

Dr James Ayres - BSc,MBBS,FRACGP

Dr James Ayres is interested in all areas of general practice, particularly in Men's Health, Sports Medicine, Chronic Disease including Diabetes and Asthma.

Online Bookings Available existing Patients

Dr Kathleen Calder - MMBS, FRACGP

Dr Calders Special interests include General Medicine. Women's & Children's Health. Nutrition and Preventative Health Care.

Accepts New Patients.—Online Booking Available

Dr Said El Sherif - MBBCH,AMC,FRACGP

Fracture Management and Minor procedures including Nail Wedge Resection. Antenatal Care, Paediatrics, Diabetes Management, Travel Medicine, Vaccinations and Men's Health. **Accepts New Patients -Online Bookings Available**

Dr Mosharaf Hossain - FRACGP DCH DRANZCOG

Accept New Patients - Online Booking Available

Dr Paul Hughes - MBBS,DCH,DRCOG,LMCC

Dr Hughes special interests include Obstetrics, Gynaecological problems, Contraception, Tongue tie, Children's Health and Casualty Care.

Accepts New Patients -Online Bookings Available

Dr Shamim Khan - MBBS, FRACGP, DCH

Dr Khan's Special Interests Include General Medicine, Women's and Children's Health. Antenatal Share Care.

Accepts New Patients - Online Bookings Available

Dr Clare Perkins - MBBS FRACGP

Accept New Patients - Online Booking Available

Dr Suda Pranavan - MBBS,FRACGP

Special Interests include Obstetrics—shared antenatal care, Gynaecological and women's health issues, medical problems, Mental Health and Skin issues.

Accepts New Patients.-Online Bookings Available

Dr Sivan Rasaratnam - MBBS, DipOBS, RACOG, FRACGP

Dr Rasaratnam's special interests include Gynaecological Problems, Check-ups and Antenatal Share Care.

Accepts New Patients.-Online Bookings Available

Dr Kaisa Thompson - FRACGP

Dr Thomson's special interests include Family Planning and Women's Health.

Dr Phillip Verghese - MBBS, FRACGP

Dr Vergheses' special interests include the management of Asthma, Paediatrics, Men's Health, Allergies and Antenatal Share Care.

Accepts New Patients.-Online Bookings Available

Dr Sue Williams - MBBS, Dip Obst, & Gyn

Dr William's special interests include Antenatal Care, Women's Health and Paediatrics.

Practice Nurses

Shirley, Dannielle, Fay, Ebony and Amy assist Doctors in procedures, give immunizations, injections, apply dressings, prepare Care Plans and Health Assessments and perform 4 Year Health Checks.

Dietician—Marina Claire Psychologist—Ghizala Jafri

See patients from any surgery—accept Care Plans.

Practice Administrator Manager

Lisa Whillans

Finance Manager

Reception Manager

RESULTS

**Please call for your results
Monday to Friday
Between 1pm and 3pm**

TUGGERANONG SQUARE
MEDICAL PRACTICE



Phone 6175 0400

Fax 6293 2970

OPEN 7 DAYS

Monday to Friday

7.45am to 6.15pm

Weekends & Public Holidays

9am to 6pm

Closed Good Friday and Christmas Day

AFTER HOURS

Emergency 000 CALMS 1300 422 567



Consultations by Appointment

Private Billing Practice

New Patients Welcome

1/341 Reed Street (South)

Tuggeranong ACT 2900

Book Appointments Online

Www.tsmp.com.au

Our Mission

To ensure the highest quality of patient care is provided through a team effort that acknowledges and respects the work of doctors, nurses and all team members.

Tuggeranong Square Medical Practice was founded in 1991. Today it is one of the largest multidisciplinary Practices in Canberra.

TSMP proudly offers the services of twelve doctors, five nurses and employs a management and reception team of over 15 team members.

Doctors at TSMP work on a weekend roster rotation to ensure their patients have access to quality medical 7 days per week.

Nursing staff at TSMP are highly trained and perform a varied and wide range of services from preparing management and assessment plans, giving advice to new parents, immunising children to performing an ECG and assisting in an emergency.

Reception Staff at TSMP are all friendly and professional and want to help make it as easy as possible for you to access your doctor and our services. Long appointments can be requested and reception are also able pass on a request to your Doctor should a home visit be required. Walk in appointments are also available.

**Book Standard Appointments
Online
www.tsmp.com.au**

Compliments or Complaints can be directed in person or in writing to the Practice Manager.

If you do not feel your complaint can be addressed at the practice level, you may direct it to the Community and Health Services Complaints Commissioner, Level 9, Eclipse House, 197 London Circuit, Canberra City (PO Box 977 Civic Square, ACT 2601), or telephone (02) 6205 2222

Contacting You

TSMP relies on having up to date contact details for all patients. To contact you we will always call you on the phone first so at least two phone numbers are preferred, letters will be sent if we cannot make phone contact. Where possible please supply us with your next of kin details so we have options to call you when it is urgent. If you find any details we have are incorrect please inform our staff.

Results

For all test results please call our Receptionists on 02 6175 0400 between 1pm and 3pm three working days after your tests. We also will call you if your Doctor requires an appointment or wishes to provide you with information about your tests.

Contacting Your Doctor

Your Doctor can be contacted during business hours. Your Doctor will take urgent calls at the time. Non-urgent calls will be taken as a message for the Doctor and your call will be returned.

Reminder Letters

Our practice is very focused on preventative health care. Reminders may be periodically sent out regarding important health checks you would benefit from. TSMP uses the State Territory and National reminder system. ***Please advise reception if you would like to opt out of our reminder system.***

Repeat Prescriptions

TSMP Doctors encourage you to have a review when requiring a repeat prescription. This is regarded as best practice medicine. To request a repeat prescription you must have seen your doctor in the past 2 months. A \$10.00 fee will apply if scripts are collected, \$15.00 if they are faxed to a pharmacy.

Fees

Doctors set their own fees at TSMP. Our reception team are happy to inform you of Doctor's fees. Payment is at the time of consultation this includes Workers Compensation Claims. Cash, Credit Cards, EFTPOS and AMEX are available methods of payment.

Health Information and our Privacy Policy

The staff at Tuggeranong Square Medical Practice respect your right to Privacy. Information collected by TSMP will be used for the purpose of providing treatment to you. We may disclose your health information to other health care professionals, or require it from them if, in our judgment, it is necessary in the context of your treatment.

Your patient history and treatment records will be kept at TSMP. If you would like to inspect your records or seek an explanation from your doctor please make an appointment and your Doctor will be happy to go through your records with you.

Should you require copies of your records or for your records to be transferred to another Medical Practice you will need to provide the request in writing along with a photo copy of your photo ID. A fee is charged for this service, you will be informed of the fee to be paid prior to your records being sent.

A full copy of our Privacy Policy can be obtained from our Reception.

TSMP is a GPA Accredited Medical Practice



Language

TSMP has a number of Doctors who are able to converse in more than one language. If we are unable to interpret for a patient, interpreters can be contacted at the National Australian Interpreter Booking and Payment Service Ph 1800 24 69 45 or online at www.nabs.org.au For hearing impaired patient are contacted via the National Relay Service 1800 24 69 45 (interpreter) or via mail.