

Our locations



Cessnock Practice

Suite 1/275 Vincent Street
Cessnock NSW 2325
Phone: 02 4013 5777



Scan me
to book an
appointment



Kurri Kurri Practice

110 Lang Street
Kurri Kurri NSW 2325
Phone: 02 4939 3300



Scan me
to book an
appointment

Your Feedback

We have a suggestion form and box located at reception desk for any comments or suggestions if you would like to contribute to our quality improvements. Feel free to comment. Your feedback and suggestions will be taken into consideration when planning our services. Both praise and criticism are welcome. If you are unhappy with any aspect of our service, please ask to speak to our Practice Manager who will endeavour to resolve your issue.

Patients wishing to make a complaint outside the practice can contact the Healthcare Complaints Commissioner on:

Phone: 1800 043 159
Post: locked bag 18,
Strawberry Hills NSW 2012
Email: hccc@hccc.nsw.gov.au

Procedure for referrals

When we send a referral to another health care professional this may be done by fax or electronically using a secure messaging system. This referral will contain information that will identify you and information about your current medical condition, needs, past history, medication and allergies. We comply with RACGP standards for the secure transmission of health information. Should you wish to read your referral before it is sent, please ask your GP.



Home visits

Home visits may be available for regular patients of our Practice, at the doctor's discretion. The doctor may also be able to offer a Telehealth consultation. All eligible services provided will be bulk billed. Please speak to our admin team to further discuss.

Patients who require specific communication support

If English is not your first language or you have other communication needs, we recommend the use of a trained interpreter if you or a family member requires assistance.



Patient information



allwayshealthcare.org.au



All Ways Healthcare is a not-for-profit organisation, providing quality primary health care services to the Cessnock region since 2004 and in Kurri Kurri since 2015. Any profits are invested in improving or expanding the services we can provide to patients and the community.

Our Mission

All Ways Healthcare's mission is to provide accessible, comprehensive, and best practice primary health care in an environment of mutual respect.

Our values

We value Clinical Excellence, Innovation and Mutual Respect.

Bulk Billing

Aligning with our mission, we are a Bulk Billing practice for all eligible Medicare patient visits and procedures. *

Please bring your Current Medicare Card and any Centrelink Concession Card you may have.



Always here to provide:

- General Health Consultations
- GP Management Plans – providing care for ongoing chronic health conditions
- Women's Health services – contraceptive advice & procedures, cervical screening, antenatal and postnatal care
- Immunisations
- Skin Checks
- Health Assessments – childhood milestones, 45-49 years and over 75 years
- Healthy Heart checks
- Indigenous Health – annual health assessments, health plans and CTG initiatives
- Mental Health checks and ongoing management
- Minor Surgical Procedures
- Management of Asthma and COPD
- Management of Diabetes
- DVA services

Pre-Employment Medicals and other Medicals

*Note: These cannot be bulk billed to Medicare and a private fee will apply, payable at the time.

Workers Compensation

*Note: These consultations are not bulk billed. Fees apply.

Allied Health

Specialist services are available by appointment. They include: Mental Health, Podiatry, Exercise Physiology Dietitian and hearing services.

General Practitioners

We have doctors (both male and female) available across our two clinics including registrars. Registrars are fully qualified doctors who spend 6 – 12 months at the clinic finalising their specialist general practice training.

Nursing Staff

Highly trained practice nurses provide services and support at both sites.

Practice Facilities

Parking is available onsite at both All Ways Healthcare clinics. Spaces are allocated for disability permit holders. Toilets are located within the waiting room areas with a baby change area. Both entries to our clinic are pram and wheelchair friendly.



Patient Identification

Medicare requires us to identify you by 3 identifiers every time you make an appointment or arrive at the clinic. Even if we know you very well or a regular patient, we will ask you for 3 identifiers, which will include your name, date of birth, and address. We do this to make sure we are providing the best possible care to the RIGHT patient.

Appointments

We operate on an appointment booking system. Phone lines open at 8am. You may also book online through our website: www.allwayshealthcare.org.au

Our standard appointment time is 15 minutes; however longer appointments are available. An SMS reminder will be sent to you the night before your appointment. If you are unable to attend your appointment, please contact us to reschedule or cancel.

If you have multiple issues to discuss, a complex problem, require a second opinion, a surgical procedure or a medical for insurance purposes, please let reception staff know and a longer appointment can be made for you.

Our practice has access to the National Relay Service 131 450.

If you are hearing impaired and require an Auslan interpreter, we can organise this for you. Details are available at reception.

Smoking

Community Healthcare is a “SMOKE FREE” zone, therefore smoking is not allowed in the grounds, car parks or buildings.

Prescriptions

In the interest of good medical care, you will need to be seen by one of our doctor's regarding ALL prescriptions including regular medication. Our doctors usually allow enough repeats on your prescription to last until your next visit.

Results

When tests are requested, you will need to make a follow up appointment with the GP that requested the tests.

It is the policy of Community Healthcare, to All Ways Healthcare that all investigation results require a consultation.

Results are not able to be provided by our admin team over the phone.

Privacy of your Health Information

This practice is committed to maintaining the confidentiality of your personal health information. If you need to request a copy of your health record, please speak with your doctor. We encourage all patients to utilise their MyHealth Record. Please ask a staff member about how to access your MyHealth Record.

Patient's Responsibilities to our Practice

As a patient of this practice you have our utmost respect, and we hope we have yours too. We provide a high quality service to each and every patient, and sometimes times wait times are extended to provide that care. However, we will not tolerate verbal abuse, violence, or threatening behaviour to any staff member.

