

8-22 Patrick Street
PO Box 491
Stawell VIC 3380

☎ 03 5358 7555

📠 03 5358 1669

✉ enquiries@psfamprac.com.au

🌐 www.psfamprac.com.au

NEWSLETTER

THE DOCTORS:

Dr Arthur Obi

MBBS, MRCOG (UK), MRCGP (UK),
FRACGP

Dr Felix Ogbo

MBBS, PhD

CLINIC STAFF:

Nursing: Anulika (Joy), Augusta &
Tammy

Reception/Admin: Teash, Emma, Jane
& Jodie

PRACTICE HOURS:

Patrick Street Family Practice's phones
are answered from 8:30am until close
Monday - Friday.

Our doors are open:

Monday: 8:00am – 6:00pm

Tuesday: 8:00am – 6:00pm

Wednesday: 8:00am – 6:00pm

Thursday: 8:00am – 9:00pm

Friday: 8:00am – 6:00pm

AFTER HOURS CARE:

For after hours care please call the GP
Helpline on **1800 022 222**. In case of an
emergency dial **000** and ask for an
ambulance.

VISITING SPECIALISTS & SERVICES:

Dr Hemant Chaudhary Cardiologist

Dr Chris Hengel Cardiologist

Dr Rodney Reddy Cardiologist

Kristie Austin Clinical Psychologist

Grampians Podiatry

Hearing Australia

Continence Nurse

Flying Doctors Telehealth Addiction,
Cardiology, Endocrinology, Geriatrics,
Paediatrics, Pain, Psychiatry, Respiratory
& Wellbeing

Australian Clinical Labs

INTERPRETER SERVICES:

Please notify reception prior to your
appointment if you require any
interpreter services.

Spring 2022



❖ **APPOINTMENTS**

All consultations are by appointment only. Appointments can be made by calling the practice on (03) 5358 7555.

Please let reception know if you require a longer appointment. If more than one family member needs to see the doctor, please ensure an appointment is made for each person.

Please advise reception if you are unable to attend an appointment so the reserved time can be allocated to another patient.

Missed Appointment Policy Patients who fail to attend an appointment or provide sufficient notice to cancel their appointment may incur a fee of \$50. This fee is not claimable through Medicare and needs to be paid before any further appointments.

❖ **BILLING**

We are a private practice and payment is required on the day by cash, cheque or eftpos. We can claim your rebate immediately from Medicare using Easyclaim onto your cheque or savings card. Bulk billing is available for children 16 years and under, patients aged 65 years and over, concession card holders, and Diabetics.

❖ **CONTACT DETAILS**

It is important to let us know at each appointment if any of your contact details have changed.

❖ **REPEAT PRESCRIPTIONS**

Script requests are provided at the discretion of the doctor for a fee of \$20 (or \$15 for Concession Card Holders).

❖ **REFERRALS**

New referrals require the patient to be seen by the doctor. Referrals are current for 12 months, please check with your specialist if your referral is current as they *cannot be back-dated*.

❖ **COMMUNICATION**

To allow each patient the best consultation possible, our doctors prefer not to be interrupted by phone calls. Our practice staff are happy to take a message and pass this along to the doctor. Emails are only to be used for correspondence of a non-sensitive nature and are checked daily.

➤ **Practice information continued on last page...**

Food safety when eating out



Food businesses have a legal responsibility to sell food that is safe, suitable and correctly labelled. However, there are some basic measures you can take that will minimise the risk of food poisoning when eating out.

Food that can make you sick

Many different types of food can make you sick. Food that contains dangerous bacteria or viruses may not look, smell or taste any different from food that is safe. Food poisoning bacteria are either in the food to begin with or are transferred to the food during storage, preparation, cooking or serving.

High-risk foods

Food poisoning bacteria can grow and multiply on some types of food more easily than others. High-risk foods include:

- raw and cooked meat - such as chicken and minced meat, and foods containing these, such as casseroles, curries and lasagne
- dairy products - such as custard and dairy-based desserts like custard tarts and cheesecake
- eggs and egg products - such as mousse
- small goods - such as ham and salami
- seafood - such as seafood salad, patties, fish balls, stews containing seafood and fish stock
- cooked rice and pasta
- prepared salads - such as coleslaws, pasta salads and rice salads
- prepared fruit salads
- ready-to-eat foods - such as sandwiches, rolls, and pizzas that contain any of the food above.

When eating out, pay special attention to how these high-risk foods are prepared, cooked, stored and served.

Choosing where to eat out

When you decide to eat in a restaurant or buy takeaway food, think about whether:

- staff members are using separate utensils and equipment for handling raw and cooked foods, for example, when preparing sandwiches
- staff members are using a clean cloth to wipe surfaces
- raw and cooked foods are well separated
- the toilets are clean
- the shop or restaurant is generally clean.

Dirty conditions in the public areas of a shop or restaurant can be a clue that things may be worse in the kitchen or behind the scenes where customers don't go.

Hints for buying food

When buying food, remember:

- Hot food should be served steaming hot (60 °C and above). Avoid eating lukewarm food.
- Cold food should be displayed on ice or in a refrigerated cabinet and should feel cold when you eat it (5 °C or less).
- Pre-made sandwiches and rolls that contain perishable ingredients, such as meat, fish, chicken, egg and cheese, should be stored in a refrigerated cabinet or kept at room temperature for less than 4 hours.
- Don't buy 'tired-looking' food that looks like it has been sitting at room temperature for a long time.
- Minced meat, hamburgers, rolled or stuffed roasts and chicken must be cooked right through - there should be no pink meat. Do not eat undercooked meats. Return them for further cooking.
- Steak, chops and whole cuts of red meat can be cooked to your preference as contaminants are usually on the surface of the meat and are killed during the cooking process.
- Takeaway food should be served in appropriate takeaway containers and at the appropriate temperature.

What to look for at buffets or self-service restaurants

At buffets or self-service restaurants check that:

- food to be eaten hot is stored in hot food display cabinets or over burners at 60 °C and above
- cold food is displayed on ice or in refrigerated cabinets at 5 °C or less
- each food dish has its own serving utensils
- fresh food is replenished regularly but not tipped into leftover food
- foods are covered by some type of guard or cover
- plates and cutlery are clean and dry.

Taking food home

When you have takeaway food, either eat it within 4 hours or take it home and put it in the fridge immediately. Make sure that it is eaten within a couple of days. Throw out any high-risk food that has been left in the temperature danger zone of between 5 °C and 60 °C for more than 4 hours.

Doggy bags

Doggy bags are not the same as normal takeaway foods. Takeaway food is intended to be eaten away from the premises and is served by the food business at the appropriate temperature and in suitable takeaway containers.

The term 'doggy bag' developed when food left uneaten at a restaurant was taken home for the family pet. However, many customers take doggy bags home and consume that food themselves later.

There are no laws that prevent restaurants and cafes from giving customers doggy bags. However, uneaten food taken from a restaurant or cafe in a doggy bag may become unsafe for human consumption.

Foods taken home in doggy bags can be exposed to a number of hazards including:

- high-risk food left in the temperature danger zone (between 5 °C and 60 °C) can have increased levels of food poisoning bacteria
- incorrect handling by the consumer can contaminate the food with food poisoning bacteria
- not being reheated adequately.

Where to get help

- [Food Safety Hotline Tel. 1300 364 352](tel:1300364352)
- Your local council environmental health officer - find your council's contact details at '[Find a Council](#)'

This information has been provided by the Better Health Channel at www.betterhealth.vic.gov.au

For the Kids:



Patient Notices:



FACE MASKS

Masks **must** still be worn when entering the practice, please remember to bring one to all appointments.

Patrick Street Family Practice
welcomes
Dr Felix Ogbo (Dr Felix)

Dr Felix consults 9:15am to 4:15pm Monday to Thursday. Please contact Reception on 5358 7555 if you wish to make an appointment.

SERVICES:

- Men's Health
- Women's Health
- Children's Health (including Childhood Immunisations)
- Family Planning
- Antenatal Care
- Chronic Disease Management
- COVID-19 Vaccinations
- Travel Health (including Yellow Fever Vaccinations)
- Minor Surgeries (Suturing, Ingrown Toenails, Sunspots, Removal of Moles, etc.)
- Health Assessments
- Mental Health
- Q Fever Testing and Immunisation
- Pre-Employment Medical Assessments
- ECG's
- Urine Drug Screens

RESULTS:

If you wish to discuss any results, an appointment needs to be made with your doctor. If you have any results requiring immediate action, you will be contacted to make a follow-up appointment with your doctor.

PRIVACY:

Patrick Street Family Practice respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our Privacy Policy is available upon request.

COMMENTS/FEEDBACK:

Patrick Street Family Practice values all comments and feedback, and take all suggestions seriously. We take all feedback under advisement as part of our continuous quality improvements. For minor feedback/suggestions that we may be able to deal with immediately, please contact us in person at the practice or phone us on (03) 5358 7555. For matters requiring more consideration, please put your feedback in writing and place it in the Suggestions Box at Reception.