Mornington
Medical Group

Patient Information

This brochure will provide you with information about the clinic, the independent medical practitioners who work from the clinic, clinical staff, and available services.

Your doctor and the staff welcome any comments, feedback or suggestions you may have about your experience at the clinic or with your medical practitioner.

Please feel free to contact us via

258 Main Street Mornington VIC 3931

Ph: (03) 5975 2633

http: morningtonmed.com.au

Email: info@morningtonmed.com.au

App – iTunes App Store or Google Play Store

Opening Hours

Monday to Friday 8.30am – 5.30pm
Saturday 9.am-12.pm

Medical services and care are available at the clinic or via telephone / video consultations over 6 days a week.

Independent Medical Practitioners

Mornington Medical provides facilities to independent general practitioners who consult from the site offering medical care to individuals and families across all stages of life.

Practitioners bring a wide range of experience and clinical interests and are committed to providing quality patient care to their patients. The clinic is a training practice for RACGP General Practice Registrars who are fully trained doctors specializing in general practice and medical students.

Independent Medical Practitioners

Dr Michael Cross
Dr Matthew Evans
Dr Catherine Evans
Dr Nick Byrne
Dr Peter Morris
Dr Renee Ewe
Dr Emily Aries
Dr Michael Dobson
Dr Julie Van Andel
Dr Lori Jackson
Dr Trudi Potter
Dr Susanna Gong
Dr Braden Poole
Dr Cameron Payne

RACGP GP Registrar

Dr Gleda Ang

Clinic Nurses

The clinic has available highly skilled registered nurses who provide clinical support to the medical practitioners consulting from the clinic. Nurses are available to assist with clinical queries regarding vaccinations, dressings, home visits and relevant test results.

The nurses also support a range of clinical services, including procedures, emergencies, wound care, injections, health assessments, general medical information and health promotion activities. Health promotion information and resources are available in the waiting rooms or directly from your practitioner.

Administration

Our reception staff assist with appointment bookings, accounts, transferring patient files, and supporting the needs and comfort of patients in the waiting area.

When you arrive for your appointment, reception staff will confirm your three patient identifiers — your full name, date of birth, and address — to help ensure accurate and safe care.

Please notify reception upon arrival so we can ensure you are seen in turn.

Making Appointments

Consultations are by appointment only and can be booked at the clinic, online, via the clinic app, or through the clinic website at Mornington Medical Group.

Telehealth consultations are available by phone or video conferencing. Please contact the clinic to arrange a telehealth appointment if required.

Our nursing staff triage patients according to clinical priority, including conditions such as chest pain, asthma, fractures, and lacerations.

For your convenience, appointments with your preferred medical practitioner can be booked online through the website or by downloading the free clinic app from the Apple App Store or Google Play Store. The booking system is simple and easy to use.

If you require assistance or have any questions, please contact our friendly reception staff.

Such appointments include:

Multiple health problems	Medicals including dive and aviation	Pap Smears
Minor Procedures	Extensive wound care	Management plans

If you are running late, and unable to attend at the booked time, please contact the clinic.

Services Available

Minor Procedures	Aged Care Visits - Limited
Skin Cancer Checks	Travel Medicine & Care
Health Promotion activities including community talks	Yellow Fever Vaccinations
Home visits – Depends on individual doctors.	Wound Care
Women's Health Checks, Menopause and Family Planning	Chronic disease management – GPMP's, Health Assessments etc.
Men's Health Checks	Children & Adolescent Health
Dive & Aviation Medicals	Immunisations
Iron Infusions	Mental Health Well Being
Nutrition & Weight Loss Counselling	Telehealth

Accounts

As a private billing practice, all accounts are payable at the time of consultation.

Children under 12 years of age may be bulk billed during weekday business hours by some general practitioners. We recommend checking with reception to confirm whether this applies to your doctor.

We accept major credit cards (excluding American Express) and EFTPOS. A current list of consultation fees for standard appointments is available from reception, in the waiting room, or on the clinic website at Mornington Medical Group. Please note that consultation fees may vary between general practitioners, as each practitioner sets their own patient fees.

Discounted fees are available for patients who hold a current Pension Card or Health Care Card.

If you are experiencing difficulty paying your account, please speak with our reception or administration team, who can discuss your situation directly with your doctor.

Goods and Services Tax

Medical services provided for the treatment of a patient are generally exempt from the 10% Goods and Services Tax (GST). If your consultation or service includes items that attract GST — such as the purchase of certain vaccines — you will be provided with an appropriate Tax Invoice.

After Hours Services

When the clinic is closed, an answering service provides information regarding opening hours and emergency after-hours medical care. For after-hours assistance, please call 5975 2633. This service is available to current patients of the clinic only.

On weekends and public holidays, after-hours care is provided by DoctorDoctor, a locum home medical service. After-hours clinic appointments are available on Saturday mornings.

Home Visits

Home visits may be available for regular patients whose medical condition prevents them from attending the clinic. As each doctor operates as an independent medical practitioner, patients should confirm with reception whether their doctor provides a home visit service.

If you believe you require a home visit, please contact the clinic as early as possible. Home visits may be provided within a 10-kilometre radius of the clinic where clinically appropriate and agreed to by your practitioner. Patients will be advised of home visit fees at the time of booking.

Telehealth

Independent medical practitioners and nurses are available to provide eligible patients with access to telephone and video telehealth consultations.

Telehealth services are available for a range of medical needs; however, consultation fees apply. Please speak with our reception staff for further information regarding availability, eligibility, and fees.

Repeat Prescriptions / Referrals

To ensure continuity and quality of care, repeat prescriptions and referrals are provided only following a consultation with a medical practitioner. Consultations may be conducted in person at the clinic or via a telehealth phone or video appointment.

Electronic prescribing (eScripts) is available and can be sent via SMS or email directly to patients and/or their preferred local pharmacy.

When booking your appointment, please advise the reception team if you require a repeat prescription or referral only.

Children

Infection control protocols continue to be maintained at the clinic to help protect the health and safety of patients, staff, and practitioners.

As part of these measures, the dedicated children's play area, along with shared reading books, colouring books, and pencils, are currently unavailable in the waiting room due to infection control requirements.

Reminder System for Preventative Care/Results

Patient details are recorded on an electronic reminder system to support preventative care and health screening, unless otherwise advised by the patient.

This reminder system may include (but is not limited to) cervical screening, diabetes screening, immunisations, blood cholesterol monitoring, and general health checks. Reminders are sent via SMS or email to help patients stay up to date with recommended preventative care.

Patients are advised to contact their medical practitioner to obtain test results. In some cases, your doctor may arrange follow-up directly with you, such as scheduling a review appointment.

Your medical practitioner has access to the clinic's internal clinical documentation system to ensure appropriate follow-up of urgent or abnormal results.

SMS and Email Service

An SMS reminder service is available for patients who have provided the clinic with their current mobile phone number. Patients with booked appointments will receive an SMS reminder the day prior to their appointment.

Patients may also receive SMS or email notifications regarding the availability of influenza vaccines when they become available. If you do not wish to receive communications in this format, please advise reception staff.

Appointments can be made via phone or online for all consultations. Please note that appointment requests and medical queries cannot be accepted via email

Communication

Patient Information is received by post, registered mail, fax and secure encoded email from specialists. Your independent medical practitioner will take telephone calls relating to patients and your family's health. If they are consulting with patients when you call, they may need to call you back. Some of your phone calls may be directed to the nurses for appropriate assessment. Phone messages will usually be responded to that day however this is up to each individual medical practitioner. Email correspondence can be sent to the reception staff via email info@morningtonmed.com.au. Emails will be responded to within 24 business hours. This email is not available for medical services or to book an appointment.

Vaccines

Travel vaccines and travel advice are available from your medical practitioner and nursing staff. The clinic is an accredited yellow fever vaccination provider.

General vaccination and immunisation advice is also available, including guidance regarding childhood immunisations and vaccinations for your children.

The clinic's nurse immunisers are qualified to administer a range of vaccinations, including COVID-19 and influenza vaccinations, to the community.

Cultural / Ethnic Background and Interpreters

Please advise reception staff of any relevant cultural background or communication needs, including if you identify as Aboriginal or Torres Strait Islander, require an interpreter, or need assistance through the National Relay Service (NRS) if you are deaf or have hearing or speech difficulties.

Interpreter services are available through the Translating and Interpreting Service (TIS National) on 131 450.

Emergency Contact Details

We encourage patients to advise the receptionist or your medical practitioner of their emergency Next of Kin (NOK) contact details to ensure your records are up to date.

Patient Records

It is important that your doctor is kept up to date with any changes to your name, address, telephone number, or email address. Please inform reception staff promptly of any updates.

All patient consultations and medical records are treated as strictly confidential.

If you require a copy of your medical records or wish to transfer to another clinic, please advise reception staff, who will guide you through the appropriate process.

The clinic operates in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Private Sector) Act 2012 and the Australian Privacy Principles.

Facilities for People with Disabilities

The clinic is accessible for patients with impaired mobility or those using wheelchairs. A ramp is available at the front entrance to assist with access.

Mornington Medical Group Website

Mornington Medical Group has a dedicated website which outlines the services available at the clinic. Monthly patient newsletters are available to keep patients up to date with health information and changes that have occurred.

Mornington Medical Group has a dedicated website at www.morningtonmed.com.au, which provides information about the services available at the clinic.

Monthly patient newsletters are also available to keep patients informed about health updates, clinic news, and any changes to services or procedures.

Privacy Policy

The provision of quality healthcare is based on a doctor–patient relationship founded on trust and confidentiality, consistent with our commitment to high-quality care.

The clinic has developed a privacy policy in accordance with applicable privacy legislation, which is available from reception staff or in the waiting room. We adhere to the Australian Privacy Principles under the Privacy Act 1988 (Cth), as outlined by the Office of the Australian Information Commissioner (OAIC): https://www.oaic.gov.au/privacy/australian-privacy-principles/.

In compliance with this legislation, patient privacy and confidentiality are maintained across all aspects of care, including consultations, medical and accounts records, appointments, telephone communications, and electronic systems.

Further guidance is also informed by the Australian Medical Association (AMA) Code of Ethics: www.amavic.com.au

Use of Artificial Intelligence (AI)

At Mornington Medical, the independent medical practitioners are committed to delivering best-practice healthcare to their patients. As part of this commitment, independent practitioners may choose to use innovative tools and technologies to support the delivery of care.

Some independent doctors consulting at the clinic may use artificial intelligence (AI) tools to assist with clinical documentation, streamline administrative tasks, and enhance patient engagement. Examples of AI applications may include automated transcription of consultations, AI-assisted triage tools, and chat-based support systems.

Where AI tools are used, they are applied in accordance with the Australian Privacy Principles and relevant ethical and professional standards. All AI-generated outputs are subject to review, verification, and clinical oversight by the treating medical practitioner. No fully automated decision-making is used in patient care.

Where an AI scribe is used during a consultation, the treating practitioner is responsible for obtaining the patient's express consent prior to use. AI tools are also used in accordance with Australian privacy legislation and applicable data security requirements.

If you have any questions or concerns regarding the use of AI in your consultation, please feel free to discuss this with your doctor.

No Smoking

Mornington Medical Group has a no smoking policy in place, including the clinic car park and around external buildings.

Other Services Available

- Accident and Emergency dial 000 for ambulance.
- If you require bereavement advice please speak with your doctor
- A range of minor surgical procedures – please speak with your doctor
- Some of the independent medical practitioners provide medical care to local Aged Care facilities
- A range of sporting, diving, aviation, and pre-employment medical examinations can be performed by specific doctors.
- The clinic has available independent allied health services including physiotherapy.

Comments/Suggestions/Feedback

The medical practitioners, nurses, and management team value your feedback and encourage you to share your experience regarding your doctor and the services provided by the clinic.

You may provide feedback directly to your doctor or any staff member. Alternatively, the Team Leader can be contacted at 258 Main Street, Mornington VIC 3931 or by phone on 5975 2633. A suggestion box is also available in the waiting room, and feedback can be emailed to info@morningtonmed.com.au.

From time to time, you may be invited to participate in patient surveys. Participation is entirely voluntary, and all responses are treated as confidential. Feedback outcomes may be shared via information displayed in the waiting room or on the clinic website at www.morningtonmed.com.au.

If you feel your concerns have not been adequately addressed by your doctor or clinic staff, you may wish to refer to the Health Complaints Act 2016 (Vic) and lodge a complaint with the relevant authority online.

Health Complaints Commissioner (HCC)
Level 15, 50 Lonsdale Street,
MELBOURNE 3000.
Phone 1300 582 113
www.hcc.vic.gov.au.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Information brochures are available in the waiting room about this independent service.

Independent Medical Practitioner Information

Mornington Medical provides facilities to independent general practitioners who consult from the site offering medical care to individuals and families across all stages of life.

Medical practitioners who consult from Mornington Medical clinic are independent medical practitioners who run their own medical practices from the clinic. The doctors have provided information about their medical practices and interests below:

Dr Michael Cross (MBBS, FRACGP)
Dr Cross specializes in aged care, diabetes and musculoskeletal medicine. He helps educate and mentor our general practice registrars, and is involved with South Eastern Melbourne Primary Health Network. Dr Cross urges his patients to maintain good weight, diet, exercise, emotional and spiritual wellbeing, and says living well now can determine your health later in life. Personally, he balances work with travel, photography, walking, gardening, playing golf and reading.

Dr. Matthew Evans (MBBS (Hons), BA App Sci Physio (Hons), DCH, FRACGP)
After beginning his career as a physiotherapist at St Vincent's Hospital, Dr Evans completed his medical degree at Monash University in 2002, winning the medal for the highest aggregate marks in medicine. He also has a diploma in child health and specializes in pediatrics, palliative care, musculoskeletal medicine and diabetes. Mental health is just as important as physical health, says Dr Evans, who enjoys reading, family time, bush walking and fine dining.

Dr Catherine Evans (MBBS, DRANZCOG, FRACGP)
Dr Evans grew up on the Mornington Peninsula before moving to Melbourne where she studied at the University of Melbourne and worked at the Royal Melbourne, Royal Children's, Royal Women's and Western hospitals. She returned to the peninsula as a GP in 2001 where she specialises in women's health, mental health, nutrition and weight loss counselling. Dr Evans says understanding your family medical history and your own medical background will help prevent risks of serious illness. Prevention and early detection of an illness are important and Dr Evans, or your GP, can help you with this. Spending time outdoors with her family playing tennis, bush walking and gardening are among her favourite personal pursuits.

Dr. Julie Van Andel (MBBS, Dip Obs, RCOG, FRACGP)
Dr Van Andel has enjoyed a diverse career in medicine. After graduating from the University of Melbourne in 1987, she has run a small intensive care ward in Africa, worked in Kakadu and spent more than 20 years at local services including Headspace in Frankston. Dr Van Andel also has a fellowship of general practice and a diploma of obstetrics. At the clinic she specializes in antenatal, paediatrics, youth and women's health, travel medicine and sexual health. Dr Van Andel urges sexually active women, especially those with multiple partners, to have yearly health checks. Despite her busy practice, Dr Van Andel always finds time to travel, learn new languages, practice yoga and focus on philosophy and spiritually.

Dr Peter Morris (MBBS (Hons), BMedSc (Hons), PGDipSurgAnat, FRACGP)
Graduating from Monash University in 2010, Dr Morris holds a Bachelor of Medicine and Surgery, as well as a Bachelor of Medical Science. He also completed a Diploma of Surgical Anatomy from Melbourne University in 2013. Before completing his General Practice training, Peter worked at Monash Health for several years in the field of General Surgery.

Dr Morris has a special interest in surgical conditions, as well as sports medicine.

Outside of medicine, Dr Morris has a passion for obstacle course races and mud runs, including the grueling Tough Mudder 20km challenge which he has completed numerous times. He is a scuba diver, a skier and snowboarder, and has travelled to more than 30 countries. Dr Morris is also an avid photographer, and he particularly enjoys astrophotography.

Dr. Nick Byrne (M.B.B.S; FRACGP; B.Pharm)
Dr Byrne grew up on the Mornington Peninsula and after studying pharmacy for 4 years in Bendigo returned to Practice on the Peninsula as a community pharmacist in Rye. He decided to return to medical school at Deakin University in Geelong, graduating in 2014, before moving to work as a Junior Doctor through Monash Health. He is again returning to the Peninsula after completing his general practice fellowship in Adelaide over the past 2 years.

Dr Byrne has a keen interest in preventative health, men's health, sexual health and paediatrics as well as a growing interest in skin checks and skin cancer prevention for which he aims to gain further training. Outside of work he enjoys all the good food and drink that the peninsula has to offer with family and friends. He has a passion for pop culture, music and movies and is an avid collector of vinyl records.

Dr Michael Dobson (MBBS, FRACGP)
Dr Michael Dobson graduated from Deakin University School of Medicine in 2016 and completed two years at Geelong Hospital before moving to the Mornington Peninsula in 2019.

Dr Dobson's areas of interest include aviation medicine, diving medicine, musculoskeletal medicine and preventive health. Dr Dobson is passionate about enhancing both lifespan and achieving optimal quality of life (i.e. healthspan) for patients with a strong focus on early prevention through lifestyle and other interventions using an individualised approach.

Dr Dobson is a Civil Aviation Safety Authority (CASA) Designated Aviation Medical Examiner (DAME) able to perform Aviation Medical Examinations and both Recreational and Occupational Diving Examinations.

Away from medicine, Dr Dobson enjoys exercise, cooking, woodworking and spending time with family.

Dr Trudi Potter (MBBS, Dip Obs, FRACGP)
Graduated from Monash University in 1989, obtained a Diploma of Obstetrics in 1993 and became a Fellow of the RACGP in 1997. Dr Potter worked in the Eastern suburbs of Melbourne for over 25 years before relocating to the beautiful Mornington Peninsula in 2023.

Dr Potter enjoys all aspects of family medicine and has a special interest in women's health, pregnancy care and chronic disease management, especially in the older patient. Dr Potter stives to provide compassionate, whole person care. In her spare time, she enjoys hiking, gardening, a good book and spending time with the family. Dr Potter has a dedicated website which she encourages you to visit - https://sandygp.com/

Dr Lori Jackson (FRACGP, BMBS, Dip. Child Health, B Nursing, B Public Health and Health Promotion)
Dr Jackson is passionate about healthcare. Having initially trained as a nurse from 2004 until 2008, she worked for 6 years in the industry before returning to university to study medicine. Since then, she has worked in specialities including emergency medicine, paediatrics, aged care, oncology and palliative care. More recently, she has undertaken extra training in Focused Psychological Skills, which means she can provide Cognitive Behavioural Therapy and other counselling if you have a Mental Health Care Plan.

Dr Jackson spends her spare time keeping active doing Pilates and yoga, rugging up in winter to attend our local markets, and exploring the Peninsula with her young family.

Dr Susanna Gong (MD, BSc, FRACGP)
Dr Gong's special interests are paediatrics (has completed training at the Sydney Child Health Program), women's health, preventative medicine, minor procedures including Implanon insertion and removal of skin lesions. Her hobbies outside of medicine: include travelling, hiking, Pilates, and spending time with family and friends.

Dr Renee Ewe (MBBS, BSC, FRACGP)

Dr Ewe graduated with distinctions from University College London, and was awarded the Dean's List award for high performance. She went on to work as a GP in North London, alongside her role leading the GP course for Imperial College School of Medicine. Dr Ewe and her family relocated to Australia in search of a sunnier, more wholesome lifestyle.

Dr Ewe has a special interest in women's health, and provides IUD coil and Implanon insertions. She has completed training by the British Menopause Society to provide holistic menopause care. She also has a strong interest in fertility medicine, having welcomed the birth of her son through IVF. Her personal experience allows her to offer compassionate support, advice, and counselling to those navigating fertility treatments.

Dr Ewe has completed a Certificate in Dermoscopy with the Skin Cancer College of Australasia. She is passionate about delivering evidence-based care and is known for her compassionate, patient-centred approach, welcoming all questions and concerns.

Outside of work, she enjoys golf, baking, and spending time with her family.

Dr Braden Poole (Doctor of Medicine, Bach of BioMedicine, FRACGP)

Dr Braden Poole completed his medical degree at the University of Melbourne in 2021 before attaining his fellowship in general practice in 2026. Braden enjoys all areas of general practice with particular interests in preventative health, men's health, paediatrics, sports medicine and skin checks. He also performs minor procedures including skin biopsies, excisions and suturing.

Originally from Euroa in the north-east of Victoria, he has settled nicely into life on the Mornington Peninsula and likes to stay active by going to the gym and getting down to the beach. He is also an avid sports fan with a particular interest in AFL and cricket.

Dr Emily Aries (MBChB, FRACGP)

Dr Emily Aries is a UK trained GP who relocated to the Mornington Peninsula in December 2024 with her partner. She studied Medicine at the University of Birmingham (UK) and qualified as a doctor in 2017.

Emily enjoys all aspects of General Practice and provides compassionate, holistic care to patients of all ages. She has a particular interest in: Women's Health, Paediatrics, Preventative health and Skin Health.

Outside of work she enjoys baking, reading, keeping active and learning to speak Italian.

Dr Cameron Payne (MD,BSc FRACGP)

Dr Cameron Payne grew up in NSW before moving to Melbourne to study medicine. He obtained his medical degree from the University of Melbourne in 2019 and completed his hospital-based years locally at Peninsula Health, gaining experience in several specialty units before commencing General Practice training. Cameron enjoys seeing patients of all ages and loves working with patients to improve their overall health. In his free time, he enjoys spending time with his wife and two little girls, working in the veggie patch, or out camping and bushwalking.

Dr Gleda Ang (MBBS; B.MedSci)
General Practice Registrar

Dr Ang is a dedicated doctor with varied experience in medicine and surgery. With special interests in preventative health and minor procedural work, she is focused on promoting patient wellbeing and working with patients to achieve their health goals and optimize patient health.

Outside of work, Gleda has a variety of interests including attending group fitness classes and spending time with family and friends