



WESTCARE MEDICAL CENTRE

F A M I L Y G E N E R A L P R A C T I C E



POSITION DESCRIPTION

1. General

Practice Manager: Tracy Clarke
Recruitment Contacts: Dr Rajendra Suka & Dr Steve Stojkovski
Practice Address: 1/211 Barries Rd, Melton VIC 3337
Hours of Operation: 8am-10pm Mon to Fri, 8am-4pm weekends and public holidays

2. Roster

The surgery is open from 8am to 10pm Monday to Friday, and 8am to 4pm on weekends. You will be rostered for a 40-hour week on a fixed roster. We expect a minimum of two evenings a week (similar to all the other practitioners on a full time roster). You will be required to work one day of one weekend every three weeks, this being a total of 8 hours every three weeks. These hours are averaged over a three-week cycle and are included in your 40 hours. Dr Raj Suka is the partner in charge of the roster and you will need to discuss any issues pertaining to your rostered hours directly with him. There are no rostered on call duties.

3. Home Visits

If you consult a patient and he/she requires a home visit as part of your treatment, then you are expected to perform such a visit.

4. Patients per hour

We generally aim for four patients per hour as per RACGP recommendations. When you first commence, we may start you on a reduced bookings rate per hour until you become accustomed to the working environment. In terms of numbers of patients seen, we are busy practice. The patient load is predominantly paediatric and young adult; however, we cover the full range of general practice from neonatal to geriatric and acute care to preventative care.

5. Workload Characteristics

The patient workloads could be characterised as truly 'family based' medicine and this is highlighted by our status as an accredited training practice. Duties will include those of a normal general practice:

- diagnose and treat physical & mental illnesses, disorders & injuries, recommend preventive action
- refer patients to specialist medical practitioners.
- examine patients and consult with them to assess the nature of medical disorders
- order laboratory tests, X-rays and other diagnostic procedures
- prescribe and administer drugs and other remedial treatments & inoculate patients
- provide pre-natal and post-natal care

As we are not in immediate proximity to a major casualty, minor trauma/surgical procedures are common place. Perhaps also as a result of the community's relative isolation, the practice also sees more than its fair share of community and social issues. You will come across all of the usual procedures including wound suturing, the treatment of fractures, excision of skin lesions, wedge resections, pap smears, cryotherapy, spirometry, ECG's & venipuncture. Full time nursing support is available during the day and a pathology collection centre is located next door.

6. Patient Amenities

Our patients can relax in our large, comfortable waiting room which is capable of seating up to 45 people. Two ceiling mounted televisions screen Foxtel cable television favourites all day for the patients entertainment. A separate children's area with safety gate also screens the Foxtel cartoon network to keep the kids busy while

parents consult the doctor. Fresh, chilled spring water is provided as well as a courtesy telephone. There is disabled access in all areas of the centre, EFTPOS for account payment and a baby change table. There are in excess of one hundred off street car parks provided by the local council, located directly in front of the centre including disabled spots and an ambulance bay.



7. Staff Amenities

We have a purpose built practice which has recently been comprehensively renovated throughout making it one of the most modern, comfortable and workable general practices you are likely to find anywhere. Every aspect of the physical practice environment was closely scrutinised to ensure that new high standards were achieved. There are eight consulting rooms, one treatment room (with two cubicles), a large staff room (with Foxtel television) and general administration area. Our consulting rooms feature electronic sound masking system for privacy, custom designed and built desks, elbow operated vanity taps, wall mounted examination lamps and new examination couches. Each consulting room is also equipped with an under desk 'duress' button and closed circuit cameras monitor the rest of the centre 24 hours a day for your safety. The entire centre has ducted heating and air conditioning. Lunches are catered for most days of the week.

8. Medical Equipment & Facilities

We have a very modern and well-equipped practice in terms of the equipment and facilities available to you on a daily basis and virtually every need you may have should be well catered for. Emergency equipment for example includes: Air-Viva resuscitation equipment, PC based ECG, diagnostic defibrillator, intubation equipment, oxygen, suction, diathermy, spirometer, doppler, tympanometer etc. Rooms are equipped with an auroscope and ophthalmoscope, but we ask that you provide your own stethoscope.



9. Computerisation

Westcare embraces all aspects of computer based information management and will continue to develop its systems with a heavy IT emphasis. As its preferred operating system, the surgery runs the state of the art Microsoft Windows Server 2003 for our network, with Windows XP as the operating system on our workstations, which services 15 workstations throughout the centre. 'Medical Director' is the practices chosen clinical records program and 'PracSoft' as the administrative application. All prescription writing is performed

electronically and all diagnostic results are received electronically via secure email providers into the practice. There are almost no paper based clinical records to speak of, with all specialist correspondence is scanned into the patient's digital record via the use of a high-speed, networked scanner, which can operate at 40 pages per minute. A state of the art ISDN digital super hybrid telephone system with automated attendant and voicemail is also utilized. Twenty-four hour ADSL cable Internet is available in every consulting room. Please ask for a demonstration when you come for your interview. We also ask that you come in for a full orientation session (often a half day session) before starting at the practice.

10. Partners / Associates

There are 5 partners at the centre:

- o Dr Graham Jacobs
- o Dr Raj Suka
- o Dr Michael Plunkett
- o Dr Mathew Hargreaves
- o Dr Steve Stojkovski

Please feel free to discuss any patient management issues with any of the partners. Some associates have special interests, *ie*; Dr Ian Heyman (counselling) Dr Sonya Morrissey (Family planning/Women's health). We are all friendly and approachable!

11. Lunches/ Doctors Meetings

From time to time we have scheduled doctors meetings where you may have input into the decision-making processes in the practice. We also have 3 to 4 lunches a week where we all meet. Often a drug company representative will present a new drug or some new information on an existing medication. This is a time we often discuss issues/patients with each other. A lot of debriefing is done at these lunches.

12. Our Practice and Education Philosophy

We are a teaching practice with the Victorian Metropolitan Alliance. We have 'advanced term' GP registrars at our practice all year. Our philosophy as a teaching practice has always been to adopt an 'open door' policy of peer support and a commitment to furthering quality patient care. We also train final year medical students for Melbourne University. Dr Graham Jacobs sits on the board of the training body for GP Registrars, the VMA. Overall the environment is one of a supportive learning environment with an emphasis on education. Our commitment to the training is exemplified by his being awarded 'GP Supervisor of the Year' as adjudged by The Royal Australian College of GP's for 2001 – 2002. Westcare Medical Centre is in every sense a family oriented general practice and we are proud to say that from the day we opened our doors in November of 1989 to the present day, our priority has always remained one of providing quality medical care to the young families making up the community at large.



13. Nursing Support

Westcare employs the services of a full time Division 2 Registered Nurse who is available to assist you during the hours of 8.30am and 4pm Monday to Friday. Michele and Robyn are both broadly skilled in range of activities which include:

- o Setting up and assisting with procedures
- o Performing ECG's
- o Dressings
- o Venipuncture
- o Sterilising of instruments
- o Aiding doctors with Government funded immunisation programs
- o Maintaining consulting and treatment rooms
- o Aiding with healthcare assessments

14. Pathology Collection

As a licensed pathology collection centre is located next door, there is little requirement for our nurse to bleed patients, thereby leaving her time free to better assist you in other ways. The centre is operated by Gribbles Pathology and operates from 8.30am to 5pm Monday to Friday and 9am to 12midday on Saturday mornings.

15. Radiology Services

Lake Imaging X-Ray service is located conveniently just up the road from the centre and can cater for most radiology requirements including many forms of ultrasound and CT scanning. They are a privately billing service, however, for the financial disadvantaged patient, you may choose to refer to Bell Radiology in Sydenham, located 15 minutes from the centre by car, who will bulk bill patients on request.

16. Consultants Directory

To assist you in referring patients, a consultant/specialist and community services directory is maintained inside the Medical Director program listing all local and commonly referred to practitioners and paramedical services. Feel free to ask any of the partners or associates for their opinions when referring.