



Conder Surgery

Your Healthcare Home



Conder Surgery
3/3 Sidney Nolan Street
Conder ACT 2906

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Website: www.condersurgery.com

Practice Information Booklet

*Life does not get better by chance,
It gets better by change.*

Mission Statement

Our mission is to practice patient-centred family medicine; combined with our core values of compassion and respect for your values and preferences.

We want to partner with you in your health journey in supporting the management of chronic disease; but ultimately help focus on the greater ideal in the prevention of ill health.

Practice Vision

We want to provide you with services that are affordable, accessible and tailored to your health needs with your involvement. We want to provide more local access to allied health services to augment GP care.

Practice Opening Hours

Monday & Friday	8.00am to 5.00pm
Tuesday, Wednesday & Thursday	8.30am to 5.00pm
Saturday & Sunday	Closed

If you require urgent medical attention outside of our opening hours, please dial 000 or proceed to the nearest hospital. For non-urgent attention outside of our opening hours, please call The National Home Doctor Service on 13 74 25.

Our Practice

Conder Surgery was established in January of 2006 to meet the growing needs of the Lanyon Valley area. We pride ourselves on providing comprehensive family medical care in a relaxed, friendly, welcoming and professional environment.

Our Team

Currently we have the following Doctors practising at our surgery



Dr Nathem Al – Naser

General Practitioner (VR) MB ChB, FRACGP

Dr Al-Naser graduated in 1992 as a VR'd Medical Practitioner. Dr. Al-Naser has a special interest in minor surgery and skin cancer and has completed a certificate in primary skin cancer surgery, which he adds to his experience in minor surgeries which includes the removal of benign cysts and circumcision. Dr Al-Naser speaks English and Arabic.



Dr Svitlana Saburova

Dr Saburova is a General Practitioner who graduated in 1999 in the Ukraine. She holds an MBBS MD (General Practice/Family Medicine); Diploma in Child Health, Diploma in Primary Care Skin Cancer – Medicine and Surgery and a Diploma in Advanced Clinical Hypnosis and Focused Psychological Strategies. Dr Saburova is a member of RACGP, Australasian Academy of Antiaging Medicine and the Australian Medical Acupuncturist College (AMAC).

Dr Saburova's diverse interests include:

- Integrative medicine and mind/body medicine
- Nutritional and Environmental medicine
- Weight loss management
- Hypnosis
- Acupuncture
- Focused Psychological Therapies
- Child Health
- Women's health and fertility/preconception and counselling and antenatal care
- Contraception and Family planning (including Mirena insertion)
- Minor Surgery
- Skin Cancer checks and removal of lesions

Dr Saburova is fluent in English, Russian, Ukrainian, Hindi and Urdu.



Dr Naveena Sunkaraneni

Dr Naveena Sunkaraneni has trained and practiced in the UK. Apart from having fellowship with RACGP, she also holds additional qualifications in DRCOG and MRCGP.

Dr Sunkaraneni has a special interest in women's health and family planning including procedures like IUD insertions and removals.

Areas of interest include:

- Women's Health and family planning
- Children's health
- Chronic Disease Management
- IUD insertions and removal

Apart from English, she can also speak Hindi and Telugu.

Dr Saiful Ansary



Dr Saiful Ansary is an RACGP Fellow. He has graduated with MBBS from Dhaka Medical College (Dhaka University) and has 10 years' experience of general practice and hospital medicine overseas. He has been awarded a diploma in Dermatology from the Dermatology Institute in Bangkok in 2015. He moved to Australia in 2008 and worked in the Canberra Hospital, Calvary Hospital, Goulburn Base Hospital before moving to the South Coast (Bega) where he worked in various GP surgeries as a GP Registrar before gaining VR status.

He obtained his Diploma in Child Health from Westmead Hospital in 2017 and, also achieved his Certificate in Skin Cancer Medicine/Surgery. Dr Ansary applies a holistic approach to medicine. Dr Ansary joined the Practice in 2016 as a full time GP. He is married with two children and speaks English and Bangla.

Areas of Interest include:

- Skin Cancer checks/removals
- Minor Surgeries
- Implanon removal and insertion
- Paediatric and adolescent health
- Chronic Disease Management
- Family Medicine
- Men's Health



Dr Najat Kushada

Dr Najat Kushada joined our team at Conder Surgery as a part time GP in late 2012.

Dr Kushada brought with her an extensive knowledge and abundance of experience with over 6 years of experience in The Canberra Hospital and Calvary Hospital and a further 3 years' experience as a GP in private practice in Yass. Dr Kushada holds a Diploma in Child

Health as well as MBBS, AMC and FRACGP.

Areas of interest include:

- Women's Health
- Mental Health
- Minor Procedures
- Emergency Medicine

Nursing Team

Our Practice also has 2 fulltime Practice Nurse's who are available by appointment.



Dot

RGN, DPSCN, BSc (HONS) Community Nursing, CDE

Dot was born in Scotland and completed the majority of her education and nurse training in England. Dot earned a degree in Community Nursing in the UK and worked as a District Nursing Sister in South West of England before travelling and working in many locations throughout the world with her husband. They immigrated to Australia in 2004 and have lived in Queensland, Nowra and Canberra.

Dot brings a wealth of skills experience to her role in Conder Surgery. She is passionate about Chronic Disease prevention, education and support; she has recently completed her Diabetes Educator Training and is our Heart Care Ambassador.

She has completed extensive training and continues to keep updated in the following:

- Cervical Screening
- Immunisation (Child/Adults/Travel)
- Ear Syringing
- Asthma Management and Support
- COPD Management and Support
- Wound Management
- Spirometry
- Diabetes Management.



Leah

Leah completed her Diploma of Nursing at Canberra Institute of technology in 2012. She began her Grad year as a full time Nurse at National Capital Private Hospital where she worked in the Medical Ward, Surgical Ward, Anaesthetic Bay and Recovery Ward to build her experience. Once her Grad year was complete she continued to work on the surgical ward for a year before completed two years in the Critical Care/High Dependency Ward.

In February 2017 Leah dropped to casual work as a nurse at the National Capital Private Hospital when she joined our team at reception desk before moving on to join Dot as a full time Practice Nurse in October 2017. During this time Leah completed her Bachelor of Nursing at Charles Sturt University Graduating in 2018.

Leah continues to keep her training updated to bring her best to our Practice and has recently completed a course in Infection Control and Cervical Screening.

Our Services

We provide a comprehensive list of medical services including:

- Allergy Testing
- Minor Surgery
- Cervical Screening
- Immunisations (Adult/Child/Travel)
- Health Assessments
- Chronic Disease Management
- Wound Management
- ECG's
- Lung Function Testing
- Workers Compensation Claims
- Skin Cancer Checks
- IUD Insertion and Removals
- Acupuncture
- Mental Health (Adult/Adolescent/Child)
- Focused Psychological Therapies
- Iron Infusions
- Medical Assessments
 - Insurance
 - Employment

All new patients will require a long appointment initially to allow the Doctor/Nurse to take a detailed medical history.

We understand your time is valuable and that if the Doctor is running late it can be annoying and stressful for the patients, staff and Doctors.

You can help us improve our waiting times in the following ways:

- Being aware that your time with the Doctor will be 10 – 12 minutes for a standard appointment
- Being understanding if your Doctors suggests you come back to address any remaining issues if they cannot be addressed in the consultation structure.
- Understanding that a “Fit In/Emergency Appointment” is only for really urgent /can not wait conditions on the day and deal with only that one urgent issue.
- Advising the Reception Staff when making your booking if you require a long consultation, or if your appointment is for a Procedure, Health Assessment, Workers Compensation Claim or Care Plan.
- Being aware that one appointment slot is for one person only. If you require more than one person to be seen, please advise the reception staff at the time of making the appointment. Each person must have their own appointment time.
- Being aware that if you take more than your allocated time with the Doctor it will affect waiting patients.

Just 4 minutes extra per consultation means that the Doctor will be one hour late by lunchtime

We are keen to minimise the waiting time for all our patients and your help with this would be greatly appreciated.

Bulk Billing Policy

We bulk bill those patients who;

- Hold a current Health Care Card & Medicare Card
- Hold a current Pension Card & Medicare Card
- Children UNDER the age of 16 years
- DVA Gold Card Holders
- DVA White Card Holders for accepted conditions only

Valid cards must be produced at the time of the consultation. If you are unable to produce valid cards you will be charged for your visits. Payment must be made on the day; no accounts will be issued.

Standard Fees

Standard Consult (Item 23)	\$ 75.00
Extended Consult (Item 36)	\$105.00
Prolonged Consult (Item 44)	\$145.00

For costing for other services such as procedures, acupuncture etc, please speak to your Doctor or the reception staff.

Please be aware that payment is required at the time of the consultation, we do not issue accounts.

Payments can be made by credit card, Eftpos or cash. We do not accept cheques.

We reserve the right to continuously review our fees and you will be informed at all times of any increases.

Online Bookings

Patient are able to book appointments with their GP via our website – www.condersurgery.com.au and clicking on the book now button. Alternatively, patients can book online via the Hotdoc online appointment system – www.hotdoc.com.au

Workers Compensation Claims

All our Doctors see patients regarding workers compensation claims. Workers Compensation Claims will be billed through to your insurance company as long as you supply a valid claim number and a letter from the insurance company accepting liability.

If liability has not been accepted by the insurance company, you will be required to pay for your consultation at the time of your visit. No accounts will be issued.

Pathology and Test Results

It is the policy of this surgery not to inform you of any pathology or specific test results over the phone for privacy reasons. We shall inform you if you need to make an appointment to discuss any recent test you have had done if the GP requests this. Otherwise if you have been actively encouraged to review any tests which the GP has asked you to undertake please make a follow up appointment.

Prescriptions

We do not accept requests for prescriptions over the phone or in writing. You are requested to make an appointment with the GP. Medications need to be monitored regularly and your GP is acting in your best interests in following this course of action.

Childhood Immunisations

Please inform staff if your child requires vaccinations at the time of making your appointment to ensure age appropriate vaccines are in stock. Please bring your child's [Blue Book](#) to your appointment. Your child will be checked by our GP prior to vaccines being administered by our Practice Nurse. Please allow at least 20 minutes for observation after your child's vaccination and factor this into your visit.

Home Visit

Whilst home visits are not routinely carried out by the Doctors at this Practice in some special circumstances this may be possible. Please see either Dot (Practice Nurse) or Kim (Practice Manager) if you have any questions.

Medical Certificates

Your GP will need to see you to issue you a Medical Certificate. Medical Certificates can not be requested over the phone. Please be aware that Medical Certificates cannot be backdated.

Care Plan or GP Management Plans

Care Plans (also referred to as GP Management Plans) are a recognised system of monitoring your existing medical condition. If a GP initiates this plan you will be asked to make regular appointments with him/her to review your condition. This allows for the early intervention should your situation change. You may be referred to specialists and constant review/discussion of these visits is essential in your ongoing care. Care Plan implementation and Care Plan review appointments will be bulk billed.

75 Years and over Health Assessments

These assessments are bulk billed for all individuals 75 years and over who hold a valid Medicare card. These annual assessments monitor your physical and psychological situation and allow for extra help and or further assessments to be initiated as appropriate on your behalf. These assessments will be carried out either in the surgery or your home by our Practice Nurse prior to the findings being reviewed by your GP. Please allow at least 1 hour for this appointment.

45 years to – 49 years old Health Assessments

These are offered only once in this age group and will be bulk billed. This is your opportunity to have a health check that will monitor your current/past and family history to assess your likelihood of developing a chronic disease.

Chronic Disease Management

This is usually part of your Care Plan and if necessary a separate appointment can be arranged with our Practice Nurse if further education or monitoring is required.

Asthma Clinics

The Practice runs Asthma clinics on a regular basis in order to monitor your condition in conjunction with an Asthma GP Plan – we conduct spirometry tests and offer advice on maintaining optimum respiratory health. You will be required to bring your current asthma medication and devices to your appointment. Please inform our staff if you need a clinic appointment and allow sufficient time for appropriate tests with our Practice Nurse.

Cervical Screening

You will need to inform our staff if you require this procedure to ensure that an appropriate amount of time is allocated for your appointment with both the Nurse and the GP.

Specialist Referrals

A GP appointment is required for all specialist referrals. Please be aware that referrals cannot be requested over the phone and will not be backdated.

Recall & Reminder System

We will occasionally send you a recall or reminder message that our medical database automatically stores at the GP's initiation. This recall may be made via letter, text message or phone call. Please ensure that we always have the correct contact details for you.

Calls to our Doctors

It is our policy not to put calls through to the Doctors during surgery hours. Our Practice Nurses or Practice Manager are more than happy to take your calls to see if they may be able to help you in the first instance. Should they not be able to assist you they will take all necessary steps to assure your query is assessed by your Doctor.

Emails to the Practice

Emails to the Practice can be sent to manager@condersurgery.com. Please be aware that appointments can not be booked via email. Appointments can be made by contacting the practice directly on 6294 9366 or via the practice online booking system. It is our policy not to send medical information via email. We request that you do not contact the surgery via email for any urgent matters or emergencies as this email is not set up for this purpose and we cannot guarantee that the email will be seen in the required timeframe. Once again, we request that you contact the surgery directly on 6294 9366 for urgent matters or in the case of an emergency dial 000.

Your Preferred Doctor

Patients are encouraged to request their preferred GP at the time of making their appointment. Whilst we encourage patients to be under the care of one Doctor, they are always free to see any of the Doctors practising at this surgery.

Allergy Testing

Our Practice Nurses carry out allergy testing at our Practice. We can test for 22 different allergens including, grasses, food and animal hair. Should you prove to have a definite allergy we are able to offer a desensitisation regime. Please speak to your Doctor or our Practice Nurses for more details regarding this. The Allergy test itself will take approximately 15 to 20 minutes and your results will be reviewed by your Doctor. Please inform our staff at the time of making your appointment that you require an allergy test to ensure the appropriate time is allocated for your test and review. You are advised to refrain from taking any antihistamines at least 48 – 72 hours before the test.

Skin Cancer Checks

Our Doctors carry out Skin Cancer checks and can perform the removal of suspect lesions at our surgery. A long appointment will be required for these procedures and you are therefore requested to make a further appointment after your initial consult for these procedures. You will be informed if there is a treatment room fee of \$25 to pay.

Cancellation Policy

It is the policy of this Practice that patients advise us of their inability to attend an appointment at least 2 hours prior to the scheduled appointment. This enable us to give others on the waiting list the opportunity to take up the cancellation. It is understandable that situations may arise which may make attendance difficult, and at all times we are able to accommodate these changes if patients ring us with sufficient notice, failure to do so will result in a \$30.00 non-attendance fee.

Emergencies

This surgery operates a triage system. Patients requiring urgent medical attention will take precedence over all patients in the waiting room. Reception staff will endeavour to make all waiting patients aware of the delay to their appointments. We ask for your understanding should this situation arise.

Privacy Information for Patients

Your personal health information and your medical record may be collected, used and disclosed for the following reasons:

- For communication relevant information with other treating doctors, specialists or allied health professions involved in your care.
- For follow up reminder/recall notices
- Nor National/State or Territory registers (e.g. Immunisation data)
- For State /Territory reminder systems (e.g. Cervical screening, familiar cancer registries)
- Accounting/Medicare/Health Insurance procedures
- Quality Assurance activities such as accreditation
- For disease notification as required by law (e.g. Infectious diseases)
- For use by all doctors in this group practice when consulting with you
- For legal related disclosure as required by a court of law (e.g. Subpoena, court order)
- For research purposes (de-identified, meaning that you are not able to be identified for the information given)

If you have any concerns or wish to restrict access to your personal health information, please discuss this with your GP.

This Practice adheres to principles of the RACGP Handbook for the Management of Health Information in Private Medical Practice.

Translating Services

This surgery and its Doctors are registered with TIS National (Translating & Interpreting Service). If you require the services of an interpreter, please inform the staff at the time of making the appointment. There is no charge for this service.

After Hours Care

If you require urgent medical attention outside of our normal opening hours, please proceed to the nearest hospital, dial 000 or contact The National Home Doctors Service on 131 7425.

Patient Feedback

We value your feedback on our services.

If you have any questions or concerns regarding your health care, our service or the privacy of your health information, please feel free to speak with our Practice Manager at any time.

We also have patient feedback and complaint forms available at reception should you prefer written communication with us.

We are committed at all times to be working with you to resolve any issues, concerns or complaints that you may have regarding your health care. If after consulting with us you feel that we have not adequately resolved your concerns/complaints the following agencies are available to you:

Human Rights Commission

12 Moore Street
Canberra ACT 2600
Telephone: (02) 6205 2222
TTY: (02) 6205 1666
Email: human.rights@act.gov.au
Website: www.hrc.act.gov.au

Australian Health Practitioner Registration Agency

GPO Box 9958
Canberra ACT 2601
Telephone: 1300 419 495
Website: www.ahpra.gov.au



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