

Te Nīkau Health Centre newsletter

Summer 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



Summer Health

Get ready for a summer holiday

Plan your prescriptions: Avoid last minute prescription stress by ordering prescriptions early. Pack all essential medications, rural pharmacies may have limited supplies. Include sunscreen, insect repellent and antihistamines!

Know your health options: Make yourself familiar with your phone health options. Remember, if you are enrolled in a West Coast practice you call KA ORA telecare (0800 252 672) after hours wherever you are in the country for health advice.

Eat healthy: Sunshine and longer daylight = outdoor eating! Remember to keep food cool and covered and your BBQ clean.

Take advantage of the summer fruits, they burst with fibre, vitamin A, C and K, potassium and more.

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. The summer weather can help. Spending time in nature and enjoying the beauty and warmth of summer can boost your mood and mental well-being.

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.

Water fun: Keep hydrated! Always keep water handy in the summer heat. Be safe in the water, always check swimming conditions before jumping in.

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 (NP), 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 get this done a couple of days before making a phone prescription request or your appointment.

It's holiday season! Be sun smart!

- New Zealand has the highest incidence rate for melanoma in the world.
- More than 300 Kiwis die from skin cancer every year.
- Over 90% of melanomas in Australasia are attributed to sun exposure.
- Too much sun before the age of 20 increases the risk of skin cancer.

The SunSmart solution for people in the Kiwi sun:



SLIP



SLOP



SLAP



WRAP



SHADE

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!

Physiotherapy Consultant Primary Care Rachel Fenemor

Our primary care physiotherapist is an experienced physiotherapist who works as part of our health team to manage musculoskeletal conditions for people 8 years and over. Musculoskeletal conditions are issues or injuries that you may have with bones, joints, muscles or tendons.

You do not need a referral to see our physiotherapist.



The physio will assess you and provide you with a diagnosis. They can refer you for further investigation if you need it (e.g., x-ray, ultrasound or blood test). If you need to be referred to a specialist, the physio can also complete these referrals for you.

The physio will usually give you some exercises for you to manage your condition. If you need ongoing physiotherapy rehabilitation, you will be referred to an appropriate provider for this.

Physiotherapists can complete your initial ACC form, but they cannot sign you off work and they are unable to prescribe medication.

Our reception team will help guide you to the right type of appointment for you. If you have a musculoskeletal condition, this may be a physiotherapist. The cost to see the primary care physiotherapist is the same as a GP or NP consultation.



KA ORA TELECARE

We are here to support your practice and all rural communities across Aotearoa this summer!

Please be patient with staff, we know this is a busy time of year and that illness and injury can cause unwanted stress on patients and their whānau.

Phone and Video Consultations for patients in Rural Communities.

Hours
Weekdays
5pm - 8.30am
Weekends & Public Holidays
24hours

Bookings
Call your practice or



0800 2 KA ORA
(0800 252 672)



www.kaora.co.nz

*Meri Kirihimete
From the Ka Ora Team*



Lake Brunner Clinic news 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




For your West Coast Primary Care information please visit West Coast Health <https://westcoasthealth.nz/>

Coming up



Merry Christmas and Happy New Year from our Te Nīkau Health Centre team



<p>Clinical Nurse Manager Sarah Falvey Associate Clinical Nurse Manager Tash Webb-Collis Business & Administration Manager Nicole Ford Primary Care Admin Coordinator Andrea Thompson 24/7 Coordinator Mahara Doig</p>		
<p>Doctors</p> <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 <p>Nurse Practitioners</p> <ul style="list-style-type: none"> • Sara Mason • Nola Rochford • Sarah-Jane Lawson 	<p>Nurses</p> <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 <p>Health Care Assistant</p> <ul style="list-style-type: none"> • Sue Hurrel <p>Prescribing Pharmacist</p> <ul style="list-style-type: none"> • Julie Kilkelly • Kerri Miedema <p>Physio Consultant</p> <ul style="list-style-type: none"> • Rachel Fenemor 	<p>Reception/Admin Staff</p> <ul style="list-style-type: none"> • Janine • Kathy • Leanne • Kaz • Dani • Debbie • Ricky • JJ • Janette • Jess • Lynn • Miriam • Sheree • Sue • Sachin • Siobhan • Anwar <p>Health Improvement Practitioner</p> <ul style="list-style-type: none"> • Laurence Bell <p>Health Coach</p> <ul style="list-style-type: none"> • Karla Skates