



Practice Management Consultant & Training Providers Register

For Victorian Divisions of General

2007

These listings should not be regarded as exhaustive.
Nor should any endorsement of individual consultants by GPDV be implied.

General Practice Divisions - Victoria Ltd
1st Floor, 458 Swanston Street, Carlton, VIC, 3053.

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CONTACT DETAILS:

Full Name: Jonathan Windsor

Address: Use email for contact

Work Phone:

Mobile Phone: 0413 306 032

Fax Number:

Email: jonathan.windsor7@bigpond.com

Website:

OTHER INFORMATION:

Partners/Staff:

Jonathan Windsor - Principal

Division Referee/s:

Lynne Cooper - MDGP

AREAS OF EXPERTISE:

Facilities:

- x Information Management Systems
- x Accreditation including infection control
- x Practice Accreditation Support

Financial:

- x Financial Management, including setting up systems
- x Business Structures & Taxation
- x Risk Management, includes insurance, indemnity
- ✓ Strategic & Business Planning for General Practice

Human Resources:

- ✓ Personnel Management/ Human Resource Management
- ✓ Staff Training for General Practices
- x Occupational Health & Safety

Patient Services:

- ✓ Customer Relations, Communication & Information

Notes:

PREVIOUS EXPERIENCE:

"DIY Recruitment for Medical Practices" CDROM Available & Training/ Services for Business Planning, Performance Management, Recruitment & Selection with Workshops in Communication, Teambuilding & Recruitment practices available.

CONTACT DETAILS:

Full Name: **Richard Coumans**

Address: 103 Yarra Street

GEELONG VIC 3220

Work Phone: (03) 5222 1048

Mobile Phone: 0412 119 232

Fax Number: (03) 5224 1465

Email: richard@coumansca.com.au

Website: www.coumansca.com.au

OTHER INFORMATION:

Partners/Staff:

Richard Coumans CA (Director)
Melissa Neil CA
Denice O'Neill - Schlank CA
Ben Meake CPA

Division Referee/s:

Geelong

AREAS OF EXPERTISE:

Facilities:

- ✓ Information Management Systems
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Human Resources:

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- ✓ Staff Training for General Practices
- x Occupational Health & Safety

Patient Services:

- ✓ Customer Relations, Communication & Information

Notes:

2nd Address:
1A Yarra Street
South Yarra Vic 3141
Tel: 03 9826 5100
Fax: 03 9826 8544

PREVIOUS EXPERIENCE:

- Facilitated the GP Business Advantage Program
- Accredited by ADGP to deliver GP Business Advantage
- Full series for both Geelong division and Central Bayside of GP Business Advantage
- Richard is a member of both the Institute of Management Consultants and Institute of Chartered Accountants.
- Business consultant specialising in all areas of strategic planning and practice development

CONTACT DETAILS:

Full Name: **Phill Bevan**

Address: 71-79 Galvin Street

LAUNCESTON

TAS

Work Phone: (03) 6344 9333

Mobile Phone:

Fax Number: (03) 6344 9311

Email: admin@esset.com.au

Website: www.esset.com.au

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

AREAS OF EXPERTISE:

Facilities:

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Notes:

PREVIOUS EXPERIENCE:

Esset Australia is a national registered training organisation.

Course programs: - Medical Reception
- Health Support Services
- Diploma of Business
- Certificate IV Training & Assessment

CONTACT DETAILS:

Full Name: Michael Maalouf

Address: 4 Beachcomber Place

POINT COOK VIC 3030

Work Phone:

Mobile Phone: 0415 869 561

Fax Number:

Email: exotika@netspace.net.au

Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Westgate DGP: Corinne Siebel & Dr Simon Leslie
Indigenous Gathering Peace: Colleen Marion
North East Victoria DGP: Jane Harvey
Dandenong DGP: Rose Griffiths
Monash DGP: Mary Mathews
Southcity GP Services: Christine Armstrong

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Other Referees:
Isis Primary Care: Pam Kennedy
Westbay Alliance and HARP Consortium
Diabetes Project

PREVIOUS EXPERIENCE:

Consultancy service-

- * Design, feasibility study and setting up new practices
- * RACGP standards compliance and Mock Accreditation
- * Policy and procedures set up and implementation
- * Staff training
- * Risk assessment and management
- * Currently undergoing training on the Clinical Risk Management Program in order to conduct General Practice Risk Assessment on behalf of MDAV.

Division Program Officer - 8 yrs exp as a program officer for Westgate DGP working on:

- * Practice development & support
- * GP workforce recruitment and Study Groups
- * Accreditation

AGPAL Accreditation Surveyor:

- * 8 yrs exp - conducted accreditation visits for over 130 practices

Organiser and Presenter in Forums, Workshops and Seminar on the following topics:

- * The 3rd edn RACGP standards: What are the changes
- * Dealing with difficult patients
- * Fool-proof recall, reminders and tracking systems
- * Sterilisation, Validation and Infection Control

ACHS Accreditation Surveyor - (Australian Council for Health Standards)

CONTACT DETAILS:

Full Name: Barb Repcen & Marg Gordon

Address: PO Box 127

BLACKBURN VIC 3130

Work Phone: (03) 8878 3755

Mobile Phone:

Fax Number: (03) 9894 3119

Email: brepcen@wdgp.com.au
marggordon@wdgp.com.au

Website:

OTHER INFORMATION:

Partners/Staff:

Marg Gordon
Barb Repcen

Division Referee/s:

Caroline Droutas (Whitehorse DGP)
Jane Sanders (Whitehorse DGP)

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Practice Management & Accreditation Support
Practice Nurse Support

PREVIOUS EXPERIENCE:

Barb Repcen : - Practice Manager for 10 years.

Practice Management Coordinator for 4 years at Whitehorse DGP.

Provided Practice Management/Accreditation Support to several Clinics for the past 4 years including ongoing Practice Management support.

Practice Manager to a Cooperative After Hours Clinic.

2005 - Diploma of Business Management

2006 - Diploma Human Resources

Marg Gordon:- RN Div1

Over 25 years of Nursing experience.

10 Years experience as a Practice Nurse.

Provided Practice Management/Accreditation Support to several Clinics for the past 3 years, including ongoing support.

CDM Clinics/ Management Support.

Facilitator of CDM Information sessions Whitehorse DGP and Knox DGP.

Nurse Recruitment/ Nurse Support/ Coaching.

Tailored HR Management Support

CONTACT DETAILS:

Full Name: Julie Cartwright CPA MBA RN1

Address: 33 Cranbourne Road

LANGWARRIN VIC 3910

Work Phone: (03) 9789 5966

Mobile Phone: 0414 940 045

Fax Number: (03) 9776 5223

Email: j.cartwright@langparkmedicalcentre.co
m.au

Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Mornington Peninsula Division of General Practice,
John Siemienowicz

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PREVIOUS EXPERIENCE:

CPA since 1994
Completed MBA in Dec 2003
7 years experience as business manager in General Practice
Works as consultant to other small businesses in health
Also RN1 (Crit Care)
AGPAL surveyor

CONTACT DETAILS:

Full Name: **Robin Tchernomoroff, Director**

Address: ICT Centre
32 Garsed Street
Bendigo Vic 3550

Work Phone: (03) 5443 3390

Mobile Phone: 0417 382 302

Fax Number: (03) 5443 3370

Email: rtchern@learnprn.com

Website: www.learnprn.com

OTHER INFORMATION:

Partners/Staff:

Kaye Knight, Managing Director

Division Referee/s:

Chris Fishley, Bendigo Division
Alicia McGrath/ Jane Measday (WestVic)
Alison Joseph (Central Highlands)

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Notes:

Excellent and entertaining presenter.
Customer Relations.
Communication.
Triage, phone answering.

PREVIOUS EXPERIENCE:

Has presented at other divisions in Victoria and interstate.

CONTACT DETAILS:

Full Name: **Andrea Purcell**

Address: 77-91 St Georges Road

PRESTON

VIC 3072

Work Phone: (03) 9269 1703

Mobile Phone: 0413 000 220

Fax Number: (03) 9269 1669

Email: andreap-bec@nmit.vic.edu.au

Website: www.nmit.vic.edu.au

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

Northern Division of General Practice
Ken Wong

AREAS OF EXPERTISE:

Facilities:

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We offer a free employment service for Doctors.
Doctors are able to access Nursing and Admin staff.

PREVIOUS EXPERIENCE:

TRAINING PROVIDED:

Blood Collection

ECG

General Specimen Collection

Treatment Room Procedures

Medical Reception

Medical Terminology

Cert Medical Practice Management

Cert III in Pathology Specimen Collection (Nationally Accredited)

CONTACT DETAILS:**Full Name:** **Andrew Hollo****Address:** 37 Gertrude Street

FITZROY

VIC 3065

Work Phone: (03) 9486 0110**Mobile Phone:** 0410 648 540**Fax Number:****Email:** ah@workwell.com.au**Website:** www.workwell.com.au**OTHER INFORMATION:****Partners/Staff:**

Dr Kate Challis

Division Referee/s:Ken Mansbridge, CEO (North East Valley DGP)
Lynne Cooper, EO (Morningside DGP)**AREAS OF EXPERTISE:****Facilities:**

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Workwell has facilitated over 1000 days of sensitive or difficult meetings, staff training, strategy planning and change negotiations. Little of what we do is packaged or 'off the shelf'; instead We spend a lot of time listening carefully and crafting solutions specifically for clients:

Trusted Adviser Program: During 2006, this one-day workshop (with associated templates and materials) was delivered to 100+ Division staff across Victoria. The program teaches consultancy skills which are essential to establishing harmonious and productive partnerships.

Team Capability Training: During 2005-06, this half-day or one-day workshop is being delivered to 17 Victorian and 8 WA Divisions of General Practice, targeting GPs, Practice Nurses and Practice Managers' ability to work collaboratively to achieve high levels of patient care, good financial outcomes and exceptional staff satisfaction levels.

General Practice Planning & Strategy: Workwell uses Policy Governance concepts combined with a linguistic Metamodel to work with GP Teams to develop, refine and review organisational strategy. Strategic plans reflect organisational culture and business imperatives and translate clearly to tangible service outcomes.

Clients include: GPDV, North East Valley DGP, West Vic DGP, Inner Eastern Melbourne DGP, Western Melbourne DGP, North West Melbourne DGP, Morningside DGP, Western Australian GP Network, Brisbane South DGP, Yooralla Society of Victoria, Wesley Mission, Villa Maria Disability Services & Aged Care, CRS Australia, St John of God Services (Victoria), Golden City Support Services, SCOPEVic, Department of Human Services

Company Name:

CONTACT DETAILS:

Full Name:

Address:

Work Phone:

Mobile Phone:

Fax Number:

Email:

Website:

OTHER INFORMATION:

Partners/Staff:

Division Referee/s:

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