome to ring us to check whether their doctor is running on schedule. We can give an estimate by advising how many patients are waiting to be seen.

Children & Babies

A play area is provided in our waiting rooms. A full immunisation program, baby check-ups and four-year-old health checks are provided. Please advise our reception team when making an appointment and please bring your child's Blue Book.

Privacy

MMC is committed to maintaining the confidentiality of personal health information at all times and to ensuring that this information is only available to authorised members of staff. Your medical record is confidential. We are unable to give information about other patients or confirm whether they are in attendance or have made an appointment. Our Privacy Policy is on display in our waiting rooms.

**Patient Records**

Patients' medical records are kept for at least seven years after their final consultation and for children until age 25 years. Please advise our reception staff should you want your records to be sent to another health care provider.

We maintain the security of personal health information at all times. Access to information is only granted to authorised persons.

Behaviour

While we understand that you may be unwell, stressed or anxious we have a zero-tolerance policy towards violence and/or verbal or physical abuse or threats made towards members of the staff or GPs.

Mobile Phones

As a courtesy to others we request that patients' use of mobile phones in the waiting room be kept to a minimum.

If you choose to answer your phone while speaking with the doctor he or she may choose to immediately end your consultation.

My Health Record

This electronic record of your medical file is a secure way for your doctor and other health professionals who are involved in your care to access your medical information quickly and easily. From July 2018 My Health Records have been automatically registered. An opt-out option is available.

**Parking**

There is ample parking for patients at **199 Unley Rd** immediately adjacent to the main building, the Cottage and nearby. This parking comprises the on-site car park between the main centre and the Cottage, including a dedicated disabled car park for permit holders and off-site street parking of one and four hours' duration in Fairford St along the side of the main building and the front of the Cottage.

Additionally, there is parking of one-hour duration on the eastern and western sides of Unley Rd at the front of the main building and across the road, and one-hour parking in Hart St directly opposite the main building, across Unley Rd.

The entrance to the main centre is on the northern side of the building.

Similarly, there is plenty of parking at **80 Belair Rd** comprising the on-site car park adjacent to the building entrance, including a dedicated disabled car park for permit holders and off-site street parking of 30 minute and unlimited duration in Devonshire St.

Additionally, there is parking of one-hour duration on the eastern and western sides of Belair Rd, other than during clearway and bicycle lane hours.

Allied Health

We have a number of allied health professionals who work closely with our doctors and whose availability is shown below:



PROVIDER	MON	TUES	WED	THURS	FRI
Advanced Podiatry (Nina Nguyen)	AM (alternate fortnights at Unley and Hawthorn)			AM/PM	
Mark Lehmann (Clinical Psychologist)		AM/PM			
Sue Vogel (Registered Psychologist)				AM/PM	AM/PM
Kate Morton (Clinical Psychologist)	AM/PM		AM/PM		AM
Melissa Goodwin (Dietitian)			AM		

Feedback

We welcome feedback from patients. Our website includes a feedback section and we invite you to use that facility.

We gratefully receive expressions of gratitude.

On a regular basis we invite patients to complete a questionnaire on their views of the practice and how we can improve. We use an independent provider to review and report on this feedback to ensure confidentiality. The feedback is compared with other practices and helps us consider improvements to our services and facilities.

Where the feedback is a complaint with any aspect of our service we will investigate the matter with the treating GP and confirm the outcome of the investigation to you in writing.

We welcome feedback and suggestions. Patients can utilise the feedback form on our website or speak to the Business Manager. Any formal complaints can be addressed to the Business Manager. If you are dissatisfied with the outcome of your complaint you can contact the Health and Community Services Complaints Commissioner, 50 Grenfell St, Adelaide, telephone 8226 8666.

**DISCLOSURE NOTICE**

The Partners of MMC advise that they license Australian Clinical Labs, Advanced Podiatry, Melissa Goodwin, Mark Lehmann, Kate Morton and Sue Vogel to use rooms. While the partners of MMC are aware that having these providers under the same roof as MMC doctors is very convenient for patients we do advise that there are no arrangements for patients of a number of allied health professionals who work closely with our doctors. patients to their chosen provider of health services. Please let our staff or your doctor know if you have a particular preference for any specific health provider to become involved in your care.