

# rowethorpe medical centre

## information

### Doctors

**Dr C Alison Hogg**

MBBS (Hons) | FRACGP | Grad Dip Fam Med

**Dr Nick Bretland**

MBBS | BSc | FRACGP | MRCP | DRCOG

**Dr Michael Smeaton**

MBBS

### Practice hours

**Monday & Thursday**

8.30 am - 4.30 pm

**Tuesday, Wednesday & Friday**

8.30 am - 12 pm

**Saturday**

Closed

**Sunday**

Closed

**Public Holidays**

Closed

### The practice team

**Practice Manager**

Lynda Holdsworth

**Practice Nurse**

### Appointments

Please contact us by telephone on 6363 6315 (or by internal extension at Rowethorpe on 2315). Every effort is made to accommodate your preferred time and GP. Emergencies will be given top priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please advise when you make your booking or will be bringing a family member along for consultation also. If you or a family member requires an interpreter service, we can organise this for you.

### Care outside normal hours

After hours medical care is available through our Locum Service provided by 'WADEMS' by telephoning: 9321 9133.

The GP After Hours clinic in Bentley is also available on 9458 0585. For a life threatening emergency, contact 000.

### Smoking policy

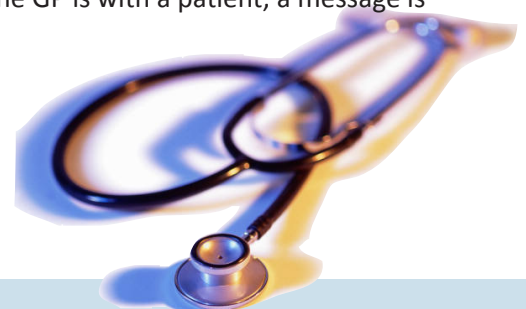
This practice has a no smoking policy in line with UCH's overall policy.

### Home visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery, subject to doctor availability.

### Telephone and Email

GP's in this practice may be contacted during normal opening hours. If the GP is with a patient, a message is forwarded.



## Our practice

Dr Nick Bretland qualified in UK at University College (London) and worked in London, Leeds, and Sheffield before moving to WA in 1986. For the past ten years, he has been part of the Rowethorpe community, becoming passionate about care of the elderly. His other areas of interest are surgery, mental health and prevention of illness.

Dr Alison Hogg is originally from Melbourne having graduated from Monash University in 1979. Her interests are women's health, musculoskeletal medicine and medical education. She is also an examiner for the Royal Australian College of General Practitioners.

Dr Michael Smeaton has been working at Bentley Park and in the local area for many years having attended medical school in Newcastle-upon-Tyne, England before migrating to Australia. Over the past 20 years he has pursued his main interests of aged care, joint diseases and palliative care.

Services available at Rowethorpe Medical Centre include:

- Women's and Men's Health
- Vaccinations
- ECG: Heart checks
- Spirometry -lung test
- Health Assessments
- Medication reviews
- Ear syringing
- Minor surgery (skin cancers, biopsies and wound care)
- Chronic Disease Management (diabetes, asthma and heart disease)
- Team care arrangements and case conferencing
- Health Incentive Programs
- Mental Health Assessments
- Palliative care.

## Billing

Our practice bulk bills Pensioners, Veterans, HCC card holders and children under 16 years. All other patients are subject to a private fee according to our schedule (available to view at the front counter). Please talk with our friendly staff to discuss this further.

## Reminders

We are committed to preventative care and therefore may issue you with a reminder notice from time to time. If you do not wish to be part of this system, please advise our staff.

## Test Results

Your doctor will advise when they expect results to arrive at the practice. Call your doctor to find out your results and ask what they mean for your care.

## A service of UCH

UCH (Uniting Church Homes) has been providing care and services to aged people in Western Australia over the past 60 years. We are one of Perth's largest agencies and are currently 'home' to, or visit the homes of over 3,500 residents in 26 locations throughout metropolitan and country areas. To achieve this, we employ more than 1,350 staff and receive support from 450 volunteers.

## Your privacy

Rowethorpe Medical Centre collects personal information from you including details about your health and demographic details. It is UCH policy that personal information is only used for the primary purpose for which it was provided. We protect privacy by keeping personal information secure from unauthorised access, use or loss. This is in line with the Commonwealth Privacy Act. You are welcome to speak with our staff and request a copy of the UCH Privacy of Personal Information brochure at any time.

## Feedback

UCH values your feedback. If you have any concerns, or you'd like to let us know about something we're doing well, we welcome you to discuss these with the Practice Manager or complete a Continuous Improvement Form available from the front counter. You can use a privacy envelope and do not have to identify yourself unless you wish to although this will enable us to provide a response to you.

An external mechanism for complaint is available via:

The Office of Health Review  
GPO Box B61, Perth WA 6838  
Tel: (08) 9323 0600  
Fax: (08) 9221 3675  
TTY: (08) 9323 0616  
Email: [mail@healthreview.wa.gov.au](mailto:mail@healthreview.wa.gov.au)

