

Annandale Family Healthcare.

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Practice Information for Patients.

Annandale Family Healthcare is a group medical practice of 3 GPs. We aim to provide high quality medical care to all our patients. All our GPs are committed to ongoing medical education and are members of the Central and Eastern Sydney PHN.

Dr Daniel Chalmers

Dr Chalmers is the principal GP and owner of the practice and has been practising as a GP in Annandale since 1988. He is interested in all aspects of general practice and has a special interest in acupuncture and preventive health. He is accredited to do shared antenatal care with RPA hospital. He is also able to insert and remove Implanon contraceptive devices.

Dr Sue Acton

Dr Acton graduated from Flinders University medical school in 1997. Her intern and 1st yr resident years were completed in South Australia. In 2000, she moved to Sydney and completed a Diploma of Obstetrics and Gynaecology at Blacktown hospital and had 6 months at Westmead hospital in Emergency and Geriatric rotations. Over the next few years, she completed her General Practice training in a variety of locations including 6 months rural practice at Cowra. In 2003, she completed her GP training and is now vocationally registered. Dr Acton commenced practice at Annandale Family Health care in 2004. In 2005, she completed a Diploma of Child Health from Westmead Children's hospital. In 2006 she moved to the UK for 3 years. In 2009 Dr Acton returned to work in Annandale. Her areas of special interest include Paediatrics & Women's health, in particular the provision of Shared Antenatal care. She also is able to insert Mirena IUDs.

Dr Kathy Beale

Kathy Beale is a very experienced GP. Before joining Annandale Family Health Care, she ran her own practice in the inner west for over 20 years, She is confident in all areas of General Practice including joint injections. Her areas of special interest are:
Paediatrics - She has a Diploma in Child Health (D.CH) from the Royal College London.

Women's Health - She is accredited to do Joint Obstetric Shared Care with Royal Prince Alfred Hospital

Practice Staff

The practice manager and receptionists are skilled in the organisation of the surgery and are available to arrange appointments, maintain your medical records and arrange your accounts. All patient information is kept strictly confidential.

Surgery Hours

Monday – Friday 8.30 am to 6 pm
Saturday - Sunday 9 am to 12 pm
Closed all public holidays

Fees

The practice fees are listed at the reception desk. Payment is at time of consultation and we accept cash, cheques, EFTPOS and credit cards, Visa, Mastercard and American Express
The practice currently bulk bills pensioners, health care card holders, children, and university students.

Appointments

The practice operates on a standard 15 minute appointment system but longer appointments are available if requested. Urgent medical problems will be dealt with promptly and emergencies always take priority. As a result, the doctors may run late for their appointments and we recommend you ring prior to your appointment time to check for any delays.

Home visits

These are available if you are too sick to come to the surgery as a result of your illness. For safety reasons, the female doctors may not be available to do home visits on patients not known to the surgery.

After hours

When the surgery is closed, we recommend patients attend the GP Casualty at Balmain hospital, Booth St, Balmain, which is open from 8 am to 10 pm, 7 days a week, phone 9395 2155. When this is closed, we recommend Royal Prince Alfred Hospital Emergency department, Missenden Rd, Camperdown, phone 95156111. For after hours home or nursing home visits, our practice uses the Sydney Medical Service, phone 8724 6300.

Phone calls

The doctors are available to discuss your condition on the phone but our staff will not interrupt a consultation unless it is an emergency. The staff will take a message and we will return your call as soon as possible.

Referrals

We are happy to refer you to specialists when required but we ask this be done during a consultation, so we can ensure you are referred to the appropriate specialist for your needs.

Prescriptions

You may ring to request a prescription but most times, you will need to see your doctor to review the ongoing need for your medication and check for any side effects.

Medical certificates

These are legal documents and the doctors are required to see you in consultation before issuing any certificate.

Recalls

The practice may send you a recall notice as part of our belief that coming in for preventive health checks is the best way of maintaining your health.

Privacy concerns

The surgery is concerned about keeping your medical information confidential. We will only release your medical information to another doctor in an emergency where we feel it is in your best interests. Some of the doctors at the surgery teach medical students from time to time and we are accredited by AGPAL, a non government GP registration body every 3 years. During teaching and accreditation, the medical students and accrediting GPs from AGPAL have access to your medical records but they know that the information is confidential and would not be revealed to anyone outside of the practice.

On occasions, we may use the data from our patients in research projects but in this situation we de-identify any data, so your personal information would not be revealed.

If you have any queries about our privacy policy, do not hesitate to speak to your doctor or to Dr Chalmers, the practice principal.

Patient feedback

We do occasionally conduct patient surveys to see if there are any aspects of our practice that need attention. If you have any concerns about your treatment at this practice, do not hesitate to contact your doctor, our practice manager or Dr Chalmers and we will be able to deal with any issue that

arises. If you feel that the matter needs to be dealt with by an outside agency, you may contact the NSW Health care complaints commission at LMB 18, Strawberry Hills NSW 2012, Ph: 9219 7444, Freecall 1800 043 159, Fax 92814585 or email hccc@hccc.nsw.gov.au