

FREQUENTLY ASKED QUESTIONS

 1300 130 147

In an emergency dial triple zero (000)

HOW LONG HAS GP ACCESS AFTER HOURS BEEN OPERATING?

GP Access After Hours was established in Maitland in 1999 and has grown to be the most recognised, quality provider of comprehensive after hours care in the Hunter. GP Access After Hours has five clinics located in the Newcastle, Lake Macquarie and Maitland areas.

GP Access After Hours is an approved after hours medical deputising service.

HOW DO I MAKE AN APPOINTMENT?

Call **1300 130 147** and speak to one of our qualified and experienced staff who can provide advice and if necessary, arrange an appointment at one of our five clinics.

WHO CAN USE THE SERVICE?

Anyone can call GP Access After Hours Service on **1300 130 147** and if required, will be provided an appointment at one of our five clinics.

WHEN CAN I CALL THE GP ACCESS AFTER HOURS SERVICE?

GP Access After Hours call centre is open when your GP is closed including weeknights, weekends and public holidays. Our call centre hours are:

Weeknights – 5.30pm until 8.00 am the next day

Weekends – 12.00pm (noon) Saturday to Monday 8.00am

Public Holidays – 24 hours

WHEN ARE THE GP ACCESS AFTER HOURS CLINICS OPEN?

GP Access After Hours clinics are open when your GP is closed including weeknights, weekends and public holidays. Our clinics are open from:

Weeknights – 6.00pm

Saturdays – 1.00pm

Sundays – 9.00am

Public Holidays – 24 hours

I HAVE MY OWN GP BUT AM NOT SURE IF I NEED TO SEE A DOCTOR NOW, CAN I CALL GP ACCESS AFTER HOURS?

Yes, you can call GP Access After Hours on **1300 130 147**. Depending on your illness or injury, you will be:

- provided self-care information and advised to make an appointment with your regular GP in regular business hours
- provided with an appointment at one of our five clinics
- advised to go to the nearest Emergency Department
- advised to call triple 000 for an ambulance

WHAT DOES THE SERVICE COST?

GP Access After Hours is a Medicare Bulk Billed Service for anyone who holds a Medicare card. Overseas visitors and/or students will need to pay a fee.

WHERE ARE THE GP ACCESS AFTER HOURS CLINICS LOCATED?

Four of our five clinics are located within local public hospitals with easy access to emergency departments and specialist services if required. Look for the GP Access After Hours signs at:

Belmont Hospital

16 Croudace Bay Road, Belmont

John Hunter Hospital

Lookout Road, New Lambton

Maitland Hospital

High Street, Maitland

Calvary Mater Hospital

Edith Street, Waratah

Westlakes Community Health Centre

(Toronto Polyclinic)

6 James Street, Toronto

WHAT AREAS DO YOU SERVICE?

Newcastle, Lake Macquarie and Maitland areas.

WHAT SERVICES DOES GP ACCESS AFTER HOURS PROVIDE?

GP Access After Hours provides a range of services including:

- Assessment by experienced, qualified General Practitioners and registered nurses
- Caring for people of all ages
- Caring for babies and children e.g. sore throats and ears, high temperatures
- X-Rays
- Plaster/back slabs
- Pathology as needed
- Wound review and dressing

WHO WORKS IN THE GP ACCESS AFTER HOURS CLINICS?

GP Access After Hours clinics are staffed by 250 experienced local doctors (who are all qualified General Practitioners), registered nurses and administration staff. Our staff have extensive experience working in general practices and provide comprehensive, reliable and safe care.

HOW LONG WILL I HAVE TO WAIT FOR MY APPOINTMENT?

When you call GP Access After Hours you will be given an appointment time at one of our clinics. Over 90% of all people attending a GP Access After Hours Clinic are seen within 30 minutes of their appointment time.

CAN I DROP INTO THE CLINIC WITHOUT MAKING AN APPOINTMENT?

We prefer that you call us on **1300 130 147**, so that you can be given a suitable appointment at a clinic appropriate to your needs.

DOES THE SERVICE PROVIDE HOME VISITS?

Home visits restrict the type of care Doctors can administer, so we prefer patients to attend one of our clinics where our staff can provide comprehensive and safe care to meet your immediate needs.

WHERE ARE MY CONSULTATION RECORDS KEPT?

All information is treated confidentially and meets privacy legislation. With your permission, our consultation notes are electronically forwarded to your regular GP within 24 hours of your GP Access After Hours clinic appointment.

WHERE DO I GO FOR FOLLOW UP CARE?

After you have visited a GP Access After Hours clinic you will need to follow up with your own doctor for further treatment as we do not provide ongoing or routine treatment.

For non-urgent care you should make an appointment to see your GP during normal surgery hours.

WHAT HAPPENS IF I HAVE NO TRANSPORT?

In exceptional circumstances and if appropriate, transport to a clinic can be arranged if no other transport options are available.

IS GP ACCESS AFTER HOURS AN ACCREDITED SERVICE?

Our service is committed to delivering safe and high quality health care and complies with the Royal Australian College of General Practitioners (RACGP) Standards for General Practices.

We are an AGPAL Accredited Quality Practice.

HOW CAN I PROVIDE FEEDBACK ABOUT THE SERVICE I RECEIVED?

We are always interested to receive feedback about our service. You can do this by:

- Asking the clinic receptionist for a feedback form
- Sending an email to: enquiries@hunterprimarycare.com.au
- Calling GP Access After Hours during business hours on **02 4925 2259** and asking to speak to the GP Access After Hours Manager
- Sending a letter to **GP Access After Hours PO Box 572, Newcastle NSW 2300**