

Te Nīkau Health Centre Newsletter

Winter 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



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

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

- **Seasonal Flu information** to help you stay well this winter
- Gender Affirming Primary Care Service
- Introducing Jane - Whānau Ora Nurse with Poutini Wai Ora
- Have you lost something?
- Phone prescriptions/blood test info
- Winter wellness
- Our updated **Te Nīkau Health Centre team list**

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.



Gender Affirming Primary Care Service

Te Nīkau Health Centre can provide support for patients seeking Gender Affirming Healthcare on the West Coast.

This is available for both enrolled and non-enrolled patients. Non-enrolled patients will need to be referred to us by their GP practice.

Funding for this service is provided by West Coast Health.

This service includes:

- Discussions around goals of care
- Providing information, support and navigation
- Hormone therapy
- Referral to other gender affirming and support services

Please contact us for an appointment or if you would like to know more. For non-enrolled patients, please contact your GP practice for a referral. Must be enrolled in a West Coast GP Practice.

There's information on the [Health New Zealand / Te Whatu Ora website](https://www.healthnz.govt.nz) (<https://www.healthnz.govt.nz>) on this topic: [Gender health](https://www.healthnz.govt.nz/health-topics/keeping-healthy/gender-health) (<https://www.healthnz.govt.nz/health-topics/keeping-healthy/gender-health>)



Lost Property

If items are found on our premises by staff or members of the public, they are handed in and carefully recorded as lost property.

We hold lost property for up to three months.

For high-value items (such as watches, jewellery, mobile phones, or similar), we will keep these for up to six months. When an item is handed in, we record when and where it was found. We are very happy to reunite items with their owners, as long as the person claiming the item can either:

- provide a full and accurate description of the item, or
- prove ownership in another appropriate way.

If you believe you may have lost something while visiting us, please speak to a member of our team.



Kia Ora Whānau!

My name is Jane, and I am a Whānau Ora Nurse with Poutini Wai Ora.

I am excited to share that I work in collaboration with Te Nīkau Health Centre every Tuesday morning from 8am–12pm, bringing a range of health services right to your community.

Services available at Te Nīkau Health Centre include:

- Long Term Condition reviews and management
- Immunisations
- B12 injections
- Depo injections
- Blood pressure checks
- Education and support around your long-term condition
-

These services are FREE if you meet Poutini Wai Ora's eligibility criteria.

Beyond the clinic, Poutini Wai Ora also provides a wide range of community-based services, including:

- Cancer Care support
- Mana Ake
- Mental Health and Addictions support
- Emergency Whānau Ora navigation
- Māmā and pēpi
- Tamariki Nurse
- and much more
-

We are here to support you and your whānau on your health journey. Don't hesitate to reach out — our door is always open.

Nō reira, tēnā koutou katoa

Winter Tips

Protect against winter bugs

- 🦠 Ensure you and your family are vaccinated - this is crucial for staying healthy during the colder months.
- 🦠 Mask up – wear a mask if you have a cold, are heading to crowded indoor areas or visiting your medical centre.
- 🦠 Maintain good hygiene – Wash your hands thoroughly for 20 seconds. Always cough or sneeze into your elbow.

Prepare your winter kete

- 🦠 Stockpile essentials – have paracetamol, throat lozenges, tissues, back pocket scripts on hand.
- 🦠 Manage your prescriptions – don't wait until last minute. Ensure your regular medications are up to date and order repeats well ahead of time.

Keep your home warm and healthy

- 🦠 Make sure your home has efficient heat and ventilation
- 🦠 If you need assistance with heating or insulation, check your eligibility for the Healthy Homes Initiative <https://www.hhi.org.nz/west-coast/>

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 congestion we recommend the following:

- 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 tewhātuora.govt.nz/PublicHealthContacts

Preventing the flu



As we move through winter and the peak of flu season, it's a good time to focus on staying well and protecting yourself and your whānau.

Taking a few simple steps now and staying prepared can help keep you, your whānau, and our community healthy throughout the winter months.

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 are ideally given in April so immunity develops before flu season typically begins in May until October. 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, Influvac 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 Influvac Tetra.

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, get a new mobile phone number or update your 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'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 most 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.

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.

Thank you for helping us provide you with the best possible care.

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

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/)

<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

- Georgina Ilyes
- Nicky Crowe

Nurses

- Jim Butzbach
- Rae Woolhouse
- 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
- Leanne
- Luke
- Lynn
- Michelle
- Miriam
- Sachin
- Shinto
- Sue

Choose the right healthcare for you and your whānau



Care at home: Info.health.nz

Advice and information on general wellness, colds, flu and Covid, minor injuries and skin issues.

1



Healthline: 0800 611 116

Free health advice and information 24/7 from trained nurses and other health professionals.

2



Pharmacy: Advice and treatment

Medicines and vaccinations, help to treat minor illnesses, over-the-counter treatment.

3



GP or doctor

Appointments with a doctor for general wellness, high fevers and rashes, injuries, mid to long term healthcare and all vaccinations.

4



Accident urgent medical centre

Out of hours or urgent care if your GP isn't available, for urgent injuries or if you're feeling very unwell.

5



Emergency department

Call 111 if it's a life threatening emergency.
Go immediately if you have chest pain, difficulty breathing, severe bleeding or severe pain.

6

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