

July 17, 2025

Thank you to those patients who participated in our recent Practice survey.

This is a response to comments made on the survey:

Doctors running late – Patients are welcome to call the Practice prior to their appointment to see if the doctor is running to time. Bear in mind though that this is just an estimate, which is variable depending on the amount of time the patients before you need to spend with the doctor. We do encourage patients to make a longer – 30 mins appointment, if they have several matters to discuss. Our standard appointment time is 20 minutes with a telehealth appointment 10-20 minutes depending on the doctor.

More 'on the day appointments' - we will endeavour to make more of these appointments available, particularly during winter.

If you are unable to secure a booking at the Practice and need to be seen that day we suggest the Urgent Care Clinic at Caringbah, their phone number is 1800 022 222. We have received good feedback regarding this service and they send a report back to the Practice regarding your visit.

Opening over the weekend – We are not a large Practice and do not have sufficient doctors able to work all day Saturday and Sunday.

For after hours service there is Sydney Medical Service, who can do home visits. They can be contacted on 8724 6300.

Telehealth – we only offer telehealth for on going regular everyday scripts, repeat referrals and to discuss results. Covid is not as prevalent now, therefore patients need to be seen in the Practice so they can be examined by the doctor to ensure a correct diagnosis is given.

On line appointments – We will be offering on line bookings later this year.

Difficulty parking – the Council has finished the new carpark next to the netball courts, so that may be an additional option for parking.

Private billing/bulk billing – Unfortunately the Medicare rebate does not cover the costs of running the Practice, hence we transitioned to private billing in August 2023.

Regards

Kathy Pennell

Practice Manager