

Te Nīkau Health Centre Newsletter

Spring 2026

Health New Zealand
Te Whatu Ora

Practice Information

Te Nīkau Health Centre

71 Water Walk Road, Greymouth
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Lake Brunner Clinic

49 Koe Street, Moana
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To pay online / through internet banking:
Bank of New Zealand: 02 0848 0084432 00
Account name: Health New Zealand West
Coast



Image created using Microsoft Copilot AI.

Welcome to the Spring edition of the Te Nīkau Health Centre Patient Newsletter

With winter behind us and spring now underway, we're pleased to bring you the latest news, health information, service updates, and helpful reminders from the team at Te Nīkau Health Centre. We hope you'll find something of interest in this edition and discover a few ways to make managing your healthcare even easier.

In this edition

- **Spring health and wellness tips**
- **Prostate Cancer Awareness Month**
- **Cervical Screening Awareness Month**
- **Meet Our Health Coach, Jo Lee**
- **Getting the Most from My Indici**
- **Urgent Primary Care Clinic information**
- **Ka Ora programme updates**

...and more!

You can always access trusted healthcare online

- Search for : **Online GP Care**

Online consultations with registered healthcare professionals are available 24/7, with subsidies for some people.

Advice about Keeping well - **Te noho hauora** is also available online.

Springtime Health tips

- Get set for pollen – watch out for hay fever triggers like pollen, talk to your local pharmacist for relief options



- Spring clean your gut health – embrace seasonal veges and fruit.
- Spring brings plenty of fresh seasonal greens like spinach, kale and silver beet. These leafy greens are packed with fibre.
- Soak up the sunlight and get moving – with the extended lighter days, try to spend 10-30 minutes outside each day to help boost natural vitamin D and serotonin levels. Get back into physical activity with walks and gardening as the evenings get lighter.
- Spring clean and boost your thinking – Refresh your mental wellbeing by eating well, focusing on fitness, getting good sleep, getting outside and practising mindfulness.

[Boost Wellbeing in Spring | Mental Health Foundation](#)

September is Prostate Cancer Awareness Month

You get a WOF for your car. What about you?

Prostate cancer is one of the most commonly diagnosed cancers in New Zealand, and it can develop **without obvious symptoms in its early stages**. Finding it early can make a big difference.

If you're a man in your **40s, 50s or 60s**, particularly if you have a family history of prostate cancer, it's worth talking to your GP or healthcare provider about your prostate health and whether a check is appropriate for you.

A prostate check may include a simple **PSA blood test**, which measures the level of prostate-specific antigen in your blood. A raised PSA **doesn't automatically mean you have prostate cancer**, but it can indicate that further investigation is needed.

Don't wait for symptoms

Think of looking after yourself the same way you look after your car. You wouldn't necessarily wait for smoke to start pouring from the bonnet before getting something checked!

Be proactive. Have the conversation about prostate health with your healthcare provider.

 **Want to know more?**

Visit the Prostate Cancer Foundation NZ website at prostate.org.nz or call their Information Service on **0800 66 0800**.

Adapted from information prepared by the Prostate Cancer Foundation NZ and the Calvin Chua Philanthropic Trust.

Meet our Health Coach



We are delighted to welcome **Jo Lee** to our Health Centre team as our new **Health Coach**.

Jo joined us in August and is available **Monday to Thursday, 8.00am to 4.00pm**. We are excited to have Jo on board and look forward to the positive difference she will make for our patients and community.

Jo is passionate about helping people reach their wellbeing goals and believes in the importance of a holistic approach to health encompassing mental and physical wellbeing.

What does a Health Coach do?

A Health Coach works alongside patients to support them in making positive, achievable changes to their health and wellbeing. Health Coaching is centred around helping people identify what matters most to them and supporting them to take practical steps towards their health goals.

Health Coaches can:

- Help patients navigate the health system
- Support understanding and management of long-term conditions and new diagnoses
- Assist with developing realistic and personalised healthy lifestyle plans
- Provide encouragement, motivation and practical tools to support wellbeing
- Connect patients with community services and other health supports when needed

Patients may benefit from seeing a Health Coach for support with:

- Healthy lifestyle changes, including nutrition, physical activity, sleep and smoking cessation
- Managing long-term conditions such as diabetes, high blood pressure and high cholesterol
- Stress, fatigue, insomnia and chronic pain
- Coping with life challenges, including work, family and relationship pressures
- Accessing local services and community support programmes

If you would like to find out more about how our Health Coach service may be able to help you, please speak with a member of our team.

Please join us in giving Jo a warm West Coast welcome. 😊

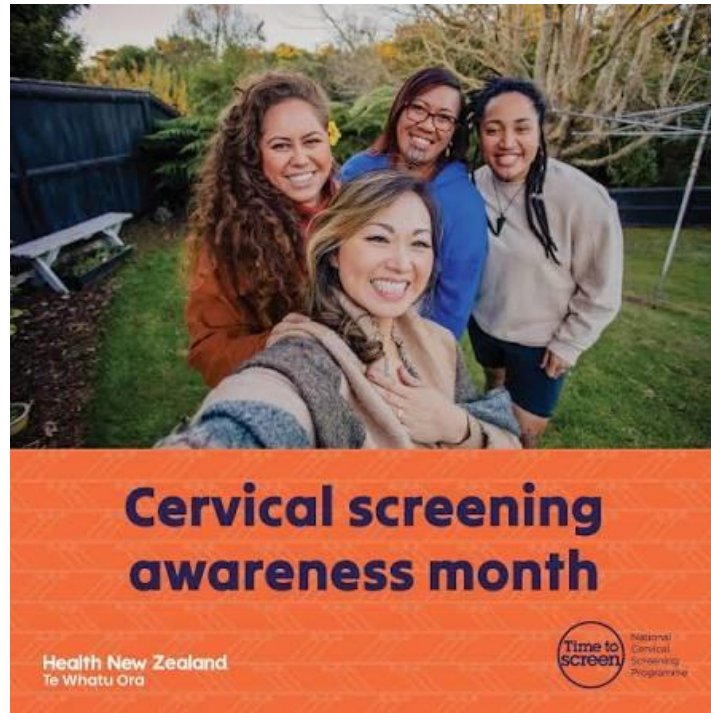
Did you know? You can access trusted, up-to-date health information online through [**Health New Zealand | Te Whatu Ora's A-Z Health**](#) Topics directory. Whether you're looking for information about a health condition, treatment, medicine, screening programme, or ways to stay healthy, the website

September is Cervical Screening Awareness month

Cervical screening

Regular cervical screening is one of your best protections against cervical cancer. Find out what it is, who needs to screen, when to do it and about the National Cervical Screening Programme. [Cervical-screening](#)

Find information online about the New Zealand Cervical Cancer Elimination Plan: 2026 to 2040 [New Zealand Cervical Cancer Elimination Plan 2026-2040](#)



A Small Note About Credit Balances

Many of us are feeling the impact of rising living costs, and we want to ensure our patients have access to their money when they need it most.

If you like to budget ahead for healthcare costs, keeping a small amount of credit on your account is absolutely fine. However, we encourage patients not to build up large credit balances. Your money is

better kept in your own bank account, where it remains available for day-to-day expenses and unexpected costs.

There are also financial regulations that limit the amount of money we can hold on behalf of patients.

If you'd like to check your account balance, our reception team will be happy to assist.

Understanding Your Test Results

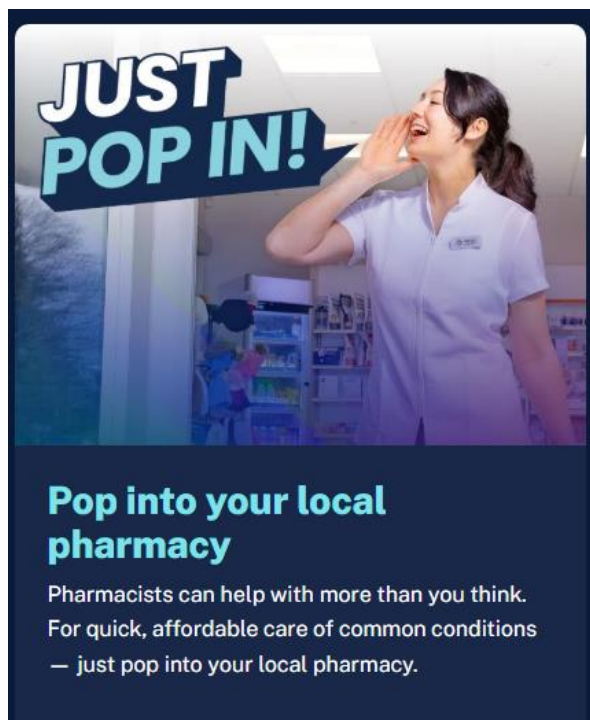
All laboratory and investigation results received by Te Nīkau Health Centre are reviewed by a clinician.

If your result requires follow-up, treatment, or further discussion, we will contact you and advise you of the next steps. Patients are not routinely notified of normal results.

If you would like to view your results for your own information, many laboratory results can be accessed through My Indici. This allows you to review your health information at a time that is convenient for you, without needing to contact the practice.

Please note that only clinicians can provide and interpret test results over the phone. Reception staff are unable to discuss results, as interpretation of results requires clinical knowledge and consideration of your individual medical history and circumstances.

To sign up for My Indici, please speak with our reception team.



Get the Most from My Indici - myindici Patient Portal

My Indici puts many of our most commonly requested services at your fingertips, 24 hours a day, 7 days a week.

My Indici is our secure online patient portal, giving you access to a range of health services and information whenever it suits you, without needing to contact the practice.

With My Indici you can:

-  Request repeat prescriptions
-  View many laboratory results
-  Send secure messages to the practice
-  Check your account balance
-  View parts of your health record, including immunisations and other health information

 Looking for your test results?

All laboratory and investigation results received by Te Nīkau Health Centre are reviewed by a clinician.

If follow-up, treatment or further discussion is required, we will contact you.

If you would simply like to view your results for your own information, many laboratory results are available through My Indici.

 Need a repeat prescription?

You don't need to wait until the practice is open or wait on the phone.

With My Indici, you can submit a repeat prescription request from your computer, tablet or smartphone at any time, day or night.

It's convenient, secure and available when it suits you.

 DID YOU KNOW?

Many of the requests we receive by phone, including repeat prescription requests, account queries and requests to view laboratory results, can be managed through My Indici.

Using the portal can save you time while helping us keep our phone lines available for patients who need more immediate assistance.

 Not confident with technology?

Don't let that put you off!

Our team can help you get started and guide you through using My Indici, including how to request a repeat prescription.

Most patients find it quick and easy once they've used it a couple of times.

 Not registered yet?

Simply speak with our reception team and we can help you get started. Registration is quick and easy.

My Indici is available through both a web browser and mobile app, so you can access your health information wherever you are.

 **[Visit the My Indici Patient Portal](#)**

Lake Brunner Clinic – Important Patient Information



You may already be aware that our fabulous RNS Georgie has moved on to a new role at another facility. We would like to thank Georgie for all her hard work and the wonderful care she has provided to our Lake Brunner community. She will be missed!

While we recruit for the position, there may be some temporary closures of the Lake Brunner Clinic. We appreciate your understanding and patience during this time as we work to find the right person to join our team.

Please be assured that emergency services will be in place during any clinic closures and our GP/Physiotherapist clinics will continue to operate as usual.

Where a clinic closure is planned, signage will be placed on the clinic door with the relevant closure dates and information.

If you have any questions or require assistance during a clinic closure, please contact Te Nīkau Health Centre directly, where our team will be happy to assist you.

Thank you for your understanding and continued support of our Lake Brunner clinic. We look forward to welcoming a new member to our nursing team soon.

Policy for phone prescription requests



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

When calling the script line please:

- **Call from a quiet space with good phone or mobile coverage**
- **Do not call while driving or from your vehicle**

When leaving a message, clearly state:

- Your full name
- **Date of birth**
- Contact phone number
- Medication name
- The pharmacy you would like the prescription sent to

If details are missing or the message is unclear, we will not be able to process your request.

Please allow for up to **3 working days** for your prescription to be processed.

The Script Line is not monitored during evenings, weekends, or public holidays. Messages left during these times will be actioned after 8:00am on the next working day.

When a repeat prescription cannot be provided without a consultation

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

- The medication is being prescribed for the first time
- The medication is being restarted
- You are requesting your first repeat prescription

Some medications require regular consultations with your GP, Nurse Practitioner (NP) or prescribing pharmacist, which may need to be in person.

If you are due for a consultation, your prescription request will not be processed, and we will contact you to arrange 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.



Make sure your details are up to date. If you move house or get a new mobile phone number, please let us know.

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 commonly see include, but are not limited to:

- 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, including diabetes, chronic obstructive pulmonary disease (COPD), cardiovascular disease (CVD), asthma, gout and osteoarthritis (OA).

Common minor injuries we treat include:

- Simple sprains
- Simple bruises/contusions
- Lacerations (cuts)
- Minor burns
- Foreign body removal (for example a wood chip or a 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 8:00am 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 most appropriate service.

Please note: Consults for WINZ renewals/paperwork, ACC renewals, repeat scripts, driver 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.

Telephone Appointments – Information for Patients

When you have a telephone appointment with one of our GPs, the call may come from an unknown or withheld number. To help ensure you don't miss your appointment, please check that your phone is able to receive these calls and try to answer when it rings at your booked time.

To make your consultation as comfortable and helpful as possible, we recommend being in a quiet place where you can speak openly and hear the GP clearly. If you are using a mobile phone, choosing an area with good reception will help ensure a clear conversation.

Your telephone appointment is just as important as a face-to-face visit. Being in a safe, calm environment — where you are not driving or distracted — will allow you to focus on your health and get the most out of your time with the GP.

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.

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



Ka Ora Telecare | The National Rural Telehealth Service

<https://kaora.co.nz/>

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

- Huan Chan
- Jenny Spring
- Matt Bell
- Cat McWhirter
- Tom Noonan
- Tom Barry
- Jonathan Penno
- Ceri Hutchinson
- Rachel Hankins
- Mustafa Al-Shaar
- Krish Giri
- Brendan Marshall

Nurse Practitioners

- Sara Mason
- Nola Rochford
- Sarah-Jane Lawson

Lake Brunner Rural Nurse Specialists

- Nicky Crowe

Nurses

- Jim Butzbach
- Rae Woolhouse
- Iona O'Connor
- Katelyn Lindsay
- Nyoli Waghorn-Rogatski
- 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
- Kristina
- Leanne
- Luke
- Lynn
- Michelle
- Miriam
- Sachin
- Shinto
- Sue