



OCEAN  
WAVE  
MEDICAL

Excellence in Family Medicine



**WINNER – BEST MEDICAL  
CENTRE  
ON SUNSHINE COAST**

**Ocean Wave Medical  
have won for the 3<sup>rd</sup> year  
in a row, the public vote**

**for Best Medical Centre on Sunshine Coast. We thank our  
valued patients for all your votes to make us NUMBER 1 again.**

## WELCOME TO CUSTOM DENTURE CLINIC

Custom Denture Clinic is now open by appointment in Suite 1 at Ocean Wave Medical.

They specialise in:

- New Dentures
- Repairs & relines
- Implant Dentures
- Sports Mouthguards



They can also provide mobile services on request.

For an appointment please contact **5492 7422**, no referral required.

**Our Doctors:** Dr Amir Akram, Dr Alison Roper, Dr John Fogarty, Dr Deborah Vercoulen,  
Dr Tony Moor, Dr Christelle Greeff, Dr Geoff Broad, Dr Venera Edwards and Dr Jonathan Jing

**Open: Monday to Friday 7.30am to 6.30pm and Saturday and Sunday 8.30am to 4.30pm**

## MASTER BUILDERS AWARD

Ocean Wave Medical was recently awarded the Master Builders Award for the Best Renovation of Commercial Building for the renovation of our new premises by our builders Shadforth Lythgo at the Sunshine Coast Master Builder Awards night.

### Allied Health at OWM.

**Physio** – Rachel Morgan-Varlow of Embody Physiotherapy works full time out of Suite 5 here at OWM. For an appointment contact – 0401263516.

**Dietitian** – Hannah from Sunshine Coast Dietetics works every second Wednesday from Suite 6. For an appointment contact 54794363.

**Speech Therapist** – Astrid Van Der Laan is available every Tuesday from Suite 6. For an appointment contact 0423789799.

**Psychologist** – Cornelia Bam works full time here at OWM. A referral is not required to make an appointment. \$20 gap charge for patients with a MHP up to 10 visits a year. \$150 for private consults. Workcover billed direct to WC. For further information or to make an appointment contact 5491044.

**Podiatrist** – David Morgan of Flying Feet podiatry provides all your podiatry needs and accepts GPMP referrals or private consults. To make an appointment contact 1300288365.



## Council Road Changes – MAYES AVE

Between the hours of 7am to 9am and 2pm to 4pm you will no longer be able to right turn from West Terrace into Mayes Avenue. This is to allow for better flow during the school drop off and pickup times. This change is enforced by police.

Turn left at 4<sup>th</sup> avenue near McDonalds, then left at roundabout into Mayes Avenue, then into our undercover car park

## Are You Travelling Overseas Soon?

Here at OWM we are an accredited Travel Vaccine Clinic. Most vaccines are here ready for you on site. We are an accredited Yellow Fever Clinic. Before you go on your next trip discuss travel vaccines with your doctor.



**WE ASK THAT NO SMOKING BE DONE IN OR AROUND OUR CENTRE OR CARPARKS FOR THE HEALTH OF ALL OUR PATIENTS**

## OPEN 7 DAYS A WEEK – BOOK ONLINE

BULK BILLING available 7 days a week to our Aged Pensioners and children under 15 years. For Health Care Card holders you will be eligible for bulk billing from your second visit with us.

Immunisations, Skin Checks, Vaccinations, Venesections, Workcover, Pre-employment Medicals, Dive Medicals, Travel Vaccines, Health Assessments, Female Health Checks all available.

## **SURVEY RESULTS**

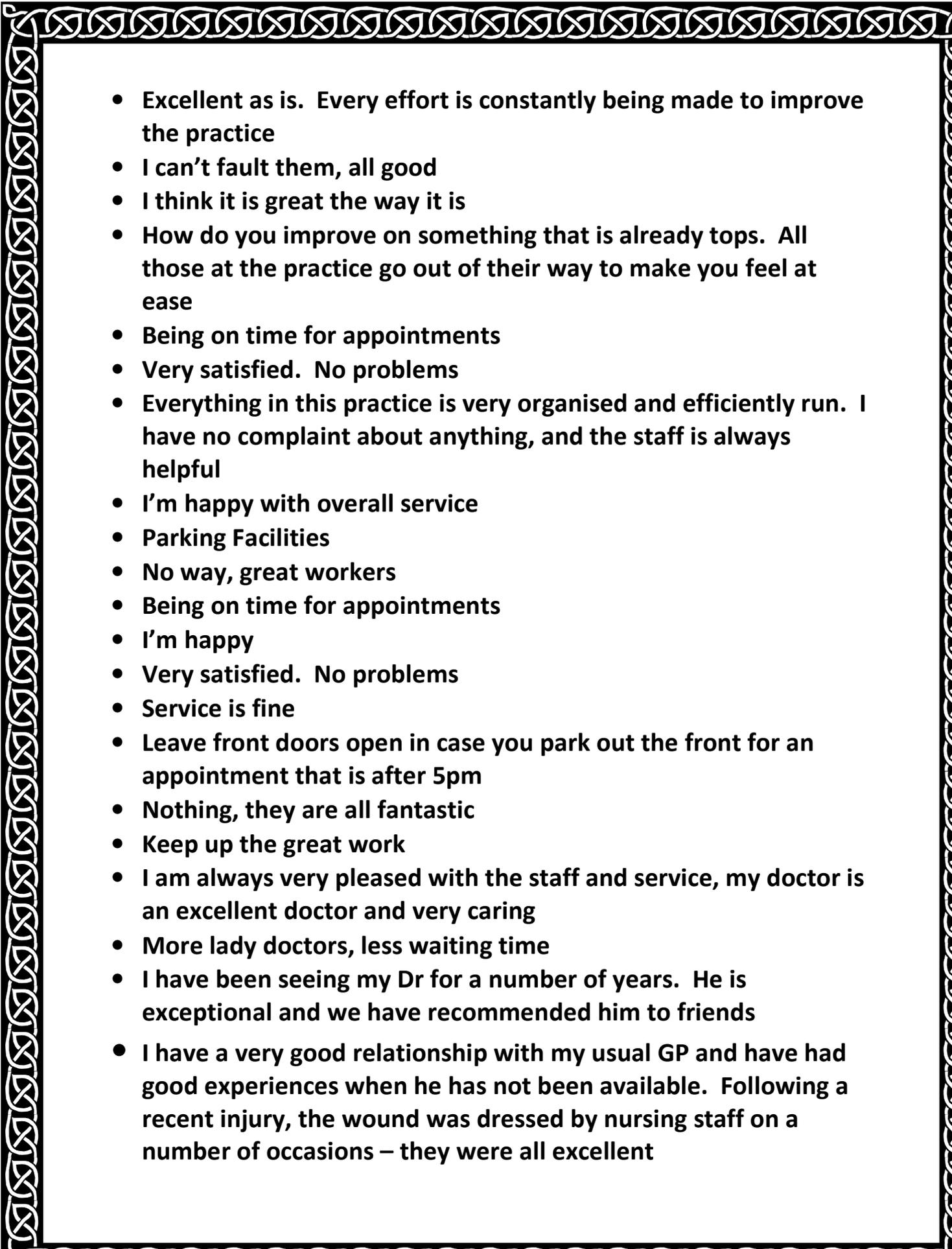
Every 3 years we undergo an Accreditation Process to ensure we meet the RACGP Standards. Part of this process is having our patients independently surveyed.

We thank all those patients that participated in this survey which was conducted by CFEP. We have received the Survey Results Report and your feedback and we are very happy with results received and will continuously review your feedback to improve any areas that are needed.

## **98% of all patient ratings about our Practice were GOOD, VERY GOOD or EXCELLENT**

*Patients were asked to comment on how their Doctor, Staff or practice could improve its service? Some of the written feedback received from our Patients on this question was:*

- **Cannot see how they can improve. Very friendly and professional staff at all levels**
- **Nothing – they are amazing**
- **I'm happy with how this practice is currently operating**
- **A particular doctor has always given the best in all the years**
- **No recommendation, run very well, been here many years**
- **I have never been dissatisfied at any time. Wonderful and caring. A particular doctor and staff are always very respectful and cheerful. Thank you for a wonderful service. Highly recommended**
- **Decrease wait times**
- **I love the online system to book an appointment. I have been seeing my GP for some time and I like this practice he is a part of**

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- Excellent as is. Every effort is constantly being made to improve the practice
  - I can't fault them, all good
  - I think it is great the way it is
  - How do you improve on something that is already tops. All those at the practice go out of their way to make you feel at ease
  - Being on time for appointments
  - Very satisfied. No problems
  - Everything in this practice is very organised and efficiently run. I have no complaint about anything, and the staff is always helpful
  - I'm happy with overall service
  - Parking Facilities
  - No way, great workers
  - Being on time for appointments
  - I'm happy
  - Very satisfied. No problems
  - Service is fine
  - Leave front doors open in case you park out the front for an appointment that is after 5pm
  - Nothing, they are all fantastic
  - Keep up the great work
  - I am always very pleased with the staff and service, my doctor is an excellent doctor and very caring
  - More lady doctors, less waiting time
  - I have been seeing my Dr for a number of years. He is exceptional and we have recommended him to friends
  - I have a very good relationship with my usual GP and have had good experiences when he has not been available. Following a recent injury, the wound was dressed by nursing staff on a number of occasions – they were all excellent