

FREQUENTLY ASKED QUESTIONS

St John Medical, Country WA: Kambalda

About St John

Q. Why is St John Ambulance getting involved in GPs and primary healthcare?

A. St John's purpose in Western Australia is to serve humanity and build resilient communities through the relief of sickness, distress, suffering and danger. We do this by:

- Making first aid a part of everyone's life
- Delivering high quality, cost-effective ambulance services to Western Australia
- Providing appropriate, timely and equitable access in the health system for unscheduled pre-hospital care and general practice and dental.

St John continues to transform from a pure ambulance response model, to facilitating an effective gateway into the health system for unscheduled care where possible, and if not able to facilitate, to own and operate such a service.

Q. Who is St John Medical?

A. In June 2016, St John acquired Apollo Health Pty Ltd which included four primary health clinics in metropolitan Perth, providing a range of services from general practice to imaging to pathology to dental care and a range of other services.

Our **general practice** comprises a team of friendly doctors who offer timely, professional care and who are committed to ongoing training and education and value the health of our patients.

St John also supplies medics and emergency services officers and provides training and drug and alcohol screening for mine site workers as well as pre-employment screening. St John also operates three metropolitan urgent care centres.

About St John & Kambalda

Q. I've heard of Urgent Care. Does that mean Kambalda will be getting Urgent Care and a hospital?

A. No, St John is considering providing a general practice, telemedicine and a variety of other medical services. Kambalda currently has access to some emergency services including Emergency Telehealth Service (ETS) through WACHS and its nurses.

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Q. When will Kambalda be getting a GP?

- A. St John understands the Kambalda community wants a doctor on the ground ASAP. We are continuing to undertake a thorough investigation into the community's needs and develop a sustainable model of mixed medical services, ambulance, transport and First Aid.

Q. Will there be a doctor on the ground in Kambalda all the time?

- A. As part of our integrated modelling, St John is endeavouring to have a doctor located in Kambalda who is supported by a range of medical services such as telemedicine and volunteer supported services including ambulance, transport and First Aid.

Q. If St John opens a GP practice, will they have my medical records?

- A. St John, together with the Shire of Coolgardie, is endeavouring to make access to patient records a smooth one. Previous patients may however need to contact Jupiter directly to obtain their records and this may incur a fee from Jupiter.

Q. Will the service be bulk-billed?

- A. St John Medical strives to provide affordable healthcare for all patients and will endeavour to provide the most cost-effective model and service.

Q. What are the proposed opening hours?

- A. St John is investigating the local needs of the Kambalda community and will endeavour to meet those needs.

Q. What effect will all of this have on St John providing ambulance services to Kambalda?

- A. It is hoped that by providing more diverse primary health or pre-hospital care to a community such as Kambalda, it actually reduces the strain on the local ambulance service, freeing them up to focus on emergency response in the region. In the case of an emergency, please call 000.

Q. Will St John be able to help the Kambalda community with transporting members to specialist appointments in Kalgoorlie?

- A. It is our aim, with the proposed integrated medical model that is developing, to address the local need for patient transfer and community patient transport.

Q. If St John Health (GP practice) goes ahead in Kambalda, is St John building a new medical centre?

A. St John is still investigating this, however, the current medical centre facilities look more than adequate at this point.

Q. Will St John need more volunteers to help run some of these services in Kambalda?

A. We believe there will be a greater variety of volunteer duties (not just ambulance volunteering) to perform as part of the mixed integrated St John service model.

Q. Will Kambalda be getting telehealth or telemedicine?

A. St John is exploring the use of some telemedicine service to the Kambalda community as part of its integrated approach to medical services.