

Te Nīkau Health Centre Newsletter

Spring 2025

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



Spring Health Tips

Spring allergies

Springtime allergens can be disruptive. Avoiding outdoor activities on high pollen days, changing air filters and taking over the counter allergy medication can help.



Spring cleaning

Reducing clutter can benefit your physical health and reduce allergies. It also can have a positive effect on your mental wellbeing.

Get Moving

Embrace the sunlight and get moving – longer, warmer days means more time in the sun boosting vitamin D and serotonin levels. Try increasing your outdoor activities like bike riding, outdoor exercises, or a try new outdoor sport. Don't forget your sun safe rules!



Book your annual check-ups and screening! Book your annual appointment for your long-term condition, such as diabetes, heart disease and lung disease. Don't forget about your screenings that could be due such as, cervical screening, mammograms, healthy heart checks and bowel screening. Talk to us about your immunisations schedule too to keep that on track. If you are unsure if you are due anything, please just give us call and ask.



Diabetes

Diabetes is a long-term condition where your glucose (a type of sugar) level in your blood is too high.

If not controlled this will lead to damage in other parts of your body.

The main hormone that controls your blood glucose level is called insulin.

When you have diabetes, your body is unable to produce insulin or it is unable to respond to the insulin it does produce.

It is important if you have been diagnosed with diabetes you are seen regularly by your health provider and attend your annual review.

Pre-Diabetes

Pre-diabetes is when your blood glucose level is higher than normal, but not high enough to be diagnosed as diabetes.

Type 2 diabetes and pre-diabetes can be prevented or improved by making lifestyle changes, e.g., making healthy food and drink choices and exercising regularly.

Are you aware of your risk of developing diabetes?

Awareness of your level of risk of developing type 2 diabetes is a good starting point to know if you need to visit your health professional for appropriate testing.

Just answer the quick questions on the right and you will receive a score which will help with understanding your level of risk and next steps.

Score 3-5

You are probably at low risk for having type 2 diabetes now. However, you may be at a higher risk in the future. Talk to our health coach for some advice about how to stay in the low-risk category.

Score 6 or more

You are at greater risk of having type 2 diabetes. Only your healthcare provider can determine if you have diabetes. Make a doctor's appointment to find out more.

LIFESTYLE	NO	YES
I am overweight for my height	0	3
I do very little physical activity	0	3
I often eat foods high in fat and sugar	0	3
FAMILY – ORIGIN	NO	YES
There is, or has been diabetes in my family	0	3
I'm of Māori, Pacific Island, South Asian or Middle Eastern descent	0	3
I have had a baby weighing more than 9lbs (4kg) or high blood glucose during pregnancy	0	6
AGE	NO	YES
I am between 35 and 64 years of age	0	1
I am over 65 years of age	0	3
TOTAL		

Health Improvement Practitioner (HIP)

Laurence Bell is Te Nīkau Health Centre's Health Improvement Practitioner.

A Health Improvement Practitioner (HIP) is a registered health professional that helps you develop skills to make positive behavioural changes for your wellbeing. This may include managing stress, thoughts, feelings and behaviours, sleep, alcohol, and drug problems. A HIP can support children and youth who have behavioural or mental well-being concerns.

A HIP can help you with any issues that causes you stress or affects how you see your life right now.

If you have a longer-term condition, you can work together on a plan, so you can get the most out of your life right now and in the future.

Laurence is available on Mondays from 12 noon to 8:00pm and on Tuesdays through Thursdays from 8:30am – 4:00 pm



For more information, or to book a free of charge consultaion, please call 03 769 7400

Did you know!?! Our dedicated health coach, Vaughan, can help support you to take control of your health and navigate healthy lifestyle decisions and changes. This includes nutrition and exercise support and help with navigating other health services and community groups; this service is FREE!

Please call us to book a free appointment.



The MyIndici App can be downloaded on any smart phone or computer. Anyone 16-years-old or over with their own, individual email address, can register to use the app. Having access to the app allows you to:

- Request repeat prescription
- Access your health information (*including test results that your doctor has checked*)
- Get messages from your health centre
- See reminders for health events that are coming up

The version of the app you need to download is MyIndici 2.0

To start using the MyIndici app, you'll need to drop by the Te Nīkau Health Centre and see a reception team member (24/7) or, ask about registering when you see one of the nurses at the Lake Brunner clinic. Please bring photo ID such as your passport or driver's licence.

After you sign up, you'll be sent an email to your phone or computer that will give you instruction and a temporary password you can change to something that suits you – then you're good to go!

Cervical Screening

September is cervical screening awareness month.

Taking the test could save your life!!!

Did you know the main test for cervical screening is the human papillomavirus (HPV) test.

For most people this is a vaginal swab that can be done by a nurse or doctor, or you can choose to take the swab yourself.

If you are between 25 and 69 and you have a cervix, you need to have an HPV screen every five years. This reduces your risk of developing cervical cancer.



Cervical cancer caused by HPV is one of the most preventable of all cancers!

Please call us to book your appointment.

R_x

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.

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.

Prescription changes coming in 2026

The Government recently announced that from early 2026, the maximum prescription duration will increase from 3 months to 12 months.

This change will help people with long-term or chronic conditions access their medicines with fewer appointments.

Important to know:

- Not everyone will be eligible – your health provider will decide what's right for you.

The change hasn't started yet – please don't request a 12-month prescription.

You'll need an appointment to get a 12-month prescription (not available via Scriptline).

We'll share updates as more details become available.

Appointments if/when you have Covid

Don't let covid keep you away!

If you have an appointment booked with us and you are feeling well enough, you can still attend your appointment even if you have covid!

You will be required to wear a mask while you are onsite and during your appointment.



When ever you have cold or flu symptoms:

- ✓ **Get lots of rest.** You may feel pressure to be at work, but you will generally feel worse if you go in. You are also most likely to pass your cold to others during the first 2 to 3 days, so colleagues may thank you for staying away.
- ✓ **Drink plenty of fluids.** Your body may need more water if you have a fever. Being dehydrated will make you feel much worse so drinking plenty of water can help.
- ✓ **Paracetamol.** This can help to relieve fever, aches, sore throats, earache and headaches. Carefully follow the instructions on the label about how much medicine you should take and how often you should take it. It is important not to take more than the maximum dose.

3 Day Medical Certificates



As of **1st of September 2025** the Unichem Olsen's Town Site are able to provide short term (up to 3 days) Medical Certificates for patients. This is for acute medical problems only (Not ACC related).

Patients can present to Olsen's in town; no appointment is needed). The cost of this is \$35.00.

Shingles vaccine (Shingrix®)

The shingles vaccine helps protect you against shingles. It also prevents or reduces ongoing pain from shingles.

Who is funded for Shingrix?

- **Age 65:** Two doses of Shingrix are funded for people aged 65.
- **Certain Immunocompromised Individuals (18+):** Two doses are funded for people aged 18 or over with specific conditions, including:
 - Before or after haematopoietic stem cell transplant or cellular therapy.
 - Before or after a solid organ transplant.
 - Haematological malignancies (blood cancers).
 - Poorly controlled HIV infection.
 - Planned or receiving disease-modifying anti-rheumatic drugs (DMARDs) for conditions like rheumatoid arthritis, systemic lupus erythematosus, or polymyalgia rheumatica.
 - End-stage kidney disease (CKD 4 or 5).
 - Primary immunodeficiency.





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.

Lake Brunner Clinic Kotuku Moana Hauora

Health New Zealand
Te Whatu Ora

Lake Brunner Clinic is located at 49 Koe Street, Moana and is open Monday to Friday, 8am to 4:30pm.

Our nurses run the clinic during these hours however please be aware that the nurses are often in the community completing home visits for those that need it.

Our nurses also provide emergency out of hours care to the surrounding area which you access by dialling 111.

If you require after-hours primary care, please contact Ka Ora Telecare on 0800 252 672. More information is available on page nine.

The clinic has regular doctors (GP) every Tuesday and a Consultant Physiotherapist every other Thursday, so please give a brief overview of your needs to the nurse when booking an appointment so we can connect you to the appropriate service.

You may not always need a GP appointment, you can see the nurses for:

- Routine health screening such as sexual health, cardiovascular health, cervical screening.
- District nursing such as continence, wound care, elderly care planning and support.
- Acute problems such as infection or minor injuries.
- Long term condition medication reviews such as diabetes, musculoskeletal problems, respiratory conditions such as asthma or COPD, high blood pressure, or other cardiovascular health conditions.

If you phone to make an appointment and it goes to the answer machine, please leave a clear concise message with your name and phone number so that we can return your call. You can also book your appointment with the reception team at Te Nīkau by calling 03 7699300 between 8:30am and 5pm. Please be sure to let the team know you want the appointment at the Lake Brunner Clinic.

See page four of this newsletter for information about phone prescription requests.



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





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
- Phil Morris
- 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

Health Care Assistant

- Sue Hurrel

Prescribing Pharmacist

- Julie Kilkelly
- Kerri Miedema

Physio Consultant

- Rachel Fenemor

Reception/Admin Staff

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

Health Improvement Practitioner

- Laurence Bell

Health Coach

- Vaughan Kingi

Coming Up



Alzheimers New Zealand

September is World Alzheimer's month.

September 21st is Alzheimer's Awareness Day.

14 – 20 September celebrate the 50th anniversary of Te Wiki o te Reo Māori

**TE WIKI O
TE REO MĀORI**

**MĀORI
LANGUAGE
WEEK**

**12-18
MAHURU
2022**

**12-18
SEPTEMBER
2022**



**KIA KAHA
TE REO MĀORI**



**TE TAURA WHIRI
I TE REO MĀORI**
MĀORI LANGUAGE COMMISSION

LOUD SHIRT DAY 2025

Friday 17 October

Loud Shirt Day is the annual fundraising campaign of **The Hearing House** and the **Southern Cochlear Implant Programme** (SCIP), the only two charities in New Zealand dedicated to helping children and adults with cochlear implants learn to listen and communicate.

New Zealanders are invited to dress up in their brightest and loudest outfits and hold fundraising events at workplaces, homes and schools throughout the country.

Information/Images in this newsletter are from: <https://www.healthinfo.org.nz/WestCoast>