



GP FEES

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HEALTHY LUNCHBOX WEEK

EASY TO READ RESOURCES

Accreditation Success

In October and November last year we had two onsite accreditation reviews. We are proud to tell you that we have achieved accreditation against these standards:



Royal Australian College of General Practitioner (RACGP) Standards



Quality Improvement Council (QIC) Standards



Human Services Standards (HSS)

It takes team work and a commitment to quality improvement every day to achieve this.

As part of this review, we look at how we do our work and then the reviewers take a look. This includes looking at all our improvements over the last three years. The reviewers talk with clients, staff, Board members, and other organisations we work with. They make a list of improvements we could make and write a report.

Our job, now, is to create an improvement plan based on the suggested improvements, some of which we had already identified. This plan will be for three years and is a way to make sure we stay up to standard.



20 - 26 JANUARY 2019

Back to School

Healthy Lunchbox Week is a Nutrition Australia initiative and was held from 20 to 26 January.

It hopes to inspire parents and carers from across Australia to make healthy lunchboxes that their children will enjoy!

You can find lots of great recipes and ideas on their website.

www.healthylunchboxweek.org

@ndchvic

FIND US ON SOCIAL MEDIA



If you want to stay up to date on our latest news, events and social happenings find us on social media.

FEBRUARY 2019

RECIPE OF THE MONTH

Savoury Scrolls

Ingredients

- * 1 cup self-raising flour
- * 1 cup wholemeal self-raising flour
- * 3 teaspoons poly or monounsaturated margarine
- * $\frac{3}{4}$ cup milk 2 tablespoons tomato paste
- * 2 tablespoons chopped basil
- * 1 spring onion finely chopped
- * 50g lean ham chopped
- * $\frac{1}{4}$ cup canned crushed pineapple (drained)
- * $\frac{1}{2}$ cup grated mozzarella cheese



Method

1. Preheat oven to 200C
2. In a mixing bowl, rub margarine into the flour with your fingers until it resembles fine breadcrumbs
3. Add the milk and mix until it forms a soft dough.
4. Place dough on a floured surface and roll out in a rectangle 1-2 cm thick.
5. Spread tomato paste evenly over the dough and sprinkle the remaining ingredients evenly on top
6. Roll the dough lengthways until it resembles a log
7. Cut the log into 2 cm rounds and place on a lined baking tray. Sprinkle with a little more cheese.
8. Place scrolls on a lined baking tray and bake for 12 -15 minutes until lightly browned.

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We are a registered NDIS provider



Our NDIS registered services include

- Occupational Therapy
- Community Nursing Care
- Podiatry
- Dietitian
- Speech Pathology
- Physiotherapy
- Support Coordination
- Early Childhood Supports
- Group Programs

To be eligible for the NDIS, you need to

- Have a permanent disability that makes every day things really hard;
- Be under 65 years of age; and
- Be an Australian citizen or hold a permanent visa or a Protected Special Category visa.

Charity Register

As we are a not-for-profit organisation a majority of our income is raised through funding, fundraising and donations. Demand for our services has continued to increase and Government funding does not fully cover the costs of providing all services and therefore we need the support of the community we serve to achieve our goal of supporting our community to achieve better health outcomes.

If you would like to make a tax deductible donation to NDCH, please have a chat with one of our staff or visit our website at www.ndch.org.au/donations.



Changed Your Information?

If you have moved, got a new phone number or if any of your personal information has changed and you haven't told us yet, please let our reception staff know so that we can update your records.



Fees Rise in our GP Clinic

FROM 4 FEBRUARY 2019

Medicare rebates do not cover the full cost of providing you with medical care. This is because federal governments have continued to increase the Medicare Schedule fees at a rate much lower than increases to the Consumer Price Index (CPI) and average wages.

The reality is that Medicare rebates do not cover the cost of providing you with a safe and high quality service. The fees charged by our clinic have to cover all of our practice costs. This includes employing receptionists and practice nurses, as well as costs like rent, equipment, electricity, computers and insurance.

Medicare rebates have now been frozen since the 1 July 2014. The government have announced they will not be increased this year.

It is not possible for this practice to meet our running costs each year without increasing our fees. The Medicare rebate freeze means that this practice is no longer able to bulk bill all of our patients.

From Monday 4 February 2019 our practice will be increasing some of our fees.

If you are experiencing financial hardship please discuss this with your treating medical practitioner.

If you wish to let the Government know that the Medicare rebate is not enough to help you meet the cost of your medical care, please contact your local Member of Parliament at www.aph.gov.au/Senators_and_Members/Members and/or the Minister for Health at the details below:

The Hon Greg Hunt
Minister for Health
Parliament House
CANBERRA ACT 2600
Email: Greg.Hunt.MP@aph.gov.au



EAT FOR A HEALTHIER YOU

-  **Begin your day with breakfast** – improve concentration and boost energy
-  **Choose whole foods first** – for healthy nutrients, without added extras
-  **Catch up for a cook up** – cook at home and be in control
-  **Fill up with fibre** – to boost gut health, manage weight and reduce chronic disease risk
-  **Nudge towards your goals** – smaller changes are easier to manage

For eating advice and support, find your Accredited Practising Dietitian:
daa.asn.au/find-an-apd/

This week is an initiative of the Dietitians Association of Australia.

Accredited
Practising
Dietitian



Smart Eating Week
11-17 February 2019

We Acknowledge

ABORIGINAL & TORRES STRAIT ISLANDERS

NDCH acknowledges that our work occurs on the country of the Traditional Owners of the area, the people of Barapa Barapa, Wemba Wemba, Yorta Yorta and DjaDja Wurrung and acknowledge their ancestors who have been custodians of this land for thousands of years.

We acknowledge and pay our respects to their Elders, past and present and, through them, to all Aboriginal and Torres Strait Islander people.



LGBTIQ

NDCH proudly supports the LGBTIQ communities.



Easy to Read Newsletter

We are trying to make our newsletter and other resources easier to read.

Did you know that as many as 41% of people have trouble understanding information about their own health?

This is why a few of our staff took part in health literacy training. You will see many of our brochures and flyers changing over the coming months. This will make them easier to read and understand.

Patient Information

34 FITZROY STREET
KERANG VIC 3579

(03) 5452 1366

DOCTORS

Dr John Shokry
Dr Megan Belot
Dr Kashif Surahio
Dr Ashraf Takla

NURSE PRACTITIONER

Mrs Yvonne Fabry

NURSES

Jenny Brereton RN (Team Leader)
Beth Dickson RN
Shannon Laursen RN
Deidre Lehmann EN
Cheryl Sarre EN
Lana Wishart EN
Michelle Whitelaw EN

ADMIN STAFF

Meryl Metcalfe (Coordinator)
Nicole Betson
Jeanette Schmidt
Nick Keely
Aliesha O'Neill



PRIVACY

This practice is committed to maintaining the confidentiality of 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.

PRESCRIPTIONS

All patients must be seen for repeat prescriptions. No phone or over the counter prescriptions will be taken. You may need a blood pressure check, blood sugar, or pathology which is ordered by your doctor. This ensures better health care for you and your family.

FEES

All accounts are required to be paid on the day of visit. The standard fee is \$68. Fees vary according to time/or services provided. Your claim will be sent to Medicare electronically who will pay your rebate direct to your nominated bank account. We are not a bulk billing clinic.

PENSION CARD HOLDERS

Pension card holders will be charged an out of pocket fee of \$30 payable on the day for three visits each calendar year.

PHONE CALLS

If you need to speak to a Doctor during business hours, your call will be returned at the Doctor's earliest convenience. Please be prepared to leave your contact details with the Medical Reception. If you have an abnormal test result you will be contacted by the Doctor or clinic staff.



Online appointments can be made by visiting:
www.hotdoc.com.au/medical-centres

COMPLAINTS

We welcome your suggestions, complaints and compliments. Complaints should be addressed to the CEO of Northern District Community Health or contact the Health Complaints Commissioner on 1300 582 113 or at Level 26, 570 Bourke Street, MELBOURNE VIC 3001.

HOURS AND APPOINTMENTS

Monday to Friday: 8.45am - 5.30pm
Consultations are by appointment only
Double appointment times can be made by request. Please let the staff know if there are any specific needs. We would appreciate early cancellations where possible to allow us to contact other patients we may have on a waiting list.

OUT OF HOURS EMERGENCIES

In the event of a medical emergency please ring 000. For urgent after hours care, please attend or call Kerang District Health on (03) 5450 9200. If you are seen by one of our Clinic Doctors at Hospital, please be aware that a \$35 co-payment will be charged

Clinic Services

- GP Consultations
- Health Assessments
- Nurse Practitioner Consultations
- ABI (Ankle-Brachial Index Test)
- Medicals
- Immunisations
- Travel Vaccines
- GP Management Plans
- GP Mental Health Plans
- Specialist Referrals
- Ear Wash
- Skin Lesion Biopsy & Excision
- Cryotherapy
- Diathermy
- Spirometry (Lung Function Test)
- 24 Hour BP Monitoring
- 24 Hour Heart Monitoring
- ECG (electrocardiogram)
- Cardiologist (Visiting Specialist)
- Psychologist (Visiting Specialist)
- Geriatrician (Visiting Specialist)
- Hearing Aid Specialists

Contact our Medical Receptionists for appointments and further information on (03) 5452 1366.



Contact Us

KERANG

Community Health

24 Fitzroy Street

Monday to Friday 8.30am to 5.00pm

Phone: 03 5451 0200

Fax: 03 5452 2486

Email: info@ndch.org.au

SMS: 0428 575 597

Medical Clinic

34 Fitzroy Street

Monday to Friday 8.45am to 5.30pm

Phone: 03 5452 1366

Fax: 03 5450 3232

Email: clinic@ndch.org.au

COHUNA

25 King Edward Street

Monday to Friday 9.00am to 4.00pm

Closed 12 Noon to 1.00pm

Phone: 03 5451 0250

PYRAMID HILL

12 Victoria Street

Monday to Friday 9.00am to 10.00am

(other times by appointment)

Phone: 03 5455 7065

BOORT

119-121 Godfrey Street

Open by appointment only

Phone: 03 5451 0260

QUAMBATOOK

33 Mildred Street

Tuesday and Friday

9.00am to 10.00am

(other times by appointment)

Phone: 03 5457 1300

We also have Shared Professional Spaces in Koondrook, Charlton, Sea Lake, Donald and Wycheproof.



NDCH

Thanks For Reading

www.ndch.org.au

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*Although funding for this nursing and allied health service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



*together we are creating a
healthy workplace*

achievement
program

