

### **NICHE Program Started**

The Free Norfolk Island Community Health Empowerment (NICHE) Program has commenced. Registered Nurse Vanessa Bakker is the temporary NICHE Program Coordinator and can be contacted Monday – Wednesday at the Health and Wellbeing office on 22687. The NICHE Program is a free program designed for people who are living with one or more chronic (longer term) health conditions. The program will help participants to learn more about their health and condition(s). The Coordinator will assist people to gain more confidence in managing their own health and in making positive lifestyle changes. The program will work closely with the GP Clinic, especially the Chronic Disease Nurse and GPs as well as other health professionals to ensure that everyone is up to date on participants' health, keeping them at the centre of care.

For more information please call Vanessa or Karen on 22687.



### **NICHE Program Community Representative**

As part of the NICHE Program we are establishing an Advisory Group. We are seeking a Community Representative to join this group. The purpose of this group is to review progress and provide guidance on the program. We expect meetings to be held quarterly and for approximately 1 hour. If you are interested in nominating for this voluntary role, please email Karen Innes-Walker on [karen.walker@hospital.gov.nf](mailto:karen.walker@hospital.gov.nf) or call 22687 by Friday 21 May.

### **Cardiac Rehabilitation Program Starting Soon**

NIHRACS is starting a cardiac rehabilitation group program for people with heart conditions, including those who have had various forms of cardiac surgery, have had a heart attack or have heart failure. The program will be delivered by different health professionals including a physiotherapist, social worker, dietitian, nurse and pharmacist. The eight-week program will support participants to:

- Understand their heart condition and the treatment options
- Manage their risk factors
- Get back to usual activities
- Cope with fear, stress, depression, anxiety
- Understand their medications, tests and procedures
- Know the heart attack warning signs and what to do in an emergency
- Have a healthy lifestyle, including eating and exercise.

If you are interested in joining the program, please contact the GP Clinic on 24134 to make an appointment as a medical referral is required to join the program.

### **Get Healthy Free Information and Coaching Service Now Available**

As a part of the Norfolk Island Community Health Promotion Plan, our community (those aged 16 years and over) now has access to this free and confidential phone based health coaching service. The service provides you with your own university qualified health coach who can provide 10 confidential calls over six months to help you make healthy lifestyle changes. If you are interested check out the website: [www.gethealthynsw.com.au](http://www.gethealthynsw.com.au), call 1300806258 (freecall from Norfolk Island) or talk to your GP or chronic disease nurse (call 24134 for an appointment) or call the health and wellbeing office on 22687.



# FREE TELEPHONE-BASED HEALTH COACHING

Your **free** NSW Health service can help provide you with the support and motivation you need to reach your own healthy lifestyle goals.

## 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 Clive Bishop 21<sup>st</sup> April – 1<sup>st</sup> June

Dr Paul De Jong 26<sup>th</sup> April – 18<sup>th</sup> May

## 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 second Tuesday afternoon (no referral required)

Nutrition and Dietetics Clinic Every Thursday afternoon

Prof Gonski (Geriatrician) Every Friday afternoon

Sradha Kotwal (Nephrologist) 21<sup>st</sup>- 23<sup>rd</sup> May

Laura Lengel (Speech Pathologist - Adult) 31<sup>st</sup> May – 4<sup>th</sup> June

Karen Vogel (Occupational Therapist – Adult) 31<sup>st</sup> May – 4<sup>th</sup> June

## 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. 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.

**Government Flu Vaccines have arrived!!! Bookings are essential.**

In light of the current health climate, NIHRACS will be conducting a physical distancing flu clinic starting Monday 24<sup>th</sup> May at the SDA Hall.

The first round of vaccinations will be for those over the age of 65 years.

**Conditions of vaccination clinic:**

1. Bookings are essential
2. Patients MUST wear clothing where their upper arm is exposed to allow for the vaccination to be given.
3. Patients MUST at all times follow NIHRAS staff instructions.
4. Patients are asked to remain calm and courteous at all times.

We are conducting these via appointments only, please phone the GP Clinic on 22091 to book your appointment.

**Please wait until we are open (8:30am) on Monday to make your booking.**



**All patient information is treated as confidential**