



1/185 Morgan Street Wagga Wagga NSW 2650
Phone: 6931 0900 Fax: 6923 3144

The Service

Wagga GP After Hours Service is a medical service that operates outside normal doctor surgery hours for urgent medical treatment. The service operates a clinic evenings, weekends and public holidays with a GP on-call for urgent home visits.

Clinic Hours

Mon – Fri: 7pm – 9pm

Sat: 6pm – 9pm

Sundays & Public Holidays:

9am – 1pm & 5pm – 9pm

Christmas Day: 4.30 pm – 6.30 pm

The Wagga GP After hours service is operational every day of the year. Appointments can be made from half an hour prior to advertised opening times. Advance appointments are not taken as for routine matters patients should consult their regular GP.

On-Call GP Hours

An on-call GP is available for telephone triage and home visits Monday – Friday from 6pm until 8.00am the next morning and from 12 noon Saturday until 8.00am Monday morning. The on-call GP is available public holidays from 8.00am on the day of the public holiday until 8.00am the following morning.

Care outside the After Hours Period

Care outside the operating hours of the After Hours Service should be provided by your regular GP. If you do not have a regular GP, reception staff can supply you with the names of participating practices (or see page three of this information sheet for a list).

Doctors

The Wagga GP After Hours Service is staffed by doctors from General Practices operating in Wagga Wagga on a roster basis.

Fees

Fees are payable at the time of the consultation by cash, cheque, credit or debit card. Current fees are displayed at reception. Fees will differ for Workers Compensation & additional procedures.

Children under 16, concession card holders, students and people of Aboriginal and Torres Strait Island descent are bulk billed. Bulk billing applies only on the presentation of a valid Medicare Card and current concession card or student ID card (for tertiary students).

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to always maintain the security of personal health information and to ensure that this information is only available to authorised members of staff. We abide by the 13 Australian Privacy Principles available at www.oaic.gov.au.

In line with the consent form you are required to complete, a copy of your medical record for each attendance will be forwarded to your regular GP to ensure the continuity of your ongoing care.

Dealing with us Anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals. Please talk to our reception staff.

Your Rights

If you have a problem or a compliment, we would like to hear about it. Please feel free to talk with the doctor or the receptionist. You may prefer to write to the Practice Manager or the Chair of the Management Committee, who is responsible for clinical quality. Please address all correspondence to PO Box 5663, Wagga Wagga, NSW, 2650.

We take your concerns, suggestions and complaints seriously. If you wish to make a complaint please [click here](#) .

If you have a complaint that we have not resolved satisfactorily you may contact -

Health Care Complaints Commission
Tel: 1800 043 159 / Fax: 02 9281 4585
Level 13, 323 Castlereagh Street,
SYDNEY NSW 2000
www.hccc.nsw.gov.au

For complaints concerning privacy issues you may contact:

Australian Information Commissioner
Enquiries line: 1300 363 992
GPO Box 5218,
SYDNEY 2001

Follow Up of Test Results

All results from diagnostic tests ordered by the after hours GP on duty are returned to the patients usual GP for timely continuity of care and any necessary action. To ensure results are followed up, a copy of the results will also be returned to the After Hours Service. If a test initiated by the After Hours Service requires urgent action, the patient will be contacted by the GP next on duty and, if necessary, the relevant practice the next working day.

Telephone Access

Our aim is to facilitate optimal communication opportunities between our patients and General Practitioners. Patients are able to access a Wagga GP After Hours Clinic doctor by telephone to discuss urgent clinical care but mostly, a face-to-face consultation is necessary. There is no fee incurred for phone advice.

If patients request to speak with the clinic doctor, the policy on receiving and returning phone calls is to take a message for non-urgent matters and get the doctor to call the patient when he/she is free. For urgent matters, patients will be put straight through to the doctor.

For routine clinical matters to ensure continuity of care, patients should talk to their regular GP.

Returning calls

The procedure for GPs and clinical staff receiving and returning telephone calls is governed by urgency. If the matter is urgent clinical staff can be interrupted during a session. Other phone calls are returned in a timely manner in between patients or at the end of a session.

Email Access

We discourage patients from using email as their source for communication with the practice unless they have speech or hearing problems and have made prior arrangements to communicate by this means. Other reasons include:

- email is routed by the Practice Manager's email, and may not be dealt with in a timely fashion;
- email security can be problematic.

Participating Surgeries and Doctors:

Note some practices also employ GP Registrars who often participate in the delivery of services.

PARTICIPATING SURGERIES:

BLAMEY STREET MEDICAL CENTRE - 44 Blamey Street

GLENROCK COUNTRY PRACTICE – 9 Tanda Place

HAMMOND HEALTH – Suite 5, 2 Docker Street

KOORINGAL MEDICAL CENTRE– 295 Lake Albert Road

MORGAN ST HEALTH CARE CLINIC – 2/185 Morgan Street

RIVERINA FAMILY MEDICINE – 139 Peter Street (PO Box 5164)

WAGGA WAGGA MEDICAL CENTRE – 4 Baylis Street

List current as at August 2023