



Fax: 02 4744 3655

Ph: 02 4880 3809

After hours ph: 0473 003 868

Em: reception@thrivegp.com.au

Web: thrivegp.com.au

Mail: PO Box 239, Crookwell

Thrive Medical Practice

Practice locations:

161 Goulburn Street, Crookwell

73-75 Bunnaby Road, Taralga (Usually Wednesday fortnightly only)

Hours: Our reception is available by phone from 8:30am- 5:30pm Monday to Friday. After hours care and contact is available outside of these hours as outlined below.

How to book to see us: Visit: www.thrivegp.com.au to book online or phone: 0473 003 868. We do accept walk in appointments that are deemed critical or urgent. We can arrange a consultation via telehealth or at the clinic for walk-in patients. Our practices fees are available from reception or via our website. A list of our current practitioners and staff can be found on our website.

Communication policy: When contacting with our practice, we endeavor to return phone calls and emails as soon as possible. Our email communication policy is that we will reply to all received emails within 48 hours of receiving the email. This response will be in email format unless deemed more urgent in which case a phone call will be made. Our phone call communication policy is to ensure that all missed calls will be returned by close of business on the same day (if you are unable to be reached we will leave a voicemail to let you know we have been in contact).

Care we offer

GP consultations: please specify standard (10-15 minutes, to address one problem), or long consultation (20-25 minutes, to cover 2-3 problems, or mental health). If you need a checkup, womens health or mens health check, licence or other medical, please let us know when booking.

Health checks: We encourage all patients to book for a health check, as we believe in prevention of illness and detecting health problems early. Certain groups of patients have specific health checks, such as: children under 5; people over 75years, people aged 40 to 49years old, children living with autism, developmental disorders or disabilities and adults with intellectual disability. More information is available in our patient information folders and by talking with our Senior nurse, Ruth Myvalt.

Chronic Disease Management: people with chronic diseases (such as diabetes, heart, lung or kidney disease, etc) benefit from extra support accessing services, coordinating care from different providers and understanding their health. Our Practice nurse, Ruth Myvalt has many years' experience with chronic disease management and will work with your GP to plan and manage your health. Please phone to make an appointment with Ruth, or ask to speak with Ruth directly to further discuss.

Urgent Medical Care: we make urgent appointments available each working day, please book either online or by phone. Please let our reception staff know if you are unwell, and feel you should be seen urgently so this can be provided for you. If all GP appointments are full, and your matter is urgent, our Practice Nurse can assess you and arrange appropriate care.

After Hours and Weekend Care: Our phone is monitored until 11pm Weekdays and Saturday mornings until 1pm. If you require urgent care outside of these hours please present to Crookwell Emergency Department where we have an agreement that they will provide medical support for you after these hours. Some after working hours appointments are available for people who cannot attend during business hours (usually weekday evenings or Saturday mornings). If you require urgent medical care after hours, please phone 0473 003 868.

All emergencies, phone 000

Nursing home and Home visits: we provide home based care for frail and disabled people who cannot attend the practice. Some conditions apply, please contact the practice to discuss should you require home visits.

Test Results: Following up results is an important part of patient care. If you've had tests to further investigate a health problem, we generally prefer to see you at a followup appointment to discuss results and plan treatment, etc. Your GP will discuss followup when the tests are ordered. Routine tests, such as cervical screening and some regular blood tests may be notified by mail or email, your GP will discuss. All results are important. If you haven't received your results or are unsure regarding followup, please phone us.

Reminders and recalls: Thrive keeps a computerised record of important health activities (eg cervical screening, vaccination or colonoscopy, etc). We will check these when consulting, or may notify you by phone, mail, SMS or email when such activities are due for you. Please let us know how you'd like to be reminded, or whether you'd prefer not to receive reminders. We use HotDocs to manage our patient recalls and reminders. You may receive SMS and/or a letter to request that you book an appointment for a health activity (such as a cervical screening or vaccination) or for the delivery of test results. If the doctor requires more urgent contact with you regarding a reminder or to discuss test results our reception will contact you via phone call.

Privacy: We realise that your healthcare is private, and we have procedures and training in place to protect patient confidentiality, and ensure that only the people who need to know your private information are given this information. Except in rare circumstances, no private information is given to a third party without the patient's consent. Please ask for a copy of our privacy policy at Reception.

Interpreters: A telephone interpreter is available; please ask when booking your appointment so we can arrange this.

Smoking: Thrive Medical Practice has a strict non-smoking policy. We ask that you refrain from smoking within the vicinity of our practice at all times.

Patient feedback or complaints: We welcome and encourage you to provide feedback on your experience with us or to disclose a complaint. All feedback and complaints are taken seriously and are handled in a confidential and professional manner. Thrive Medical Practice has feedback forms available from reception and can guide you through the process of lodging a complaint or feedback at anytime.

If at any time you have questions or concerns, please contact us so that we can help you. We warmly welcome any feedback, it's how we grow, improve and thrive.

Our practice would like to advise that we have CCTV footage (not audio) in and around the practice for the security of our staff, patients and building.

Bookings: www.thrivegp.com.au or phone 02 4880 3809

Fax: 02 4744 3655

Email: reception@thrivegp.com.au