

## Online Appointment Bookings

You can now book appointments online 24/7. Go to our website: [jpmedical.com.au](http://jpmedical.com.au) and follow the links to book your appointment.



### ● PRACTICE DOCTORS

Dr Peter Beaton

Dr Rhona Marques

Dr Nnaemeka (Nemy)  
Ezeorakwe

Dr Yara Mohamed

Dr Venugopala Reddy

Dr Jia Goh (Registrar)

*We provide a comprehensive family medical service – quality care in a friendly, relaxed atmosphere.*

### ● PRACTICE MANAGER

Toni

### ● PRACTICE NURSE

Michelle & Dorothy

### ● RECEPTION STAFF

Rhiannon, Claire, Sarah & Danielle

### ● SURGERY HOURS

Monday to Friday - 9am – 5pm

Saturday - Closed

### ● AFTER HOURS & EMERGENCY

For medical emergencies dial **000**.

For urgent after hours care go to the Narrogin Hospital or phone **9881 0333** where a Dr is on call.

### ● OTHER SERVICES OFFERED

- Cardiographs
- Vaccinations
- Spirometry
- Mental Health Care Plans
- GP Management Plans
- 45 to 49 Health Assessments
- 75+ Health Assessments
- Assessment and Management of Diabetes
- Registration for Closing the Gap
- Skin Checks
- Cervical Screen
- Asthma action plans

### ● SPECIAL PRACTICE NOTES

**Facility Fees.** Please speak to Reception or your Doctor before agreeing to a procedure at JPMC. The charge covers the cost of consumables used for the procedure at the practice.

**It is important that you make sure you are aware of any out of pocket expenses before they are incurred.**

**Referrals.** Doctors in our surgery are competent at handling all common health problems. When necessary, they are able to draw opinion from Specialists, and if need be, refer you for further investigation. Please note: all initial referrals will require a consultation with the doctor. **Any lost referrals or follow up referrals will incur a charge, please ask at reception for information.**

**Test Results.** If the Doctor needs to convey your results, you will be contacted to make a follow up appointment.

**Repeat Prescriptions.** To order a repeat prescription a charge is applicable, please speak to our reception for further information.

**This Medical Centre is Telehealth enabled.**

**This practice has a no smoking policy.**

### ● APPOINTMENTS

**Consultation is by appointment.**

**Booking a long appointment.** If you require an insurance, employment or driving medical, review of a complex health problem, counselling for emotional difficulties, or a second opinion, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

Please notify us if you are unable to attend an appointment, well in advance.

### ● WAITING TIMES

There is currently a shortage of Doctors in WA. This means all Doctors that are available are stretched to the limit. There are times our Doctors' appointments will be running behind schedule. The Doctor may have been called out, or may have had some unexpectedly long consults. We acknowledge that this is annoying for patients waiting, however it is beyond the Doctor's or the Receptionists' control. Patients being rude, angry or aggressive regarding such delays will not be tolerated. Being angry at the staff won't expedite your appointment, it just causes them additional mental distress and slows the process further. Some tips to reduce the stress of waiting:

- Phone the Clinic in advance to see if your Doctor is running on time.
- Bring a phone, tablet, book, puzzle, podcast or similar to keep yourself occupied.

### ● BILLING ARRANGEMENTS

Accounts must be paid on the day. Those patients with Concession cards and children under the age of 16 are eligible to be bulk billed at the discretion of the Dr.

Payment can be made by cash, cheque, credit card, EFTPOS or direct debit. Direct debit details: **BSB: 086-852 Acct: 83 912 2652** and a notation saying that a remittance notice with the account holder name and invoice number is to be emailed to: [practicemanager@jpmedical.com.au](mailto:practicemanager@jpmedical.com.au). Please put your invoice number in the Payee description when paying by online banking.

### ● MATERNITY LEAVE

We would like to send our best wishes to Danielle as she is going on Maternity Leave



Dry Eye



Telehealth



Sinusitis



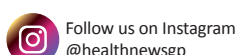
Exercise in Childhood

## YOUR NEXT APPOINTMENT:

### ENJOY THIS FREE NEWSLETTER

Please remember that decisions about medical care should be made in consultation with your health care provider so discuss with your doctor before acting on any of the information.

[www.healthnews.net.au](http://www.healthnews.net.au)



# Dry Eye

The eyes need constant lubrication, which is provided by the tear glands. Eyes become dry of tears for two main reasons.

Firstly, tears can evaporate too quickly. This can be on aeroplanes, in air conditioning, in dry air, or smoky conditions. It is temporary and is improved by using lubricant drops and removing yourself (where possible) from the situation. Secondly, it can be due to reduced tear production. This can be with advancing age, various medical conditions (e.g. diabetes, lupus Sjogren's syndrome scleroderma), certain medications (e.g. antihistamines, antidepressants, blood pressure tablets), and tear gland damage through trauma.

Other risk factors include being female, using contact lenses and having low vitamin A levels. Symptoms are a burning, itching, stinging or dry feeling in the eye. The eyes may become red and sensitive to light. Blurry vision can follow.

Diagnosis is mainly on symptoms and a thorough eye examination. Blood tests may be done to rule out underlying conditions. You may be referred to an ophthalmologist. Complications include eye infections and damage to the eye surface. Fortunately, these can be largely avoided.

Treatment depends on the cause. In most cases, eye drops are recommended to keep the eyes moist. These may be used multiple times a day. Avoiding situations where dryness would be aggravated is important (where practical). Try to stay inside on windy days or when there is smoke in the air. Wear sunglasses when outside. Take breaks when using screens for long periods, and position your screen below eye level so you tend to look downwards. This can reduce evaporation.



More info »



## Telehealth

The term telehealth has generally not been used outside medical circles. It applies to the use of technology (video or phone) to deliver medical services.

At the start of the pandemic, the federal government, for the first time, allowed Medicare funding to support consultations with your doctor that are not in person. Consultations can be done through video conference or telephone.

Guidelines for the use of telehealth are being updated by the Medical Board as of September 1, 2023. These seek to balance the value to consumers of remote consultations whilst recognising there are limitations as to what can be done when a patient is not in the same room as the doctor. For example, one cannot listen to the lungs.

A requirement of a telehealth consultation is

that you understand that it may be necessary to follow up with a clinic visit.

An exchange of emails or text messages (even for a prescription renewal) is not considered adequate. There needs to be video or audio discussion in real-time. To be entitled to a Medicare rebate, there is a requirement that you have had a face-to-face consultation with the doctor (or another at the same practice) in the 12 months before the telehealth consult.

Telehealth consultations can be booked in a similar way to regular appointments. Prescriptions can be collected or sent electronically to yourself or a nominated. Referrals can also be collected or sent directly. Ask your practice staff about their procedures.

## Varicose veins

Widened, often twisted, veins near the skin surface are called varicose veins. They are most common on the lower legs.

Risk factors include advancing age, being female, a positive family history, being overweight, pregnancy and prolonged sitting or standing. They will appear as blue twisted cords on the legs. Whilst often painless, they can cause aching and a heavy feeling in the legs. Itching and skin rash (varicose eczema) can also occur. If ruptured, there can be significant bleeding. In more severe cases, there can be ulceration. However, they are not associated with deep vein thrombosis.

Treatment depends on the severity of the condition. There are no specific medications available to treat varicose veins. While painkillers may provide temporary relief from symptoms, they should not be solely relied

upon. In the past, formal surgical stripping procedures were performed, which required several days of hospitalization. However, surgical treatments have advanced, and the most common approach now involves injecting substances to close the affected vein. Since varicose veins are no longer functioning correctly, removing or closing them is not problematic. This can be done as an outpatient, and recovery is relatively rapid.

People seek treatment either for cosmetic reasons or due to symptoms. Talk to your doctor about what might be the best option for you. Preventative approaches include maintaining a healthy weight, exercising regularly and changing position regularly.



More info »

# Sinusitis

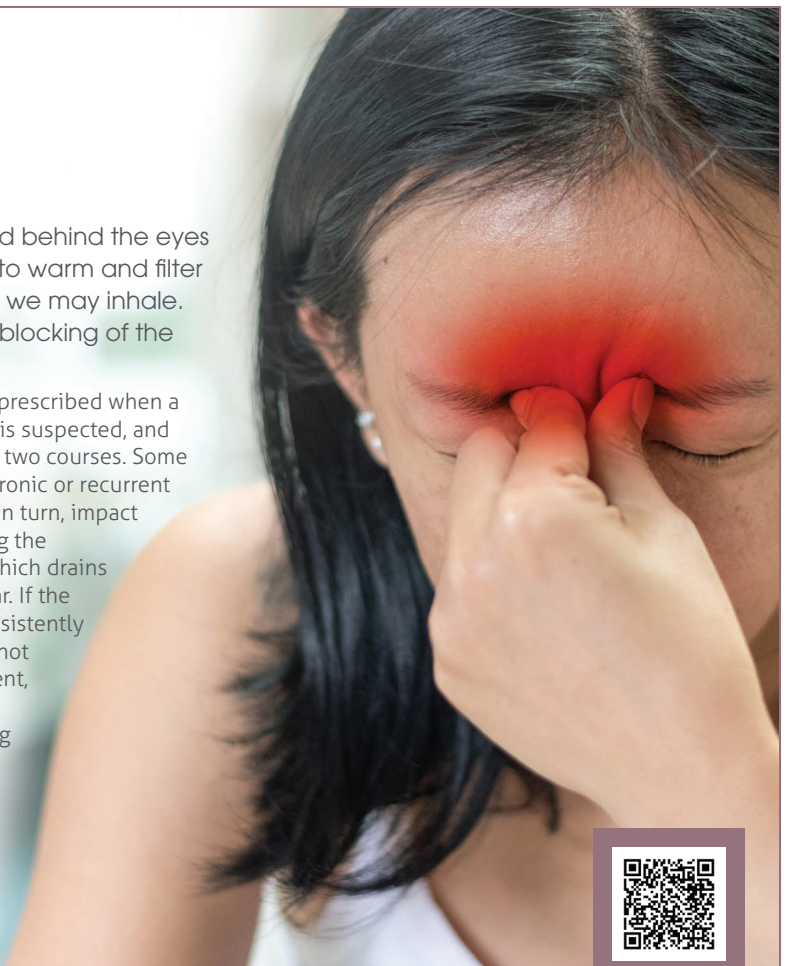
The body has several air-filled sinuses below, above, and behind the eyes in communication with the nasal passages. Their role is to warm and filter air and produce mucous to trap dust and other irritants we may inhale. Too much mucous production, swelling of the linings or blocking of the internal passages can lead to sinusitis.

Risk factors include smoking, regular use of decongestant sprays, dental infection, and nasal polyps. Common predisposing factors are viral illness, such as a cold, or allergy issues, such as hay fever. Sinusitis can also be of itself.

Typical symptoms are a blocked nose, headache or facial pain, postnasal drip, cough, yellow or green nasal mucous and a feeling of pressure in the sinuses. There may be a fever.

Treatment depends on the cause. If allergy-related, antihistamines and steam inhalation with or without eucalyptus can help. Avoid decongestant sprays. Over-the-counter steroid sprays may help, but talk to your doctor before self-medicating. Simple analgesics like paracetamol or ibuprofen can ease symptoms.

Antibiotics will be prescribed when a bacterial infection is suspected, and some people need two courses. Some people develop chronic or recurrent sinusitis. This can, in turn, impact hearing by blocking the Eustachian tube, which drains from the middle ear. If the sinuses remain persistently congested and do not respond to treatment, they may require drainage or clearing through a hospital procedure.



More info »



# Relevance of Exercise in Childhood

Once upon a time, children didn't require "exercise" as a separate activity because they led active lives by walking to and from school and engaging in outdoor play rather than spending excessive time in front of screens.

Over 20% of children aged 12 through 16 are overweight or obese. This reflects both consumption of more processed foods higher in fats and sugars and reduced physical activity.

We cannot turn back time, but we can make changes moving forward to promote the health of our children. The Australian government recommends that children over the age of five engage in one hour of physical activity each day. This should consist of a combination of moderate and vigorous exercises. Examples include walking, running, bike riding, participating in suitable sports, and engaging in outdoor play. This activity doesn't need to be completed in one continuous block of time.

Do not fret if you can't manage this amount every day. Any amount of physical activity is better than none.

There are many benefits to your child from being active. It reduces childhood obesity. It improves motor function. It improves their circulation, strengthens the bones and muscles, and improves balance and coordination skills. Active children tend to sleep better and often have enhanced self-esteem. Mental health problems are less common in active children.

It also establishes good habits for later in life, where regular exercise reduces the chances of many diseases, including heart disease, stroke and some forms of cancer.

A bonus is when you encourage your children to exercise, it may encourage you to do the same.



More info »

● **SPECIAL PRACTICE NOTES**

**Communication.** SMS confirmations will be sent to patients with mobile phone numbers the day before their appointment. Please indicate with a Y or N whether you will be attending.

**Follow Up.** A computerised reminder system is available and used for follow up of many medical conditions. If you wish to participate in this, please inform your doctor. This surgery participates in State & National registers.

**Interpreter.** An interpreter service can be accessed for your consultation. Please discuss this with reception prior to your appointment to arrange an interpreter.

**Cultural Background Details.** Please advise reception staff or your doctor of any cultural background when you arrive for your appointment.

**Emergency Contact Details** need to be updated on your patient files. Please see reception staff or your doctor when you arrive for your appointment.

**Patient Privacy.** This practice protects your personal health information to ensure it is only available to authorised staff members for the intended purposes and to comply with the Privacy Act. To obtain a copy of our Privacy Statement or your medical records, please ask.

**Patient Feedback.** We welcome your comments or suggestions. Please feel free to talk to your GP or the Practice Manager regarding any issues. If you prefer, you can contact The Health and Disability Services Complaints Office (HaDSCO) Free Call: 1800 813 583, E: mail@hadsco.wa.gov.au

**Email Policy.** We encourage our patients to call the practice for any communication as our emails are not checked regularly and are not used for medical advice, sending or receiving results and making appointments etc.



### CHINESE STYLE – CHICKEN & SWEET CORN SOUP

**Ingredients (serves 6)**

- 2 cups (500ml) chicken or vegetable broth/stock
- 1 can creamed corn
- 1 tsp soy sauce (all-purpose or light)
- 1 tbsp Chinese cooking wine OR Dry Sherry
- 1 tsp minced ginger
- 1 minced garlic clove
- 1 tsp cornflour/cornstarch, mixed with a splash of cold water into a slurry
- 1 egg, whisked
- 1 ½ cups of shredded cooked chicken
- Salt and white pepper, to taste
- 2 chopped Spring Onions

**Method**

1. Place broth, creamed corn, soy sauce, Chinese cooking wine, ginger, garlic and cornflour/water mixture in a saucepan over high heat.
2. Bring to a boil, then turn down the heat to medium and stir occasionally. Cook for 5 minutes or until slightly thickened.
3. Adjust seasoning with salt, turn off the heat, and slowly whisk in the egg so it cooks in "ribbons" throughout the soup. This also thickens the soup.
4. Add the chicken, season with white pepper, and serve, garnished with spring onions.

## WORD SEARCH

M	E	G	A	N	I	A	R	D	M	I	I	G	E
I	T	T	E	L	E	H	E	A	L	T	H	S	E
S	T	R	E	A	T	M	E	N	T	I	A	M	E
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- DRAINAGE
- STANDING
- DOCTOR
- MEDICAL
- INFECTION
- SINUS
- VISION
- FEMALE
- EXERCISE
- HEADACHE
- GLANDS
- ACTIVE
- TELEHEALTH
- TEARS
- VEIN
- TREATMENT
- SYMPTOMS