

Mapleton Medical Centre was established in 1981 by Dr Danny Cocks and Dr Ian Matthews.

All the Doctors are vocationally registered and undergo continuing medical education.

The surgery gained Accreditation in April 2001, and was re-accredited in 2004,2007,2010,2013 and 2016.

We provide a full range of General Practice care for patients of all ages, including home visits when appropriate.

Our doctors special interests include:

- Child and adolescent health
- Skin checks including excisions
- Women's Health
- Nutrition
- Men's Health
- Counselling
- Palliative Care
- Management of asthma, migraines and diabetes
- Travel Medicine

PREVENTATIVE CARE

We are committed to providing comprehensive care to our patients, including a focus on preventative health measures, and care planning for chronic illnesses.

We believe an annual Health Check is important and suggest you have one around each birthday.

There are additional health checks that are recommended at ages 4, 45-49 and annually from 75. We encourage you to do so and are more than happy to arrange this for you.

Preventative care requires a recall system (so that we can contact you when blood tests, vaccines, bone density etc. are due) Please advise us if you do not want to be included in our recall system.

CONTINUITY OF CARE

We all understand the importance of continuity of care, and encourage you to see the same GP where appropriate. It helps if you book ahead, rather than wait until the last day to make an appointment, so that you can see your usual GP.

STAFF

Sharon & Jodi share the role of Practice Manager and head a friendly team of reception staff and Registered Nurses that are happy to help you with every aspect of your health care needs.

DR IAN MATTHEWS HAS A MEDICAL DEGREE FROM MELBOURNE UNIVERSITY HE HAS 30 YEARS EXPERIENCE AS A GP. IN ADDITION TO HIS INTEREST IN ALL FACETS OF GENERAL PRACTICE, HE HAS A PSECIAL INTEREST IN CHRONIC DISEASE MANAGEMENT INCLUDING DIABETES AND ASTHMA. AS WELL AS PALLIATIVE CARE, MENS HEALTH, CHILDRENS HEALTH, AND SURGERY.

DR MATTHEWS PRACTICES FULL TIME AT MAPLETON.

DR DANNY COCKS HAS MEDICAL DEGREE FROM MONASH UNIVERSITY AND HAS 30 YEARS EXPERIENCE AS A GP. HE HAS A PARTICULAR INTEREST IN NUTRITION AS WELL AS ALL ASPECTS OF FENERAL PRACTICE.

DR COCKS PRACTICES FULL TIME AT MAPLETON

DR RAEWYN JAMES GRADUATED IN MEDICAINE FROM THE UNIVERSITY OF QUEENSLAND IN 1988 AND HAS COMPLETED A FOUR YEAR COURSE OF GENERAL PRACTICE TRAIING. SHE IS A MEMBER OF THE ROYAL AUSTRALIAN COLLEGE OF GENERAL PRACTITIONERS.DR JAMES HAS EXPERIENCE IN PAEDIATRICS, EMERGENCY MEDICINE, PSYCHIARY AND WOMENS HEALTH ISSUES WITH A SPEICAL INTERST IN MINOR PROCEDURES, CYROTHERAPY, MIGRAINE AND ASTHMA.

DR JAMES PRACTICES FULL TIME AT MAPLETON.

DR SOPHIA AHMED INITIALLY TRAINED AND WORKED IN PAEDIACTRICS BEFORE JOINING GENERAL PRACTICE AND HAS SPECIAL INTEREST IN PAEDIATRIC AND ADOLESCENT MEDICINE. DR SOPHIA IS EQUALLY EXPERIENCED AND INTERESTED IN WOMANS AND MENS HEALTH, HAS TRAINED EXTENSIVELY AND HAS SPECIAL ITERSET IN MENTAL HEALTH AND ADDICTION MEDICINE. SHE PERFORMS SKIN CHECKS, EXCISIONS AND IS COMFORTABLE IN MANAGING EMERGENCIES PRESENTING TO THE PRACTICE.

DR AHMED WORKS FULL TIME AT MAPLETON.

DR ANJALIKA MONGA GRADUATED IN MEDICINE FROM LADY HARDING MEDIC COLLEGE IN NEW DELHI INDIA. SHE HAS SPECIALISED IN OBSTETRICS AND GYNAECOLOGY FROM A PREMIER INSTITUTE IN HER COUNTRY. HER SPECIAL INTERESTS ARE IN WOMEN'S HEALTH, GEATRICS, PREVENTATIVE CARE AND OTHER ASPECTS OF GENERAL PRACTICE.

DR MONGA PRACTICES FULL TIME AT MAPLETON.



Mapleton Medical Centre

PRIVATE BILLING SURGERY

**Mapleton Medical Centre
"Jamala"
3/5 Obi Obi Road
Mapleton QLD 4560**

**PH: 07 5445 7177
MONDAY-THURSDAY 8.30AM TO 5.00PM
FRIDAY 8.30AM TO 4.00PM
SATURDAY 8.30AM TO 2.00PM**

APPOINTMENTS

The surgery runs an appointment system with a few times kept open for health issues that arise on the day. It is best to phone early in the day if you require an appointment that same day. Appointments are normally made at 15 minute intervals, so if you make an appointment you can expect to be with doctor for 10 to 12 minutes. This may change if there have been emergencies or if the surgery is very busy.

We strive to keep waiting time to a minimum. Feel free to phone before your appointment to check if your doctor is running on time.

LONG APPOINTMENTS

If you want to or expect to spend longer than 10 minutes with your doctor, please explain this to the receptionist so that a longer appointment can be scheduled whilst making the appointment.

We are more than happy to spend longer with you if you need it, but please be considerate to other patients and book extra time.

Should you have several issues to discuss with your doctor, please request extra time.

SATURDAY MORNING'S

The Surgery is open for emergency appointments and bookings are made on the day. To cover the cost of opening on Saturday private billing will apply to all consultations including children and pensioners.

SEEING YOUR GP

All attempts are made for you to see the doctor of your choice, at the time of your choice. On occasions this may not be possible and you may be offered an appointment with one of our other doctors. If you wish to see the same doctor on all occasions, it is best to make your appointment at the earliest opportunity, preferably several days in advance.

We ask this out of courtesy to our other patients waiting to see the doctor.

CANCELLATIONS

If you find you are unable to keep an appointment which you have made, please contact the surgery so that someone else can take your spot.

People who repeatedly fail to keep their appointments may receive an account, to allow for the inconvenience caused to other patients, our doctors and staff.

CHOOSING YOUR DOCTOR

Most patients like to see the same GP each time.

If you have a preference, please ask for an appointment with your doctor by name.

TRANSLATION SERVICE

Please advise in advance if interpretation or translation services are required, so that suitable arrangements can be put in place.

**WE DO NOT KEEP CASH OR DRUGS ON THE PREMISES
OVERNIGHT**

PATHOLOGY AND X-RAY RESULTS

If you are referred for x rays, blood tests or other pathology, please make an appointment to discuss the results with your GP It is important that you follow through with the test and understand what the results mean.

Unfortunately, not hearing from us may not mean the results are okay. It may just mean you were out when we rang, or that we never received the results.

When you go to radiology for testing, the report will not be available to the GP for 24 hours and will be sent to your GP electronically or by fax.

HOME VISITS AND TELEPHONE ACCESS

If you are too frail to attend the surgery, the doctor may be able to visit you at home, if you live in Mapleton.

Doctors in the practice are able to be contacted during surgery hours. If the doctor is with a patient a message will be taken and the doctor will return your call when available. Your call will be transferred through to the Nurse or Doctor in an emergency.

Given confidentiality concerns, we do not believe that the use of email between patients and doctors is currently appropriate.

SAFE USE OF MEDIATIONS

To ensure the safe use of medications, it is our policy that you make an appointment for prescriptions.

Your doctor can provide you with an increased quantity of tablets if you do not need another appointment for some time.

Please check which tablets, creams, etc. you require before your appointment, and ask for more if needed.

It is the policy of this practice that if you have seen the doctor within a 2 week period, a prescription, other than an Authority Script, may be written, however this requires 48 hours' notice and will incur a \$5 fee.

REFERRALS

Referrals to Specialists will be written at the time of your consultation with your GP and may be given to you to give to the Specialist, faxed or sent via a secure electronic system.

It is a requirement that you see your doctor for all referrals prior to attending the Specialist appointment.

ALLIED HEALTH PROFESSIONALS

We have a Podiatrist and a Psychologist visiting our Mapleton Room. There is a Physiotherapist next to our Mapleton Surgery.

We are Happy to coordinate your healthcare with Allied Health Professionals where appropriate.

THIS IS A MIXED BILLING SURGERY

We appreciate payment at the time of consultation.

We have a concessional fee for Health Care Card Holders, if you have a current concession card with you.

We bulk Bill children under 16, our regular patients who hold a pension card or Veterans Affairs card. Travelers and visitors to the practice may be privately billed even if they hold concession cards. In some situations your doctor may choose to bulk-bill your consultations, but not necessarily.

We can put your rebate back in your account the same day.

AFTER HOURS CALLS

For patients of Mapleton Medical Centre requiring after hours advice please call 131Health... on 13432584, or go to the Emergency Department at Nambour General Hospital, or call "000" if the nature of the sickness is serious or life threatening.

VACCINATIONS

All routine childhood vaccinations, tetanus boosters and influenza vaccines for people over 65 (or younger with a chronic illness) are available at the surgery. Appointments can be made for these at any time.

Vaccinations for overseas travel, hepatitis, and influenza shots for the under 65's can be arranged. Discuss this with our doctor, who can provide any necessary prescriptions.

PATIENT FEEDBACK

We continually review surgery practices to ensure the needs of the community are being met. Many of the changes to our practice have arisen from suggestions made by our patients. A suggestion box is located in the waiting room opposite the reception desk.

Please feel free to talk to your doctor or reception staff about any concerns you that you may have. We believe that any concerns are best dealt with within the practice. However, if you feel the need to raise an issue elsewhere, the Health Quality and Complaints Commission (GPO Box3089 Brisbane Q 4001) will investigate the complaint.

MANAGEMENT OF PATIENT HEALTH INFORMATION

When you register as a patient of our practice your information is private and confidential. If you need to access our personal information at our practice, please see our reception staff on how to do this.

CAR PARKING

There is car parking available behind the Mapleton Medical Centre (the car parks available are marked "Medical Centre"). There is one disabled car park at the front of our surgery.