



wellnews



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The newsletter of
Wellness on Wellington

Winter 2015

News, growth, changes and developments always seems to be happening at the practice. Along with new registrars and receptionists, we've also got new therapists and even new therapies. If you've never heard of play therapy, read on and be surprised at how effective this treatment can be for a variety of children's needs.

In this edition, we celebrate successfully completing another round of practice accreditation, and introduce a new immunisation reaction tracking tool which shows why our practice is at the forefront of patient care. We also discuss things to consider when choosing a general practice—and why we think Wellness on Wellington is such a good choice.

We're also delighted to advise that **Drs Kris Coniglio** and **Kateena Vogel** will shortly be returning to the practice. Read the article below, follow us on Facebook or Twitter and you'll learn how to hear about all these practice developments without even waiting for the next issue of the newsletter.

Staying in touch

We are constantly looking at better ways of both serving our patients and communicating with you.

For the past nineteen years this newsletter has been an effective and well received tool for letting you know both what is going on in the practice and our thoughts on the medical issues of the times.

Now that—for better or worse—we live in an era of immediate communication,

we've started using social media channels like Facebook and Twitter. Admittedly, we're still getting our head around how often and which topics to broadcast, (your feedback on this would be appreciated!) but we know that many patients appreciate getting a snapshot of our view on controversial

medical topics as soon as possible. Sadly the mainstream media are very bad at providing intelligent and moderate perspective on the screaming headlines or current affairs show stories.

Online booking means you can make an appointment at any time by visiting our website wellonwell.com.au, or through the Wellness on Wellington App (with our distinctive logo) from Apple or Google store.

We think that patients should be given as many choices as possible. So we will shortly

start offering the option of receiving this newsletter by email rather than waiting until you are sick enough to need to come to the clinic. In the near future therefore, reception will be asking you to update your email address and for your permission for us to send you emails regarding developments at

the clinic. We will not use email to send (or receive) personal, clinical or medical information.

Speaking of electronic communication, we are pleased that patients have been gradually taking up the option of booking their appointments at the practice online. Online booking means you can make an appointment at any time, even when we are closed and means that our receptionists have more time to deal with the patients at the front desk.

Unfortunately our first foray into online bookings was a very clunky program, particularly for the first appointment. We've now switched to a different system, which has received strong endorsement from the patients who've tried it.

You can make an appointment online by visiting our website wellonwell.com.au, and then clicking on the green "Make an appointment" button. You can also download an app for your mobile device by searching the Apple or Google store for the Wellness on Wellington App (with our distinctive logo.)

We hope you don't need to see us that often, but if you do, we hope you'll find the convenience of online booking makes the process easier and quicker.



Save a life— your own or your family's!

Update your home phone, work phone, mobile phone and address at reception!
Please also update the contact details for your Emergency Contact.

**Wellness on Wellington
1101 Wellington Rd, Rowville
9780 8900 - all hours, every day.
www.wellonwell.com.au**

We are open every day of the year:

Monday - Friday	8.00 am - 9.00 pm
Saturday - Sunday	9.00 am - 5.00 pm
Public Holidays	9.00 am - 1.00 pm
(Christmas & New Year Day 10.00 am -12.00 noon)	

For patients of this practice with urgent problems after hours, a doctor from the clinic can be contacted by calling the surgery and following the instructions on the answering machine.

Better than standard

We are delighted to announce that for the sixth time, Wellness on Wellington has successfully completed full accreditation with AGPAL.

Accreditation is an assessment process to ensure practices meet the standards laid down as the markers for quality general practice.

Our vision is to provide old-fashioned care in a modern setting.

Back in 1999, we were the first practice in Rowville to be accredited and have continued to embrace the process. Our aim is not just to meet but to thoroughly exceed

all the standards and criteria which are set as part of the process. We were therefore most pleased with the verbal and written feedback we received from the surveyors who were impressed by both our facility and our systems.

One of the things that most impressed our surveyors was that the clinic successfully achieves the type of horizontal and vertical integration that most practices are just starting to think about. By vertical integration, is meant housing doctors at all stages of their training—from medical students, to doctors early in their career, to registrars, to fully specialised GPs and then those who are mentoring the next generation of doctors. Horizontal integration refers to the multitude of clinicians including GPs, specialists, nurses and multiple allied health services. Further, we don't just house these practitioners in the building—we actually meet, talk, listen and learn from each other. The surveyors commented on how this was both highly desirable and extremely rare.

Our vision is to provide old-fashioned care in a modern setting. We've always been proud of our attention to detail and making sure that we are at the forefront of good medical practice – clinically and administratively. It is nice to have that recognised by the experts.



Smartvax—very smart!

Not only are we always seeking better ways to care for our patients, we'd also like to help the community at large. To this end, we've recently joined the rollout of an exciting new program called Smartvax.

You might remember a couple of years ago, that there were a number of nasty reactions to the flu vaccine, particularly for children with one particular brand. The frequency of reactions wasn't that great but there were enough to make it inadvisable to give Fluvax to children under 5. The problem was that there was no central depository of information to advise that these reactions were happening, and they went on for months longer than they needed to before the alarm was raised.

A Perth GP, Dr Alan Leeb, has now developed a software system to track vaccination reactions. Three days after you (or your child) receive a vaccine from us, we will send you a text message asking if you have had a significant reaction to your injection. If you reply yes, another message will ask whether it was bad enough to need to seek medical care. Finally the system will ask if you request a follow-up phone call.

The system completely de-identifies all information about the individual patients, but gathers information about thousands of encounters around the country rapidly. In this

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way unusual frequency of reactions to a particular vaccine, batch or age group can be quickly identified and advisory recommendations sent out to GPs around the country.

We're very proud that we were one of only two clinics in Victoria chosen to be part of the rollout and initial trial of this program. We hope that within a year, it will be funded adequately to provide proper vaccine monitoring throughout the country.

Anxiety in children: when to take action

In most cases, childhood anxiety and fears are short-lived. Depending on their age, children are often afraid of the dark or worried about zombies. As they get older they have bigger worries, such as concerns about body image, or whether they are liked by their friends.

For some children though, worry can become more. It is estimated that 15% of children experience anxiety, which means that compared to other children, it is stopping them from engaging in life and feeling happy. Some signs that a child is struggling with anxiety could include: checking things frequently (eg. Is the door locked?), constantly looking for reassurance, trouble falling or staying

asleep, being tired, grumpy, irritable, tearful or upset most of the time, feeling restless, keyed-up or on edge, either refusing to eat or eating a lot, having



tense or sore muscles, unexplained aches and pains, and not wanting to go to school. Excessive anxiety also affects a child's ability to learn as it affects not only brain development, but the ability to concentrate and be social.

Early intervention of anxiety is critically important and there is a body of evidence to show that it is effective. Many studies show mental health issues such as anxiety in adulthood can have their origins in childhood and adolescence. While not

every child needs intervention, for those that do, it can help change their risk of developing mental health issues throughout their life.

The good news is that early intervention through counselling and parental involvement has proven outcomes that help a child and parent learn how to respond to anxiety differently. There is a lot parents can do to help to ensure a sense of nurturing, safe relationship and to help a child learn to face anxieties, so that they don't feel as big.

If you are concerned about whether your child is anxious, it might be a good idea to speak a psychologist who specialises in childhood and adolescent issue such as Brenda Taylor who works at Wellness on Wellington. Appointments can be made through reception.

From the medical press

Each issue we bring you a few interesting developments in the world of medicine with references so you can read more.

Antibiotics might be as good as surgery for most cases of appendicitis. 530 patients aged 18 to 60 years with uncomplicated acute appendicitis confirmed by a CT scan were either given antibiotics or early surgery. About 3/4 of those who

received antibiotics avoided an operation for at least a year. All those who ended up needing surgery, completed their delayed appendectomy without complications.

jama.jamanetwork.com/article.aspx?articleid=2320315

Two out of three patients don't complete the government provided bowel cancer screening test. Of those who do and get a positive result, one-third don't see their GP for followup testing.

aihw.gov.au/media-release-detail/?id=60129551468

Doctors and Diamonds

A good GP is worth more to your health than gold or diamonds ever would be—but choosing a doctor has one thing in common with selecting a diamond—it comes down to weighing up the five Cs.

Competence—a good GP must of course know what they are doing. Competence is a combination of your doctor's training and experience but also the resources that they have available to help them when they don't know. We take great pride that all our doctors hold FRACGP—the highest qualification in general practice. But we also delight that we work very hard at keeping our knowledge at the very forefront of good practice. We hold two clinical meetings each week at which we discuss difficult cases with each other and with our allied health and specialist colleagues. We also host lectures twice a month from the latter groups so we can stay up to date with the most important advances in all aspects of health care.

Confidence—your doctor needs a good bed-side manner. Whilst you are the best judge of whether your GP makes you feel comfortable, our aim is to always provide old-fashioned care in a modern setting.

Convenience. No matter how good a clinic is, if you can't get an appointment with the right service and at the right time, then the quality of the practice is irrelevant. Fortunately, Wellness on Wellington is open long hours and open every day of the year. We have twenty GPs so it is very rare that we cannot provide an appointment on the day that you call. Additionally, we offer an unparalleled range of health services, with more than a dozen visiting specialists and over a score of allied health practitioners in nearly every field. Of course we also have pathology and radiology services on site as well. This means that all your care can be provided in the one location.

Continuity. Whilst no doctor can work all the hours that our clinic is open, it's reassuring to know that our doctors very much work as a team. We often call each other in for a second opinion or to introduce patients to a doctor who may see them in the future. So if you need to be reviewed in a day or a week and your doctor won't be there because of holidays or other commitments, your care will not be compromised.

Continuity is vitally important to your welfare. Keeping all your medical records together means tests don't need to be repeated; a full record of previous illnesses, scripts, immunisations and reactions is maintained; and symptoms which were minor five years ago, can be understood in proper context today.

Above all, continuity allows the time and opportunity for preventative health care. Patients who visit one clinic for urgent and serious problems, but another clinic when they "just need a script" are short-changing themselves by missing out on giving their "real" doctor time to think about big-picture health-care.

Cost. There is no doubt that healthcare is becoming more expensive. For most families, the total out-of-pocket cost for healthcare over a year is not huge but we understand that cost is a significant issue for some patients. We have always tried to keep our fees reasonable for the quality of care and the facilities we provide, including bulk-billing health-care card holders and children for most visits. However the Federal Government has frozen Medicare rebates for the next four years which will put enormous financial pressure on practices and ultimately patients. The government's aim is to ensure that some patients who have previously been bulk-billed will end up paying for their doctor's care.

Perhaps the five Cs can be distilled down to just two - **care** and **comfort**. We trust that Wellness on Wellington excels in both of those and aim to always improve our service to you in both.

A good GP is worth more to your health than diamonds ever would be.

Serious Play

We are delighted to add Play Therapy to the list of services that we offer on Wellness on Wellington. Play Therapy may sound frivolous, but it is actually a serious health-discipline, based on the premise that play is a child's natural medium of communication. Play provides an anchor for the child to process and gain insight into their internal feelings and thoughts.

Play Therapy can help prevent or manage a range of emotional and behavioural difficulties. It is used to increase self-esteem, develop resilience, improve emotional and physical regulation, reduce anxiety, increase engagement in learning and enhance relationships with peers and families.

"A play experience is therapeutic because it provides a secure relationship between the child and the adult, so that the child has the freedom and room to state himself in his own terms, exactly as he is at that moment in his own way and in his own time."

Registered Play Therapists are highly trained to use the functions of play, child development and observation. They use a range of techniques to build trusting therapeutic relationships allowing the child to work through their difficulties.

In 2013 Jenny Lord and Laura West established the Play Therapy Collective to provide a wider range of services to children, families, and organisations. These Registered Play Therapists bring different strengths and experiences to the team enriching the services offered. Services available include individual Play Therapy sessions, Play Assessments, group work, family work and consultations. Please ask reception for more details.



Wellness Whispers

NEW STAFF

We're pleased to welcome our new registrars to our team. **Dr Harishan Tharmarajah** is with us for six months. A local from Melbourne's south-east he studied Biomedical Science at the University of Melbourne and medicine at the University of Queensland. "The last 4 years have seen me work at hospitals around Melbourne. My special interest undoubtedly lies in Paediatrics. I have worked at the Royal Children's Hospital in various disciplines as well as in the Neonatal Intensive Care Unit at the Mercy Hospital. My other interests include . General Practice allows me to explore all my interests including men's health, mental health, dermatology and managing chronic illnesses in a community setting. I love my sport especially cricket, soccer and AFL. In my spare time I enjoy watching movies and going for long walks with my beautiful wife—and a good dance." Harishan will be followed by **Dr Kate Exon**. "Originally from Sydney, I completed my medical degree at the University of NSW, studying in both Sydney and Wagga Wagga. I moved to Melbourne with my husband in 2011, where I worked at Monash Health for 4 years and Emergency Medicine in the Northern Territory.

I am interested in all of general practice, in particular women's health and antenatal care. In my spare time I enjoy hula hooping and practicing my mediocre French. I look forward to being part of the Wellness on Wellington team."

We also welcome **Dr Gillian Porter** who will be with us for all of 2015. "I completed my medical training at the University of Adelaide in 2009. After working in public hospitals in the northern suburbs of Adelaide and completing a diploma of child health I moved to Melbourne with my husband. Since being here, I have worked in Global Health at the University of Melbourne, in Family Medicine as well as raising a young son. I am interested in all areas of General Practice."

We also welcome our two play therapists. **Jenny Lord** has a Masters qualification in Play Therapy and Social Work and is the Victorian representative to Australasia Pacific Play Therapy Association APPTA. She has ten years experience in the field of Child and Adolescent Mental Health,

Child Welfare, disability and Trauma informed services. She has experience of working with Aboriginal children and families and incorporates culturally appropriate interventions into her practice by drawing upon the cultural needs of the client as the main part of their healing process.

Laura West is a Play Therapist and the National Secretary of APPTA. After completing her Psychology degree and Play Therapy training, Laura has worked in the disability field, Child protection and as a therapist in Melbourne and Tasmania. She is currently completing her Masters in Health and Social Development (Applied Science) at Deakin University with a research project on Play Therapy for children who have a sibling with a disability. Laura works with young people of all ages and abilities to support their therapeutic process with the use of play.

Our new massage therapist is **Victor Goldenfein**. Victor graduated from Victoria University in 2002 obtaining his Diploma in Health Science incorporating Remedial, Sports and Therapeutic Massage, and brings 12 years of experience to the practice, having operated Pro-Motion Massage in Hughesdale and then a mobile massage service.

We've also added to our reception team. **Julie Saunders** "... was born in England but migrated as a child. After 45 years I have become an official Australian citizen. I've worked in reception all my life but only joined the medical field a year ago. I'm delighted to be working here. After work I enjoy spending time with my family, a good read and a glass or two of Moscato."

Our new trainee is **Larissa Badelita**. "I'm 18 years old and have a Romanian background. After finishing VCE I began a diploma of finance planning and after a too long a list of part time jobs I was blessed to be offered a full time traineeship here! I play the piano and violin and enjoy travelling and meeting new people. I record music with my older brother. I am very excited to be working here and look forward to seeing how the year turns out!"

NEW BABY

Congratulations to **Dr Aaron Zhang** on becoming a father. Baby Andre was born on April 15th at 3.44kg. Kelly, Andre and Aaron are all doing well!

The information in this newsletter is general in nature and cannot be relied upon in any particular case. Serious conditions may appear minor and vice-versa. We therefore advise that if you have any concern about your health, you should consult your doctor at the earliest opportunity.