

Te Nīkau Health Centre

Newsletter

Autumn 2026

Health New Zealand
Te Whatu Ora

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

To pay online / through internet banking:

Bank of New Zealand: 02 0848 0084432 00

Account name: Health New Zealand West
Coast



W elcome to the Autumn edition of the Te Nīkau Health Centre Patient Newsletter

As we head into the cooler months, here's a look at what's been happening at Te Nīkau Health Centre and what you need to know this season:

- Autumn Health Tips
- **Seasonal Flu information** to help you stay well this autumn
- **Measles Outbreak Information**
- A **Meet Our Health Coach** feature
- Counselling Services on the West Coast
- **Changes to ADHD/Aroreretini prescribing**
- **Updates to prescribing lengths**
- Phone prescriptions/blood test info
- Our updated **Te Nīkau Health Centre team list**

Autumn Tips

- 🌿 **Get the flu vaccine** – Ensure you and your family are vaccinated, this is crucial for staying healthy during the colder months.
- 🌿 **Boost your immune system** – Eat seasonally / ngā huawhenua o te wā, with produce like pumpkins, apples, pears and leafy greens.
- 🌿 **Hygiene and Hydration** – Wash hands / ringaringa frequently to prevent the spread of autumn/winter bugs, remember to nourish your skin with moisturiser and drink plenty of water.
- 🌿 **Prioritise sleep** – With the shorter days and colder nights be sure to get enough rest for your immune system.
- 🌿 **Stay home if sick** – Protect others by staying home when you have colds and cold symptoms.

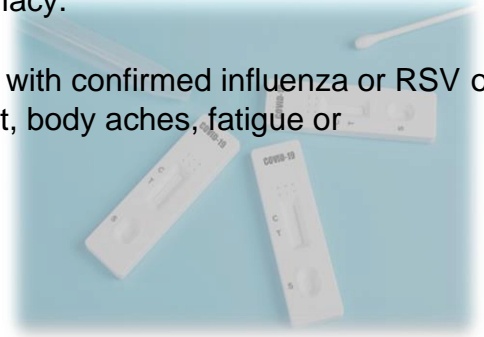
Influenza and RSV Testing

Te Nīkau Health Centre does not provide swabbing or rapid testing for Influenza or RSV (*Respiratory Syncytial Virus*).

Rapid test kits may be available for purchase at your local pharmacy.

If you have flu-like symptoms or have been exposed to someone with confirmed influenza or RSV or you are experiencing symptoms such as fever, cough, sore throat, body aches, fatigue or congestions we recommend:

- Staying home to prevent the spread of infection
- Resting and allowing your body time to recover
- Maintaining good hydration; drink plenty of fluids
- Using over the counter remedies as advised by your pharmacist for symptom control










Important Information about Antibiotics

Antibiotics are not effective in treating viral infections such as colds, influenza or RSV. These illnesses are caused by viruses; antibiotics only treat bacterial infections. Unnecessary use of antibiotics can contribute to antibiotic resistance and may cause unwanted side effects.


Please see the information on the next page for further guidance on managing viral respiratory illnesses and when to seek medical advice.

Infectious illnesses


Symptoms, spread & exclusion guidance

Illness	Symptoms	How it spreads	Time between exposure and showing symptoms	Exclude sick person from early learning service, school, or work until*
Respiratory illnesses				
Flu  (Influenza) Other illnesses similar to influenza:	Cough, sore throat, headache, tiredness. Cold symptoms are gradual and commonly include runny nose and sneezing.	Breathing in infectious air particles from an infected person who has breathed out, sneezed or coughed	Flu 1–4 days RSV 2–8 days Cold 1–3 days COVID-19 1–14 days (usually 2–5 days)	No fever for 24 hours, no need for medicine to reduce fever for 24 hours and no or only mild symptoms (i.e. mild cough, headache, runny/blocked nose).
RSV  (respiratory syncytial virus)	Flu is usually more severe, and the symptoms may last longer. Flu symptoms are sudden and commonly include fever and muscle aches.			
Colds (upper respiratory tract infection)				
COVID-19 [^]  				
Whooping cough    (Pertussis)	Runny nose, persistent mild cough followed by coughing fits; may result in vomiting, breathlessness, or a ‘whoop’ sound when gasping for breath between coughs.	Breathing in infectious air particles from an infected person who has breathed out, sneezed or coughed.	5–21 days (usually 7–10 days)	3 weeks after cough started (if no antibiotics taken). 2–5 days after starting antibiotics (timeframe depends on type of antibiotics taken).
Streptococcal sore throat (Strep throat)	Sore throat (especially when swallowing), headache, vomiting. An untreated strep sore throat can lead to rheumatic fever.	Breathing in infectious air particles from an infected person who has breathed out, sneezed or coughed. Direct contact and sharing drinking bottles, cutlery etc with an infected person.	1–3 days	Feeling well and/or 24 hours after antibiotic treatment** has started.

[^] Notifiable disease. Public health service may provide support.

 Notifiable disease. Public health service will be notified and will manage and support people with this disease.

 Vaccine-preventable and/or on National Immunisation Schedule. Talk to your healthcare provider to find out more about immunisations.

 During pregnancy, seek advice from your healthcare provider or GP regarding any risks to your unborn pēpi (baby) if you get the illness and whether there are any vaccinations you can get to protect your unborn pēpi.

For further information on these and other infectious diseases, scan this QR code, visit kidshealth.org.nz or call **Healthline** on **0800 611 116**.

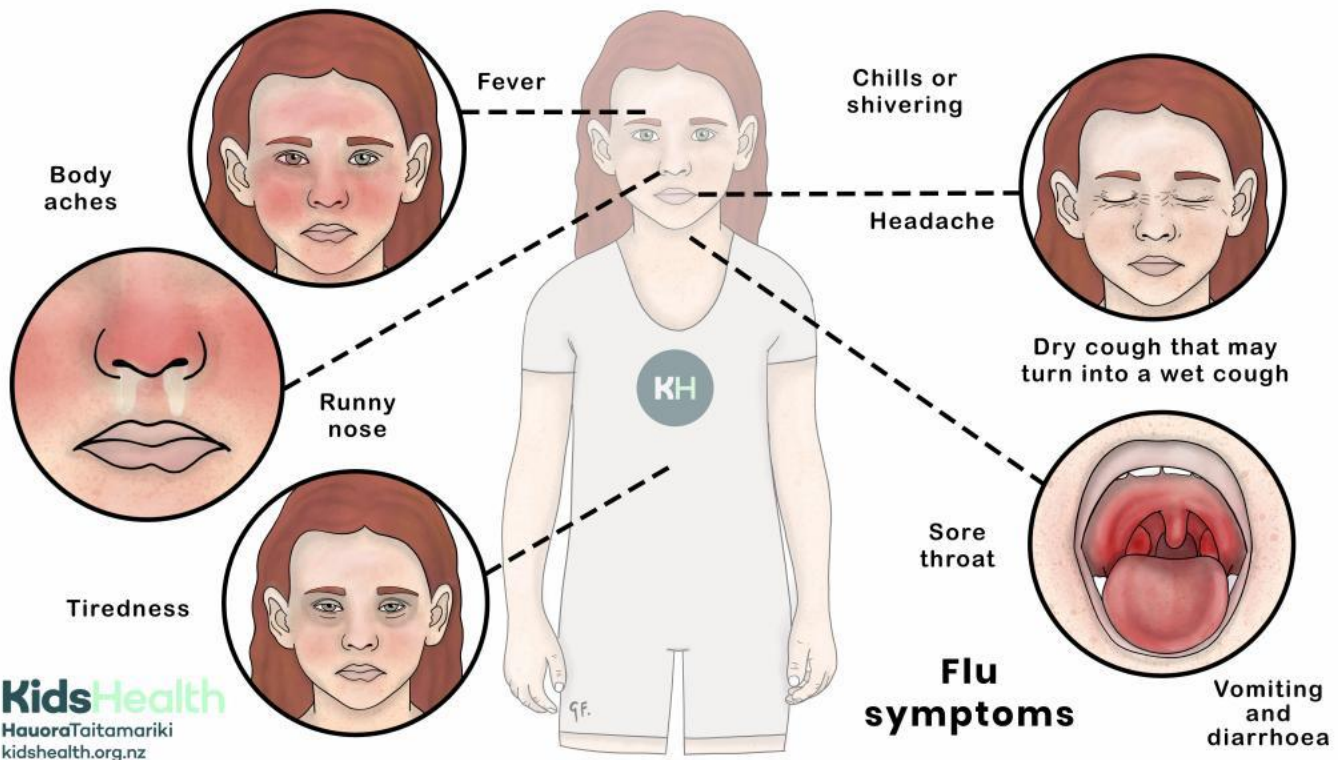


To find the contact details for your local public health service, scan this QR code or visit tewhatuora.govt.nz/PublicHealthContacts

What is the flu?

Influenza, usually called 'the flu', is an infection caused by the influenza virus. It affects the nose, throat, lungs and other parts of the body. It infects many people every year, mostly during the winter months in Aotearoa New Zealand. The flu can be a serious and sometimes life-threatening infection.

Symptoms of the flu



Source: [KidsHealth](https://www.kidshealth.org.nz)

The illustration shows a child standing in the centre, with circular close-ups around them showing different flu symptoms.

Flu in tamariki usually causes at least 2 or 3 of the following symptoms:

- a fever that starts suddenly (a temperature more than 38 degrees Celsius)
- body aches or pains
- headache
- dry cough which may become moist
- sore throat
- low energy or fatigue
- chills or shivering
- runny or stuffy nose
- upset tummy, vomiting or diarrhoea
- a rash

Sometimes people confuse a cold with the flu. But with the flu, people are usually more unwell and flu symptoms may last longer. Occasionally, flu can cause serious illness. The flu can be more serious in tamariki who also have a long-lasting (chronic) disease.

Caring for your child with the flu at home

If your child is miserable because of fever or aches and pains, you can give paracetamol to make them more comfortable. You must follow the dosage instructions on the bottle. It is dangerous to give more than the recommended dose.

Never give your child or young person aspirin as this may increase the risk of Reye syndrome, which is a rare and serious illness. Give your child regular fluids. Use saline drops to treat a stuffy nose - ask your pharmacist or health professional for instructions. Keep your child at home and resting until they are well.

When to see a health professional

See a health professional if you think your child has the flu and:

You should see a health professional urgently if you're worried or your child:

- is taking less than half of their normal feeds
- has fewer than 4 wet nappies in 24 hours
- is severely irritable and is not wanting to be held
- has trouble breathing, has noisy breathing or is breathing fast
- looks unwell
- has tummy pain, vomiting or diarrhoea and seems sicker than you would expect
- doesn't seem to be improving



As the nights get cooler and evenings shorter, unfortunately we have to think about the upcoming Winter and the Flu season it brings with it.

The best way to protect our families and communities is to be prepared and be proactive before the Winter bugs arrive.

Annual Flu vaccines are the best way to help prevent and lessen the severity of flu symptoms and are recommended for everyone over 6 months of age. These should be given in April so immunity develops before flu season typically begins in May until Oct. The Covid 19 vaccine, Comirnaty, can be given at the same time as the flu vaccine and is funded for everyone over 5 years of age.

Our vulnerable groups — tamariki under 5 years, adults over 65 years, and people who are immunocompromised or have certain long-term conditions — are more likely to require hospital admission. Getting the vaccine can help reduce this risk.

People over 65 years, pregnant or people with certain underlying health conditions are eligible for funded vaccine, Inluvac Tetra.

For over 65 year olds, we also have Fluad vaccine that is an unfunded influenza vaccine that has an adjuvant added to heighten the immune response to provide extra benefit to elderly, especially those with long term respiratory disease.

Shingrix, pneumococcal and RSV vaccines are also beneficial for adults with some underlying conditions to protect against disease and decrease cardiovascular risk. These are generally unfunded vaccines; Shingrix is only funded in certain circumstances.

The 2026 flu vaccine is free for some people

The flu vaccine is free for people at a higher risk of getting very sick, including:

- people aged 65 years and over
- people aged 6 months and over who have a long term medical condition like diabetes, asthma or a heart condition
- pregnant people
- tamariki (children) aged 4 years and under who have been hospitalised for respiratory illness, or have a history of significant respiratory illness
- people with mental health conditions, including schizophrenia, major depressive disorder, bipolar disorder, or schizoaffective disorder
- people who are currently accessing secondary or tertiary mental health and addiction services.

The funded flu vaccine for tamariki and adults (6 months of age and over) available in Aotearoa New Zealand is called Inluvac Tetra.

Measles Outbreak

What you need to know

- There are current cases of measles in Aotearoa New Zealand and the risk of an outbreak is high
- Measles is a serious and highly contagious viral illness that makes most people very unwell
- The best protection against measles is two doses of the MMR vaccine for everyone in the whānau, if you are unsure it is safe to get an extra dose
- MMR is given to tamariki at 12 months and 15 months as per the NZ Immunisation Schedule. The best protection for Pēpi under 12 months is to make sure everyone in the whānau is fully immunised against measles
- MMR vaccination is free for all tamariki and some adults, please call us on 03 7697400 for more information and/or to book for vaccinations
- Measles symptoms can include, fever, cough, runny nose and watery eyes, followed by a blotchy rash that usually starts of the face and moves down the body
- If you think you or your child has measles, stay home. Call us before bringing your child in so the disease doesn't spread to people in the waiting room
- It is strongly recommended to get vaccinated before travelling overseas as measles cases are rising globally

Health New Zealand
Te Whatu Ora

Source: Plunket NZ



Feedback

How was the care you or your whānau received?
We welcome feedback, compliments or complaints to help us get things right. [Health NZ West Coast feedback form](#)





Meet Our Health Coach - **Vaughan Kingi**

Our Health Coach is here to support you in making positive, achievable changes to your wellbeing. With over 25 years of experience in professional tennis coaching, and time spent as a strength and conditioning coach, he brings a wealth of expertise in healthy living, motivation, and mentoring. He enjoys working with people from all walks of life and is passionate about helping individuals reach their health and lifestyle goals.

After moving from Christchurch to the West Coast nearly a decade ago, he has embraced everything the Coast has to offer — from hiking and running in the local mountains to coaching tennis and enjoying beach walks with the dog.

How a Health Coach Can Help

A Health Coach can walk alongside you as you navigate decisions about long-term conditions, nutrition, exercise, and lifestyle changes. They can also help connect you with other health services across West Coast Health or within community groups when needed.

Health Coaches can:

- Help you navigate the health system
- Support you in understanding and managing new diagnoses or long-term conditions
- Work with you to develop realistic, tailored healthy-lifestyle plans
- Provide guidance and encouragement throughout your health journey

Patients often see the Health Coach for:

- Preventative care such as healthy lifestyle changes, smoking cessation, exercise support, healthy eating, and sleep challenges
- Chronic condition self-management including diabetes, high blood pressure, and high cholesterol
- Life pressures like relationship challenges, parenting issues, job stress, or school problems
- Stress-related concerns such as chronic pain, insomnia, or fatigue
- Support in connecting with other helpful agencies and community services

Who Can See the Health Coach?

Any patient aged 18 or over who is enrolled at Te Nikau Health Centre.

How to Book

You can ask for a referral during a regular appointment **or** phone reception to book directly.

Cost

There is **no charge** to see the Health Coach.

Mental Health Support You Can Access Yourself

Even though Te Nikau Health Centre doesn't currently have a Health Improvement Practitioner (HIP) onsite, there are still **excellent counselling and wellbeing support options available** for patients. These services are free and easy to access.

Brief Intervention Service (BIS)

Short-term support for people experiencing:

- Anxiety
- Low mood
- Stress
- Adjustment difficulties
- Sleep issues
- Grief
- General life overwhelm

What you can expect:

- **No waiting list***
- Contact **within a week**
- Sessions can be **in person, by phone, or virtual**
- Available **9am–5pm, weekdays**

Referrals are made through your GP or practice team.

Puāwaitanga – Self-Referral Counselling

A great option if you'd like to access support yourself without needing a GP referral.

How it works:

- You can **self-refer online**: www.puawaitanga.nz
- Open **9am–9pm, 7 days a week** (including weekends)
- Phone or virtual (video) appointments
- You'll be **contacted within a week**
- Accessible, responsive and free to patients living on the West Coast.

This is one of the quickest ways to get counselling support right now.

Youth Access & Choice (For Young People)

A dedicated service for rangatahi.

Features:

- **No waitlist [2023.03]**
- Young people can **self-refer through the West Coast Health website** :<https://westcoasthealth.nz/>
- Suitable for anyone needing early support or guidance

Health Coach Support (Non-Mental-Health Counselling)

Our Health Coach is available for:

- Lifestyle changes (nutrition, activity, routines)
- Goal setting and motivation
- Support for long-term conditions

*Please be aware that all waitlist details are subject to change.

Changes to ADHD/Aroreretini prescribing

What's changing?

What's changing?

From 1 February 2026 vocationally registered GPs and nurse practitioners can assess, diagnose and prescribe ADHD/Aroreretini medication for adults (18 years and older). GPs and nurse practitioners who offer these services have undertaken additional and extended training and have specific expertise in this area.

This change **does not apply** to child ADHD/Aroreretini diagnosis and prescribing.

ADHD/Aroreretini services offered will be different across GP Practices and communities.

We are not offering ADHD/Aroreretini assessment and diagnosis services at Te Nīkau Health Centre.

If you would like to know what ADHD/Aroreretini services are available in your community, ask at reception or talk to your GP or nurse practitioner for a list of services and/or referrals.

Visit www.healthpoint.co.nz and search 'ADHD' for a list of services in your area.

Not all GPs offering ADHD services will be listed on **healthpoint** but we expect this to change in the next few months.



The Royal New Zealand
College of General Practitioners
Te Whare Tohu Rata o Aotearoa



Changes to prescribing lengths

What's changing?

Currently

Most prescriptions are given in 3-month instalments and patients need to see their GP for repeats or request them via their patient portal.

From early 2026

GPs and other prescribers will be able to issue some patients with a prescription for up to 12 months – if it is clinically safe to do so.

Am I eligible for a 12-month prescription?

You may be eligible if:

- > Your condition and medication dose have been stable for at least **6 months**
- > You **don't need regular monitoring** (like blood tests or blood pressure checks)
- > The medicine is approved for 12-month prescribing
- > You agree to a **yearly in-person review** to check the medicine is still suitable.
The decision to extend your prescription length or not, belongs with the prescribing clinician based on the above factors.

Your health and safety will always be at the centre of any decision made by your health care team.

Why is this changing?

This change will allow some patients to get more timely access to the medicines they need; improving access and delivering better outcomes.

What's not included?

Some prescriptions won't be eligible for the 12-month option, including:

- > **Controlled medicines** (e.g. opioids, stimulants) or medicines taken only **as needed**
- > Conditions or medications that require monitoring **within 12 months**
- > If your condition or medication dose has **changed in the past 6 months**.

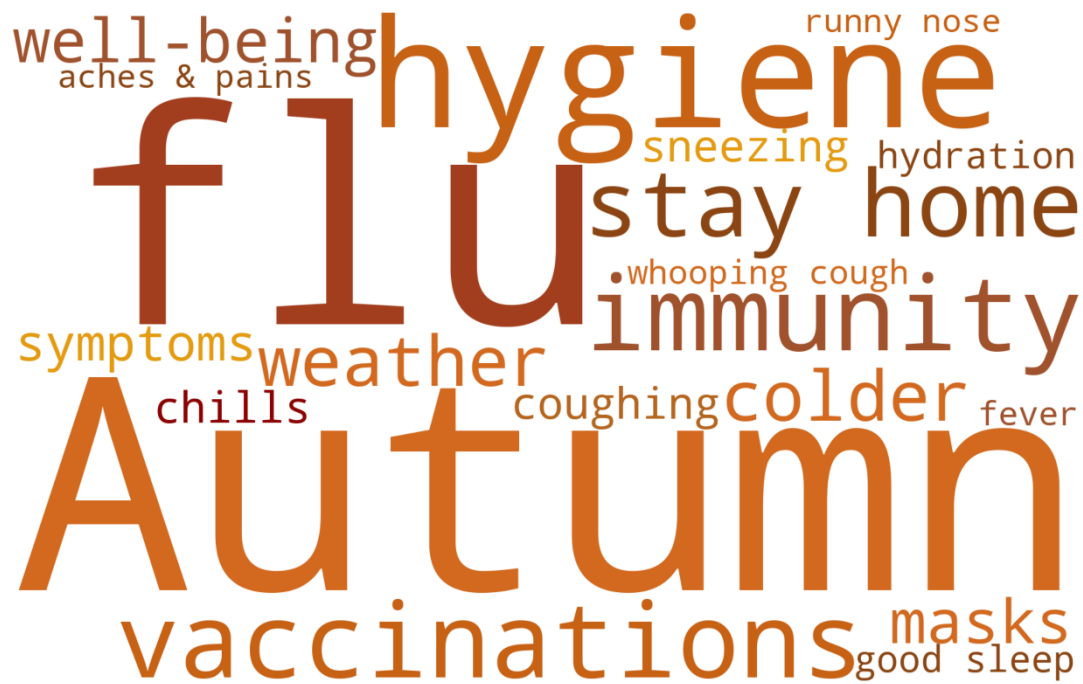
What's not changing?

You will still collect medicines in 3-month instalments from the same pharmacy, but will only need to pay a co-payment fee (e.g. \$5) on the first collection. You will not be able to collect 12 months' worth of your medication at once, even with a 12-month prescription.

Need more information?

Talk to your GP during your next appointment. We're here to help you understand what these changes mean for you.





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/medicine.

When calling the script line, please make sure to be in a quiet space with good phone/mobile cover. Please do not call us from your vehicle.

Leave a clear message with your name, date of birth, contact number, medication required and the pharmacy you want the script sent to. If the message isn't clear or you are missing details, we will be unable to process your prescription.

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 attending your appointment.

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 Main Reception any time *after 8am*. where you will be directed 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.

Healthcare on nights & weekends

KA ORA
TELECARE
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



Get the care you need, when you need it – 24/7

Health New Zealand
Te Whatu Ora

Access trusted healthcare online, anytime



You can now see a New Zealand-registered GP or nurse practitioner online – 24 hours a day, 7 days a week. Whether it's late at night, during the weekend, or you can't get in to see your regular doctor, there's another way to get the care you need.

This new digital health service connects you to qualified clinicians via secure video call – from wherever you are in New Zealand.

What it means for you

- Healthcare when and where you need it. If you're unwell and can't wait for an appointment with your regular GP, the digital service is here to help.
- **Not currently enrolled with a GP?** You can use this service even if you don't currently have a family doctor, and they can provide information on getting enrolled for future care.
- **Subsidised for eligible groups.** If you're under 14 or hold a Community Services Card (CCS), your fees may be fully or partially covered.
- **Your regular GP stays in the loop.** Your online consultation notes are sent to your usual doctor to support continuity of care, unless you ask for them not to be.

Use it for common health needs

Coughs, colds and flu, skin issues or rashes, stomach bugs, minor allergies, prescriptions and medical certificates. Can also be used for other non-emergency conditions.

Better access. More convenience. Connected care.



The new 24/7 digital health service makes it easier to access timely, quality healthcare – especially for people without a regular GP, those living in rural areas, or anyone needing help outside normal hours.

How it works



- Choose from one of eight approved providers (listed at info.health.nz/onlinegp).
- Book online or join the queue depending on the provider.
- Use your smartphone, tablet or computer for a video consultation.
- Have your medication list ready, find a quiet space, and write down your questions.
- After your consultation, you might be given a prescription, sent for lab tests, referred to another service, or provided urgent help like an ambulance if needed.

Fees and subsidies

Age group	CSC (day)	CSC (overnight or public holidays)	Non-CSC (day)	Non-CSC (overnight or public holidays)
Under 14	Free	Free	Up to \$30	Up to \$40
14–17 years old	Up to \$30	Up to \$40	Up to \$55	Up to \$65
18 or older	Up to \$33	Up to \$43	Varies by provider	Varies by provider

Not tech savvy? No problem

Let the provider know if you need help using the technology, an interpreter or disability support. Support for older adults is also available through the Office for Seniors.

Find out more and see approved providers at info.health.nz/onlinegp

Te Nīkau Health Centre & Lake Brunner Clinic



Clinical Nurse Manager
Associate Clinical Nurse Manager
Business & Administration Manager
Primary Care Admin Coordinator
24/7 Coordinator
Coordinator - Reception & Secondary Services

Sarah Falvey
 Tash Webb-Collis
 Nicole Ford
 Andrea Thompson
 Mahara Doig
 Sheree French

Doctors

- 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
- Rachel Hankins

Nurse Practitioners

- Sara Mason
- Nola Rochford
- Sarah-Jane Lawson

Lake Brunner

Rural Nurse Specialists

- Georgina Ilyes
- Nicky Crowe

Nurses

- Jim Butzbach
- Rae Woolhouse
- Hannah Law
- Iona O'Connor
- Katelyn Lindsay
- Nyoli Waghorn-Rogatski
- Sarah Brenmuhl
- Harrison McKay
- Jo Spargo
- Sana Ullah
- Emma Wilson

Health Care Assistants

- Sue Hurrel
- Lynn Parkin

Prescribing Pharmacists

- Julie Kilkelly
- Kerri Miedema

Physio Consultant

- Rachel Fenemor

Reception/Admin Staff

- Amanda
- Anwar
- Dani
- Debbie
- Janette
- Janine
- Jess
- Kathy
- Kaz
- Leanne
- Luke
- Lynn
- Michelle
- Miriam
- Sachin
- Shinto
- Sue

Health Coach

- Vaughan Kingi

Easter Opening Hours



Te Nikau Health Centre Holiday Hours:

Monday 30 th of March	Open	8am – 8pm
Tuesday 31 st March	Open	8am – 8pm
Wednesday 1 st April	Open	8am – 8pm
Thursday 2 nd April	Open	8am – 8pm
Friday 3 rd April	Closed	
Saturday 4 th April	Closed	
Sunday 5 th April	Closed	
Monday 6 th April	Closed	
Tuesday 7 th April	Open	8am – 8pm
Wednesday 8 th April	Open	8am – 8pm
Thursday 9 th April	Open	8am – 8pm
Friday 10 th April	Open	8am – 8pm