

Ashfield General Practice - Information Sheet

Practice Operating Hours

Monday – Friday 8:00am – 8:00pm

Saturday -9:00am -5:00pm

Sunday - 9:00am-3:00pm

Public Holidays Closed

Specialised Services

- Women/Child Health
- Immunisation
- Pregnancy Test
- Blood Test
- Cholesterol Test
- Family Planning
- Minor Surgery
- ECG Heart Checks
- Counselling

Services Available

(By Appointment only)

- Home Visits
- Psychology
- Audiologist
- Chiropractor
- Physio Therapy
- Dietitian

How to See a Doctor

Ashfield General Practice is a walk-in Practice no appointments are taken or necessary we always have doctors on to get you seen asap
Emergency patients will always take priority

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the surgery.
Please speak to your consulting doctor regarding this.

After Hours Services

If medical attention is required outside our trading hours please call Sydney Medical Service and a doctor will visit you at home. Fees will be Bulk Billed. Phone (02) 8724 6300

Fees & Billing

All our doctors' bulk bill through Medicare

There are some consultations that cannot be bulk billed. They include but are not limited to:

Acupuncture

- Workers Compensation
Pre-employment Medicals
- Driving/Insurance Medical
- Services that are not covered by Medicare

Follow up of Test Results

1. Our Registered Nurse will contact you for urgent results by phone to attend the practice or if requested by the patient.
2. All results are given by the doctor in consultation in the practice only.
3. Patients can call the practice to check if results are ready before attending the practice for a consultation to see the doctor.

Telephone Access

Doctors in the practice may be contacted during normal surgery hours. If the doctor is with a patient a message will be taken and the reception staff will advise you when it is likely that the doctor will return your call. Your call will always be put through to the doctor in an emergency.

Consultation

Longer Consultations are available. Please discuss this with your doctor.

Our Providers

DOCTORS

All our doctors cover our specialised services

Dr Bernard Lau (Chinese Speaking Male GP)

Monday to Thursday -8am – 1pm and 3pm – 5pm

Fri 8am – 1pm Saturday 9:00am -3:00pm

Dr Amika Jangwal (Female GP)

Monday, Tuesday, Thursday 9am – 5pm

Dr Hemalatha Birra (Female GP)

Wednesday and Friday 8am -6pm

Dr Shireen Nallaiah (Female GP)

Monday - Tuesday 9:30am – 3:00pm

Dr Roy Whittaker (Male GP)

Monday -Friday 1pm-8pm

ALLIED HEALTH PROFESSIONALS

Dean Foley – Clinical Audiologist Tuesday & Thurs

Sue Bourisani – Psychologist -See Reception staff

Dr Qiang Li – Chiropractor Monday & Friday

Charbel Ishac – Physiotherapist- See reception staff

Christine Annetta- Accredited Exercise Physiologist – See Reception staff

Management of Personal Health Information

Patients' personal health information is confidential and is kept in accordance with the RACGP Standards for the Management of Personal Health Information. Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with the privacy legislation

Availability of Reminder System

This practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system kindly advise the reception staff.

Enrolment in national /state/territory reminder systems is available to all patients ,please advise GP if you do not wish to participate Eg:cervical screening ,childhood immunisation

Your Rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or Practice Manager, You may prefer to write to us or use our suggestion box. We take you concerns, suggestions and complaints seriously.

However, if you wish to take the matter further, and feel that you want to discuss the matter outside the surgery, you may contact The Medical Registration Board, AMA or Healthcare Complaints Commission (NSW)
Mon-Fri 9am – 5pm
Phone: 1800 043 159
Fax: (02) 9281 4585
Email: hccc@hccc.nsw.gov.au



Ashfield General Practice

Information Sheet

OPEN 7 DAYS

WEEKDAYS 8am to 8pm

Practice Manager : Serina Pierobon

Shop 71, Level 4, Ashfield Mall
260 Liverpool Road
Ashfield NSW 2131

Phone: (02) 9797 7555

Fax: (02) 9799 0832
After Hours:(02) 8724 6300