



wellnews



Volume 13 Number 1

The newsletter of
Wellness on Wellington

Autumn 2011

There is so much news in and around our new premises, it's been hard to fit it all into one edition. Nevertheless we have filled much of this newsletter with the commencement speech held at the opening of the building. Only a few patients were able to attend, but we want you all to know why we undertook this project. Our newsletter also welcomes our new chiropractor, Frank Whelan.

We are delighted to announce that we were asked to be the first PGPPP practice in the NorthEastern suburbs. (Yes—Rowville counts as NE on medical maps!) PGPPP is a program to give junior hospital doctors, who have not yet decided on a career path, a three-month taste of general practice. However we are fortunate that the doctors allocated to us are highly experienced and making a late career switch to family medicine. We are honoured to have been chosen to take on this role in training tomorrows GPs.

Welcome!

The following is an edited version of the speech Dr David Ringelblum gave at the opening of our new facility.

Family, co-workers, colleagues, patients. Friends.

On behalf of the entire Wellness on Wellington team, I'd like to thank you all for coming today, a day which has great meaning for our team, and we hope significance for you.

It's not quite ready. We're still missing most of the signage inside and out; not all the furniture is here; the children's playground doesn't yet have its equipment. Yesterday, three rooms flooded. Telstra have stuffed up our phones and we are going to be working off mobiles for a few days.

A hundred things have gone wrong. But 100,000 things

have gone right. I would like first of all to thank our neighbours to the east for their pa-

tience during our construction. And I'd sincerely like to thank Reverend David Devine and the Rowville Baptist church for their cooperation, assistance and generosity of spirit. Their advice and help on many levels and in many ways made the construc-

tion infinitely easier. The Talmud teaches us that the best trait a person can have is "to be and to have a good neighbour". We know the church have fulfilled their part of the bargain and we hope that we will live up to ours.

As humans we find the need to fill our lives with meaning and ceremony; to imbue our life with symbolism. The only thing worse than ignoring life's milestone moments is to acknowledge them with empty symbols and ceremonies. We need celebration—but only about things that matter.

So does today really matter? After all - what are we opening today? A piece of land? The land has been here forever. No-one felt the need to celebrate the land when it served as a marijuana farm, so why is a medical cen-

tre any different? Are we celebrating a building? In a sense, yes, but a building is just concrete and bricks and glass and steel.

Admittedly, we think it's very pretty concrete and bricks and glass and steel, but really a building is nothing more than that.

What I hope we celebrate today is not what the building is, but what it enables.

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Not just GPs

We are delighted to announce that Wellness on Wellington doesn't just have family doctors. We now have a range of medical specialists who consult from our rooms providing greater expertise and closer relationships with your GP which will lead to better care for you.

Having specialists in-house means we can get informal advice on more complex problems easily and in most cases get a specialist appointment more quickly.

Our current consultants include General Surgeon and Upper GI expert **Mr Anthony Clough**; gastroenterologist **Dr David Rubinstein**, Urologist **Mr Joe Thomas** and **Cardiolab** who perform echocardiography. All these specialists attend the practice once a fortnight, and all require a referral from your GP.

We are also expecting to announce an orthopaedic surgeon soon and other specialists in coming months.

We welcome our colleagues and look forward to many years of cooperative care.

**Save a life—
your own or your family's!**
Update your home phone, work phone, mobile phone and address at reception!

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

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.

Welcome!

As a practice, we exist for one reason – to provide excellence in health care to the individuals, families and community of Rowville, Lysterfield and Ferntree Gully. But how to provide that care has changed enormously over the past 20 years and with complete certainty will continue to change.

There are some obvious shifts in the way medicine in particular, and healthcare in general, is being delivered. Doctors are more likely to work part-time. Nurses and allied health practitioners are taking on broader roles. Professions which didn't exist 20 years ago like diabetes educators, asthma educators and mental health nurses are now central to health care.

Careers like physician's assistants and clinical nurse practitioners, which are central to health care in Britain and the US but barely exist in Australia, will be regarded as indispensable 10 or 20 years from now.

Practices are growing in size. When I joined Parkridge we were 4 doctors and a mid-sized practice. Today we are 13 doctors – and we are still a mid-sized practice. In years to come 20 or 30 doctors, nearly all part-time, will be a standard and still mid-sized practice.

In doing our homework as to the future of care and what we needed to build, I visited over 50 practices in Melbourne and interstate. A few themes recurred. Every practice that renovated or extended said "We wish we'd made it bigger".

So we made the conscious decision to build not just a practice for now, but as much as possible for the future. We have tried to design a building that can be configured and reconfigured as the work patterns of general practice change.

We wanted a building where integrated care between doctors, nurses and allied health practitioners wasn't just paid lip service but was a genuine feature of the workspace. Our change of name to **Wellness on Wellington** reflects that we are not just a medical centre but a broader health care facility; that we aren't just interested in fixing illness but in promoting health.

We wanted to celebrate the opening of this building, because it will house the future of medical care.

There will be lots of high quality doctors and nurses here. We wanted to expand our training of registrars which we do well, and of medical students which we stopped doing for lack of space. And I am pleased to announce that we are the first practice in the area to have been invited to join the PGPPP program – to take on junior doctors who haven't yet decided whether they want a career in family medicine and give them a first taste.

We wanted to be able to accommodate physician's assistants and nurse practitioners. We wanted to work alongside all the health educators. We want a building that will genuinely allow integrated care, through formal and informal work spaces and meeting spots and through exposure to the practitioner behind the profession. The more we talk to each other, the more we learn.

We wanted to build a health precinct that would have the capacity to run patient education sessions and host patient support groups who want to hold meetings independently.

That was our wish list. And in summary – we want today to celebrate not the success of completing the building but the success of starting a new phase in which we can deliver medicine, healthcare, teaching and growth to our patients and community at a much higher level.

Lest you think that this is entirely new for us, I do want to emphasise how long we have for years shared space, knowledge and patient care with allied health staff but we can now accommodate them with more hours as well as offering patients more staff, more modalities, more availability and more integration.

I'd like to mention the Remedy Health Group, which will be providing natural therapy services from our shopping centre site and that we are pleased at the breadth of service they are adding.

I would like to welcome Rowville Family Osteopathy, Australian Unity Dental and Bounce Physiotherapy who will be providing services from these rooms and invite them to say a few words....

We come now to the opening. I am very grateful to have with us today

Mr Nick Wakeling MLA for Ferntree Gully and Mr Darren Pearce – councillor for Taylor Ward of the City of Knox.

Both these gentlemen are highly experienced in building openings and possess all the technical qualifications, knowledge and expertise to cut the ribbon, but I hope they will forgive me if I pass the honour to someone else.

We are not just a medical centre, but a broader health care facility; we aren't just interested in fixing illness but in promoting health

However choosing that person has proven to be a difficult decision.

It would be very appropriate for the opening to be performed by a member of the Wurundjeri and Bunurong people of the Kulin Nation, traditional custodians of the

land on which this centre is built. Not just appropriate because of the history but because we must acknowledge that the state of health of the aboriginal community is one of the greatest embarrassments for this wealthy land.

It would be most appropriate for the building to be opened by my mother. My parents provided me with great education and resources but above all they gave me through personal example the values of embracing hard work and of serving the community.

It would be appropriate for the building to be opened by my children who provided the motivation for me to undertake a five year project with a twenty year vision, and who suffered my absence and preoccupation.

It could be done by Dr John Siemienowicz, who provided me with my formative experience of general practice and provided the model of practice which I wish to emulate.

It would be appropriate for the practice to be opened by Dr Wayne Piez, who together with his wife Dr Glenda Ferguson started Parkridge Medical Centre 24 years ago and who set the standard of care and the basic values and culture of the practice – quality staff, modern facilities but old fashioned care, 24 hour a day availability at hospital, home and surgery.

It could be Dr Mary Jackson and Dr Ray Carne who took me into this practice and set the standard to which I had to rise.

It could be Dr Peter Tribe who was my partner for about 8 years and whose quiet demeanour and loving care for patients inspired me every one of those days.

It would be appropriate for the practice to be opened by Bronwyn Henman, the practice manager who cajoled, pushed and encouraged me to move from Dandelion Dve to Wellington Village which started our trajectory of growth and led to us eventually relocating here.

It would be appropriate for the building to be opened by our architect Craig Brown who was handed an out-of-scale sketch on graph paper and a rambling 3000 word description of what it should look like and what it should do. He has created a building which has both function and aesthetics – a benchmark and a landmark – which speaks volumes for his imagination and skills.

It could be any of the team of consultants – I can't mention them all but I collected over 250 business cards on this project – who worked together to make this possible.

It could be any or all of the building team from Hacer who worked on this project with detached professionalism but with personal involvement and commitment.

It would be appropriate for our Reception team to open the practice. And I do mean team. They are the first and last that patients see; and whose care for patients and involvement is every bit as important as that of the clinicians.

And I want to point out how much this is a Family practice – the selfless and generous help we received this weekend from the husbands and kids of all the staff members. Thank you so much for that.

It would be appropriate for the practice to be opened by our nurses – a unit that I would put up against any group in the country for their skills, attitude and demeanour. They don't know how much they are valued by the staff and the patients of this practice.

The opening could be done by the doctors. Nearly all of them started here as registrars, so we have a fantastic team, not just a group who work in parallel, but a unit that share common values and approaches to patient care. It is a privilege to work as part of such a team.

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Welcome!

It would be most appropriate for the practice to be opened by Louise Trevean, our extraordinary practice manager who is absolutely passionate about building a great team, a great environment and a great practice. Almost anything that goes right in this place is because she fixes nearly everything that goes wrong.

Then to add to that load, we took on this project. Anything that needed doing, she did. Anything that you find aesthetically pleasing about the finishes in this building you can attribute to her.

There is a grossly overused, completely meaningless and usually untrue phrase one hears in speeches – one which I abhor and usually mock. So I do not use these words lightly, and choose them deliberately and literally – “Louise, we could not have done this without

This centre was built to provide excellence in health care to the individuals, families and communities of Rowville, Lysterfield and Ferntree Gully

you.” Louise is delighted by the size of her new office, but if office size were proportional to heart and soul and dedication and care, this whole building isn't big enough to house Louise's contribution to either the building project or to the practice within it.

It would even be appropriate for the practice to be opened by “the

other woman” in my life – my wife Ruth – who without any understanding of what this project was about, gave unfailing support throughout this process because of its importance to me and whose only concerns were for me not her.

Any and all of them and nearly all of you would be appropriate and worthy openers of this building.

But this centre was built to facilitate the practice in its one purpose for existence – to provide excellence in health care to the individuals, families and communities of Rowville, Lysterfield and Ferntree Gully. If today is to be a meaningful celebration, rather than an empty ceremony, then there is only one person who can genuinely open the practice – it must be one of our patients.

We have chosen someone who has lived and worked in the area for many years, and whose family we have treated for four generations. Someone who has important historical family connections to the practice, and who is in fact the longest standing patient of Parkridge Medical Centre/Wellness on Wellington.

So – after 5 years of thinking, 4 years of planning, 12 months of building, 8,500 emails and very little sleep, I would like to invite to cut the ribbon - (may I have some sterile scissors please!) -

Mr Angelo Cardamone (husband of Marina Cardamone who was our receptionist for 23 years).

Introducing Wellington Family Chiropractic

Chiropractic is a health care discipline based on the scientific premise that the body is a self-regulating, self-healing organism. These important functions are controlled by the brain, spinal cord and all the nerves of the body.

A common interference to the nervous system is the twenty-four moving bones of the spinal column. A loss of normal motion or function of these bones and surrounding tissues and nerves can irritate or impair the function of the nervous system (called a subluxation) causing pain and restricted movement. This can present as low back pain and headaches, but can also cause related symptoms in arms and legs.



Dr. Frank Whelan at Wellington Family Chiropractic aims to improve nervous system function primarily through chiropractic adjustments (with particular attention to the spine, skull and pelvis), to help remove any interference that may be impairing normal health and to restore your own inborn ability to be healthy. A variety of adjusting techniques are used making it suitable for all ages. You are never too old or young and it's never too late to start.

When under the proper control of your nervous system, all the cells, tissue, and organs of your body are designed to function well and resist disease and ill health. The chiropractic approach to better health is to locate and help reduce inter-

ferences to your natural state of being healthy.

Causes of interference can be from physical, chemical and/or emotional causes. Chiropractic is also about identifying the causes of the interference and so also places an emphasis on nutrition and exercise, wellness and healthy lifestyle modifications.

Helping to restore proper spinal biomechanics and improved nervous system function begins with a patient's case history. This provides a background about your health, such as surgeries, accidents, the onset of your condition, and other details affecting your current health. After reviewing your history and discussing your specific problem, a thorough orthopaedic, neurological, and chiropractic examination is performed. X-rays may be taken to uncover structural and functioning problems associated with the spinal column.

These examinations help identify areas of spinal malfunction and resulting nervous system deficit. The findings of these examinations are explained and a plan of chiropractic adjustments may be recommended.

Progress is monitored with periodical examinations and follow-up reports.

Call 9780 8910 to book an appointment or visit our website www.rowvillechiro.com.au for more details.



Flu Season is coming

It's hard to imagine that flu season is nearly here, but preparations need to begin now. Annual flu shots are the best way to avoid getting influenza and are highly recommended for patients with heart, lung or kidney disease, people with diabetes, anyone who cares for such patients and for everyone over the age of 65.

Other patients who want to avoid the pain and complications of flu should also consider the vaccine.

To make immunisations easier we will be running some weekend flu-shot clinics in March and April. Please ask reception for the dates and procedure to book in.

Wellness Whispers

DOCTORS—NEW AND OLD

We are delighted that **Dr Catherine Field** will be returning to us in mid-February. She fills us in on her experiences since she left us in 2009.

“Since leaving Parkridge Medical Centre, I have been at Ashwood Medical Centre and then moved to Point Lonsdale for a compulsory 6 month rural term, but was so swept away by the sea air and living by the beach that I decided to stay for 18 months. I also enjoyed working in a small town and getting to know my patients’ families well. But then I got married last November, and with a husband now working in Melbourne it’s back to “home base” !”

Once the bureaucratic hurdles are overcome, Catherine will be practicing under her married name of Bacus.

We are very excited that **Dr Julia Trayer** and **Dr Kristina Coniglio** will be returning from maternity leave in the first part of the year.

We also farewell **Dr Amanda Shelton** and welcome our new registrar, **Dr Timothy Tai**. Unlike most registrars who are with us for six months, Timothy will be with us for a year. He plays saxophone, chess and cards at a professional level, skis and scuba dives, speaks both Chinese and Japanese and has done research into tissue engineering as a cure for diabetes. He has also done a great variety of hospital jobs standing him in great stead for general practice.

We also welcome our first PGPPP doctor. She is a highly experienced practitioner—**Dr Wen Yu**. Wen graduated in 1989 and specialised in Rehabilitation Medicine in China before moving to Australia. “I am currently doing resident rotations at Eastern Health. It is a fantastic opportunity for me to get some experience of GP at WoW. I am interested in rehabilitation medicine in stroke, orthopaedic conditions and mental health.

In my spare time, I enjoy tasting and learning to cook different food. Australia is a great place to fulfil this hobby. I also like to meet mothers of teenage children, discussing how to manage teenage boys, and practice these strategies at home.”

AND RECEPTIONISTS—ALL NEW!

Farewell to **Charmaine Phillips**, who started with us as a trainee and remained with us for three years as a valuable member of our reception team.

Charmaine is moving to Queensland to be closer to her family and to undertake university study. We wish her great success and happiness.

Our current trainee, **Nakeisha Leo**, has graduated to fully fledged receptionist and will be staying on with us. The trainee role will be taken by **Holly Walsh** who completed Year 12 at Wantirna College last year. “This is my first full-time job, though I have worked at Baker’s Delight for about a year and a half. My hobbies include watching Dr Phil with my baby kitten Jimmy”.

We are fortunate to have been joined by two new, experienced receptionists—Jan and Pierina.

Jan Summons is an “Indian/Scottish/Kiwi/Australian. I am married with two teenage children. I enjoy cooking, reading and walking. I have worked as a medical receptionist since I moved to Melbourne two years ago, and am enjoying being part of the WoW team”.

Pierina Marino tells us “I previously worked in a small 2-doctor practice but set myself a challenge and a change to work in a larger and more modern practice. I am the mother of four children so I have a very busy life! I enjoy reading, coffee (with cake) and time in the garden. My dream is to visit Italy again one day. I have been warmly welcomed by staff and doctors at WoW and look forward to being part of this great team.”

FOLLOW THOSE DREAMS

We are pleased to again offer chiropractic services at WoW and welcome **Frank Whelan**. Frank was in his late 40s when he took up the profession after being inspired by an Englishman who set his goal to live to 100 and who happily died at the birthday party to celebrate that milestone. Frank decided to do the same. But how to stay healthy enough to achieve that goal and how to fill in the time purposefully?

“Soon after, chiropractic came into my life and provided the answer to both questions. I decided to become a chiropractor after my practitioner explained how the ‘innate intelligence’ that makes us was capable of keeping us healthy and healing us. A healthy nervous system means a healthy body.”

Frank has lived in Knox, including Rowville, for over thirty years with his wife and two fox terriers, the children having moved into the city!

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.