

○ feel better ○ be better ○ be healthy ○ and well ○

Peel Youth Medical Service provides confidential health services in a safe non-judgmental environment with a focus on young people, aged 12 – 25 years of age.

We have a dedicated team of youth friendly doctors and nurses, counsellors and other mental health professionals, all who can provide you with the support and guidance you may need to help you feel well.

Our team work closely with the other health service providers within the Peel Health Hub to support a holistic approach to your care.

Our Services:

- GP appointments
- Nurse support
- Sexual health education
- STI screening
- Pregnancy testing
- Contraceptive advice
- Alcohol & Other Drug counselling
- Mental health counselling
- Psychology

Our Team:

- **Doctors**
 - Dr Rupert Backhouse
 - Dr James Runciman
- **Practice Manager** - Kerry Cabassi
- **Practice Support Officer**
 - Maddy Brooker
- **Practice Nurses**
 - Louise Graham-Wright
 - Naomi Lal
 - Bernie Garnier (Sexual Health)
- **PYMS Office Lead** - Tara Hey
- **Receptionists**
 - Jenny Birkin

Appointment Information:

- Our standard GP appointment time is 20 minutes (longer appointments are available on request).
- Peel Youth Medical Service is a bulk-billing practice. If you do not have a Medicare card we can help you obtain one.
- If you are unable to attend your scheduled appointment, please call and let us know.

Afterhours Care

In the event of an emergency or after hours please contact Peel Health Campus on: (08) 9531 8000 or attend the Emergency Department at 110 Lakes Road, Mandurah. Alternatively, you can contact Health Direct on: 1800 022 222 or Dial-A-Doctor on: 1300 030 030. Home Visits are provided to regular patients at the Doctors discretion (fees may apply).

Telephoning Your Doctor

Most problems are best addressed during consultation with your doctor. However, a nurse is available during normal surgery hours for advice over the phone. Our nurse is experienced in determining whether your matter requires an appointment, a return phone call from the practice or a direction to an emergency medical facility.

Test Results and Follow-Up Appointments

If your GP has requested further investigations (eg x-rays, scans, blood tests, specialist referral) it is important you make a follow-up appointment with the GP to discuss all test results. Even if the results are normal, further investigation may be required. Please note test results are not permitted to be released over the phone in accordance with our privacy policy.

Your Privacy

All patients' information collected by PYMS is private and confidential. It will not be disclosed to any other service without your written consent (the only exceptions are noted in the Client Consent Form). A full copy of the Privacy Policy can be obtained from reception staff.

How to Provide Feedback

Please feel free to make any suggestions to us in the Suggestion Box located in the reception area. If there is something we are not doing well, or you would like to make a complaint we encourage you to write to us, so that we can address your concerns. If you are not satisfied with the way we have addressed your complaint, or the complaint is serious, you can contact the health care ombudsman in WA. Health and Disability Services Complaints Free call™ 1800 813 583

Peel Youth Medical Service (PYMS)

Peel Health Hub, 91 Allnutt Street, Mandurah

PO Box 3156, Mandurah East. WA 6210

Phone: (08) 9583 5435

Fax: (08) 9583 5863

We are open:

Monday to Friday – 8.30am to 4.30pm

Email: office@peelyouthmedicalservice.com.au

Facebook: www.facebook.com/PeelYouthMedicalService



**Accredited
General Practice**



PYMS is a
LGBTIQ+
safe space

