Dr Belinda Jennings and Dr Yen Pham

We have been delighted in welcoming Dr Belinda Jennings and Dr Yen Pham to the SMC family over the past few months.

**Dr Belinda Jennings**
Dr Belinda Jennings was born and raised in Melbourne. Dr Jennings initially pursued a career in Pharmacy, completing a Bachelor of Pharmacy at La Trobe University, Bendigo. Dr Jennings worked as a Pharmacist in both community and hospital pharmacies before embarking on her medical career at Deakin University, Geelong. After graduating with a Bachelor of Medicine and Bachelor of Surgery, Dr Jennings completed her residency at Barwon Health Hospital, Geelong, gaining considerable experience in Surgery, Women’s and Children’s Health and Emergency Medicine. She has completed further study in a Certificate of Emergency Medicine and a Diploma in Child Health.

**Yen Pham**
Dr Yen Pham was born and raised in Vietnam. Dr Pham has a love for teaching and education, graduating from RMIT with a Bachelor of Science before completing a MSc and PhD in Biochemistry. She then continued with further study, obtaining a Bachelor of Medicine and Bachelor of Surgery at University of Sydney. Dr Pham completed her residency at Hornsby Hospital, gaining considerable experience in Child Health, General Medicine and Emergency Medicine. She currently holds a Diploma of Child Health.

Mid Year Resolution: lose weight and improve your health?

The LIFE! program has been successfully running for many years - supporting people to improve their health by setting realistic goals about healthy eating, physical activity and weight management.

LIFE! is small group learning with guest speakers including Exercise physiologist and Dietitian. The program involves 4 core sessions with a 4 month follow up to assess progress.

The program offers support, motivation and evidenced based information to assist you to achieve your lifestyle goals.

The LIFE! program could change your life and minimise your risk for diabetes and heart disease.

If this sounds like you, then talk to your GP/Nurse about the LIFE! program commencing 4th September at SMC.
99%
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 2019
University of Melbourne Shepparton Medical Centre

"Striving towards excellence"

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.
Patient Feedback Response

The Shepparton Medical Centre team are always striving to improve on the service and quality that we provide and appreciate receiving patient feedback; suggestions on ways that we can improve and ways that we have exceeded your expectations.

We are extremely proud that 99% of our patients rated us as good, very good, and excellent during our annual survey, with the team achieving a stellar rating of 98% or above for the past three years.

Collectively we review our results and the feedback provided by patients and have moved to make the following improvements:

Seeing Doctor of Choice

In our feedback we noted comments from patients that we need to recruit more doctors and seeing a doctor of choice is sometimes difficult.

Like many regional and rural general practices, we are actively recruiting for more doctors. Across Australia we currently have a GP workforce maldistribution, with the government introducing initiatives to address this issue. We are also actively working with community leaders to develop strategies that improve attraction and retention rates of professionals in our region.

At the SMC, our team will work hard to book you an appointment with your doctor of choice.

All of our doctor’s value providing quality healthcare and working as a team.

In some instances, you will be introduced to more than one doctor to ensure that we can provide you with access to a doctor that knows you and can provide health care when you need it.

When our doctors take leave, they always provide a hand-over to another doctor, ensuring that your health care is always being managed and our team can assist you with your enquiries.

Financial Hardship

We understand that from time to time our patients may experience financial difficulty which may prevent some patients from paying accounts on the day of service. Our reception team have assisted patients with payment plans, including the provision of a 7 day invoice.

In our patient feedback, we noted that for some patients this did not allow enough time for patients to receive their next income payment. We have therefore extended this period for patients experiencing financial hardship to a 14 day invoice.
PTSD Awareness Day - 27th June 2019

ARC4PTSD ORGANISATION

Is your workplace Mentally Healthy?

Australian Resource Centre for PTSD brings together patients and mental health care professionals with the shared goal to reduce the burden to PTSD patients. We achieve this through trauma-informed care, support, information, educational workshops, awareness/screening events, weekly support groups and advocacy.

ARC4PTSD also provide PTSD fact sheets, support group material and user-friendly templates so that individuals can easily download from our website as needed. If you do not find the information you require, please contact us on (02)9412-0000. At ARC4PTSD you will be supported with no judgement and everyone is welcome. We are a “Trauma Sensitive” workplace. We care about what’s happened to you, not what’s wrong with you. We help you build the scaffolding (support network) you need around you to assist you in your healing journey.

ARC4PTSD Is The First National PTSD Specific Service Provider Registry In Australia

Australian Resource Centre for PTSD is a national health promotion not for profit charity that supports, educates and advocates for Australians living with Post Traumatic Stress Disorder.

The primary goal of the organisation is to raise awareness of post-traumatic stress disorder and for patients to receive equal access to advice, trauma-informed care, support, education and treatment.

Updated: SMC Billing Policy

The Shepparton Medical Centre has undertaken its annual review of the SMC Billing Policy, taking into consideration the Medicare MBS indexation review, along with the costs associated with running the practice and our patients.

Please be advised that following a 5 year Medicare MBS indexation freeze and a 1.6% Medicare MBS indexation increase from 1 July 2019, out-of-pocket costs for our patients will increase by $1.00.

Please find below the updated billing schedule:

<table>
<thead>
<tr>
<th>Length of Consultation</th>
<th>Private Out-of-pocket $34.00</th>
<th>Concession Card Holders Out-of-pocket $21.00</th>
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<tbody>
<tr>
<td>&lt;20 minutes</td>
<td>Total fee payable $72.20</td>
<td>Total fee payable $59.20</td>
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<td></td>
<td>Medicare Rebate $38.20</td>
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<tr>
<td>21-39 Minutes</td>
<td>Total fee payable $107.95</td>
<td>Total fee payable $94.95</td>
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<td>Medicare Rebate $73.95</td>
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<tr>
<td>40+ minutes</td>
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<tr>
<td></td>
<td>Medicare Rebate $108.85</td>
<td>Medicare Rebate $108.85</td>
</tr>
</tbody>
</table>

Skin Service out-of-pocket fees will also increase from 1 July 2019:
Skin Checks $50.00
Procedure $70.00

If you have any questions in regards to the increase please don’t hesitate to speak to our friendly reception team.

Shepparton Medical Centre
The University of Melbourne
49 Graham Street, Shepparton Victoria 3630 Australia

t: 03 5823 3100    f: 03 5831 7568    e: reception@shepmed.unimelb.edu.au    w: shepmed.unimelb.edu.au

PO Box 6500, Shepparton Victoria 3632 Australia
Flu Vaccine 2019

HAVE YOU HAD YOUR FLU SHOT?

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)
- Children aged 6 months to age 5 years regardless of medical conditions

Private Flu Vaccinations - $20.00

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