



info@greenhillshealthhub.com.au



0291789031



Newsletter

NEW PATIENTS WELCOME!

All of our doctors are accepting new patient registrations.

Please click [HERE](#) to complete our online registration form through HotDoc.

Appointments can also be booked online via the [HotDoc app](#).



MEET Our Team



Dr Sura Abbas holds Fellowship with the Royal Australian College of General Practitioners. She also works at our associate site, Peppertree GP. Previously, she has worked in a variety of subspecialty roles in multiple hospitals and clinics in Australia and overseas.

She has an interest in Women's Health and Antenatal Care. Dr Sura will be working with us Tuesday, Thursday and Friday.



Elizabeth 'Libby' Campbell has been a Registered Nurse/Midwife for 40 plus years, working in all hospital areas. Specialities include Intensive Care, Midwifery, Women's Health and Education. Libby continues to work as a Registered Midwife, is able to offer lactation advice and education and has her own Doula Support Business called, "Bubbas Journey". Libby has spent some time as a Travel

Nurse/Midwife working in Rural areas around Australia. She loves making new connections with the women, patients and families that she meets.

Melissa has worked in General Practice for 32 years, starting as a Trainee Receptionist. Having loved working at Peppertree GP, Melissa is enjoying her Senior Receptionist role, working with great doctors and fantastic colleagues in a lovely new environment.

Melissa likes working in General Practice and getting to know all our patients and observing their families grow. She enjoys crochet in her spare time, travelling on cruises and is looking forward to exploring in her new caravan.





Thank you to all of our patients
who took part in the recent
patient feedback survey....

We listened to your feedback

As a result, we're taking active steps to
better your patient experience

At GreenHills Health Hub we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

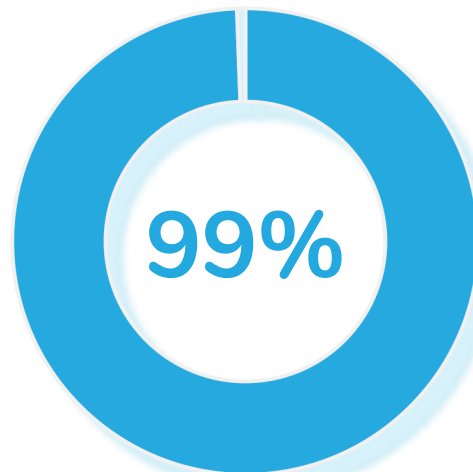
What you told us	Changes we're making
1. Some patients felt that they were unsure how to access after-hours services.	We have provided information: • on our website • on signage on the practice door • on an updated after-hours telephone message • on a digital newsletter
2. Some patients felt there wasn't the opportunity to make complaints.	There is a Feedback QR code in the waiting area. Your feedback goes directly to our practice manager. Our website includes our 'Complaints and Feedback Policy' and our Practice Information Sheet advises how to provide feedback/complaints.
3. Some patients were unsure how to obtain a home or other visit.	Our website and Practice Information Sheet provides information. Our 'Patient Rights and Responsibilities Policy' advises that home visits are available for existing patients on a case-by-case basis.
4. Some patients felt that the general provision of information could be improved, including fees etc.	We have provided information through: • improved signage throughout the practice. • improved website, including the 'Patient Hub' section providing practice policies and after-hours arrangements.

GreenHills Health Hub

Here are the results of our recent

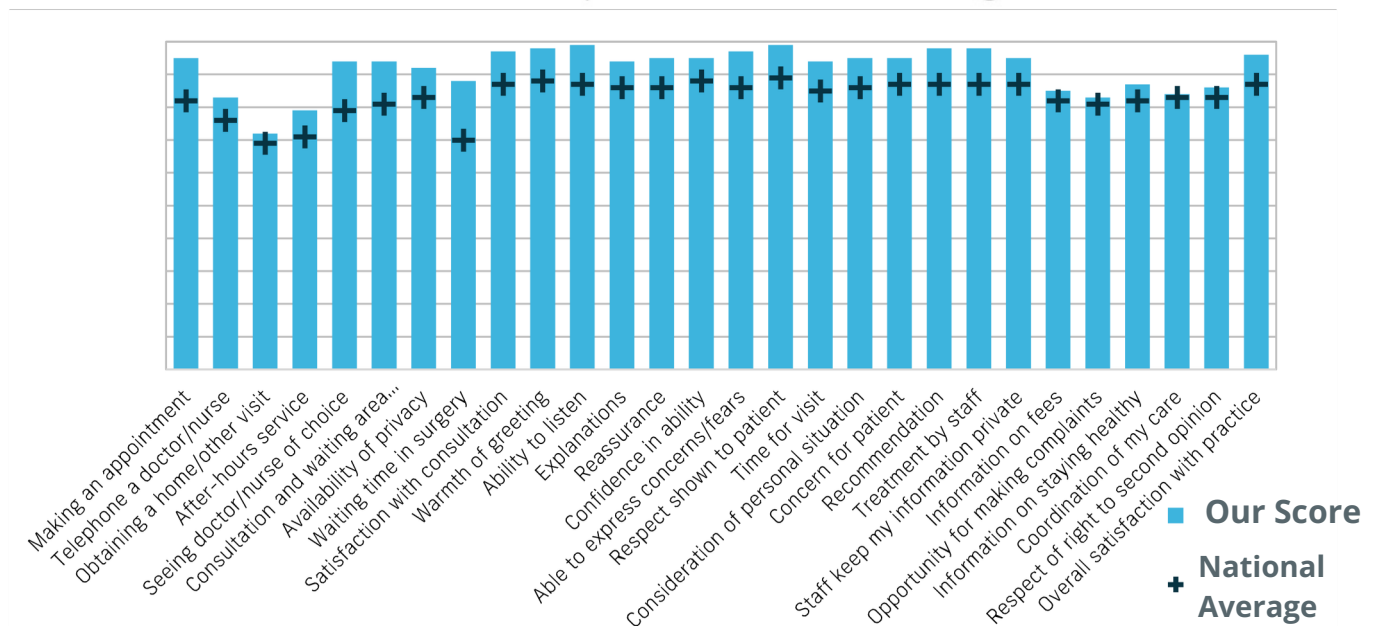
PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



of all patient ratings about
this practice were **Good**,
Very Good or **Excellent**

Patients rated this practice on the following areas



The results of this survey will help us to provide the **best possible service to you**



WE WANT YOUR FEEDBACK

At GreenHills Health Hub, we value your feedback. Please scan the QR code to complete the online Feedback Form.

Alternatively, please ask our friendly receptionist for a paper copy of the form to complete.

TRANSFERRING YOUR RECORDS

If you would like to transfer your records to us, this can be requested by completing and signing a **TRANSFER OF MEDICAL RECORDS FORM**, via HotDoc. [Click HERE](#).

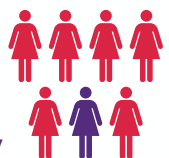
If booking your appointment via HotDoc, you will have the opportunity to complete this form as part of the booking process.

Once we have received your request form, we will forward it to your previous GP.

Most GP practices will provide a patient Health Summary to us free of charge. To transfer full medical records, most practices will charge a fee. Please contact your previous practice to discuss this with them to avoid a delay in receiving your records.



1 in 7 women in NSW will develop **breast cancer**



Look for...



A change in size or shape of your **breast**



A change to the **nipple** such as crusting, an ulcer, redness or an inversion



Nipple discharge that occurs **without squeezing**



A change to the **skin of your breast** such as redness or dimpling

Feel for...



A new lump or lumpiness, especially if it's **only in one breast**



An unusual pain in **your breast** or armpit that doesn't go away

1. Check your breasts regularly
2. See your GP if you notice any changes
3. Book and attend your breast screening appointment

If you're:

- 50 - 74 years
- 40 - 74 years and Aboriginal or Torres Strait Islander

book your free breast screen today.

BREAST SCREEN NSW
CALL: 13 20 50

Workers Compensation Consultations and Employment Medicals available



IMMUNISATIONS AVAILABLE

Thank you for your patience during our application to become an Immunisation Provider.

As a new practice, this is something that is essential to maintain patient safety.

We are delighted to inform you that our application was successful and we currently stock a wide range of vaccines.

Please book an appointment with one of our GPs to discuss your requirements, including travel immunisations.

Childhood immunisation appointments can be booked via HotDoc with one of our Registered Nurses who will be accompanied by a GP.

COUGH ETIQUETTE

Cover your cough!



Wash your hands!



ASSOCIATED SITE & SHARED MEDICAL RECORDS

ROM MED PTY LTD (trading as GreenHills Health Hub) also operates from Peppertree GP Medical Centre (Medowie), under the same management and clinical governance. To support continuity of care, both practice locations operate using a shared secure clinical information system and patient database.

If our receptionist is busy attending to another patient or taking her lunch break, our phonedines will divert to Peppertree GP and their reception team will be able to assist you. For further information, please read our [PRIVACY POLICY](#).





GreenHills **Serenity** **Peppertree GP**
HEALTH HUB WOMEN'S HEALTH CLINIC



Shared Antenatal Care



GP Shared Antenatal Care

At Peppertree GP Medical Centre & GreenHills Health Hub (incorporating Serenity Women's Health Clinic), we offer GP Shared Antenatal Care. This means your pregnancy care is shared between our experienced GPs and midwives, and the doctors and midwives at your local hospital or maternity service. With this model of care, you will have regular pregnancy checkups with your GP, midwife, and obstetric team. If you require additional support at any stage, you can be promptly referred to a hospital doctor or specialist.

Our GP Shared Antenatal Care team follows the latest evidence-based guidelines to ensure you receive the highest standard of care. We aim to provide continuity throughout your pregnancy by arranging for you to see the same GP and midwife whenever possible, so you are cared for by familiar faces throughout your journey.

What is GP Shared Antenatal Care?

GP Shared Antenatal Care allows eligible women with low-risk pregnancies to receive most of their pregnancy care through their regular GP while remaining connected with hospital midwives and obstetric services. This provides personalised, convenient, and coordinated care throughout pregnancy.

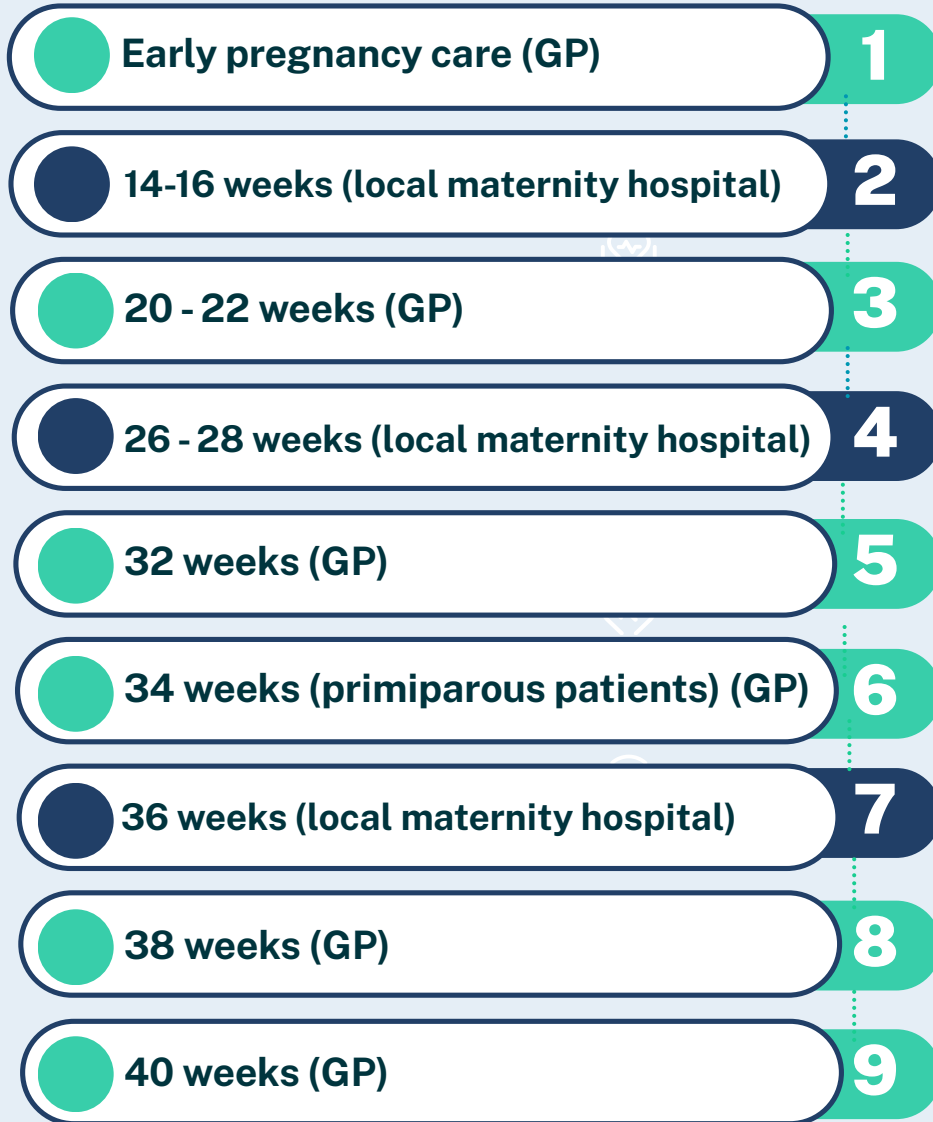
Why Choose Shared Care?

- Continuity of care with a GP who knows you and your family.
- Convenient appointments close to home.
- Flexible appointment times, where available. Access to hospital specialists when required.
- Evidence-based maternity care following current Australian guidelines.
- Ongoing support after your baby is born.
- Mixed billing and bulk billing option.

How the Program Works?

- Routine GP Visits :You will complete the majority of your routine antenatal appointments with our GP clinic.
- Hospital Appointments :You will attend the hospital for specific appointments, such as your initial booking visit, 28-week review, and any required late-pregnancy assessments 34-36 weeks.
- Blood Tests:Your GP will arrange routine pregnancy blood tests in early pregnancy, with repeat testing typically performed at 28 and 36 weeks, and further as clinically indicated.
- Pregnancy Scans:Your routine pregnancy ultrasounds can be performed at local ultrasound providers, public radiology services at Maitland Hospital or John Hunter Hospital, or specialist obstetric ultrasound services of your choice.
- Birth of Your Baby: When it is time for your baby to be born, your delivery will take place at either John Hunter Hospital or Maitland Hospital, depending on your hospital booking and clinical circumstances.

GP Shared Care - Routine appointment schedule:



Getting started

The first step is to make an appointment with one of our GPs to confirm your pregnancy and arrange a referral to the hospital maternity service. In the referral the GP will mention your interest for GP Shared Care.

Your GP will work with you to develop a personalised shared care plan and guide you through the hospital booking process, including any required initial maternity assessment appointments.

If you would like to learn more about GP Shared Antenatal Care or discuss whether this model of care is right for you, please book an appointment to speak with one of our GPs.

Peppertree GP Medical Centre & GreenHills Health Hub (incorporating Serenity Women's Health Clinic) are committed to providing compassionate, comprehensive, and personalised pregnancy care for you and your growing family.



DR SURA ABBAS



DR MADEEHA SAJID



LIBBY CAMPBELL RM

Contact Us:

Peppertree GP: 📞 Phone: (02) 8378 4206, Mon - Fri, 8:00am - 5:00pm

GreenHills Health Hub: 📞 Phone: (02) 9178 9031, Mon - Fri 8:30am - 4:30pm