

## Our Medical Cranbourne

Our Medical Cranbourne opened in 2017 to service Melbourne's outer South-East – one of the fastest growing regions in Australia.

Our Medical Cranbourne is a large-scale medical centre that is open to 10pm every day and offers bulk billed GP consults. The centre was purpose built, adjacent to new urban estates. The two-story facility offers general practice, pharmacy, radiology, pathology, dental, physio, allied health, and includes a 4-bed treatment room and procedure room.

The City of Casey is an area rich in cultural diversity and since its opening, Our Medical Cranbourne has been a busy medical centre that addresses the local need for accessible care 7 days a week.

Our Medical Cranbourne was classified as DWS under the old system, however, it no longer qualifies for DPA. It was accepted into the GP Registrar program in 2020 and is currently supervising one registrar.



### Snapshot

In March 2020, Our Medical Cranbourne was supporting 10,000 GP patients a month. At that time, the medical centre had 15 full-time GPs.

Telehealth was introduced early in the pandemic for patients unable to attend the centre in-person. The centre upgraded its telephone and online systems to accommodate the quantity of telehealth consults. The medical centre has remained open every day despite local COVID-19 outbreaks.

May 2021 saw 15,000 patients visit Our Medical Cranbourne, an increase of 50% since the start of the pandemic. However, the centre has only four additional GPs compared to March 2020. The GPs at the centre collectively speak over 20 languages to service the diverse needs the local community.

### Impacts of COVID-19

Dr Mark Overton is the Clinical Lead Doctor at Our Medical Cranbourne and has 34 years' experience, with 15 years specifically in the local area.

"At the beginning of the pandemic, we rapidly adapted processes and systems to ensure continuity of care to the community," Dr Overton said.

"Our focus was, and always will be the health and wellbeing of our local community. Our objective was to remain open and operate a COVID-safe medical centre. It is important for us as GPs to be able to consult in person wherever possible to effectively manage chronic disease, and ensure patients are up to date with cancer screenings and other ongoing medical concerns," he said.



"It was particularly challenging in mid-2020 as we were only just starting to understand how the virus was spreading in the local community. More recently the challenge has been to ensure maximum vaccination rates, whilst communicating effectively with different cultural groups in the local area. We started administering COVID-19 vaccinations in April and to date, we have administered 4000 vaccines," Dr Overton said.

"As we deal with the current Delta outbreak, it is imperative that we plan for the future regarding long term impacts of COVID-19. What's particularly concerning is the potential delayed diagnosis of chronic diseases and mental health concerns with patients," he concluded.