

# DALYELLUP FAMILY MEDICAL CENTRE

## Welcome to the DFMC Summer 2017/18 Newsletter

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### PATIENT SURVEY FEEDBACK

Towards the end of last year, we asked our patients if they would complete a survey about our Practice. Two hundred and forty-three surveys were completed; thank you for participating.

The results showed that the majority of our patients are very happy with the service provided by Dalrymple Family Medical Centre and we compare well to other practices this size across Australia.

There is always room for improvement and we, as a Practice, take this seriously. One area of concern for a few patients was the waiting time when Doctors are running late. We often discuss this at team meetings and where possible we let patients know that the Doctor is running late as soon as we can, in some cases asking the patient to wait until we call them before they come in. Sometimes the Doctor is running late because a patient earlier in the day required a longer time than was actually allocated for the appointment. We do offer short and long appointments to try to reduce this, but not all patients make us aware that their problem is complex and will take longer than a normal appointment time causing the Doctor to run late on those days. We will continue to work on this.

Being able to see the clinician of choice was an issue for some of our patients. We try hard to give patients appointments with their clinician of choice but we are not always able to do this. On most days we keep some appointments for each Doctor for something urgent on the day.



**DO YOU EVER HAVE A NEED FOR ONE  
OF THESE ?  
Turn over to the back of the newsletter**

We do have some Doctors who work part time and some Doctors who provide services to the hospital, which means they are not here every day. When you attend Dalrymple Family Medical Centre you are a patient of the Practice, and with that in mind, we can usually get you an appointment with another Doctor at the Practice, who can assist you until your Doctor of choice is available.

There were some questions where the survey was not completed and patients did say they were unable to answer some questions as they did not know the answer or had not used the service. Based on those questions, the following information may be useful.

#### **Obtaining a home/other visit:**

Doctors will do home visits when necessary and if they feel it is appropriate to do so.

Some of our Doctors do nursing home visits.

Three of our Doctors have admitting rights to the St John of God Hospital.

#### **Opportunity for making complaints:**

There is a box in reception with some forms for patients to give us feedback, both positive and negative. The responses can be anonymous if the respondent wishes.

You can discuss your complaint with your Doctor.

You can discuss your complaint with the Practice Manager.

***We have a policy/procedure we follow if a complaint is made.***

**After hours service:**

- A Doctor from the Practice is on call when the Practice is closed.
- After hours call the Practice on 9795 6422 and there will be a recorded message giving the number of the Doctor on call.
- The Doctor will give you advice, or in some cases, may arrange to meet you at the Practice so that you can be seen personally, or in cases of emergency, will direct you to the hospital.
- Fees do apply if you are seen afterhours at the Practice by one of the Doctors.

The results of this survey in 2017 were compared to the results of the last survey done in 2014 and we are happy to say that we have improved in all areas.

Again, we would like to thank you for your participation in the survey and we will endeavour to take on board your suggestions and continue to improve.

**WHEELCHAIR AVAILABLE**

Due to the generosity of one of our patients at Dalyellup Family Medical Centre, we have a wheelchair that we can loan out for short term use as the patient no longer needs to use it.

This is ideal for getting someone out of the house after an operation, being able to take someone out to the shops who is unable to walk any distance and for other reasons. There will not be any cost to the patient for the loan of the wheelchair. All we ask is that it is returned in the same condition as when it was borrowed.

If you are interested in borrowing the wheelchair, please call the surgery on 9795 6422 or call in to Reception to enquire.

**APPOINTMENT REMINDERS FROM DALYELLUP FAMILY MEDICAL CENTRE.**



Dalyellup Family Medical Centre have been sending SMS reminders about your appointment the next day to the mobile phone number we have listed for you.

When you receive a reminder, you are asked to say **yes** to confirm the appointment. When you do this, it puts a note next to your appointment to say you have confirmed that appointment in our booking system.

\*\*\*\*\* It is important if you are going to attend your appointment that you only text back **yes** and nothing else

If you text anything back like 'see you there' or 'yes confirm' or 'yes thanks' it does not confirm your appointment but sends a message though for the Practice Manager to see.

The reason this happens is so that if a patient gets the reminder but has been called into work for example, and will not be able to attend, they can text and let us know. This message goes to the Practice Manager who can then free that appointment for someone else to use on the day.

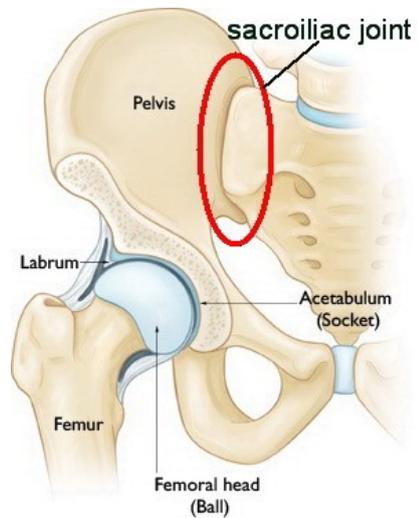
The software we use sees the extra words added to a **yes** (or instead of a **yes**) as a message for the Practice Manager to act on.

So, if you get your reminder and you are still able to come please just text **yes** and that will confirm your appointment.

If you have any questions regarding the SMS appointment reminders sent as text messages, please call the Practice on 9795 6422 or ask at reception when you are in for an appointment.

**SACROILIAC JOINT PAIN**

The sacroiliac (SI) joint connects the pelvic bone to the tailbone (sacrum). This joint should be rigid, but in some people, due to trauma or increased mobility, the joint moves too much. The then position of the joint may abnormal, causing pain. The term SI joint dysfunction is used.



Symptoms of SI dysfunction include lower back, buttock and groin pain. The pain is typically worse with standing, and when getting in out of the car.

When a sacroiliac joint is initially flared up ice is helpful. Physical therapy by a Physiotherapist, Osteopath or Chiropractor is often of value. This can help with abnormal alignment, and they can advise on stretches, lower abdominal and hip core strengthening in the recovery.

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**Our mailing address is:**

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