



Draper Street Family Medical

Opening Hours

9am to 5pm weekdays
We are closed on weekends
& public holidays

After Hours

If you require after hours
medical attention please
see contact information on
back page.

Contact Details

Address:

443 Draper Street
Parramatta Park
Cairns Qld 4870

Phone:

07 4051 1074

fax:

07 4051 1398

email:

reception@draperstreet.com.au

website:

www.draperstreet.com.au

Our practice is focused on providing quality, personalized, holistic health care.

In addition to male and female General Practitioners providing a comprehensive family orientated medical service we offer the following services:

- general family health
- well woman & well man checks
- infant & adolescent health
- childhood immunisations
- skin checks
- ante-natal & post natal checks
- sexual health
- contraception & family planning
- minor surgery
- travel vaccinations
- walking groups & exercise classes
- baby massage training
- repeat scripts & referrals

Our focus is on service, so if there are any particular services you would like to see us offer or other comments you'd like to make regarding our practice please let us know. There are feedback forms available at reception for your feedback and suggestions.

The Doctors of Draper Street

Dr Liz Chappel

BSc. MBBS. FRACGP



Dr Liz Chappel qualified in London in 1991. She has extensive general practice experience in both England and Australia. Liz's work interests are varied; in addition to her surgery and nursing home commitments she is the school doctor at Peace Lutheran College. Liz is very focused on the impact of lifestyle on health outcomes and is enthusiastic about nutrition and exercise

Dr Jess Geniola

MBBS



Dr Jess Geniola joined the practice in June 2005 from Tasmania. After more than 20 years as a single-handed GP in rural Tasmania Jess moved with his family to Far North Queensland for a life-style change. Jess has interests in men's health and paediatrics.

Dr Alan McMahon

MBBS FRCRRM



Dr Alan McMahon relocated his practice from Grove Street to Draper Street Family Medical in late 2005. Alan maintained a practice in Babinda until early in 2007. Alan brings with him a wealth of knowledge in particular in the areas of sports medicine, minor surgery and acupuncture.

Dr Ian Cole

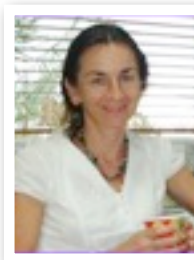
MBBS. FRACGP



Dr Ian Cole helped out at the surgery providing locum cover for Liz while she was on leave in 2006. In January 2007 we were delighted Ian decided to join us on a permanent part-time basis. Ian used to have a private practice at Stratford in the 1990's and more recently worked at the Cairns Private Hospital. Ian has interests in minor surgery and acupuncture and is available for consultations on Tuesday and Thursdays.

Dr Louise Craig

MBBS. DRANZCOG



Dr Louise Craig has most recently been working as a GP in Malanda. Louise is no stranger to the north having been around the area for the last 14 years working with the Royal Flying Doctor Service, Cairns Base Hospital and also on Thursday Island. Louise has a special interest in women's health.

Express Appointments

We are aware that there can, at times, be a delay in seeing your doctor and some things just can't wait. To address this we have instigated a system of one doctor each day setting aside some time for those acute problems. This is for a single problem only and may not be with your usual doctor. Ask our reception staff for more details.

Contacting Your GP

GP's in our practice may be contacted by phone during normal surgery hours. If the GP is attending to a patient, a message will be taken and the reception staff will advise when it is likely that the GP will return your call. Your call will always be put through to the GP in an emergency, if you are unsure ask to speak to a nurse.

The Nurses of Draper Street

Rachel Sargeant

Practice Nurse / Midwife



Rachel Sargeant, a registered nurse and midwife brings to the practice a great deal of knowledge and experience for new and expecting mums. Rachel is trained to administer Pap Smear and Women's Health Checks.

Helen Gamble

Practice Nurse / Midwife



Helen Gamble is also a Practice Nurse and Midwife. Helen was a midwife at the Cairns Private Hospital prior to joining Draper Street Family Medical. In addition to Pap smear and women's health checks Helen is also an accredited baby massage trainer.

Nursing Services

Both our nurses are trained to perform Pap Smears and Well Women's Checks. Both nurses are also Midwives and offer a range of services to new and expecting parents including breast feeding advice, overcoming mastitis, settling techniques, sleeping patterns, weight checks and immunisation. Our nurses also assist our doctors with health assessments and minor surgery as well as many other day to day duties.

Administration

Appointments

Appointments can be made by phoning the surgery on 40511074 or if you prefer you can use our online appointment request at <http://www.draperstreet.com.au>. Every effort will be made to accommodate your preferred time and GP.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

A standard consultation is designed to accommodate a single or uncomplicated matter at a cost of \$65.00. Longer consultation times are available, so please let our receptionists know if you require some extra time.

If you or a family member, require and interpreter service, we can organize this for you also.

If you are unable to attend your appointment please call and cancel. A 'No Show' fee may be charged for those who do not attend their appointments on the day.

We also provide SMS appointment reminders that will be sent to your mobile phone at around 9am one business day before your appointment. Appointments can be cancelled or confirmed by return SMS, just follow the instructions. If you do not want to take advantage of this service please let the reception staff know.

Billing Arrangements

Fees are payable at the time of consultation by cash, cheque (by arrangement only), Mastercard, Visa or EFTPOS we do not accept American Express. Our fees and charges are displayed at the surgery for the more common items. If you have any difficulties in paying our fees, please feel free to

discuss it with us.

All our GPs will bulk bill children under 5 years of age and aged pensioners. For more information on our billing policies you can pick up our billing policy brochure from reception.

Results and Xrays

Please ring for your results after 2pm this gives the doctor a chance to receive and look over your results. The doctor will let you know how long you should wait before contacting us. Generally, blood tests take up to 2 days, pap smears and histology can take up to 7 days. Results may take longer at busier times.

We do not store Xrays here at the practice under any circumstance. After you have had your Xray please ring and make an appointment to discuss the Xrays with your doctor.

Privacy

In handling your medical records it is the practice policy to maintain utmost confidentiality and security at all times. Your information is only available to authorised members of the staff. We follow the National Privacy Principles set out at <http://www.privacy.gov.au/health/index.html>

Administration Staff

The administration and reception team includes:

- James Lake (practice manager)
- Cathy Ritchie
- Nikki Gerschwitz

Additional Services

Repeat Prescriptions / Referrals

Repeat prescriptions and repeat referrals may be available, subject to legal requirements and the doctors discretion. A fee of \$10 applies to each of these services. Whilst every effort is made to deal with requests promptly it may take up to 2 business days to complete your request. You can call the surgery for these services, or alternatively you can go to our website where there is an online form to request repeat prescriptions.

Home Visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery. If you feel you need a home visit please contact surgery staff to discuss the issue.

After Hours contacts

If you need medical assistance outside normal surgery hours there are a range of available options.

- For emergencies (such as **chest pain** or **shortness of breath**) - **contact 000 without delay**
- The Cairns Base Hospital out patients clinic is open 24 hours a day (ph 4050 6333).
- We have an agreement with Cairns 24 Hour Medical Centre (Ph: 4052 1119) for continuing care of our patients when our surgery is closed (including home visits if necessary and appropriate). If you attend the Cairns 24 Hour Medical Centre please advise the receptionist and doctor you are a patient of this practice and ask that a copy of the consultation notes be forwarded to this surgery at the conclusion of your consultation. These notes will ensure continuity of care. Be aware that the Cairns 24 Hour has it's own billing policies, especially with regard to home visits.

Emergencies

All emergencies should be directed to the ambulance on 000.

Complaints

We hope you do not have any complaints about our surgery but if you are unsatisfied in any way direct your complaints first to the practice manager, [James Lake](#). Complaints may be made either by email, over the phone or in person. A complaint may also be made in writing and placed into the feedback letter box found at reception.

