



BYFORD VILLAGE PRACTICE HAS FULL ACCREDITATION FROM AGPAL

PRACTICE INFORMATION SHEET

Practice Communication Policy

Your call will be answered politely and efficiently. All telephone messages will be passed on to the Doctor or Nurse who will respond according to the urgency as determined by the Doctor or Nurse. If you have a query or message for the doctor, staff will relay it to the doctor via an internal messaging system. Staff will only interrupt a consultation if the problem is life threatening.

Emails may be sent to info@byfordvillagepractice.com.au but may not be read the same day so patients are advised to phone for urgent issues.

Telephone Number | (08) 9525 6622

Email Address | info@byfordvillagepractice.com.au

This Practice Information Sheet is available to view online on our website www.byfordvillagepractice.com.au/information-leaflet and hard copies can be obtained at our Reception desk where they are kept in clear view.

Practice Doctors

Dr Bunty Prasad | FRACGP, MRCGP (UK) (Merit), MS (Gen Surgery), Dip Derm, MBBS

Dr Anna Ord | FRCAGP, MRCGP, DFRSH, MBBS

Practice Nurses and Clinicians

Keven Menon | Psychologist, Master Performance Coach and Hypnotherapist

Todd Moir | Physiotherapist, BSc (Physiotherapy)(Hons), BSc (ExSpSci), APAM

Tim Buhagiar | Physiotherapist, BSc (Physiotherapy), APAM

Priscilla Lee | Accredited Practising Dietitian, Bachelor's of Science (Nutrition), Postgraduate Diploma in Dietetics - Member of DAA

Practice Manager | Amanda Prasad

Operating Hours

Monday, Tuesday, Wednesday & Friday - 8.00am to 8:00pm

Thursday - 8:00am to 7:00pm

Saturday - 8:00am to 3:00pm

Sunday - 10:00am to 3:00pm



BYFORD VILLAGE PRACTICE HAS FULL ACCREDITATION FROM AGPAL

PRACTICE INFORMATION SHEET

Practice Services

Injuries, Cuts and Wounds, Stitching / Gluing Wounds, Saline, Infusion for Dehydration, Allergic Reactions, Spider Bites, Intravenous Antibiotics for Serious Infections, Skin Cancer Checks, Mole Checks, Annual Health Checks, Flu Shots, Antenatal Care, Pediatric Problems, Mental Health, Minor Injuries, Musculoskeletal Conditions, Cardiovascular Assessment, Diabetes Assessment, Diabetes Management, Blood Pressure Management, Asthma / COPD Management, ECG, Pain Control, Anxiety Issues, Depression, Postnatal Blues, Stress, Burn Out, Immunisations, Child Vaccinations, Travel Vaccinations.

Fees and Billing Arrangements

Basic medical consultations are bulk billed but some services may attract an additional fee. The doctor or staff will advise you clearly which services attract a fee. Dr Prasad may charge a consultation fee for some new patients on some weekends at his discretion.

Appointments

We operate a triple appointment system – advance booking, same day bookings and walk in appointments. Please make sure you phone just before the practice opens for same day bookings. Walk in appointments are subject to availability and there is usually a wait of 30-60 min.

Longer Consultations

Please let reception know if you need longer appointments for complex issues or multiple issues.

Test Results

After any test including scans please make an appointment to see the doctor 3 working days later. Alternatively you may follow the 'no news is good news' policy. We will not divulge the results over the phone or via email.

After Hours and Emergency

For all emergencies please call 000

For After hours please call Dial a Doctor After Hours service. Contact number 1300 030 030

Home Visits

In exceptional circumstances home visits are available for regular patients whose condition prevents them from attending the surgery but entirely at the doctor's discretion.



BYFORD VILLAGE PRACTICE HAS FULL ACCREDITATION FROM AGPAL

PRACTICE INFORMATION SHEET

Engaging with Other Services & Referrals

Our doctors are keen to liaise with other health professionals involved in your care. Please don't forget to provide our name and telephone number to your Health care provider so he or she can write to us about your health.

Reminder System

Our practice is committed to preventative healthcare. You have the option of registering to receive reminder notices regarding health services appropriate to your care.

Physical Address

Byford Village Practice
Shop 1, Byford Village Shopping Mall
20 Abernethy Road
Byford WA 6122
Phone: (08) 9525 6622

Patient Feedback

Please feel free to talk to your doctor or reception staff if you have any suggestions or are unhappy with our service. If you are not satisfied with our response you may refer the case to:

The Health and Disability Services Complaints Office (HaDSCO)
GPO Box B61
Perth WA 6838
Complaints and enquiries line: (08) 6551 7600
Administration: (08) 6551 7620
Fax: (08) 6551 7630
Country Free Call: 1800 813 583
TTY: (08) 6551 7640
Email: mail@hadsco.wa.gov.au

If patients require communication services

Patients who require communication assistance are asked to let reception staff know When making the appointment

Patient Rights

Patients have the right, and are encouraged, to participate in decisions about their healthcare