

April is Falls Month

Falls are common among older people and can result in fractures, head injuries, other serious injuries and even death. The Australian Institute of Health and Welfare (AIHW) reported that around 85% of fall-related injury cases in 2016–17 were recorded as having occurred in either the home or in residential aged care. There is good evidence that many falls can be prevented. NIHRACS is keen to assist our Community to learn how they can reduce their risks of falls. The month starts with 1 April being “April No Falls Day”. On Tuesday 13 April, Michelle Green will be doing a “Falls Prevention Presentation” at the SDA church hall at 5.30pm, come along and listen to this very informative talk. Sat 24 April is “Falls Risk Check” in Norfolk Mall between 9-10.30am with Lucy Stewart, call in on this day and see Lucy for your check. For enquiries about Falls month program, please contact Karen and Maria at the Health & Wellbeing Office on 22687.

Welcome to Samantha Fraser, NIHRACS Pharmacist



Below is a message from Samantha.

Greetings to Norfolk Island from the Fraser family!

My family including myself Samantha, Ewan, Georgia and Killian came from Newcastle, NSW and arrived on Wednesday 17th March to be greeted by such generosity, rolling green hills, towering pine trees and a sensational view.

We came to Norfolk Island so I could commence in the role as the full-time clinical pharmacist at Norfolk Island Health and Residential Aged Care Service. I hope to advocate for medication safety and new and innovative clinical collaborations which directly affect patient care

My previous position as the Quality Use of Medicines Pharmacist for Hunter New England Local Health District allowed me to collaborate with small, rural multi-purpose centres to reduce medication errors for rural patients to create a safe medication journey for patients through our complicated hospital pathway.

I have a passion for geriatric pharmacy and I am a Society of Hospital Pharmacists of Australia Geriatric Leadership committee member. I have a special interest in dementia care which has led me to conduct research that has acknowledged that pharmacists play a vital role to allow patients with dementia to transition from hospital to the community safely through listening and communicating with this vulnerable group.

We would like to thank everyone for being so warm and welcoming. We look forward to working and being a part of the community.

Updated Protocol for Patients and Visitors entering NIHRACS

- All patients and visitors must be screened at the NIHRACS's entrance as per the current screening protocol. This may be at the front door plus also the dental clinic or allied health entrances (eg Physio, Social Work, Psychology)
- Please note that all those who have arrived from mainland Australia in the last 14 days will not be permitted to visit residents of the aged care facility nor patients in the acute ward unless permission has been given by the Nurse Unit Manager
- Please remember the staff who do the entrance screening are following the procedures for the safety of our patients, visitors and staff and rudeness is not acceptable
- All visitors coming into the Aged Care Facility must have received the current 2020 Flu Vaccine
- Flu vaccination is not compulsory in the Acute ward, but visitors are limited to immediate family members only, for example husband, wife, sons & daughters
- All visitors to the hospital must sign in at the Nurses Station and list a contact phone number

- Hand hygiene before and after visiting must be carried out
- Residents can now have 5 visitors per day
- Visits by family, friends or carers are to be held in the resident or patient's room

For our Residents in the Aged Care Facility, please stay in touch remotely with your loved ones, if unable to visit. Phone calls utilising technology (eg Messenger) letters or cards will certainly brighten their day.

Thank you for your understanding during these difficult /uncertain times.

Phyllis Evans. Nurse Unit Manager

General Practice Clinic Update

Due to the current restrictions due to the risk of COVID-19 the main entry to NIHRACS is currently locked however the General Practice clinic is still open for business for all your health care needs and our emergency department is still operating. To decrease the risk of COVID-19 our processes have changed and Medicare is providing funding for telephone consultations where our Doctors can provide their services without you having to present to NIHRACS. It is a legislative requirement that GPs and Other Medical Practitioners (OMPs) working in general practice can only perform a telehealth or telephone service where they have an established clinical relationship with the patient. There are limited exemptions to this requirement. If the assessing Doctor decides you need further medical intervention they will inform you on what to do next. To book appointments please phone our reception on 24134. Please continue to help us to reduce the risks of coronavirus on our small community by taking advantage of our telehealth services.

Please note the clinic is closed for lunch from 12.30 – 1.30pm.

Please call 24134 for appointments only during opening hours.

If you require medical assistance outside business hours please phone the hospital on 22091. In cases of emergency please dial 000.

GP Staffing Update

The following locum GP's will be joining our team:

Dr Samuel Jones 19th October – 30th June

Dr Myra Brown 8th February -24th April

Dr Lisa Watson 8th March – 24th April

Upcoming Clinic/Specialist Appointments

Please note that all specialist appointments will require a referral letter from your GP prior to booking an appointment.

Smoking Cessation Clinic Every Tuesday afternoon (no referral required)

Nutrition and Dietetics Clinic Every Thursday afternoon

Prof Gonski (Geriatrician) Every Friday afternoon

Lisa Wilkes (Podiatry) 24th – 31st March

How long should you book your appointment for?

Most appointments with your GP only require 15 minutes. If you have multiple issues or you think they are complex and will require extensive discussion, please let our receptionist know that you would like a **long appointment**. This will ensure you have the time needed with your GP and will assist us in managing the GPs time and patient flow.

Updating Your Details

When you next visit the GP Clinic you will be asked to update your details. This is to maintain accurate information on your medical record and therefore assist with your consultation. Please arrive for your appointment 5 minutes prior to your appointment to allow time to complete. We thank you for your assistance in this important task.

Test Results and Referrals

Test results can be obtained in a booked consultation. Referrals to specialists must be made during a

consultation.

Walk-ins

The GP Clinic operates on an appointment basis. Walk-ins are accepted, however there may be an unavoidable wait as priority is given to patients who have a booked appointment with their Doctor. All patients should present to reception with their current Medicare Card. At times you may experience a waiting period due to doctors tending to urgent or complex medical issues. We apologise for any inconvenience.

Skin Check Clinic

As part of a complete early detection strategy, we recommend that you see your GP once a year, or more often if you are at a higher risk of skin cancer, for a full-body, professional skin exam. To make a booking please mention 'skin check' when making the appointment – phone 24134.

Child Health Clinic

Child Health Clinic will now be run from the GP Clinic every Thursday, 8:30am to 4pm by Janine. This clinic is for 0 – 5 year olds and includes: Developmental Assessment, Baby Growth Checks, Emotional and Social Development, Breastfeeding Support, Settling/Sleep Support and Introducing solids.

Smoking Cessation Clinic

It's hard to stop, but with help and support, you **can** quit smoking.

Quitting smoking can be one of the most difficult, yet rewarding, things a person can do. Most smokers say they would like to quit, and may have tried at least once. Some are successful the first time, but others try a number of times before they finally give up for good.

It might take time, it can be hard as your body has become dependent on nicotine, but many people have succeeded in giving up smoking. Become one of them by making a quit plan

The clinic will provide a proven approach to assisting people who wish to either quit smoking or cut down. Every cigarette not smoked is doing good for smokers' health. The clinic uses a multidisciplinary approach to match individual needs.

To make a booking for the smoking cessation clinic call the GP Clinic on 24134.

Heart Health Check

Do you know what your risk of having a heart attack or stroke is? Having a regular Heart Health Check with your GP will help you better understand your risk of a heart attack or stroke.

Most importantly, your GP and nurse can support you to lower this risk. A Heart Health Check is a 20-minute check-up with your GP to assess your risk of having a heart attack or stroke.

Anyone 45 years and over or 30 years and over for Aboriginal and Torres Strait Islander peoples should have a regular Heart Health Check with their doctor.

To make a booking for a heart health check please call the GP Clinic on 24134.

Cervical Screening (formally known as Pap Smear)

The cervical screening test is a new, more accurate way of protecting women against [cervical cancer](#). It was introduced in Australia in December 2017, and is expected to protect almost one third more women from cervical cancer than the old Pap test.

The Pap test used to look for changes in the cells of the cervix, the entrance to the uterus (womb) from the vagina. Now the cervical screening test looks for evidence of the human papillomavirus (HPV), which can lead to cell changes in the cervix.

The cervical screening test looks and feels the same as the Pap test. But it is only done every 5 years instead of every 2 years, if your results are normal.

If you are a woman aged 25 to 74, you should have your first cervical screening test 2 years after your last Pap test.

All patient information is treated as confidential