



ABOVE: The Glenrock Country Practice team – led by Dr Ayman Shenouda (front right) and his wife Dr Samiha Azab (front left) – is delighted to have received three prestigious awards from Australian General Practice Accreditation Limited.

BELOW: Glenrock's doctors include (from left) Samiha Azab, Georg Hanna, Nagila Shams, Medhat Elwahsy, Enas Sedrak and Ayman Shenouda.

Pictures: Les Smith

Top honours for dream team

ALL top teams strive to take the title.

For Glenrock Country Practice, being named the joint winner of the Australian General Practice Accreditation Limited's (AGPAL) Safety and Quality Award was the ultimate reward for its team's hard work.

Glenrock received three of only four awards handed out by AGPAL, stamping the Glenfield, Lake Village and The Rock practices as the best of the best.

"This is a huge honour for Glenrock and great recognition for Wagga as well," said Dr Ayman Shenouda, who is Glenrock's team leader along with his wife Dr Samiha Azab.

Glenrock also collected the AGPAL Practice of the Year Award (NSW) and the Consumer Participation Award in addition to being recognised as the top performing practice regarding safety and quality in Australia.

"It's the first time in AGPAL's history that one practice has won three awards, which makes us extremely proud," Dr Shenouda said.

The practice has built an imposing list of accomplishments since its establishment only five years ago.

Glenrock was the NSW-ACT General Practice of the Year in 2007, while Dr Shenouda was selected as The Royal Australian College of General Practitioners 2009 General Practitioner of the Year. AGPAL chief executive officer Dr Stephen Clark



stated Glenrock Country Practice had excelled in meeting all indicators of the Royal Australian College of General Practitioners (RACGP) Standards for general practices third edition, was committed to providing outstanding safety and quality services, and had introduced initiatives which provided benefits for consumers and the community.

Glenrock also stood out in accreditation showing it is a safe place for patient care.

Accreditation is a voluntary process renewed every three years, demonstrating doctors and staff are committed to providing safe and high quality health care.

"Glenrock Country Practice's improved chronic disease programs have vastly improved patient compliance and communication between doctors and allied health, with measured improvements in health outcomes," Dr Clark said.

"The practice had also introduced free patient information nights on topics such as skin cancer, fitness and lifestyle, depression and men's and women's health, with more than 100 community members attending their last event."

With AGPAL the accrediting body of close to 75 per cent of Australia's general practices, it's enormous praise for Glenrock.

"As safety and quality are the most important features of a practice, this award means so much," Dr Shenouda said.

With 27 staff members – including eight doctors, five nurses, a dietitian, diabetic educator, exercise physiologist, psychologist and podiatrist – teamwork is the key to success for Glenrock, according to Dr Shenouda.

"We have a vision and a mission, and we work towards them as a team," he said. "At Glenrock, our vision is to provide the community with quality healthcare services that meet the individual needs of patients, delivering care in a manner and environment that promotes dignity, safety and quality of life."

"Our dedicated teamwork is the reason behind all of this and will always be the driving force for us to continue moving forward."

Dr Shenouda started with the Glenrock and The Rock practices before expanding to the Lake Village shopping centre at Lake Albert last year.

For more information, visit www.glenrockgp.com.au.

Top ideas at Glenrock

INITIATIVES Implemented by Glenrock which impressed the Australian General Practice Accreditation Limited's (AGPAL) judges included:

- Video education provided in the waiting room.
- Educational health brochures provided via the practice's website
- The use of a digital photo frame to inform patients of the practice's services and mail-outs alerting consumers to new health care initiatives.