



1270 Sandgate Road, NUNDAH QLD 4012

Phone: (07) 3266 6622

Fax: (07) 3260 7556

E: reception@nvfp.com.au

www.nvfp.com.au

OPENING HOURS

Mon-Fri 8am – 5pm

Sat 9am – 1pm

Sun 9am – 1pm

Attending Doctors

Dr Deepa joy

Dr Kasun Wakwella

Dr Bradley Loughrey

Dr Murtaza Dungerwalla

Dr Sarah Kulthum

Dr Sanjit Dulku

Dr Naga Annapureddy

Dr Simrun Mody

Registered Nurse

Tamy

Enrolled Nurses

Ally

Attending Allied Health

PHYSIOTHERAPIST: Jacob Hurley

Practice Manager

Elli-Mae Nash

Receptionists

Adrian, Charlotte, Kaitlin

Appointments

Appointments at Nundah Village Family Practice are 15 minutes. If you have several things to discuss with the doctor or you believe you may need longer (e.g. for medical examinations, health reviews with pap smears, care plans etc), please notify the receptionist at the time of booking. Extra fees may also apply, depending on the nature of the appointment.

While we endeavour to keep to schedule, please understand that there are times when we are exceptionally busy or dealing with emergencies. We appreciate your understanding at these times. Walk-ins are only dependent upon availability. It is best to make an appointment in advance to ensure your preferred doctor and time can be provided to you.

We have a number of health professionals working at Nundah Village Family Practice. If your regular doctor is not available, please consider seeing one of their colleagues, reducing the risk of a delay in appropriate care and management.

Fees and billing

Nundah Village Family Practice is a private billing practice. Patients who are bulk billed are listed on our website. All patients will be notified of any fees prior to any service or procedure.

Nundah Village Family Practice has a DNA Policy in place whereby patients who fail to attend special or consecutive appointments will be charged a fee. Special appointments can include care plans, procedures and after-hours appointments. Situations where a DNA fee applies is at the discretion of management and will take into account the costs incurred by the practice due to your non-attendance.

Patients who incur fees will be responsible for these fees. DNA fees are not Medicare rebateable.

We request payment at the time of service. We have EFTPOS facilities, Medicare Online and EasyClaim, which means that you can pay your account and if you consent, we can process your rebate on the spot or Medicare will deposit any rebate for your service into your nominated account (usually within 24-48 hours) where Medicare rebates apply.

After hours

Nundah Village Family Practice understands that there is a need for prompt after-hours medical assistance.

**Please call “000” in emergencies
or National Home Doctor 13 SICK (7425)**

Details of your visit will be conveyed back to us to ensure continuity of care.

Home visits

In special circumstances our doctors will make a home visit. We are best equipped to offer optimal assessment and care here at the surgery, so we suggest every effort be made to attend the surgery.

Care planning and health assessment

Those patients with chronic health or mental health conditions may qualify for care plans covered by Medicare. Medicare Health Assessments are also available for children aged 4-5 years; adults aged 45-49 years & over 75 years. Ask reception or your doctor today.

There may be fees involved for some referred services that are not covered under Medicare.

Repeat prescriptions

Most prescriptions provide enough medication (repeats included) to last until the condition needs to be reviewed.

For your safety and in order to adhere to prescribing guidelines, we strongly encourage you to plan ahead and to make an appointment to see a doctor to have your condition reviewed and repeat prescriptions written.

The Doctors at Nundah Village Family Practice DO NOT supply any Narcotics/Benzo prescription drugs.

Referrals and medical certificates

Referrals to specialists, pathology and radiology testing etc require an appointment.

You must make an appointment to see a doctor for a medical certificate. This includes Centrelink and WorkCover certificates.

“Back-dating” of medical certificates and referrals is not possible under any circumstances.

Reminder system

We offer a computerised reminder system by which we can notify patients when immunisations, pap smears, blood tests, health checks and other activities are due. If you wish to be included on our reminder system, please advise your doctor or nurse. Importantly, if you *do not* wish to be included in this system, please tell the receptionist, doctor and/or nurse.

Results

All patients must return for their test results. This is accepted and safe medical practice. This is particularly the case for potentially sensitive test results such as sexual health/HIV results.

Please make a follow-up appointment with reception when leaving the clinic.

Under no circumstances will results be emailed or conveyed over the phone for obvious privacy and quality assurance reasons.

E-mail / Telephone Calls

reception@nvfp.com.au

As the email is not monitored constantly, urgent enquiries or appointments are to be made by phone or in person **only**.

Management of your personal health records

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health records at all times and to ensure that this information is only available to authorised members of staff.

Your medical file will only be released to a third party upon receipt of a dated request from the third party signed by yourself. Please see reception for an example of aforementioned form.

Equipment

All instruments are sterilised on the premises with accredited sterilisation procedures.

Feed Back

We welcome your feedback and comments please feel free to discuss these issues with your doctor or the receptionists. Grievances will be dealt with promptly and if you still feel unhappy with the resolution, you may contact the Health Ombudsman on: PH: 133 646

Translator Services

Should you require a translator please inform reception when making the appointment.

NVFP Doctors

Dr Deepa Joy

Dr Deepa enjoys all aspects of General Practice and has special interests in women's and children's health where she has obtained a Diploma in Child Health from the University of Sydney.

Dr May Tsai

Dr May has special interests in Cardiovascular disease, Respiratory Medicine, Chronic Illness, Dermatology, General Paediatrics, Women's Health and Pre-employment Medical Assessment. She performs full skin check and surgical procedures for skin cancers/lesions excision. Outside of working hours, she enjoys swimming, yoga, travelling and spending time with her family. In addition to English, Dr Tsai is also fluent Mandarin Chinese and Taiwanese dialect.

Dr Kasun Wakwella

Dr Kasun Wakwella finds enjoyment in all areas of general medicine, with interest in Children's health, Men's health, musculoskeletal medicine, and skin and minor procedures. In his spare time, he enjoys the outdoors, staying active with karate or volleyball, and travelling around wherever he can.

Dr Bradley Loughrey

Dr Bradley Loughrey has special interests are in chronic disease management / prevention, oncology and men's health.

Dr Sarah Kulthum

Dr Sarah Kulthum graduated from Monash University in 2015 with First Class Honours. She then went on to complete further training and medical residency across various hospitals in Victoria, Tasmania, and Queensland. As her interest in family medicine grew, she transitioned into General Practice where she obtained her fellowship of the Royal Australian College of General Practitioners (July 2021)

Dr Kulthum enjoys seeing patients of all age groups, and has a particular clinical interest in Children's, Women's and Sexual Health. She is near completion of FPAA National Certificate in Reproductive & Sexual Health. Additionally, she is a strong proponent for preventative health treatments and strategies that maintain health and wellbeing.

Nundah Village Family Practice Allied Health

Nundah Village Family Practice has strong relationships with a number of allied health professionals both onsite and externally. We are located adjacent to the Nundah Village Headspace who offers a great range of health and support services to our patients.

Our services include:

- General practice consultations and advice
- Women's Health (Paps, breast screens)
- Men's Health
- LGBTIQ Health
- HIV (S100) Prescribing & PEP /PrEP
- Sexual health checks and screening
- Wound care
- Cryotherapy
- Health and medical assessments
- Travel health and immunisations
- Childhood and government immunisations
- Skin checks
- Mental health and counselling
- Pre-employment medicals
- WorkCover injury/claims
- Diabetes testing and treatment
- Lung function testing
- Drivers licence renewals & UBER Medicals
- Minor surgery
- Veteran affairs
- Enhanced care planning
- Allied health
- Iron infusion
- Aviation Medicals

Nundah Village Family Practice is an accredited clinic with QPA under RACGP 5th Standards.

