

We're here for you.

Shepparton Medical Centre Important changes



THE UNIVERSITY OF
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Special Edition

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We're keen to improve

Late last year, we ran a survey to find out what our patients - you - liked about our clinic, and what you thought we should improve. You praised us for our reception team's friendliness and professionalism, and the quality of medical and nursing care. Areas for improvement highlighted were to reduce the wait for the next available appointment with the person's preferred GP and to provide more convenient access to more appointments. We're acting on this by:

- Recruiting more doctors and nurses — see the article overleaf
- Increasing our opening hours and service — see article overleaf
- Introducing online booking capability on our new website — head to www.shepmed.unimelb.edu.au to get started.

For feedback on any of the information in this newsletter, please contact the practice's director Sönke Tremper on 0401 833 110 or s.tremper@shepmed.unimelb.edu.au.

New schedule of fees

We have to act.

The federal government has continued its freeze on Medicare rebates for several years now. On the other hand, our costs continue to increase every year. The effect is that our clinic is making a loss. We're now adjusting our schedule of fees to ensure that we can continue delivering affordable care tailored to your needs.

What does this mean for you?

If you answer **YES** to one or more of the following questions, nothing will change for you. You will continue to be bulkbilled.

- *Are you under 16 years old?*
- *Is your healthcare covered by the Department of Veterans' Affairs?*
- *Do you hold a valid Commonwealth concession card?*

For everyone else, the following fees will apply to consultations from 1 April:

Length of consultation	Your contribution	Medicare rebate	Total fee
< 20 minutes	\$30	\$37.05	\$67.05
20-39 minutes	\$50	\$71.70	\$121.70
40+ minutes	\$75	\$105.55	\$180.55

We're growing! More doctors for you.

In 2016, we'll be adding new doctors and nurses to our team.

Dr Alwin Hoelzl will be joining us in June. Dr Alwin is moving to Shepparton with his family and we are very much looking forward to welcoming him on board.

We're also very happy that all our current [GP registrars](#) are staying with us in 2016. Dr Rachel McDonald and Dr Lwin Maung will complete their final year of GP specialty training with us, while Dr Ed Siau has now completed all of his specialty training exams. Congratulations, Dr Ed!

Fast fact: GP registrars are fully qualified doctors who chose to undertake specialty training as general practitioners.

Three new GP registrars have joined us in February: Dr Jon Teo and Dr Gwen Liow will start their GP training with us. Dr Jon was a medical student with us before, so you may have met him already! Also joining us is Dr Munis Letchumanan who will complete his final GP training year here. Dr Munis, Dr Jon and Dr Gwen live in Shepparton, so there is a good chance that they will stay local when they complete their GP training.

We're also adding to our nursing team. Nurse Gaynor has increased her hours with us, and we're currently looking for another practice nurse to join the team.

The following doctors are now taking new patients:



Dr Munis Letchumanan



Dr Gwen Liow



Dr Jon Teo

We're expanding our opening times and services.

Our goal is to offer you more at a time that suits you better.

Extended opening hours

Starting in March, our last appointment on Mondays will be at 7pm, and on Tuesdays, Wednesdays, Thursdays and Fridays, our first appointment will be at 8am. We plan to continue expanding our opening hours as our team grows.

Women's health to be our first specific interest clinic

All of our doctors and nurses are generalists, but many have specific interests. For example, Dr Elizabeth Kennedy is very interested in women's and sexual health, and our lead nurse Jane Rinaldi is a credentialed diabetes educator.

We are planning the development of specific interest clinics building on these skills. We're starting with a regular women's health clinic run from our practice on a weekly basis during the late afternoon and early evening. We're aiming for this service to start around the middle of 2016, followed by children's health, diabetes, and sexual health clinics.

We need your input!

We have based the changes we have made and plan to make on your feedback — formal surveys, informal feedback, compliments and complaints, and patient groups.

Going forward, we'd very much like to include your voice in how we go about implementing our plans. If you'd like to help us design our service so that it meets your needs, please do not hesitate to contact the Centre's director Sönke Tremper on 0401 833 110 or s.tremper@shepmed.unimelb.edu.au.