

# Newsletter

January 2019



**Uraidla Family Practice**  
**1163 Greenhill Road Uraidla SA 5142**  
**Phone 83903002**



## January News

### Tour Down Under

The new year is off and running and January is a very exciting month for Uraidla as we hit the world stage for the Tour Down Under.

The practice will be closed for the day as the barricades go right across the entrance, making it impossible to get in or out..

Dr Kundu will have the clinic mobile phone and will be able to advise if you need urgent assistance on the day. Just phone the clinic number 83903002 and the call will be transferred.

### Doctors still away

Dr Tim will return on the 16th January.  
Dr Peter will return on the 22nd January.

## Our Focus for 2019

The practice focus this year will again be on preventive health and we will have our special focus months as we did last year. The first will be February, a red month, and the focus will be Heart Health. It will be a time for you to have a heart check, which may include an ECG. It will be a time to revisit your family history, to check your eating habits and to review your exercise program.

Friday 14th February will be the day we will all wear something red.



## Further Focus

The government has placed an emphasis on General Practice being the primary focus for the management of patients with a chronic disease. Some examples of common conditions which are classified as chronic disease are:

Diabetes, Asthma, Arthritis, Heart disease, Cancer and uncontrolled Hypertension.

We have many patients with these conditions. However, because life is so busy, these people often make an appointment to see the GP for an immediate problem. This is dealt with at the time of the consultation but because the doctors are also busy, the overall health care coordination of the patient with a chronic condition is often not addressed.

This year we intend to concentrate on contacting all patients with a chronic disease to come in for a longer appointment, either with the practice nurse or the doctor to arrange a care plan. This will identify your healthcare needs, set out the services required and list what you need to do to remain as healthy as possible.

## **Practice Policies**

The quieter period over the Christmas and New year gives us an opportunity to reflect and review what is working well and what is not and to look at our policies. The policies for this practice have been devised by the doctors in accordance with the Royal College of General Practitioners standards. They are in place for your protection and for the protection of the doctors and staff. The patient information leaflet, which is available on the small centre table in the waiting room, outlines these policies.

It is obvious from some of the requests we get that people are not familiar with this information and we ask that you do read the leaflet. Your understanding of these policies and your cooperation will make for a smooth running practice.

## **Policies Which Are Causing Concerns.**

### **Practice Contact**

I know that we live in the electronic world, but patient confidentiality is a priority in this practice.

We have an encrypted messaging system to interact electronically with specialists, pathology, x-ray departments and hospitals.

Our normal email is not encrypted and therefore we limit the use of it to our supply companies and medical education providers.

The only time we use it to contact patients is to send a limited information recall or reminder and this is only done if we have received your permission to do this.

Unfortunately, some patients have picked up our email address from these reminders and have chosen to contact the practice via this method. We ask that you don't do this. Please phone the clinic for any requests.

### **Repeat Prescription Requests**

When you see the doctor, plan your visit and ensure that you get enough prescriptions to last you until your next consultation. The doctors are very reluctant to write prescriptions without a consultation. They will refuse most requests because of increasing concern about medication interaction and medico legal issues.

Your medications need to be closely monitored and this is why they are only available to you by prescription.

### **Repeat Specialist Referrals**

Often you will ring your specialist for an appointment or they will ring you with the advice that you need a new referral. If this happens, you need to make an appointment to see your GP to get this done.

Referrals are only valid for twelve months. This referral renewal legislation is in place to ensure that the GP, the primary carer, remains involved in the cycle of care and is making decisions with the patient about the specialist care.