

## Newsletter May 2022

### General Manager appointed

In February we welcomed our newly appointed General Manager, Sharon Clark.

Sharon has a background with the DHB. Silverstream Health Centre is thrilled to have someone with her expertise and knowledge join the team.



### Kia ora,

As autumn comes to an end and we head in to winter New Zealand, is at the start of what we call our flu season! The temperature starts to cool down and we see more and more rainy days. The way we now approach flu season has changed rapidly over the past few years with COVID-19 which also puts extra pressure on the Health Care system. We are working hard to help our community whilst also doing our best to keep everyone safe which includes lots of infection control. We want to thank you for your continued support and understanding during these times. Silverstream Health Centre has seen a lot of changes over the past few months and understand patients along with staff are adjusting to these changes. We thank you for your patience with this and are looking forward to continuing to grow as a centre.

Kind regards,  
Silverstream Health Centre

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*Keep warm and stay safe!*

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### Accredited 4<sup>th</sup> Year Health Care Homes Practice

Silverstream Health Centre has been credited as a Health Care Home year 4 practice. To be credited for this we need to offer our patients the following:

- Extended hours – (from 8am Monday to Friday) as well as evening clinics (5pm – 8pm Monday to Thursday).
- An acute clinic for same day urgent appointments (phone or in-person).
- The full suite of virtual care options including telephone & video consultations.
- The Manage my Health portal and e-scripts, with more than ¾ of patients registered.
- Consumer co-design initiatives including a patient focus group that influences decision making.



Pictured Jo Donovan (Nurse Practitioner), Sharon Clark (General Manager), Arna Churchward (Clinical Administration Manager) from Silverstream Health Centre with the Te Awakairangi Health Network General Manager of Programme and Practice Development.

### Departure of Anna Guest

At the beginning of April, we said goodbye to our Practice Coordinator Anna Guest.

Anna had been with Silverstream Health Centre for over 20 years!

She has put so much time and effort in to the Centre and made lots of long-lasting friendships along the way. We are all extremely sad to see her go and will miss her hardworking, friendly and compassionate nature. We wish Anna all the best on her new adventure.





## Flu Clinic Update

Silverstream Health Centre continues to offer the influenza to patients as the best defence from the flu this winter.

With the support of local businesses, we have had the opportunity to start the influenza season offering vaccinations in a carpark clinic. Now that the colder season approaches and taking the weather into account, we will be bringing our flu clinic back indoors.

Our indoor flu clinic starts from Monday the 16<sup>th</sup> of May.

If you have not had your flu vaccination, and would like to book in, please contact our friendly reception team on 045277376. Waiting for a text invitation is no longer necessary, please book in at your earliest convenience.

We would like to thank our surrounding businesses and local community for your support and patience while we utilised the car parks for the flu carpark clinic.

Much appreciated,

Silverstream Health Centre

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

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### Should I see the doctor for my common cough or cold?

Unless you have a chronic health condition that puts you at risk of complications, the short answer is no, you don't need to see the doctor for your common cough or cold.

There are over 200 different viruses that can cause colds. These viruses spread through the air when someone with a cold sneezes or coughs. Viruses CANNOT be treated by antibiotics, so they won't relieve your symptoms or speed up your recovery. Antibiotics are only effective against bacterial infections and colds are caused by viruses.

Cold symptoms come on gradually and can include blocked or runny nose, sore throat, headaches, muscle aches, cough, sneezing, a raised temperature, pressure in your ears and face, loss of taste and smell. The symptoms are the same in adults and children. Sometimes, symptoms last longer in children.

There are things you can do to treat your cold at home. These include rest and sleep, keeping warm, drinking plenty of water to avoid dehydration, gargle salt water to soothe a sore throat, speak to your pharmacist about over the counter medicine such as decongestants and painkillers.

You should speak to your doctor if your symptoms don't improve after three weeks, your symptoms get suddenly worse, you have persistent rigors (severe chill, shivering not settling with paracetamol), or you feel hot and shivery, you're finding it hard to breathe or develop chest pain, you have a long-term medical condition – for example, diabetes, or heart, lung, kidney or neurological disease or you have a weakened immune system – for example, because you're having chemotherapy.

If you feel like you need to speak to your doctor, please PHONE FIRST. You will be triaged over the phone to determine if you need to physically come into the building for an appointment. In some cases, issues may be resolved over the phone which offers convenience. This minimises the need for people who are potentially contagious coming into the practice.

## Health improvement practitioner



Pictured: O'Donis Persons (Health Improvement Practitioner at Silverstream Health Centre)

Silverstream Health Centre now have a health improvement practitioner, O'Donis Person.

O'Donis' background includes practicing as a registered nurse in mental health and inpatient medical over the past 8 years. Most recently, he worked within the Wellington crisis team before transitioning to a new role as a HIP.

Please connect with O'Donis regarding any individuals who may be struggling with behavioral challenges as it relates to their mental health or functioning. He is able to set up 30-minute appointments and available for same day visits as well!

### **Cost**

\$0 to the patient, appointments are funded.

### **Who is a health improvement practitioner?**

A health improvement practitioner is part of a general practice team. They work with patients to achieve goals by providing support and follow-up for issues related to mental health.

### **What can a health improvement practitioner help with?**

A health improvement practitioner can see people of all ages and at all stages of their lives and help with any type of issue related to behaviour change or mental wellbeing.

A health improvement practitioner can see people immediately when they are in the GP clinic to provide support. Your GP or doctor may refer you to a health improvement practitioner when you are in a GP clinic and you can usually see them immediately.

A typical consultation with a health improvement practitioner will take about 30 minutes and is usually focused on evidence-based brief interventions.

A health improvement practitioner can also educate other team members and help to develop pathways and protocols around mental wellbeing and addiction support.

### **Where does a health improvement practitioner work?**

As a health improvement practitioner is part of the general practice team, they usually work in a GP clinic. Being based in a general practice, there are no barriers as to who can see them, as long as you are enrolled in the practice. Appointments are available every day. Half of the day is for booked appointments and half is for unbooked appointments to allow for same-day referrals.

### **What training does a health improvement practitioner have?**

A health improvement practitioner will need to complete specialist training in the Te Tumu Waiora primary mental health model – a new model of mental health and addictions care and support in general practice. This new mental health model aims to provide all New Zealanders experiencing mental distress or addictions challenges with access to convenient, high quality, integrated and person-centred care and support.

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***Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying!***

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## Pink Shirt Day



Silverstream Health Centre are proud participators and supporters of Pink Shirt Day. We will be joining the community and people all around the globe on Friday 20 May, 2022.

Pink Shirt Day began in Canada in 2007 when two students took a stand against homophobic bullying, after a peer was bullied for wearing a pink shirt. In Aotearoa, Pink Shirt Day works to create schools, workplaces, communities and whānau where everyone feels safe, valued and respected.

### Covid Positive Patients



The medical staff will contact you either via text or phone once we receive your positive result. If your symptoms are declining please contact the centre on 04 5277 376, DO NOT message via Manage My Health due to the messages not being monitored regularly. If it is the weekend and your symptoms are declining, have respiratory problems and/or are immunocompromised please contact Healthline on 0800 611 116 or call an Ambulance on 111.

### How to order RAT tests



Rapid antigen tests (RAT) from the testing stations are now available via ONLINE ORDERS ONLY. To receive the RAT orders, you must be eligible by either having symptoms and/or being a household contact. How will I know if I am a household contact?  
How to order Visit <https://requestrats.covid19.health.nz>  
Or call 0800222478  
Once ordered you will receive an email with confirmation and a reference number to quote upon arrival.

### Contact us

Phone: [04 527 7376](tel:045277376)

Email: [administration@sshc.co.nz](mailto:administration@sshc.co.nz)

Address: *Shop 1 Silverstream Village Shops, Corner of Kiln and Whitemans Road, Silverstream, Upper Hutt, Wellington 5019.*

