



Pennwood Village

Quality Care with European Flair

10 Questions – GP Services

1. Are registered nurses on site at all times?

Yes, we have 24hour registered nurses on duty at all times, 7 day a week.

2. Can I keep my preferred GP?

If your GP is willing to visit we would welcome him or her – if not we can recommend a number of bi-lingual GP's.

3. Will a staff member be available to escort me to GP/hospital appointments?

Pennwood respects your privacy when visiting your Dr within their medical rooms or ours. However there may be times that a staff member is required to ensure communication of the doctor's orders reaches Pennwood staff (staff will have appropriate forms). Staff is also available to escort (fees and charges will apply) you to assist with mobility and cultural sensitivities.

4. Is there a doctor on site?

Some facilities employ their own doctors. This could prevent unnecessary delays in treatment or hospitalisation. However, they may not be employed 'out of hours' so check what arrangements are in place for those times. This should not stop you from keeping your preferred GP if you want to, as long as they can service the area you live in.

If your GP is unable to visit we have a free LOCUM service that operates from 6pm till 6am.

5. Will I have to pay to visit my GP surgery? Where the aged care provider is unable to arrange for a GP visit to the facility, they may charge for transport costs and a member of staff to accompany you to appointments off-site. However, you must be informed of these charges and agree to pay before arrangements are made. The same may apply for off-site visits to doctors and allied health appointments.

Most surgery visits and visits to the home are bulk billed at present this may change in the future.

6. Is the GP always called if my condition deteriorates and I need help?

GPs working together with RNs can often provide the necessary care on site and avoid hospital admissions. Having RNs on site at all times means there are clinically trained professionals there to assess any deterioration in your condition and act appropriately. Assistants in nursing (AINs)/care workers do not have the same level of training to do this and may call an ambulance if they see a person deteriorating.

Pennwoods highly skilled bi-lingual clinician team works closely with your GP or locum service to assess your health and act appropriately and quickly.

7. The RN will assess and will call the appropriate service. Who will prescribe and review my medications?

There may be a doctor employed by the facility who can prescribe medication. However, most rely on the person's GP to do this. Many older people take multiple medications, some that don't work well when combined with other medications or with side effects. Check if there are arrangements to review your medications regularly with your GP/pharmacist.

Pennwood communicates with the treating GP or LOCUM regularly as they prescribe your medication. Pharmacist will review upon the GP's request.

Pennwood clinical staff monitor your health on an ongoing basis communicate any concerns to you and will discuss changes to your health with your GP.

GP reviews your health and medication every 6 weeks or upon changes from hospital.

8. Will the GP come to the facility or is there a telehealth model?

In some rural and remote areas there may not be a local GP who can travel to you. It is important to know what the arrangements will be if you need medical attention. Telehealth allows GPs to see you 'online' to make a diagnosis. In these circumstances GPs rely heavily on RNs to carry out their recommended treatment, so it is important to make sure RNs are on site at all times.

As Pennwood delivers culturally appropriate care we rarely use Telehealth service as it does not cater well for the needs of our CALD clients/residents. Pennwood will communicate directly with the GP and arrange his visit.

9. What happens if I need a doctor at night?

If the facility employs a doctor, ask if they are available at all times. GPs often have rotating 'on call' arrangements with other local GPs. An ambulance should never be a replacement for a GP visit unless it is a medical emergency.

Pennwood primary concern to respond to your medical needs as soon as practical. Our free locum service will be contact if a non-emergency medical review is required.

In the event of an emergency, an ambulance will be called. Staff will assist with ambulance cover should this be required.

LOCUM service is called under these circumstances. Retrieval team & ambulance assess in a medical emergency.

10. Will my family and I be invited to case discussions with the GP and other staff to establish the plan of care?

It is important that you remain in control of your care and treatment. You should be invited to participate in developing your plan of care, even before you are admitted. Having your usual GP and members of the multidisciplinary team there (such as physiotherapists) will make sure everyone is clear about what care and treatment are best for you. Check these arrangements are ongoing as your needs and preferences may change

Pennwood person centred approach to care, encourages family members and significant others who are involved in your care to participate in admission, care planning, review and monitoring your wellbeing. Pennwood liaises with family in the event of falls, hospital admissions, palliative care and any other acute changes. Response strategies are formulated together with family and other care givers.

Families are involved in the admission process and to review care plan which is a multidisciplinary approach to person centred care. Families are advised of any acute changes, falls, hospital admissions and palliative care conferences.