



HIGHLANDS
GeneralPractice

Suite 1, 70 Bowral Street, Bowral NSW 2576
Tel: 02 4861 3183 | Fax: 02 4862 2920

Suite 1, 41 Willow Drive, Moss Vale NSW 2577
Tel: 02 4862 7333 | Fax: 02 4862 7334

WINTER 2025

FREE TO TAKE HOME!

People of HGP



Sarah Pryor
(General Manager)

Sarah has worked with HGP since 2013 and has been a practice manager for over 20 years! She is passionate about enhancing patient experiences, streamlining processes, and fostering a supportive work environment for our team. Sarah is dedicated to upholding our commitment to providing exceptional care to our patients and ensuring that our practice continues to operate efficiently and effectively. When not at work you can find her enjoying the great outdoors, going for a run with her dog and spending time with her family.



Online Bookings

Make and manage your appointments via HotDoc!

Please visit highlandsgp.com.au to make an online booking or download the app via Google Play or the App Store.

Please speak with our friendly reception team for more details.

Bowral Practice

Doctors

Dr Huda Ab Aziz
Dr Chris Alexander
Dr Stephen Barnett
Dr Joyce Deng
Dr Harshinie Jayamanna
Dr Marly Ly Lay

Practice Hours

Monday to Friday:
8.00am – 6:00pm

(by apt.)

Saturday: 9.00am –
12.00pm

Sunday: Closed

Dr Grant Lewis
Dr Nicholas Lo
Dr Jenny Loxton
Dr Stuart Murray
Dr Akmal Syafiq
Dr Tess van Duuren
Dr Megan Ryan
Dr Alexandra Hawthorne

Registrars

Dr Ngan Nguyen
Dr Piers Deignan
Dr Bransen Noel-Gough
Dr Eve O'Mahony
Dr Gordon Young

Moss Vale Practice

Doctors

Dr Taleitha Atkins
Dr Stephen Barnett
Dr Clare Haydon
Dr Stephen Helme
Dr Nicholas Lo
Dr John Ward

Registrars

Dr Andreas Rauch
Dr Sophia Macken
Dr Ngan Nguyen
Dr Piers Deignan
Dr Peter Butler

Dr Bernadet Sutanto

Dr Monika Zahorowska

Dr Evan Mitchell (Paediatrician)

Practice Hours

Monday to Friday: 8.30am – 5.00pm (by apt.)

Saturday: 9.00am – 12.00pm

Sunday: Closed

SOUTHERN HIGHLANDS GP AFTER HOURS SERVICE (SHGPAHS)

Contact: 4861 6433

Address: 21 St Jude Street,
Bowral

Opposite Bowral Hospital

Clinic Hours:

Saturday: 3pm - 5pm

Sunday & Public Holidays:

9am - 12pm and 3pm - 5pm

A GP is always contactable at
the phone number above

CONNECT WITH US!



Facebook: [HighlandsGP](https://www.facebook.com/HighlandsGP)

Instagram: [highlands_gp](https://www.instagram.com/highlands_gp)

Website: www.highlandsgp.com.au

Email: admin@highlandsgp.com.au

Practice News

Over the past few months, we've been busy behind the scenes preparing to welcome our new GP Registrars, who join us in August. You can read all about their backgrounds and special interest on page 3. Being a training practice is a core part of what we do, and we are proud to support the next generation of GPs.

One of the perks of having our wonderful GP Registrars is watching them fellow, particularly when they decide to stay on to work at our practice. Both Dr Alexandra Hawthorne and Dr Marly Lay completed their fellowship this year and we are delighted that they chose to continue practicing with us here at Highlands GP!

Flu Season 2025

This year's winter flu season has been challenging at times, and even our GPs haven't been immune! We sincerely thank our patients for their understanding and flexibility when appointments have needed to be rescheduled due to unexpected leave.

We encourage all our patients to stay protected by getting the annual flu vaccine. Why get vaccinated? The flu vaccine helps reduce your risk of contracting the flu, lessening the severity of symptoms and protecting vulnerable members of our community. It's especially important for older adults, young children, and those with underlying health conditions.

Alongside the flu vaccine, we also recommend checking if you're up to date with other important immunizations, including COVID-19 boosters and pneumococcal vaccines.



➔ ONLINE BOOKINGS VIA highlandsgp.com.au



Telehealth Consults

If you are unable to attend the surgery due to illness, disability or accessibility, in most cases our doctors are happy to conduct a consultation over the phone.

The doctor does the same prework, and follow up, as a face-to-face visit and can generally provide any required documents electronically.



Referrals and Repeat Prescriptions

Referrals and repeat prescriptions require time and careful thought to prepare. Medical histories, allergies, and past treatments must be reviewed. For these reasons a consultation is required. The provision of an Authority prescription always requires a consultation.



Quality Control

Your safety during visits is important to us. Consequently, we follow strict infection control guidelines as recommended by the National Health and Medical Research Council.

All items used during your visit are either fully disposable or are sterilized by autoclave under steam pressure.

Our practice is accredited every three years to ensure our facilities and policies and procedures are of the highest standard.

Management of your Personal Health Information



The provision of quality health care requires a doctor patient relationship of trust and confidentiality. Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with privacy legislation.

Further information on our policy is available. Talk to your doctor or ask reception for a copy of our privacy policy.

Informed Decisions

Highlands GP understands the importance of providing you with as much information as possible, (e.g. the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments) to ensure that you can make informed decisions about your health.

Highlands GP also acknowledges the right of patients to refuse any treatment, advice or procedure.

Congratulations Dr Lay & Dr Hawthorn on your Fellowship!



Dr Marly Lay

Dr Marly Lay completed her medical degree at The University of New South Wales. She previously worked in Liverpool and Fairfield Hospital gaining extensive experience in a variety of medical and surgical specialties.

Dr Lay has completed the Sydney Child Health Program

and has also spent some time training at a women's health centre. After spending her final year of General Practice training at Highlands GP, we are delighted that Dr Lay decided to join our team of Doctors when she completed her fellowship this year.

Consulting Days: Bowral - Tuesday—Friday

Special Interests: General & Women's Health, Preventative Health



Dr Alexandra Hawthorne

Born and raised in regional NSW, Dr Ally completed medical training through the University of New England and University of Newcastle's Joint Medical Program. Prior to commencing her training in general practice, she gained

valuable experience working in various hospitals including Tamworth Rural Referral Hospital, St. Vincent's Hospital Darlinghurst, Blacktown Hospital, St Joseph's Hospital Auburn and she completed 6 months of extended training in both Palliative Care and Paediatrics in 2022.

Now, Dr Ally brings a compassionate approach to Highlands GP, serving the community with personalised care tailored to individual needs. She is committed to supporting patients through every stage of life, from routine check-ups, vaccinations and preventative health care as well as managing chronic conditions.

Consulting Days: Bowral - Monday—Wednesday

Special Interests: Paediatrics, Women's Health, Family Medicine,

General Practice Services

The professional and friendly doctors and staff at Highlands General Practice provide a comprehensive range of general practice services for our patients across all stages and phases of their lives. In addition to providing acute care services we also focus on preventative care and chronic disease management.

Our range of services includes:

- Women's Health
- Men's Health
- Antenatal Shared Care
- Lactation Support
- Paediatrics
- Milestone Checks
- Adolescent Health
- Mental Health
- Sexual and Reproductive Health
- Occupational Health
- Chronic Disease Management
- Skin Clinics
- Travel Health
- Immunisation Schedules
- Aged Care Management
- Aviation Medical Assessments

Patient Communication

Effective communication with our patients is key to providing quality care. Our practice communicates using a variety of methods. Whether it is appointment and clinical reminders, results or health education, staying up to date electronically is an easy way to keep in touch! Signing up is simple and done via HotDoc or you can speak to our friendly receptionists if you need assistance.

Don't forget to follow us on social media for up to date practice news!

SATURDAY MORNINGS

One doctor will be available for consultations at each of our sites and patients will be seen in order of arrival. We ask that these mornings be reserved for problems that cannot be attended to at other times during the week so that patients with urgent matters can be seen.

Bowral Street: 9am - 12pm

Moss Vale: 8:30am - 11am

Meet our new GP Registrars

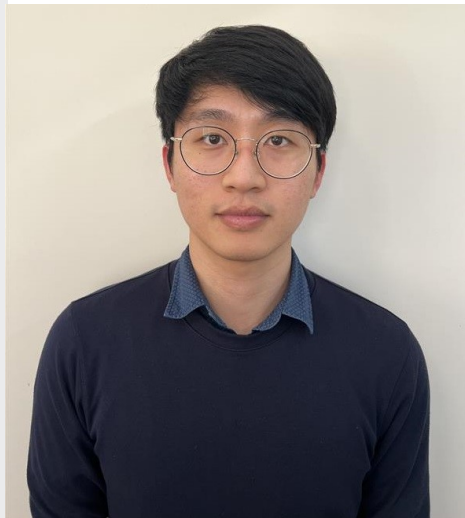


Dr Eve O'Mahony

Originally from Ireland, Dr O'Mahony graduated from University College Cork in 2016 with a Bachelor of Medicine, Surgery and Obstetrics. Dr O'Mahony relocated to Sydney in 2020, where she continued her career working in emergency care, paediatrics and palliative care. She is passionate about providing comprehensive healthcare to patients.

Special Interests: Palliative & Aged Care, Emergency Medicine, Paediatrics.

Consulting in Bowral: Monday, Thursday & Friday



Dr Gordon Cheuk Hang Young

Dr Young completed his degree at Western Sydney University. He began his medical career within the St Vincent's Health Network before gaining valuable experience as a locum doctor in various locations across New South Wales. Dr Young continues to enjoy the diversity of rural medicine and the opportunity to build strong, lasting connections with his patients and the local community.

Special Interests: Dermatology, Chronic Care, Men's Health

Consulting in Bowral: Monday, Tuesday, Wednesday & Friday



Dr Peter Butler

Peter completed his undergraduate studies at the University of Wollongong before going on to study medicine at the University of Melbourne. Peter has particular interests in men's health, children's health, and family medicine. He values building relationships with patients and supporting individuals and families through every stage of life.

Special Interests: Holistic Health, Men's Health, Paediatrics

Consulting in Moss Vale: Monday, Tuesday, Wednesday & Friday

BILLING ARRANGEMENTS

Please be advised that Highlands GP is a privately billing practice and all billings are at the discretion of your doctor, including Telehealth appointments.

Only children under 12 are routinely bulk billed. If you are experiencing genuine financial hardship, please discuss this with your doctor during your consultation. Cash, cheque, or card are all accepted.

A schedule of fees can be found at Reception. Patients in genuine financial hardship should talk to their doctor, as no patient in need will be turned away.

Card, cash and cheque are all accepted forms of payment at the Bowral and Moss Vale practices.

SPECIAL PRACTICE NOTES

Background Details

We encourage patients to share details of their cultural background as this information can be important for patient care. This can be provided on our new patient form or provided to your doctor when you visit.

Patient Feedback

We encourage patients to provide feedback as it is a valuable tool to help us to identify how we can improve our services. Feedback can be provided via email, phone or the suggestion box. We also conduct patient surveys from time to time and as part of our accreditation program.

Follow Up

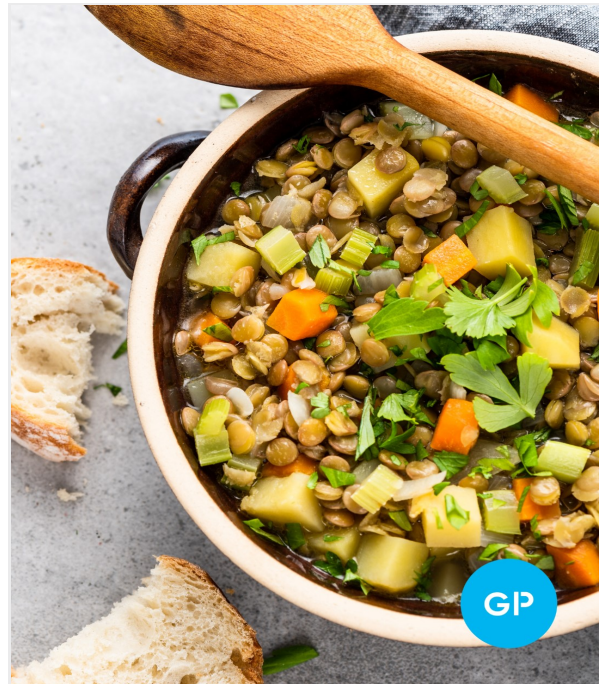
We use a computerised reminder system for follow up of many medical conditions and providing results. This allows us to provide information to you in a timely and efficient manner. Please see Reception to sign up.

Telephoning your doctor

GPs in the practice may be contacted during normal practice hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that they GP will return your call. Your call will always be put through to our clinical staff in an emergency.

Teaching Clinics

We are helping to educate future GPs. Some of our doctors run teaching clinics during the week. During a scheduled teaching clinic you may be offered an appointment with a student or a registrar. This appointment will be overseen by the supervising GP.



OUR TEAMS TIPS FOR STAYING WELL THIS WINTER...

- **Eat Well** - eating nourishing, seasonal foods including plenty of fresh vegetables, fruit and protein helps support the immune system.
- **Stay Active** - even in cold weather. Indoor stretching, home workouts or a brisk walk outdoors can boost mood and immunity.
- **Stay Hydrated** - it's easy to forget in the cooler months, but drinking plenty of water is key for energy and concentration.
- **Rest and Recover** - If you get sick, give your body time to heal before returning to work or social activities.
- **Vaccinations** - staying up to date with your flu shot is highly Recommended. Check with your GP if you are unsure



Visit highlandsgp.com.au for more information.