Dr Elizabeth Kennedy, originally from Scotland, joined the University of Melbourne, Shepparton Medical Centre just over five years ago. On Saturday 28th April 2018, she was awarded the 2018 Victorian Rural Health Award (VRHA) - Rural Doctor Award for outstanding contribution in innovation, professional and personal commitment and leadership.

Dr Kennedy is passionate about passing her skills on to others; teaching medical students, ethics classes at the University of Melbourne Rural Clinical School, is an implanon trainer, a GP registrar supervisor, an examiner for RACGP (The Royal Australian College of General Practitioners) and takes on observers and mentors promising young people from the community interested in medicine and coaches them during their medical training.

She whole heartedly cares for her patients, taking the time for them and listening to their needs, fights for patients' rights ensuring patients have choices. She’s become a go-to person for women's sexual health, transgender health, and psychosexual health and she champions aged care service provision and coordination.

Dr Kennedy helped establish an outreach program at the Notre Dame College, McAuley Champagnat Programme (innovate educational programme, designed to meet the educational needs of disengaged
98% 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 2017
University of Melbourne
Shepparton Medical Centre

"Striving towards excellence"

Overall scores

The results of this survey will help us to provide the best possible service to you

The pie chart percentages may not add up to 100% and the good, very good and excellent sections may not equal the total value shown due to rounding.
2017 SMC Patient Feedback

We are pleased to say that 98% of our patients rated us as good, very good, and excellent during our annual survey. We’ve achieved this stellar rating for the past two years, the SMC team is proud and appreciates the very positive feedback.

The SMC team are always striving to improve on the service and quality that we provide, we’ve noted the results of the survey and have made the following improvements:

Appointment Triage
In our feedback we noted comments from patients that they found it hard at times to get an appointment with a doctor when they needed it most.
Our appointment triage system has been refined, ensuring that when our appointments for the day are fully booked and you contact the clinic requesting an urgent medical appointment, our reception team will coordinate one of our highly experienced nurses to contact you.
Our nurses will undertake a ‘triage process’ that assesses what your needs are today and prioritises based on medical urgency, how the clinic can best meet these. Patients may experience different pathways that enable us to do this.

Online Appointment Bookings
Our doctors can be booked for appointments online
http://shepmed.unimelb.edu.au/patients/appointments
From 4 June 2018, all doctors will be available on our online booking system.
Standard appointments are for 15mins to address one medical problem.
Long appointments are for 30mins to address more than one medical problem.
Patients with a list of medical problems will have their medical needs prioritised and may require several appointments to effectively manage their healthcare needs.

Phone calls to the doctors & nurses
Our doctors do not take calls directly. Messages can be left with our reception team and the appropriate person will phone you back as soon as practicable.
It is important for our patients to note that an appointment is required to discuss results of any tests that you have had with the doctor directly.

It’s timely to also remind patients of our following services:

Results, recalls & reminders
It is essential that you call the practice for results of any tests that you have. Please allow up to one week for results.
**Influenza Recommendations for 2018**

A flu injection each year is the most important measure to prevent influenza and its complications. It is recommended, but not always free, for everyone over 6 months of age.

Best protection occurs within the first 3-4 months post vaccination but generally lasts for the season. Peak influenza circulation is typically June to September so despite vaccines becoming available later than previously expected, it still gives plenty of time for protection.

Fully Funded:

- Adults over 65 years
- Pregnant women (any stage of pregnancy)
- Aboriginal and/or Torres Strait Islander (age limits apply)
- Anyone over 6 months with medical conditions increasing the risk of influenza complications (for example severe asthma, heart/lung disease, low immunity, diabetes, renal failure)
- For the first time in Victoria, all children age 6 months to age 5 years regardless of medical conditions

Speak to the team at reception and book in for a flu shot with your Nurse or Doctor today!!

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**SMC Car Park - Parking Fines**

We would just like to let all of our patients know that vehicles parked in our patient car park, who aren’t visiting the Shepparton Medical Centre for an appointment, face the risk of being issued a parking infringement notice from Greater Shepparton City Council.

For example, if you park in the car park and are visiting someone at the Goulburn Valley Hospital you will then be at risk of being issued a parking infringement notice.

If you have any questions please see one of our lovely