



Grillett Family Practice

Generational care for our community

47 Oxide Street, Broken Hill, NSW, 2880

Phone: 08 6182 4331 Fax: 08 7077 2871

Email: admin@grillettfamilypractice.com.au

Vision: To be a leading and trusted provider of healthcare services to the Broken Hill Community.

Mission: To provide excellence in primary healthcare services across Broken Hill.

Our Team:

Dr Steve Grillett- Principal GP

Abbie Grillett- Practice Nurse (RN)

Sophie Barlow- Practice Manager

Angela Turner (EN)- Health Coordinator

Amber Stenhouse- Receptionist

Melissa Beacroft- Receptionist

Merlissa Henderson- Practice Nurse (RN)

Operating hours:

Monday: 9am-5pm

Tuesday: 9am-9pm

Wednesday: 9am-5pm

Thursday: 9am-5pm

Friday: 9am-5pm

Closed: Saturday Sunday and all Public Holidays



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Services:

- General Practice
- GP Management Plans/ Care plans
- Health Assessments
- Mental Health Care Plans
- Wound Care
- Chronic Disease management
- Chronic Pain management
- Spirometry
- ECG
- Skin Clinic
- Minor Surgical Procedures-
Excisions
- Biopsy's
- Implanon insertion and removal.
- Cryotherapy
- Commercial Driving Assessments
- RMS Driving Assessments

PLEASE BE ADVISED DR GRILLETT DOES NOT PROVIDE THE FOLLOWING SERVICES:

- Workcover
- Travel vaccinations
- Insurance Medical/paperwork
- Childhood immunisation are referred to child and family health

Fees and billing arrangements:

Fees are payable at the time of the consultation. Children 16 and under, DVA card holders and Aged Pensioners will be bulkbilled for general practice appointments. EFTPOS is our preferred payment method. Tyro facilities are available for instant Medicare rebates. All fees are displayed in our reception area.

Appointments:

Please contact our practice for an appointment or visit the clinic and our friendly reception team will assist you. Appointments can also be made online through the HotDoc website or alternatively you can download the HotDoc app on your phone, search for Grillett Family Practice and follow the prompts to book online.

Longer Consults:

Long consults are only available upon request from our GP. A standard appointment will be booked, if the Dr requires a longer consult for a follow up consult, reception staff can assist with this.

Walk in Appointments:

Priority will always be given to those patients who are already registered with our clinic. Walk-in appointments will be allocated the first available consultation. New patient will be offered a registration form to enable them to be registered with our clinic.



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After hours care arrangements:

In case of emergency please call **000**

If you require medical attention outside of our practice operating hours, please present to the emergency department at the Far West Local Health District for urgent care.

Home Visits:

Home visits are offered to patients in the community at the General Practitioners discretion. If patients are requiring a home visit they will need to contact the clinic for an appointment.

Test Results:

Test results cannot be given over the phone by our reception staff. Our practice policy is that only a doctor is permitted to release results. For a follow up appointment to discuss results please contact our reception staff. You may receive an SMS reminder via HotDoc secure messaging to advise you to make an appointment. Please call the clinic if you receive this SMS reminder to book an appointment for a recall. For any urgent test results, a staff member will contact you directly. Please ensure we have your updated contact details.

Management of patient health information:

Our practice is committed to maintaining the confidentiality of your health information. Please ask a member of our reception team for a copy of our privacy brochure that goes into detail on what measures our practice has in place to keep your records safe.

Communication/telephone Policy:

The GP can determine when a face-to-face consultation is not necessary for a patient, our practice can provide patients with timely advice or information related to their clinical care via phone. All health related inquiries will be forwarded to the clinic nurse who will assist in the triaging of the concern and booking an appointment with the GP within a timely matter if required. Consultations will not be interrupted unless in the event of an emergency. Our practice uses SMS reminders. If you do not wish to be a part of this SMS system, please advise our reception staff. To comply with the RACGP Accreditation Standards, Grillett Family Practice will not accept any correspondence electronically (i.e., via email, SMS) from patients, relatives, friends of patients, relating to their medical conditions. Please contact the clinic on **08 6182 4331** to make an appointment.



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Patient Feedback and Complaints:

Please speak to a member of our clinical team or administrative team if you have any suggestions or are unsatisfied with the service you have received. Alternatively, you can contact us via email, letter or request a meeting with management to address any concerns. You can also contact:

Health Care Complaints Commission NSW

Locked Mail Bag 18, STRAWBERRY HILLS, NSW, 2012

Phone 02 9219 7444 or 1800 043 159 Fax: 02 9281 4585 Email hccc@hccc.nsw.gov.au

Patient complaint forms and a suggestion box are in reception area should our patients wish to provide us with any feedback. Our clinic endeavours to respond to all complaints within 7 business days.