

Practice Profile 2011

Evidence of infrastructure and training capacity

Practice name	Norfolk House Medical Services		
ABN	37 088 149 893		
Address	62 Victoria Street, Victor Harbor SA 5211 view Google Map		
Phone number	08 8552 3900		
Fax number	08 8552 5808		
Web address	www.ipnet.com.au		
Principal contact name	Dr Gary Lloyd		
ASGC-RA classification*	RA2		
Outer metropolitan	Yes		
RACGP teaching site	No	L1	L2
ACRRM teaching site	No		
RACGP accredited			
ACRRM accredited			
AGPAL accredited (or equivalent)	Yes		
Public liability insurance	Yes	Name of insurer: Willis	Date of renewal: 31 March 2012

Location

Description of practice location	Norfolk House Medical Services is located approximately 80km south of Adelaide in Victor Harbor.
Health and medical information about the region	<p>The population of Victor Harbor is approximately 11500 residents with this number swelling up to 30,000 during peak holiday season. There are medical practices in all towns on the Fleurieu Peninsula, servicing local residents as well as visitors to the area. There is both a public and private hospital that is serviced only by private practice doctors.</p> <p>The area has several nursing homes and access to a wide range of health services</p>
Practice type and size	<p>Norfolk House Medical Services has 6 full time general practitioners and 1 full time registrar. All GPs are actively involved in the training and support of the registrars. Norfolk House has been a part of the registrar training program for approximately 3-4 years.</p> <p>The practice provides out of hours on call for practice patients between 8am and 8pm every day for emergencies.</p> <p>We have 9 nurses working in the purpose built treatment room area. This area includes direct ambulance access for emergencies, a procedural area for performing removal of skin lesions and other minor surgery, immunisations, wound dressings, ECGs, spirometry and a wide range of other services.</p> <p>We also run weekly diabetes clinics for our diabetic patients, run by one of our trained Registered Nurses.</p> <p>Another service we offer is Health Assessments in the patients' homes to those over 70 years of age, conducted by one of the Registered Nurses. A part of this service can also include a Home Medication Review which involves the local pharmacist also.</p>

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There is a large reception/waiting room area, with space to accommodate about 40 patients.

Clinic Services

Clinic hours	Office Hours: Monday to Friday, 8am – 5.30pm. Saturday am 8.30 – 11.30am. GP Consulting Hours: Monday to Friday, 8.30am – 5.30pm Saturday 9.00am – 11.30am
Are home visits provided?	Home visits are arranged with the GP as required for patients who are unable to attend the surgery.
Is an after-hours/weekend service provided?	Norfolk House has a GP on duty every day (Sunday – Saturday) from 8am – 8pm to cover emergencies at the practice or at the hospital. Between 8pm and 8am the hospital has a locum doctor available for emergencies.
If no, is a locum service provided?	N/A
Is hospital in-patient care provided?	GPs visit their hospital patients during ward rounds usually prior to commencing their day's consulting at the surgery.
Are nursing home visits provided?	Nursing home visits are arranged with the nursing home staff and the GP.
What access to specialists and other health professionals is available?	There are a number of visiting specialists to the Victor Harbor area, covering a wide range of specialties from general surgery, cardiology, gynaecology, gastroenterology, endocrinology, psychiatry, dermatology ophthalmology, rheumatology among others. Some of these specialists also have operating privileges at the local South Coast District Hospital.
Aspects of medicine in your practice that will be a feature of registrar training	Our practice offers a wide range of skills. Such skills include anaesthetics, skin lesion surgery, emergency medicine, geriatric medicine, diabetes clinics, antenatal and post natal care. As the population on the South Coast is predominantly elderly there is a large majority that has multiple complex medical problems.

Details of practice support

On-site and after-hours supervision to meet professional standards	There is always a GP assigned to be the backup (second on call to the registrar) and is available at all times should the registrar require assistance. During the days consulting at the practice each GP is available to provide support and assistance to the registrar.
Provision is made for registrars to attend education activities	All consulting sessions are booked around the registrar's commitments to education activities.
Access to clinical resources/reference materials	
Adequate consulting space, IT facilities and equipment for registrar	A consulting room with full IT access and appropriate equipment is available along with access to nursing staff and treatment room services.
Appropriate space available for teaching purposes	We offer a consulting room during consultation time. The registrar has full access to the surgery after hours as well to enable uninterrupted onsite study time as is required.

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Expectations of registrar workload

Workload of registrar monitored and managed to ensure a balanced patient base This is managed via discussion and monitoring by the supervisor, the registrar and the practice manager.

Facilities offered by practice

There are nine nurses working in the purpose built treatment room area. This area includes direct ambulance access for emergencies, a procedural area for performing removal of skin lesions and other minor surgery, immunisations, wound dressings, ECGs, spirometry and a wide range of other services.

We also run weekly diabetes clinics for our diabetic patients, run by one of our trained Registered Nurses.

Another service we offer is Health Assessments in the patients' homes to those over 70 years of age, conducted by one of the Registered Nurses. A part of this service can also include a Home Medication Review which involves the local pharmacist also.

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Technical information

Name of principal supervisor/trainer	Dr Gary Lloyd		
Qualifications	MBBS (Adel) Dip Obst RACGP FACRRM		
Full and unrestricted registration with the Medical Board of Australia	Yes		
FRACGP member	No		
RACGP member	No		
FACRRM member	Yes		
ACRRM member	Yes		
Vocational registration status	Accredited		
Experience, including number of full time years in general practice	25 years		
CPD status achieved 2008 - 2010	Yes		
Professional medical indemnity insurance	Yes	Name of insurer: MIGA	Date of renewal: 01/07/2012
Practice profile - date of review	31 July 2011		

*RA1 – major cities of Australia

RA2 – inner regional Australia

RA3 – outer regional Australia

RA4 – remote Australia

RA5 – very remote Australia

Modified 10 November 2011