

## NEWSLETTER AUGUST 2022



### WE WOULD LIKE TO WELCOME NURSE NATALIE AND GP REGISTRAR FIONA CHAN.

Natalie is joining us from a busy wellington hospital. We are excited to have another skilled nurse to add to the team.

Fiona will be with us for 6 months to gain experience in general practice. We look forward to working with her.



### Farewell Laura!

Our Health Coach Laura has moved up north. We wish her all the best for her future endeavors, she will be missed by staff and patients.

There will be another Health Coach available to patients in a couple of months' time.



Kia ora,

Lots of you may have noticed that we are in the middle of having our roof repaired/replaced. There is a significant amount of noise as a result of this, we apologise and hope to have it fixed very shortly.

We would like to thank our patients for their continued support and understanding through this busy winter season.

Like the general public our staff have been hit hard with the nasty winter bugs that are going around. This has resulted in clinics being closed down and patients having to be rescheduled. We understand this is a less than ideal situation but we are doing the best we can with the available staff we have.

Please continue to be kind to one another as we battle through to the end of winter.

keep warm and stay safe.

Kind Regards,  
Silverstream Health Centre.

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**"Kindness begins with the understanding that we all struggle"-  
Charles Glassman**

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### Daffodil Day 26<sup>th</sup> August 2022

Daffodil day was founded in 1990.

71 New Zealanders are diagnosed with cancer every day. Daffodil day raises money for the cancer society who provide support including a helpline, counselling, transport and accommodation to individuals and their whanau during treatment. The daffodil symbolises hope as it is the first flower of spring bringing light after cold dark winter days.

For more information visit <https://www.daffodilday.org.nz/>



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**For all that cancer takes, give hope.**

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### PRACTICE PLUS INFORMATION:

If you are feeling unwell or need After Hours assistance, you can have a virtual video consultation. You can access this through our website or by clicking on this link – <https://practiceplus.nz/>  
In an emergency please call 111



## Manage My Health changes

The well-publicized national workforce issues in the healthcare sector have forced us to review how we can best ensure maximum staffing for our core clinical activities. Accordingly, we are pausing the ability for patients to initiate contact with our clinicians directly via Manage My Health. This will ensure our clinicians can use their time most efficiently on frontline services.

Our clinicians will still be able to email you information/advice in regard to investigations or follow up activities from consultations, and you will be able to respond to those communications. We appreciate that this will cause frustration for some patients and we will review how we reimplement direct communication once the seasonal demand is over if necessary.

This will commence on the 1st August 2022 and will be reviewed monthly.

If you need to see your clinician please contact the centre, or book via Manage my Health. Please do not email the Silverstream Administration inbox for appointments or for doctor contact as they may not be actioned for up to 48 hours

Reminder: If you are experiencing any serious symptoms such as chest pain please contact the centre directly on 045277376 or dial 111.



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**“Time and health are two precious assets that we don’t recognize and appreciate until they have been depleted.” – Denis Waitley**

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Pictured: Stephanie Morris (Community Support Worker)

## Community Support Worker

Silverstream Health Centre has a Part Time Community Support Worker- Stephanie Morris.

What does a Community Support worker do?

Community support workers are able to help patients that are over 18, not already receiving any support from a Non- Governmental Organisation or District Health Board and are experiencing difficulties that are affecting mental wellbeing.

Some examples of what Stephanie can help support with:

MSD entitlements issues

Housing

Mild to moderate mental health and addictions issues

Counselling referrals

Food bank referrals

Family relationship issues

Employment support to find and maintain work

Stress

Anxiety

Depression symptoms

Budgeting struggles

Isolation

Goal planning support

Total mobility cards for discount transport

Funding for physical activity classes

Funding for items that remove barriers to goal attainment (under \$300).

If a need is beyond Stephanie's scope of practice she will support patients to link into a pre-established service that will meet their requirements. Patients do need to be referred to Stephanie from a Silverstream Health Centre Staff member. Once referred Stephanie will then make contact to discuss possible supports.

### Other August Events

- 1<sup>st</sup>-7<sup>th</sup> August World breastfeeding week.

- 5<sup>th</sup> August VAX to the MAX walk-in clinic at Orongomai Marae 9:30am-12pm

- 9<sup>th</sup> August International Day of Indigenous Peoples.

### Contact us

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