



1/6-10 BLAXLAND STREET
EAST MAITLAND NSW 2323
TEL: (02)49333093
FAX: (02) 49341757

The doctors at Better Health Greenhills:

Dr Manjit Singh Ubeja: Dr Singh as he is known to his patients has been practicing as a general practitioner for over 25 years.

Dr Sunita Ubeja: Dr Ubeja is a female gp who has been working in general practice for over 20 years.

Dr Jaydeep Ubeja: Dr Jaydeep graduated from Queensland and has completed his fellowship will add a new young face to our team.

Practice hours:

Monday to Friday: 8.00 am to 6.00 pm
Saturday: 8.00 am to 12.00 pm

Appointments

At Better Health Greenhills, we like to keep our waiting times as short as possible. Please assist your doctor in achieving this by making an appointment before you come to the practice. It is best to call the practice as soon as you know you need an appointment so that you can get the time that is most suitable for you. If you attend our practice without an appointment with a non urgent issue, you may be asked to come back at a time more suitable.

If you require a longer appointment to discuss more than one issue, an appointment for more than one person, a medical, or multiple problems, please let reception know when you arrange your appointment.

Please note that if you require a further appointment after you have seen your doctor it is always a good idea to book this before you leave the practice.

Emergency Appointments:

You can attend Better Health Greenhills without an appointment for urgent medical problems and once triaged by one of our practice nurses, our doctors will do their best to see you as quickly as possible.

Hunter Valley Skin Cancer Clinic:

At Better Health Greenhills we also make appointments for the Hunter Valley Skin Cancer Clinic located in the building next door. The skin cancer clinic will soon be a fully accredited Skin Cancer Clinic which offers skin checks and a full range of excision techniques including flap skin grafts.

After hours:

After hours care for this practice is provided by GP Access After Hours. An appointment can be obtained by calling Ph: 1300 130147. A nurse will take your call and help you to decide what to do next. Remember in an emergency call 000 or attend your nearest emergency department.

Home visits:

A home visit can be arranged for patients who live in the immediate area and are unable to attend the surgery due to illness or disability. Doctors also attend the local nursing home to see patients. Please note this service is not bulk billed for all patients and may attract a fee.

Reminders and recalls:

Our practice is committed to preventative care. Our practice will contact you when you are due for screening to be performed (eg: Papsmear, skin checks and immunisation).

Practice services:

Better Health Greenhills provides many services to patients which include: Womens health, Mens health, Paediatrics, Antenatal visits, Circumcision (for infants up to 6 weeks), Vasectomy, IUD insertions, Implanon insertion, Chronic disease management, Mental health, Travel health and vaccination (some travel vaccinations are kept onsite).

This surgery is also accredited to give Yellow fever vaccinations.

Interpreter Services

If you or your family require an interpreter, we can organise this for you. Please let us know when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service on 131 450 directly. If you are hearing impaired and require an AUSLAN interpreter, we can also organise for you.

Test Results:

In most cases, you must book an appointment to get your test results, not request them over the phone. Please call the surgery after three days to see if your results are back and to make an appointment. It is important to follow up your testing results after investigations are performed.

Transfer of medical records:

Any medical records that are requested by another practice will be sent as soon as possible. A patient who needs their records sent to another gp may make that request in writing and then they will be forwarded to their new gp.

Car parking:

Car parking facilities are located behind our surgery with the entry off page street.

Billing:

Bulk billing available to patients under the age of 16 years, HCC or pension card holders. All other patients are asked to pay the small fee on the day of consultation. Fee for a normal Level B consultation is \$60.00 with a refund of \$37.05 and a longer Level C consultation is \$95.00 with a refund of \$71.70. If you have your bank account details registered at Medicare our reception staff can transmit your account to Medicare and you will receive your refund within 24 hours back into your nominated bank account.

Registrars and medical students:

Better Health Greenhills prides itself in being a teaching practice. You will regularly see medical students from the Newcastle University sitting with one of the practice doctors. If you do not wish for the student to be in the consulting room when you are being seen feel free to let the receptionist know before going into doctor.

We are also affiliated with Valley to Coast teaching General Practitioners.

Management of your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our privacy policy is available on request from reception.

Communication Policy

Website - www.betterhealthgreenhills.com

The Better Health Greenhills website is full of information you need to know when attending our practice. We also have a range of forms to be downloaded to save you having to complete at the surgery for example New patients enrolment form.

Telephone Calls:

Patients are encouraged to make an appointment to speak with their doctor. However for certain circumstances, patients may leave a phone message and where appropriate the doctor will return the call within 24 hours. Alternatively, a practice staff member will call to advise you the doctor wishes to see you via appointment. Urgent calls will be put through to your doctor wherever possible. All patients are asked to schedule an appointment for their testing results instead of calling the surgery.

Our staff:**Receptions staff:**

Megan Mills
Pauline Solomons
Courtney Thomson
Emma Murrell

Nursing Staff:

Bridgette Marshall

Allied Health:

A number of allied health professionals are located in the building next door to our surgery including: Douglass Hanly Moir Pathology – available Monday to Friday 8.30 am to 12.30 pm, Dietitian – on Tuesday afternoons and Ultrasound – Tuesday and Friday.

Your rights:

Better Health Greenhills respects the fundamental right of all patients and community members to have an accessible, confidential and constructive avenue for providing positive or negative feedback about Better Health Greenhills services, and for having these comments or complaints dealt with in a fair and efficient way.

Written complaints or suggestions can be placed in the Suggestion Box, located on the Reception desk or posted to the surgery.

Better Health Greenhills also welcomes verbal complaints. Verbal complaints may be about a minor matter that would not in the normal course of events to generate a written complaint eg appearance of the centres, delays in appointment times.

If you have a problem we would like to hear about it.

Please feel free to talk to your doctor or receptionist if you have a suggestion or complaint. The Practice Manager is also available to speak with you. Please ask a Receptionist who will arrange this for you otherwise you may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. All complaints are discussed at management level and a response is made in writing. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery you may wish to contact Health Care Complaints Commission at:

VICTORIA

Victorian Health Services Commissioner

Level 30, 570 Bourke Street Melbourne, VIC 3000

Tel: 03 8601 5222

Regional Free Call number: 1800 136 06