

Services at the Practice

- ABI Test
- Acupuncture
- Allergy Testing
- Allied Health Professionals
- Antenatal & Postnatal Care
- Baby & Child Development and Behavior
- BP Management
- Child Health
- Chronic Disease Management
Asthma, Heart Disease, COPD
- Close the Gap: Care for
Indigenous Australians
- Counselling: Stress, Work, Family
Marital, Substance Dependence
- Diabetes Management
- Emotional Health
- Health Assessments: >75's
45-49, A&TSI, 4-year-old health check
- Heart Checks & ECG
- Home Visits
- Immunisation for Children & Adults
- Iron Infusions
- Medical Examinations: Driving
Pre-Employment, Insurance
- Men's Health: Wellness, Prostate & Impotence
Management
- Minor Surgery: Suturing, Mole & Skin Cancer
removal
- Mirena Insertion & Removal
- Nutritional Advice
- Pregnancy Tests
- Quit Smoking Assistance
- Registered Nurse
- Sexual Health Checks
- Skin Checks and 'Freezing' for Warts &
Sunspots
- Spirometry: Lung Function Test
- Travel Medicine: Yellow Fever Vaccines
- Weight Control
- Women's Health: Fertility, Family planning,
Pap Smear, HRT, General Wellness
- Workcover
- Youth Friendly Practice



Map directions to 6/19 Pitcairn Way
Pacific Pines QLD 4211

Quality Care with Compassion

Our Mission is to provide the highest standard of patient care incorporating a holistic approach toward diagnosis and management of illness. This Practice is committed to promoting wellness and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.



**SHOP 6/19 PITCAIRN WAY
PACIFIC PINES QLD 4211
PH: 5529 8655
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January – February 2020



PACIFIC PINES MEDICAL CENTRE

quality care with compassion

Newsletter No 31

OUR DOCTORS

- ❖ Dr Simon Hong
- ❖ Dr Vinh Lao
- ❖ Dr Peter Yaxley
- ❖ Dr John Parsons
- ❖ Dr Cindy Lee
- ❖ Dr Mandy Ranhotra
- ❖ Dr Puneet Pannu
- ❖ Dr Kerry Lowe

OPENING HOURS:

7.00am – 6.00pm Mon, Tue, Wed & Fri
7.00am – 7.00pm Thursday
8.30am – 12.00 Saturday

Patient Feedback

Last year we asked a number of patients to complete a Practice Accreditation & Improvement Questionnaire. This questionnaire was for our Accreditation and to see where we can make improvements to our practice.

190 questionnaires were completed.

RESULTS

We would like to share the results with you:

95% Are happy with our Reception staff

91% Are happy with our Doctors

87% Are happy with the information they receive

Overall the results were excellent.

Suggestions for Improvements

Open later during the week – We did trial a later closing time (7.00pm) for 2 years in 2016 and it wasn't very popular, so we decided to change to the early start at 7.00am which has been successful.

Music – I will investigate other options to have playing in the waiting room.

Automatic Front Doors – As a safety issue for children and the price this would be, unfortunately this suggestion won't go ahead.

Waiting times for Doctors – All our Doctors strive to run on time, unfortunately emergencies happen, and consultations run over time allocated, which make the doctors fall behind. All Doctors are aware and will constantly try to keep on time.

Thank you to everyone who completed a questionnaire.

Feed Back

If you would like to make any suggestions relevant to our Practice, Newsletter or Website please let the Practice Manager know.

Our Practice

New Year Resolutions

Follow these tips to stick to your resolution for 2020.

- Be Honest with yourself
- Stick to one thing
- Make SMART goals
- Arrange your environment for success
- Chart your progress
- Make yourself accountable
- Celebrate successes and be compassionate with yourself when you slip.

Speak to your Doctor if you need help with your New Year's Resolution.

Summer Heat

During the Summer months

REMEMBER to –

Stay Hydrated – Especially the Elderly

Keep Cool – Put air-con or fans on

Always **Slip, Slop, Slap**

Public Holidays

We will be closed on the following:

Australia Day

26 January 2020

Monthly Events

January 2020:

20 Penguin Awareness Day



26 Australia Day

February 2020:

4 World Cancer Day



14 National Wear Red Day

13 Apology Day



Feb Fast Month

Quote

You can't go back and change the Beginning, but you can start where you are and change the Ending.