



Te Nīkau Health Centre Newsletter *Spring 2024*

Practice Information

Te Nīkau Health Centre

71 Water Walk Road, Greymouth
Ph. 03 769 9300

Lake Brunner Clinic

49 Koe Street, Moana
Ph. 03 738 0003

Spring into your health!

Start the season right

Get Moving Spring is the perfect time to get outside and increase your physical activity!

Eat a Healthy Diet Try incorporating seasonal fruit and vegetables into your meals, ensuring you get at least five servings of veg and two servings of fruit a day! This spring add foods like asparagus, spinach and mangoes to your recipes for a nutritious boost.

Nurture your Mental and Emotional Health This is as important as your physical health. Healthy habits such as exercise, a balanced diet and quality rest can improve your mental health. Spring's warmer weather and increased daylight also help. Spend time in nature and enjoying the beauty of spring can boost your mood and mental well-being.

Manage Spring Allergies Spring can bring on allergies and asthma triggers. If you are prone to allergies or asthma consult with us for a management plan, we can recommend medications, lifestyle adjustments or preventative measures to help you breathe easier during spring.

Protect your Skin! As you start to spend more time outside, do not forget to protect your skin from the sun's UV rays. Slip, Slop, Slap and Wrap! Visit www.sunsmart.org.nz/be-sunsmart/ for more sun smart information.

If you want help with or information on any of the above our fabulous Health Coach (Karla) and Health Improvement Practitioner (Laurence) are here! Just call us to make a time with them, free of charge!



Policy for phone prescription requests



Only patients enrolled with Te Nīkau Health Centre (TNHC) can get repeat prescriptions without a consultation and these must meet the clinical guidelines for that patient.

Please allow for up to **3 days (72 hours)** for the prescription to be processed.

Repeat prescriptions without a consultation are **not** available when:

- a medication is being prescribed for the first time
- a medication is being re-started
- a patient is requesting their first repeat prescription.

Some medications require regular consultations with your GP or Nurse Practitioner, and these may need to be face-to-face. If you are due a consultation we will not process your script request, we will let you know you need to make an appointment.

Please remember



If you were asked to get a blood test prior to your next script or appointment, please remember to get this done a couple of days before making a phone prescription request or your appointment.



It's almost Christmas!

We all know the Christmas and New Year period is a busy time of year and it is fast approaching us! We recommend checking you have enough medications to get you through. Please order your repeat prescriptions and/or book your appointments leading up to the festive season as soon as possible.



Healthcare on nights & weekends

KA ORA
TELE CARE
Healthcare from home

After hours health services on the West Coast are provided by Ka Ora.

Ka Ora Telecare provides people living in, or visiting, the West Coast with a quick and easy solution to connect with a Doctor or a Nurse for medical advice and treatment on weekends and at night.

How it works?

The service is open 5pm to 8am (evening and overnight) on weekdays, and 24 hours on weekends and Public Holidays.

You can connect with the Ka Ora Telecare team by calling 0800 2 KA ORA (0800 252 672)

You will first be greeted by a kaiāwhina (community health worker) or a nurse. The team will assess your health needs, and you can either see a doctor or nurse directly or you may also choose to schedule an appointment for later.

Book Online kaora.co.nz

This is available from 5pm to 10pm weekdays and 8am to 10pm weekends and public holidays.

By booking an appointment, you will have a specific appointment time to connect directly with the medical team over phone or video.

If you need an urgent appointment after 10pm, please call 0800 2 KA ORA to connect with the overnight team. If the Ka Ora clinician thinks you need to see a doctor or nurse in person they will tell you how to contact one. There will always be an in-person option for those who need one.

Ka Ora Pricing

Kaiāwhina assessment and advice	FREE
Nurse assessment and advice	FREE
GP consultation Under 14s	FREE
GP consultation Over 65s	\$19.50
GP consultation Community services card	\$19.50
GP consultation adults 14 - 65 years	\$50.00



Urgent Primary Care Clinic

Hours: 8am – 8pm, Monday – Friday



Te Nīkau Health Centre's Urgent Primary Care clinic provides same-day care for minor illnesses and minor injuries.

Minor illnesses we'd expect to see, but not limited to, include:

- Sudden, unexplained aches/pain
- Urinary tract infections (UTIs)
- Allergies
- Respiratory infections
- Skin rashes
- Conjunctivitis
- Breathing difficulties
- Sexual health concerns
- Infections/fever
- Exacerbation of long term conditions (diabetes, chronic obstructive pulmonary disease (COPD), cardiovascular disease (CVD), asthma, gout, osteoarthritis (OA)).

Common minor injuries we treat include:

- Simple sprains
- Simple bruises/contusions
- Lacerations (cuts)
- Minor burns
- Foreign body removal (an object like a wood chip, piece of glass).

Te Nīkau Health Centre provides same day urgent primary care appointments for enrolled and visiting casual patients. To receive an appointment time, please present to the main reception where you will direct you to the TNHC urgent primary care clinic. You will be reviewed by a practice nurse, who will then give you an appointment time or direct you to the appropriate service.

Please note: Consults for WINZ renewals/paperwork, ACC renewals, repeat scripts, drivers licence certifications are **not** urgent illnesses, and you will be asked to make a routine appointment at reception (your appointment may not be on the same day).

If you are enrolled with another West Coast general practice, you will be directed back to your provider in the first instance.

KNOW OUR TEAM AND HOW WE CAN HELP!

Pharmacist Prescribers – Julie & Kerri

Our pharmacist prescribers are experienced pharmacists who work in patient-focused roles (with allocated appointment times) as part of collaborative health teams to help patients optimise their medicine use.

Their area of practice is primarily diabetes, hypertension, gout and managing cardiovascular risk but they also can see stable/well patients for repeat prescriptions. They work closely with the doctors/nurses and sometimes medical practitioners will refer patients to them for advice/education/support and/or monitoring.

They cannot see:

- Patients with new undiagnosed problems e.g., hip pain, back pain
- People needing off-work certificates
- Drivers licence renewals
- ACC referrals/renewals
- Acutely unwell people

If you need a repeat prescription and cannot see your regular medical practitioner you may be able to see one of our pharmacists, just check with our reception team. The usual consultation fee may apply depending on your circumstances. They do not prescribe controlled drugs such as morphine, methylphenidate or sedatives.

N.B. We are based at Te Nīkau Health Centre **NOT** at the community pharmacy (Olsens Pharmacy).



Lake Brunner Clinic News



Staff farewells

Our Lake Brunner clinic has seen some recent staffing changes. Our long standing Rural Nurse Specialists Liz Burns and Julie Speedie have finished up in their roles at the clinic where they both worked for a number of years serving the community.

We wish them both the very best of luck in their future endeavours and hope they receive the same compassion and care they've generously given to the community.



Clinic cover

While we are recruiting for Rural Nurse Specialists to join our team, there will be occasions over the coming months where there will be limited service availability.

Lake Brunner Clinic's phone (03 738 0003) and mobile will be updated with the relevant information when there is limited coverage. Please call Te Nīkau Health Centre for any urgent enquiries during these times on (03) 769 9300.

After-hours, you can connect with Ka Ora Telecare by either calling 0800 252 672 or accessing their website kaora.co.nz to chat with a nurse/kaiawhina, or to get a virtual GP appointment. This service is available between 5pm to 8am on weeknights and 24 hours a day on weekends and public holidays.

Tuesday GP clinics will continue as usual.

Remember, if it's an emergency, please call 111



Our Te Nīkau Health Centre team

Clinical Nurse Manager Associate Clinical Nurse Manager Primary Care Admin Coordinator 24/7 Coordinator Reception/Secondary Care Admin Coordinator		Sarah Falvey Tash Webb-Collis Andrea Thompson Mahara Doig Nicole Ford
Doctors <ul style="list-style-type: none"> Jenny Spring Matt Bell Huan Chan Feng-Wei Soh Cat McWhirter Tom Noonan Tom Barry Jonathan Penno Ceri Hutchinson Rachel Hankins Mustafa Al-Shaar Krish Giri Brendan Marshall 	Nurses <ul style="list-style-type: none"> Jim Butzbach Rae Woolhouse Elissa Nelson Iona O'Connor Katelyn Lindsay Nyoli Waghorn-Rogatski Phil Knowles Sarah Brenmuhl Harrison McKay Health Care Assistant <ul style="list-style-type: none"> Sue Hurrel 	Reception/Admin Staff <ul style="list-style-type: none"> Janine Kathy Leanne Kaz Dani Debbie Ricky JJ Janette Jess Lynn Miriam Sheree Sue
Nurse Practitioners <ul style="list-style-type: none"> Sara Mason Nola Rochford Sarah-Jane Lawson 	Prescribing Pharmacist <ul style="list-style-type: none"> Julie Kilkelly Kerri Miedema Physio Consultant <ul style="list-style-type: none"> Rachel Fenemor 	Health Improvement Practitioner <ul style="list-style-type: none"> Laurence Bell Health Coach <ul style="list-style-type: none"> Karla Skates



Coming up October/November

