hills FamilyGP

Hills Family General Practice
10/6 Victoria Ave,
Castle Hill NSW 2154
+61 2 88500488
FAX +61 2 88500466
www.hillsfamilygeneralpractice.com

Our Practice started with Dr Jammal (2001) who is now joined by a great team of GP's and nurses that strongly believe in giving quality health care to you, our patients. We have a strong interest in all aspects of family care from pregnancy to babies, children & adults.

In addition to routine consultations we can offer you the following services:

- Shared **antenatal care** with Westmead & Blacktown Public Hospitals
- Childhood, adult & travel **vaccinations**
- **Skin Checks** including liquid nitrogen freezing therapy for sun spots and warts.
- **Minor Surgery:** suturing lacerations, removal of skin lesions.
- **Allied Health:** Timothy Perry in-house non-dispensing Pharmacist can do medication reviews, education and pharmacy advice. Matthew Roumanus inhouse podiatrist available every second Wednesday of the month.
- **Pathology:** Blood tests, ECGs & spirometry on site. Monday to Friday 7:30am—6:00pm; Saturday 8:00am-12:00pm. Direct phone 8850 5933.
- **Project Wellbeing:** Clinical Psychologist— 11/6 Victoria Avenue, Castle Hill. They can be contacted at hello@projectwellbeing.net or at 9136 0481.

DOCTORS

Dr. Walid Jammal
M.B.B.S FRACGP
Dip Child Health
M Health Law

Dr. Nuwan Dharmaratne
BSc (Adv, Hons I)
M.B.B.S FRACGP
Dip Child Health

Dr. Diana Rajan
M.B.B.S FRACGP

Dr. Emma Green
BSc (Hons 1)
M.B.B.S FRACGP
Family Planning Cert

Dr. Sarah Nakhel
BMedSc(Hons)
MBBS (Hons) FRACGP Family Planning Cert

Dr Shashenka Withanage
BMed/M.D.
FRACGP SCHP
Family Planning Cert

Dr Sandy Lu
BMed/M.D
FRACGP
Dip Child Health

Dr Nicola Barker
M.B.B.S FRACGP
Dip Child Health

Dr Emily Hunter
BSc(Adv) MBBS
FRACGP
Diploma of OB/Gyn
Dip of Child Health
Family Planning Cert

Dr. Aurora Yu
M.B.B.S FRACGP
Dip Child Health

Dr Daris Vilkins
M.B.B.S FRACGP
BMedSc
Dip Child Health

Dr Kaipa Sharma
M.B.B.S
FRACGP MRCP (UK)
Dip Child Health
MPhil

Dr Rohit Ghosh
M.B.B.S.
FRACGP SCHP

Dr Natalie Ho
M.D. Dip Child Health

Dr Winnie Cheung
BMedMD
BSc(Med)Hons

PRACTICE TEAM

Practice Manager:
Madeline Jammal

Practice Nurses:
Kylie (Credentialed Diabetes Educator RN), Kim (RN), Ping (RN), Vihara (RN)

Reception Staff:
Claire, Maddison, Elle, Milee, Zaara, Kristy, Tiara & Michelle

ALLIED HEALTH

Pharmacist: Tim Perry BPharm

Podiatrist: Matthew Roumanus BHSc BPod

PRACTICE HOURS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Dr. Wally Jammal	9am—1pm 2pm—6pm		9am—1pm 2pm—6pm	2:30pm—6pm	9:30am—1pm 2:30pm—6pm	Saturday: 8:00am-12:00pm
Dr. Nuwan Dharmaratne	9:00am—1pm 2pm—5pm	9:00am—1pm 2pm—4:30pm		9:00am—1pm* 2:30pm—4:30pm	9:00am—1pm 2pm—4:30pm	
Dr. Diana Rajan		9:30am—1pm 2pm—6pm	8am—1pm	9:30am—1pm 2pm— 6pm	9:15am—1pm 2pm—6pm	The doctors rotate on a Saturday.
Dr. Emma Green	8am—12pm 2pm—5pm	9.30am—12pm 2pm—6pm	8am—12pm		8am—12pm 2pm—5:30pm	
Dr. Aurora Yu	10am—12pm*	10am—1pm 2pm—5pm	9am—1pm	8am—1pm 2pm—5pm		Only a few appointments will be available before the day as we saved appointments for acute illnesses on the day.
Dr Sarah Nakhel		9:30am—2pm		9:30am—2pm		
Dr Emily Hunter		8am — 12:30pm**	9am—1pm 2pm—5pm		9am—1pm 1:30pm—2:30pm	
Dr Daris Vilkins	8am—1pm 2pm—5pm	8am—1pm	8am—1pm 2pm—5pm		8am—1pm 2pm—5pm	
Dr. Sandy Lu	8am—1pm 2pm—6pm	8am—1pm 2pm—5pm	8am—1pm 2pm—6pm		8am—1pm 2pm—5:30pm	**Alternate weekly* ***Fortnightly*
Dr Nicola Barker		9am—1pm		10am—5pm		
Dr. Shashenka Withanage	9:30am—1:30pm					
Dr Natalie Ho	8am—1pm 2pm—6pm		8am—1pm 2pm—6pm			
Dr Kaipa Sharma	9am—1pm 2pm—6pm		9am—1pm 2pm—6pm	9am—1pm 2pm—6pm	9am—1pm 2pm—6pm	
Dr Rohit Ghosh	9:00am—1pm 2pm—5:30pm			9:00am—1pm 2pm—5:30pm		
Dr Winnie Chung	8:00am—1pm 2pm—6pm	8:00am—1pm 2pm—6pm		8:00am—1pm 2pm—6pm	8:00am—1pm 2pm—6pm	

APPOINTMENTS

Please ring 8850 0488 for an appointment or book online on our app **AMS Connect.** Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay. Complex medical problems and urgent cases may delay the scheduled appointments. In these circumstances your patience is appreciated. Longer consultation times are available, so please ask our receptionists if you require some extra time for cervical screening, procedures & other issues. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

TELEPHONE ACCESS

GPs in the practice may be contacted during normal opening 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 the GP will return your call. This will normally be at the end of the session. In an emergency your call will always be put through to a GP. In non-urgent cases a call will be returned within 3 days.

GETTING THE RESULTS OF ANY TEST OR PROCEDURE

Your doctor will advise when they expect results to arrive at the practice. Call your doctor to find out your results and ask what they mean for your care. If the doctor needs to see you they will request that you make an appointment. For normal, non-urgent results a message will be returned to you within 3 days.

FEES & BILLING ARRANGEMENTS

As of November 1st 2025, we have returned to bulk billing for all eligible patients.

Please note that standard fees and out-of-pocket expenses remain applicable and will be privately charged for procedures and non-GP consultations not included in the incentive program. Please discuss with your GP prior to the procedure as costs will vary. The full cost of the procedure will be billed at the time of the appointment, you are then able to claim at Medicare. Iron infusion will be a charge of $170 out of pocket. Fees are payable at the time of consultation by cash, MasterCard, Visa or EFTPOS.

CANCELLATION FEES MAY APPLY.

WORKERS COMPENSATION

Patients are required to pay for each visit in full until HFGP has evidence of an approved claim number from the case manager of the claim.

ONLINE APPOINTMENTS

We are happy to present online bookings made simple powered by **AutoMed!** The online medical appointment system is free for our patients. Simply download the app on your phone and register, or go onto our website. You can register your family and book appointments with one of our doctors at a time that suits you. Please choose the best appointment for your needs, standard 15 min to long 30 minutes. Please cancel the appointment as early as possible it's no longer needed. You can do this on the app, or call us at the practice. A charge of $50 will apply if you do not arrive at the surgery for your appointment. We understand that emergencies occur so please let us know if that is the case.
When you arrive at the surgery please:

- Arrive 5 minutes early, always let the reception staff know you have arrived.
- Please update your contact details if they have changed
- We send out an SMS before your appointment — please reply yes, or call the surgery to cancel or change your appointment. Our reception staff will ask for consent from the 1st time we send a text. Please let us know if you do not want this service.
- Please let us know all family members that need an appointment at the time of booking so we can allocate you enough time with the doctor.

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CARE OUTSIDE NORMAL OPENING HOURS

Hills Family General Practice provides 24-hour care to our patients. Please call our after hours service Sydney Medical Service: **8724 6300**. This service provides after hours care with qualified doctors to our practice patients. (Normally bulked billed-please ask when making the call). The doctors will send a report back to our doctors to review & add to your medical notes. Hours: 6pm-8am weekdays; from 11am on Saturdays; 24 hours on Public Holidays.

REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We are involved in NSW & Federal reminder registers such as the immunisation register. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor or receptionist know.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. If you need a copy of your results or other health information please talk to your doctor. We abide by the 13 Australian Privacy Principles available at https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles

SMOKING POLICY

This practice has a no smoking policy.

FEEDBACK

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or Madeline Jammal. Feedback emails can be made on our website. We take your concerns, suggestions and complaints seriously.
NSW Health Care Complaints Commission Locked Bag 18 Strawberry Hills NSW 2012 Phone: 1800 043 159.

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