



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

SUMMER / AUTUMN 2026 FREE TO TAKE HOME!



HGP People

Alicia Mah
(Nurse Practitioner)

Our incredible Nurse Practitioner Alicia has been working in our local community for over 20 years and at HGP since 2011! She has a special interest in Women's Health, Travel Health, Wound Management & Sexual Health. As well as seeing patients Alicia is also the backbone to our clinical team and coordinates support and training to all staff. When not at work you can find Alicia playing hockey, chasing the winter weather to enjoy the ski slopes or raising money for causes close to her heart like the recent MS Gong ride.



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 Alexandra Hawthorne
Dr Harshinie Jayamanna
Dr Marly Ly Lay

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

Practice Hours

Monday to Friday:
8.00am – 6:00pm

(by apt.)

Saturday: 9.00am – 12.00pm

Sunday: Closed

Registrars

Dr Ngan Nguyen
Dr Bransen Noel-Gough
Dr Eve O'Mahony
Dr Olivia Cook

Moss Vale Practice

Doctors

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

Dr Sam Nashi
Dr Bernadette Sutanto
Dr John Ward
Dr Monika Zahorowska

Dr Sophia Macken
Dr Fiona Mackintosh
Dr Evan Mitchell
(Paediatrician)

Registrars

Dr Andreas Rauch
Dr Peter Butler
Dr Susanna Falk

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

Instagram: highlands_gp

Website: www.highlandsgp.com.au

Email: admin@highlandsgp.com.au

Practice News

We are delighted to welcome Dr Michael Ryan, who is now consulting from our Bowral practice. Some patients may remember Dr Ryan from his short locum visit earlier in 2025 where he decided that the Southern Highlands was a wonderful place for him and his family to relocate from Newcastle.

We also welcome Dr Susanna Falk, who is consulting from our Moss Vale practice. Dr Falk is a GP Registrar awaiting fellowship, and we are very pleased to have her as part of our team.

Read more about both doctors on page 2!

Welcome Back

A warm welcome back to Dr Olivia Cook, who has returned to our Bowral practice as a GP Registrar. We're delighted to have her rejoin the team as she continues her journey towards Fellowship.

Congratulations to Our Fellows

We are proud to congratulate Dr Sam Nashi and Dr Sophia Macken, who both completed their GP Fellowship at the end of 2025 and continue to see patients from our Moss Vale practice.

A Fresh Look at Reception

You may notice something a little different when you visit us - our reception team has new uniforms! While the look is new, the friendly faces, professionalism, and dedication to patient care remain exactly the same.



HotDoc



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.

Welcome to Highlands GP Dr Susie Falk & Dr Michael Ryan



Dr Susie Falk

Dr Susie Falk is a caring and compassionate GP who thoroughly enjoys all aspects of General Practice. She completed her Bachelor of Medicine at the University of New England in Armidale and Newcastle, where she graduated with distinction. Susie undertook additional hospital training in Internal Medicine prior to working in General Practice, and as a result, has a keen interest in managing chronic disease.

Susie completed the Sydney Child Health Program in 2020, and is currently studying the Neurodevelopmental Care Accreditation Program under Dr Pamela Douglas. This is a specialist qualification in the management of lactation/breastfeeding medicine and post-natal maternal and infant wellbeing.

Susie recently relocated with her family from Newcastle. When she is not working as a GP, you will find her bush walking, jogging or running after her very active young children.

Consulting Days: Moss Vale: Monday - Wednesday

Special Interests: Preventative Health, Chronic Disease Management, Women's Health, Paediatrics, Infant Sleep Support, Perinatal Mental Health, Lactation Support & Breastfeeding Medicine



Dr Michael Ryan

Dr Michael Ryan enjoys all aspects of General Practice, particularly the opportunity to care for entire families and foster long-term relationships with his patients. He has special interests in palliative medicine, paediatrics, and preventative health.

Michael has completed a Clinical Diploma in Palliative Care (Royal Australasian College of Physicians), an Emergency Medicine Certificate (Australasian College for Emergency Medicine), and the Sydney Child Health Program.

Before relocating to Bowral from Newcastle, Michael worked as a Palliative Care Visiting Medical Officer in the Hunter New England region, alongside his role in General Practice.

Consulting Days: Bowral: Monday, Wednesday, Thursday & Friday

Special Interests: Preventative Medicine, Children's Health, Chronic Disease Management, Palliative Care

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: 9am - 12pm

Our 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. She is passionate about providing comprehensive healthcare to patients.

Special Interests: Palliative & Aged Care, Emergency Medicine, Paediatrics. **Consulting in Bowral**



Dr Olivia Cook

Dr Olivia Cook completed a Doctor of Medicine at the University of Notre Dame prior to undertaking hospital training at Royal Prince Alfred Hospital.

In 2022 she moved to the Southern Highlands with her young family and undertook further studies in paediatrics, completing the Sydney Child Health Program.

Special Interests: Paediatrics, Chronic Care, Geriatric Medicine. **Consulting in Bowral**



Dr Ngan Nguyen

Dr Ngan Nguyen completed her medical degree at Western Sydney University. She worked in various Emergency Departments across NSW including Blacktown, Mount Druitt, Bathurst and Goulburn before joining Highlands General Practice.

Special Interests: Women's Health, Mental Health, Chronic Disease, Geriatric Medicine & Paediatrics. **Consulting in Bowral**



Dr Andreas Rauch

Dr Andreas Rauch was born in Germany and obtained his medical degree there in 2004. After working in Germany and Switzerland, Andreas and his wife moved to Australia where he has worked mainly in Emergency Departments and pre-hospital services for the past 16 years.

Special Interests: Cardiac Care, Emergency Care, Men's Health.

Consulting in Moss Vale



Dr Peter Butler

Dr Peter Butler completed his undergraduate studies at the University of Wollongong before going on to study medicine at the University of Melbourne. He brings a strong background in emergency medicine, which has equipped him with a broad and practical approach to patient care.

Special Interests: Holistic Health, Men's Health, Paediatric Care. **Consulting in Moss Vale**

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.



SKIN CHECKS - HAVE YOU HAD YOURS?

Skin Cancer Checks are an important preventative health care tool and regular full body examinations are recommended for our patients. There are certain risk factors to consider that may increase the prevalence of skin cancer such as:

- Very fair skin that burns easily and/or a large number of moles on your body
- A family history of skin cancer
- Previous solarium use
- Outdoor work, sporting and/or recreational activities
- Previous skin cancer

We have dedicated skin cancer clinics at both locations - ask our reception team for more information and book in your skin check today!

KEEPING ACTIVE

Did you know that each week adults should do at least 2.5 - 5 hours of moderate physical activity and 1 - 2.5 hours of vigorous activities.

Being active helps you stay physically and mentally healthy. Making small changes to your daily routine can make a big difference!

A lunch time walk is a favourite here at HGP!



Visit highlandsgp.com.au for more information.

