



Donnybrook Family Doctors Practice Information Sheet

Donnybrook Family Doctors

Practice Information Sheet

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Approved by: Dr. Nina Nandha (Practice Principal)

Version: 2.0

Effective date: 05 / 04 / 2026

Review date: 05 / 04 / 2027

Welcome to Donnybrook Family Doctors

Donnybrook Family Doctors is a general practice committed to providing safe, respectful, accessible and high-quality healthcare to our patients and community.

Our practice aims to provide patient-centered care that is culturally appropriate, inclusive and based on current clinical guidelines. We welcome patients of all backgrounds, cultures, identities, abilities and health needs.

Practice Contact Details

Practice name: Donnybrook Family Doctors

Address: 92 South Western Highway, Donnybrook WA 6239

Phone: (08) 9731 1888

Fax: (08) 9731 1889

Email: info@dfdoctors.com.au

Website: www.donnybrookfamilydoctors.com.au

Online bookings: Available via HotDoc

For medical emergencies: Call **000** immediately or attend the nearest Emergency Department.

Opening Hours

Day	Opening Hours
Monday	7:00 am - 5:00 pm
Tuesday	7:00 am - 5:00 pm
Wednesday	7:00 am - 5:00 pm
Thursday	7:00 am - 5:00 pm

Day	Opening Hours
Friday	7:00 am - 5:00 pm
Saturday	8:00 am - 1:00 pm
Sunday	Closed
Public Holidays	Closed

Our Clinical Team

Our practice team may include:

- **Dr. Bhupinder Singh (MED0002121858)**— M.B.B.S, F.R.A.C.G.P — special interest in skin cancer treatment
- **Dr. Min Thu Aung (Dr. Ben) (MED0002300405)**— M.B.B.S — special interest in ophthalmology and chronic disease management
- **Dr. Navneet Nandha (Dr. Nina) (MED0002117949)**— M.B.B.S, F.R.A.C.G.P — special interest in women’s health and chronic disease management
- **Dr. Ahmed Hasan (MED0003551895)**— M.B.B.S — special interest in men’s health and general medicine
- **Ankita Desai (PHY0002572562)**— Physiotherapist, B.Sc — special interest in physiotherapy including back pain, sports injuries and neurological rehabilitation
- GP Registrars
- Practice Nurses
- Reception and administration staff
- Practice Manager
- Allied health providers, where available

Information about our doctors, including areas of interest and languages spoken, is available on our website or by asking reception.

Services We Provide

Donnybrook Family Doctors provides a broad range of general practice services, including:

- General medical consultations
- Chronic disease management
- Care plans and health assessments
- Preventive health checks
- Immunizations and childhood vaccinations
- Influenza and COVID-19 vaccinations, when available
- Women’s health
- Men’s health
- Children’s health
- Mental health care plans

- Skin cancer checks
- Skin procedures and minor surgical procedures
- Wound care
- Cervical screening
- Iron infusions, where clinically appropriate
- ECGs and basic diagnostic checks
- Travel medicine advice, where available
- Driver's license medicals
- WorkCover and insurance-related consultations, where accepted
- Telehealth consultations, where clinically appropriate

Some services may require a longer appointment, nurse appointment or prior assessment by a doctor. Please tell reception the reason for your visit so the correct appointment length can be arranged.

Appointments

Appointments can be made by:

- Calling the practice on **(08) 9731 1888**
- Booking online via **HotDoc**
- Speaking to reception in person

Please let the reception know if you require:

- A long appointment
- A procedure appointment
- A skin check
- A care plan or health assessment
- Immunizations
- Forms or paperwork completed
- A telehealth appointment
- An interpreter
- Assistance due to disability, mobility, hearing, vision or communication needs

Standard and Long Appointments

A standard appointment is usually suitable for one or two simple issues. If you have multiple concerns, complex health needs, paperwork, mental health concerns, skin checks, procedures or care plans, please book a longer appointment.

This helps our doctors run on time and ensures you receive appropriate care.

Walk-In and Urgent Appointments

Our practice operates primarily by appointment.

Patients with urgent medical concerns should phone the practice so our team can assess the urgency and advise the most appropriate option.

For serious or life-threatening symptoms, call **000** immediately.

Examples of medical emergencies include:

- Chest pain
- Severe shortness of breath
- Stroke symptoms
- Collapse
- Severe bleeding
- Severe allergic reaction
- Severe abdominal pain
- Sudden weakness, confusion or loss of consciousness

After-Hours Care

When the practice is closed, patients requiring urgent medical care should contact:

Emergency: Call **000**

Healthdirect: 1800 022 222

Healthdirect provides 24-hour health advice from registered nurses.

Nearby emergency care options may include:

Donnybrook Hospital

Bentley Street, Donnybrook WA 6239

Bunbury Hospital

Corner Robertson Drive and Bussell Highway, Bunbury WA 6230

Please call **000** for emergencies.

Home Visits and Nursing Home Visits

Home visits are not routinely available and are provided only at the doctor's discretion, depending on clinical need, location, safety and availability.

Patients who are too unwell to attend the practice should call reception for advice. In an emergency, call **000**.

Telehealth Appointments

Telehealth appointments may be available where clinically appropriate and where the patient meets Medicare eligibility requirements.

A doctor may advise that an in-person appointment is required if a physical examination, procedure, vaccination, test or urgent assessment is needed.

Reception can advise whether telehealth may be suitable for your appointment type.

Billing Policy

Donnybrook Family Doctors is committed to providing accessible healthcare.

The practice may offer bulk billing for eligible Medicare card holders for standard GP consultations, subject to current practice policy and Medicare requirements.

Fees may apply for services not covered by Medicare or where a Medicare rebate is not available, including but not limited to:

- Patients without a valid Medicare card
- Private patients
- Some procedures
- Commercial driver's license medicals
- Employment medicals
- Insurance forms and reports
- Some travel medicine services
- WorkCover or motor vehicle accident consultations, depending on claim status
- Non-attendance or late cancellation fees, if applicable

Patients will be informed of any expected out-of-pocket costs before treatment where possible. If you have questions about fees, please ask reception before your appointment.

Referrals, pathology, imaging, specialist services and allied health services may involve out-of-pocket costs. Patients should contact the external provider directly for exact fee information before attending.

Private Fees

Consultation Type	Fee
Standard consultation	\$50
Long consultation	\$75
Prolonged consultation	\$110
Procedure fee	Quoted before procedure
Non-attendance / late cancellation fee	\$20

Medicare, Concession Cards and Patient Details

Please bring your current:

- Medicare card
- Pension card, concession card or DVA card, if applicable
- Private health insurance details, if relevant
- List of current medications
- Relevant test results, letters or hospital discharge summaries

Patients are responsible for ensuring their Medicare and concession details are current.

Please advise reception if your:

- Name changes
- Address changes
- Phone number changes
- Email address changes
- Emergency contact changes
- Medicare card details change
- Concession or DVA status changes

Keeping your details up to date helps us contact you about results, recalls, reminders and important health information.

Test Results, Recalls and Reminders

Our practice has systems in place to follow up investigation results, referrals, recalls and reminders.

Your doctor will advise you when and how to obtain your results. **No news does not always mean normal results.** If you have not heard from the practice within seven days of a test, please contact us so we can confirm your result. Patients are encouraged to book a follow-up appointment to discuss test results, especially if symptoms continue, worsen or if the doctor has asked you to return.

We may contact patients by phone, SMS, letter, email or other approved communication methods for:

- Clinically important test results
- Recalls
- Reminders
- Health assessments
- Care plans
- Immunisations
- Preventive health checks
- Follow-up appointments

For urgent or clinically significant results, our clinical team will make reasonable attempts to contact you.

Please ensure your contact details are kept up to date.

Repeat Prescriptions and Referrals

Repeat prescriptions and referrals require appropriate clinical review.

You may need an appointment before a repeat prescription or referral can be issued, particularly if:

- You have not been seen recently
- Your condition requires review
- The medication has risks or requires monitoring
- The referral is for a new issue
- Your usual doctor needs updated information

Reception cannot guarantee that prescriptions or referrals will be issued without a consultation.

Communication with the Practice

Patients can contact the practice by phone, in person or by email.

Telephone Calls

Reception staff may ask questions to help determine the urgency and type of appointment required. This assists the clinical team to provide safe and appropriate care.

Doctors may not be able to take phone calls during consultations. Reception can take a message, and the doctor or nurse will respond when appropriate.

Email Communication

Email is not suitable for urgent medical concerns.



Emails may not be monitored continuously. If your matter is urgent, please phone the practice. For emergencies, call **000**.

We aim to respond to non-urgent emails within 2 business days. Email must not be used for emergencies, urgent symptoms, urgent results, prescriptions required immediately, or clinical advice requiring same-day review.

Email communication carries privacy and security risks. Patients who communicate with the practice by email are taken to understand that email may not be a fully secure method of communication.

To protect privacy, staff may ask for approved patient identifiers before providing information by phone.

The practice may use secure messaging systems, such as HealthLink, where appropriate.

SMS, Email and Electronic Communication Consent

The practice may use SMS, phone, letter, email or secure electronic communication to contact patients about healthcare matters, including recalls, reminders and appointment information.

Please advise reception if you do not wish to be contacted by SMS or email.

Some communication may be required for clinical safety, such as urgent results or important recalls.

Privacy and Confidentiality

Donnybrook Family Doctors is committed to protecting patient privacy and confidentiality.

We collect and use health information to provide medical care, manage appointments, communicate with other healthcare providers, process Medicare claims, maintain medical records and meet legal and accreditation requirements.

Your health information may be shared with other healthcare providers involved in your care, such as specialists, hospitals, pathology providers, imaging providers, allied health professionals and secure messaging providers.

We will only disclose your information where:

- You have consented
- It is necessary for your healthcare
- It is required or authorised by law
- It is necessary to prevent or lessen a serious threat to health or safety
- It is otherwise permitted under privacy legislation

Patients may request access to their health information. Fees may apply for copying or transferring records.

A full copy of our Privacy Policy is available on our website and at reception.

My Health Record

Our practice may participate in My Health Record.

With your consent and where clinically appropriate, healthcare information may be uploaded to or accessed from My Health Record.

Please speak with your doctor or reception if you have questions about My Health Record.

Interpreter and Communication Assistance

Please advise reception when booking if you require an interpreter or communication assistance. Giving notice helps us arrange appropriate support wherever possible.

We can assist patients to access interpreter services, including **TIS National**, where appropriate. Patients who are deaf, hard of hearing or have speech communication needs may also ask reception about communication support options, including the National Relay Service or Auslan interpreting where available.

Patients are welcome to bring a support person, carer, family member or advocate to their appointment if they wish.

Please advise reception if you require assistance because of:

- Language needs
- Hearing impairment
- Vision impairment
- Mobility issues
- Cognitive impairment
- Disability
- Cultural or communication needs

Plain-language, translated or alternative-format information may be arranged where available and clinically appropriate. We will make reasonable efforts to support safe and respectful communication.

Respectful and Safe Behaviour

Our practice is committed to providing a safe and respectful environment for patients, staff, doctors and visitors.

Aggressive, threatening, abusive, discriminatory or unsafe behaviour will not be tolerated.

This includes behaviour in person, by phone, by email, online or through social media.

Patients who behave in a threatening, abusive or unsafe manner may be asked to leave the premises, have future appointments managed under specific conditions, or have their care transferred to another provider where clinically appropriate and lawful.

Patient Rights

Patients have the right to:

- Be treated with respect, dignity and courtesy
- Receive safe and appropriate healthcare
- Be involved in decisions about their care
- Ask questions about diagnosis, treatment options and costs
- Seek a second opinion
- Access their health information, subject to legal requirements
- Have privacy and confidentiality respected
- Provide feedback or make a complaint

Patients also have a responsibility to:

- Provide accurate health information
- Treat staff and other patients respectfully
- Attend appointments on time
- Cancel appointments with reasonable notice
- Follow agreed treatment plans or discuss concerns with their doctor
- Keep contact and Medicare details up to date

Before examinations, procedures or treatments, clinicians will explain relevant information and seek patient consent where required. This may include the purpose of the care, expected benefits, material risks, alternatives, costs where known, and the likely outcome of declining or delaying care.

Open Disclosure and Clinical Incidents

If something goes wrong during your care, we will communicate openly and respectfully. Where appropriate, we will explain what happened, outline any immediate steps taken, discuss options for ongoing care, and consider feedback or improvement actions.

Cultural Safety and Inclusiveness

Donnybrook Family Doctors aims to provide care that is respectful of each patient's culture, beliefs, identity and individual needs.

We welcome Aboriginal and Torres Strait Islander peoples and patients from culturally and linguistically diverse backgrounds.

Patients are encouraged to tell us about any cultural, religious, family or personal needs that may affect their healthcare.

Presence of a Third-Party During Consultations

Patients may request to have a support person, carer, family member, interpreter or chaperone present during their consultation.

A doctor or nurse may also request a chaperone for certain examinations or procedures.

Your consent will be sought before any examination or procedure. Where a chaperone, interpreter, student or other third party is involved in care, consent and relevant details may be documented in the patient health record where appropriate.

Teaching Practice

Donnybrook Family Doctors may be involved in teaching medical students, nursing students, GP registrars or other healthcare trainees.

You will be informed if a student or trainee is involved in your care. You have the right to decline student involvement without affecting your care.

Accessibility of Service

We aim to make our services accessible to patients with different mobility, disability, communication and cultural needs.

Please contact reception before your appointment if you need assistance with arrival, building access, mobility support, accessible parking, wheelchair access, accessible toilet facilities, hearing support, vision support, longer appointment time or other reasonable adjustments.

If we cannot safely or appropriately meet a particular access need on site, we will discuss available options, which may include a modified appointment arrangement, telehealth where clinically appropriate, use of an interpreter or support person, or referral to another suitable service.

Transfer of Medical Records

If you transfer to another medical practice, you may request that a copy of your health record be sent to your new treating doctor.

Requests must usually be made in writing and signed by the patient or authorised representative.

Fees may apply for copying, printing or transferring records.

Feedback, Suggestions and Complaints

We welcome patient feedback as it helps us improve the quality and safety of our services.

You can provide feedback by:

- Speaking with reception
- Speaking with the Practice Manager
- Writing to the practice
- Emailing the practice
- Completing a feedback or complaint form, if available

Contact	Details
Practice Manager	Iminder Nandha
Email	manager@dfdoctors.com.au
Phone	(08) 9731 1888
Postal address	92 South Western Highway, Donnybrook WA 6239

We take complaints seriously and aim to respond respectfully and promptly.

If you are not satisfied with our response, you may contact:

Health and Disability Services Complaints Office WA - HaDSCO

Phone: 1800 813 583

Website: www.hadsco.wa.gov.au

For privacy-specific complaints (concerns about how we collect, store, use or disclose your health information), you may also contact:

Office of the Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Website: www.oaic.gov.au

Zero Tolerance for Discrimination

Our practice does not tolerate discrimination, harassment or abuse towards patients, staff, doctors or visitors.

We aim to provide care that is respectful regardless of age, gender, disability, culture, language, religion, sexuality, family situation or health condition.

Smoking, Alcohol and Drugs on Premises

Smoking, vaping, alcohol and illicit drug use are not permitted on practice premises.

Patients affected by alcohol or drugs may have their appointment rescheduled if it is unsafe to proceed, unless urgent medical care is required.

Infection Prevention

To help protect patients, staff and the community, please tell reception before attending if you have symptoms such as:

- Fever
- Cough
- Sore throat
- Shortness of breath
- Vomiting or diarrhoea
- Rash
- Confirmed or suspected infectious illness

You may be asked to wear a mask, wait outside, book a telehealth appointment or follow specific infection-control instructions. Please use hand sanitiser on arrival where available, cover coughs and sneezes, dispose of tissues safely, and follow mask, distancing or isolation instructions when requested.

Emergencies in the Practice

Our practice has emergency equipment and trained staff to respond to medical emergencies that occur on site.

If you become seriously unwell while at the practice, please notify reception immediately.

For emergencies outside the practice, call **000**.

Service	Contact
Emergency ambulance, police or fire	000
Healthdirect	1800 022 222
Lifeline	13 11 14
Mental Health Emergency Response Line WA	1300 555 788
Poisons Information Centre	13 11 26
TIS National Interpreter Service	131 450
National Relay Service	www.accesshub.gov.au
HaDSCO WA	1800 813 583

Document Control

Version	Date	Changes Made	Approved By
2.1	05 / 04 / 2026	New accreditation-ready Practice Information Sheet	Practice Principal