

8-22 Patrick Street
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03 5358 7555

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NEWSLETTER

Summer 2024/2025

THE DOCTORS:

Dr Arthur Obi

MBBS, MRCOG (UK), MRCGP (UK),
FRACGP

Dr Felix Ogbo

MBBS, PhD

CLINIC STAFF:

Nursing: Anulika (Joy), Augusta &
Tammy

Reception/Admin: Emma, Jane & Jodie

PRACTICE HOURS:

Patrick Street Family Practice's phones
are answered from 8:30am until close
Monday - Friday.

Our doors are open:

Monday: 8:00am – 6:00pm

Tuesday: 8:00am – 6:00pm

Wednesday: 8:00am – 6:00pm

Thursday: 8:00am – 5:00pm

Friday: 8:00am – 5:00pm

AFTER HOURS CARE:

For after hours care please call the GP
Helpline on **1800 022 222**. In case of an
emergency dial **000** and ask for an
ambulance.

VISITING SPECIALISTS & SERVICES:

Dr Hemant Chaudhary Cardiologist

Dr Chris Hengel Cardiologist

Dr Rodney Reddy Cardiologist

Kristie Austin Clinical Psychologist

Grampians Podiatry

Hearing Australia

Continance Nurse

Flying Doctors Telehealth Addiction,

Cardiology, Endocrinology, Geriatrics,

Paediatrics, Pain, Psychiatry, Respiratory

& Wellbeing

Australian Clinical Labs

INTERPRETER SERVICES:

Please notify reception prior to your
appointment if you require any
interpreter services.



❖ APPOINTMENTS

All consultations are by appointment only. Appointments can be made by calling the
practice on (03) 5358 7555.

Please let reception know if you require a longer appointment. If more than one family
member needs to see the doctor, please ensure an appointment is made for each
person.

Please advise reception if you are unable to attend an appointment so the reserved
time can be allocated to another patient.

Missed Appointment Policy Patients who fail to attend an appointment or provide
sufficient notice to cancel their appointment may incur a fee of \$50. This fee is not
claimable through Medicare and needs to be paid before any further appointments.

❖ BILLING

**We are a private practice and payment is required on the day by cash, cheque or
eftpos.** We can claim your rebate immediately from Medicare using Easyclaim onto
your cheque or savings card. Bulk billing is available for children 16 years and
under, patients aged 65 years and over, concession card holders, and Diabetics.

❖ CONTACT DETAILS

It is important to let us know at each appointment if any of your contact details have
changed.

❖ REPEAT PRESCRIPTIONS

Script requests are provided at the discretion of the doctor for a fee of \$30 (or \$20 for
Concession Card Holders).

❖ REFERRALS

New referrals require the patient to be seen by the doctor. Referrals are current for 12
months, please check with your specialist if your referral is current as they *cannot be*
back-dated.

❖ COMMUNICATION

To allow each patient the best consultation possible, our doctors prefer not to be
interrupted by phone calls. Our practice staff are happy to take a message and pass this
along to the doctor. Emails are only to be used for correspondence of a non-sensitive
nature and are checked daily.

➤ **Practice information continued on last page...**

Allergic reactions emergency first aid



Severe allergic reactions (anaphylaxis) and asthma attacks related to allergies need emergency first aid.

If you (or a family member) have previously had asthma, or a severe allergic reaction, your doctor (GP) or nurse practitioner will complete an Australasian Society of Clinical Immunology and Allergy (ASCI) Action Plan for Anaphylaxis. Follow the plan if the symptoms of an allergic reaction appear.

Symptoms of a severe allergic reaction (anaphylaxis)

Symptoms of a severe allergic reaction include:

- difficult or noisy breathing
- swelling of the tongue
- swelling or tightness in the throat
- wheeze or persistent cough
- difficulty talking or hoarse voice
- persistent dizziness or collapse
- pale and floppy (young children)
- abdominal pain, vomiting – these are signs of anaphylaxis for insect allergy.

Signs of mild to moderate allergic reaction include:

- swelling of the lips, face and eyes
- hives or welts
- tingling mouth
- abdominal pain, vomiting – these are signs of anaphylaxis for insect allergy.

Mild to moderate allergic reactions (such as hives or swelling) may not always occur before anaphylaxis.

If you have experienced any of these symptoms, you are at greater risk of having another severe reaction. Ask your doctor to refer you to a clinical immunology/allergy specialist.

Emergency first aid for severe allergic reactions

A severe allergic reaction (anaphylaxis) is life-threatening and requires urgent action.

1. Lay the person flat – do not allow them to stand or walk.
2. Give adrenaline injector (such as EpiPen® or Anapen®) into the outer mid-thigh.
3. Phone an ambulance – call triple zero (000).
4. Phone family or emergency contact.
5. Further adrenaline may be given if there is no response after 5 minutes.
6. Transfer person to hospital for at least 4 hours of observation.

If in doubt, give adrenaline injector.

Commence **CPR (cardiopulmonary resuscitation)** at any time if person is unresponsive and not breathing normally.

Always give adrenaline injector first, and then asthma reliever puffer if someone with known asthma and allergy to food, insects or medication has sudden breathing difficulty (including wheeze, persistent cough or hoarse voice) even if there are no skin symptoms.

Be prepared for severe allergic reactions

If you are at risk of a severe allergic reaction, make sure you:

- Have an ASCIA Action Plan for Anaphylaxis.
- Carry a mobile phone to call for help when needed.
- Carry an adrenaline injector (EpiPen® or Anapen®) to treat a severe allergic reaction.
- Consider wearing medical identification jewellery – this increases the likelihood that adrenaline will be administered in an emergency.
- Avoid medication (where possible) that may increase the severity of an allergic reaction or complicate its treatment – such as beta blockers.
- Avoid the known allergen where possible.

Adrenaline injectors

Adrenaline works fast to reverse a severe allergic reaction, and **adrenaline injectors** (EpiPens® and Anapen®) are designed for use by people who are not medically trained. If you are at risk of anaphylaxis, your doctor will have prescribed an adrenaline injector.

Emergency first aid for asthma attacks

If you have asthma, your doctor will prescribe medication and help you to develop a plan to **manage your asthma** and an action plan for asthma attacks.

Asthma can be well controlled with **medication** in most people.

If you, or someone you know, are having an asthma attack, follow the asthma action plan. In case of emergency, call triple zero (000) and ask for an ambulance. Tell the operator that someone is having an asthma attack.

Read more about **asthma emergency first aid**.

Where to get help

- In an emergency, always call triple zero (000)
- Emergency department of your nearest hospital
- Your GP doctor
- NURSE-ON-CALL Tel. 1300 606 024 – for health information and advice (24 hours, 7 days)
- Australasian Society of Clinical Immunology and Allergy (ASCIA)
- St John Ambulance Australia Tel. 1300 360 455
- Allergy & Anaphylaxis Australia
- Asthma Australia Tel. 1800 278 462

This information has been provided by the Better Health Channel at www.betterhealth.vic.gov.au

For the Kids:



Patient Notices:



FACE MASKS

Masks **must** still be worn when entering the practice if you have any COLD or FLU symptoms.

Christmas Opening Hours:

Mon 23rd Dec – 8:00am to 5:00pm

Tue 24th Dec – 8:00am to 4:00pm

Wed 25th Dec – CLOSED

Thu 26th Dec – CLOSED

Fri 27th Dec – CLOSED

Mon 30th Dec – CLOSED

Tue 31st Dec – CLOSED

Wed 1st Jan – CLOSED

Thu 2nd Jan – CLOSED

Fri 3rd Jan – CLOSED

Mon 6th Jan – 8:00am to 5:00pm

Merry Christmas and a Happy New Year from all of the team!



SERVICES:

- Men's Health
- Women's Health
- Children's Health (including Childhood Immunisations)
- Family Planning
- Antenatal Care
- Chronic Disease Management
- COVID-19 Vaccinations
- Travel Health (including Yellow Fever Vaccinations)
- Minor Surgeries (Suturing, Ingrown Toenails, Sunspots, Removal of Moles, etc.)
- Health Assessments
- Mental Health
- Q Fever Testing and Immunisation
- Pre-Employment Medical Assessments
- ECG's
- Urine Drug Screens

RESULTS:

If you wish to discuss any results, an appointment needs to be made with your doctor. If you have any results requiring immediate action, you will be contacted to make a follow-up appointment with your doctor.

PRIVACY:

Patrick Street Family Practice respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our Privacy Policy is available upon request.

COMMENTS/FEEDBACK:

Patrick Street Family Practice values all comments and feedback, and take all suggestions seriously. We take all feedback under advisement as part of our continuous quality improvements. For minor feedback/suggestions that we may be able to deal with immediately, please contact us in person at the practice or phone us on (03) 5358 7555. For matters requiring more consideration, please put your feedback in writing and place it in the Suggestions Box at Reception.