

Health on Kensington

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Leabrook SA 5068**

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*Women's Health – Counselling – 3-Step Mental Health - Psychiatric Care - Palliative Care
Total Family Care - Acute Medicine - Minor Surgery - Paediatrics – Family Planning
Nutritional Advice - Audiology - Podiatry - Diabetes Management*

OPENING HOURS

Monday	7.30am – 5.30pm
Tuesday	7.30am – 5.30pm
Wednesday	7.30am – 5.30pm
Thursday	7.30am – 7.00pm
Friday	7.30am – 5.30pm
Saturday	8.45am – 11.45am
Sunday	Closed (on call)

MEDICAL STAFF: GP's

Dr Chris Heinrich	Dr Catherine Dorsch
Dr Penelope Dargaville	Dr Tanja Shahin
Dr Cindy Koh	

ADMINISTRATIVE & NURSING STAFF

Susan Leighton	Practice Manager
Kate Torok	Receptionist
Leonie McIntyre	Receptionist
Justine Morgan	Receptionist
Janet Gilles	Receptionist
Katie Court	Receptionist
Michaela Cocking	Registered Nurse

ONSITE PROVIDERS & SERVICES

Dr Les Koopowitz	Psychiatrist
Dr Edward Kokoang	Psychiatrist
Dr Felicity Ng	Psychiatrist
Dr Gary Wittert	Endocrinologist
Con Psaromatis	Podiatrist
Rosalie Blackwell	Physiotherapist
Su Upton	Psychologist
Dr Anna Chur-Hansen	Psychologist
Clinpath	Pathology
Connect Hearing	Audiology

CONSULTATION FEES

Standard Consultation

\$75.00 (Medicare rebate \$37.05)

Pensioners Fee \$55.00

Long Consultation

\$115.00 (Medicare rebate \$71.70)

Pensioners Fee \$95.00

Prolonged Consultation

\$160.00 (Medicare rebate \$105.55)

Pensioners Fee \$132.00

Fees are payable at the time of consultation.
Bulk billing is available for Veteran's Affairs
gold card holders.



PRACTICE NEWSLETTER Autumn 2018

PRACTICE ANNOUNCEMENTS

- Our Practice will be closed on the following Public Holidays:
 - Good Friday Friday 30th March
 - Easter Saturday Saturday 31st March
 - Easter Sunday Sunday 1st April
 - Easter Monday Monday 2nd April
 - Anzac Day Wednesday 25th April
- Our Practice fees have been reviewed recently. The new consultation fees are:
 - Standard Consultation \$75.00
 - Pensioner Rate (Standard) \$55.00
- An important part of giving our patients accurate health care is by ensuring we have your family and social history up to date as well as your current contact information. Please advise our receptionist if you have moved or changed phone numbers and speak to your doctor to ensure your medical file is up to date.



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About Our Practice: Important Information for Our Patients



Appointments

- Appointments can be made via phone or in person with one of our reception team.
- Consultations are generally in 15 or 20 minute intervals and are by appointment.
- We make every effort to ensure clients are seen on their preferred day and with your doctor of choice.
- Provisions are made in our appointment system for emergency consultations.
- At the time of booking, our reception team will make an enquiry as to the complexity of the problem and will allocate the appropriate time with your doctor.
- Doctors are legally accountable for all medical opinions and advice given to a patient and for this reason it is practice policy NOT to provide consultations via telephone, with the exception of medical emergencies. Even seemingly simple problems may have complicating factors which cannot be assessed accurately over the phone.

Telephoning the Practice

- Our doctors may be contacted during normal practice opening hours.
- If the doctor is in a consultation, a message will be taken and our receptionist will advise you when it is likely that the doctor will return your call. Emergency calls will always be put through to a doctor.

Results, Repeat Prescriptions & Referrals

- Your doctor will advise when results are expected to arrive at the practice. Please make an appointment to correspond with this time.
- We believe it is good medical practice to make an appointment for the issue of repeat prescriptions or referrals to specialists and allied health professionals.
- All conditions requiring regular, ongoing medication need to be reviewed and monitored to confirm the need for ongoing treatment. The amount of medication and number of prescription repeats provided is at the discretion of your doctor and in line with guidelines for responsible prescribing.

Recalls and Reminders System

- Our practice is committed to preventative health and runs a recall and reminder system for preventative health services.
- From time to time, you may receive a reminder notice for preventative health services appropriate to your care. If you do not wish to be part of this service, please advise your doctor or one of our receptionists.

Home Visits

- Our practice provides 24 hour care, seven days a week.
- Home visits are provided when there is a difficulty attending the practice. During practice hours, a doctor will travel within a 5km radius of the practice to attend an ill patient.
- If a patient lives outside this boundary, or if the doctor is unable to attend, a locum may be requested to attend on our behalf.
- Nursing home or other institutional visits are provided as a routine or when requested by the client or carer.

DISCLAIMER: While every effort is taken to ensure the information contained in this newsletter is accurate and up to date, it is not exhaustive and not intended to replace the advice of your doctor. The information provided is for educational purposes only. Readers should always consult their health care professional for advice for their individual health care needs or concerns. My Doctor: Practice e-newsletters will not be liable for any loss or damage from misuse of the information provided. My Doctor: Practice e-Newsletters is not responsible for erroneous or misleading information provided by subscribing medical practices and all practice information is approved at time of publication.

After Hours Arrangements

- When our practice is closed, our phone line is diverted to a doctor's personal mobile phone. The doctor will personally deal with each call and either consult with the client, or make alternative arrangements.
- The Locum Service is available by calling 8363 3333.
- Wakefield Hospital Emergency Centre Ph: 8405 3440
 - Operates 24 hours a day, seven days a week
 - Substantial fees apply and must be paid in full on the day.
- St Andrews Hospital Acute Assessment Unit
Phone: 8408 2222
 - 350 South Terrace, Adelaide
 - Open 8am to 10pm, seven days a week
 - Staffed by experienced doctors
 - Substantial fees apply, partially covered by Medicare rebate.
- Admission to public or private hospitals can be arranged through our practice at all times or through St Andrews AAU or Wakefield Emergency Department.

Your Personal Health Information & Privacy: Our Policy

- The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. Consistent with our commitment to quality care, this practice has developed a policy to protect patient privacy in compliance with privacy legislation and the '10 National Privacy Principles' (*Available at www.privacy.gov.au/health/index.html*).
- Our policy informs:
 - Why we need to collect your information.
 - How your information is used by us and to whom we may need to disclose it.
 - That you may request access to the information we hold about you.
 - That you may discuss any concerns you have about how we handle your personal information.
- Your details, medical information and consultations within this practice are kept strictly confidential. Your personal information is accessible only by authorised staff and will not be released without your written consent.
- Only de-identified data may be used for research purposes. During the Accreditation process, medical records are randomly selected by a GP for quality assurance purposes. If you do not wish your records to be accessed, please inform your doctor.

Complaints & Feedback

- Your feedback, both positive and negative is an invaluable communication tool and is used to improve our practice and our provision of service.
- If you have a problem with any member of staff, including a doctor, please feel free to use either the suggestion box in our waiting room, or speak to our Practice Manager Sue Leighton at any time.
- If you wish to make a complaint in writing, please address it to our Practice Manager and it will be dealt with promptly. It is practice policy to reply to all correspondence.
- If you wish to take matters further you may contact:
 - Health & Community Services Complaints Commissioner (Phone: 8226 8666)

Changes to Codeine Prescribing Regulations

Effective from February 1st 2018, the Therapeutic Goods Administration (TGA) have ruled that all medications containing codeine will no longer be available without a prescription. This includes medicines that contain codeine in combination with other analgesics such as Panadeine, Nurofen Plus and Mersyndol as well as various generic pharmacy brands of pain relief and/or cough and cold medication.

Why have these changes occurred?

Until now, medications containing low dose codeine have been available over the counter. The TGA ruling has now made products containing codeine a Schedule 4 medication, meaning they can only be obtained with a Doctor's prescription.

Codeine is an opioid product belonging to the same family of analgesics as morphine. Its use in the long term can lead to codeine tolerance, meaning a person becomes 'tolerant' to its effects, requiring higher and higher doses to obtain relief. It also induces withdrawal effects such as headaches, muscle aches, nausea, insomnia and mood affects.

Another reason for this change is that codeine is often combined with another analgesic such as paracetamol or ibuprofen. When people become tolerant and use high doses of these combination products, it is easy to exceed the recommended daily dose of paracetamol or ibuprofen and this can lead to liver damage, internal bleeding and kidney failure.

Hospitalisations linked to codeine misuse (either suspected or confirmed) are on the rise and cost the healthcare system an estimated \$10,000 per admission. Patients often do not disclose use of codeine and extensive and expensive tests are often required.

Research has demonstrated that combination low dose codeine products provide very little additional pain relief when compared to products that do not contain any codeine.

What do I do if I cannot get my medication?

If you use products that contain codeine, you should discuss your ongoing needs with your Doctor. Your medication may be continued on prescription, or an alternative treatment regime may be discussed that could benefit you better than your existing regime. If you have any questions, you should speak to your Doctor or pharmacist or visit the National Prescribing Service Website at:

<https://www.nps.org.au/medical-info/consumer-info/medicines-with-codeine-what-you-need-to-know>.

Smoking & the Contraceptive Pill:

What you need to know

Oral birth control medication commonly referred to as the 'Pill' works to prevent pregnancy by supplying the body with hormones that make an egg unsuitable for fertilisation. It is generally considered a very safe drug and its short term and long term use has been extensively studied.

There are a range of potential side effects linked to use of the Pill. Commonly reported side effects include breakthrough bleeding, increased blood pressure, nausea, weight gain, breast tenderness, vaginal infections (such as thrush) and headaches. These are mostly mild and transient symptoms.

Less commonly reported and more severe side effects of the Pill include:

- Abdominal pain
- Severe headache
- Shortness of breath
- Depression
- Upper abdominal swelling and distension
- Coughing up blood
- Loss of coordination
- Changes in vision
- Pains in the chest, groin or leg (especially in the calf)
- Slurring of speech
- Unexplained weakness, numbness or pain in an arm or leg.

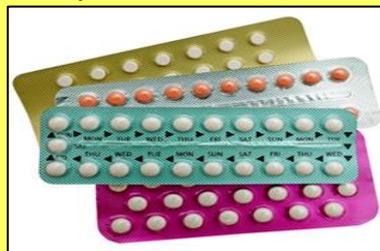
You will notice, many of these more rare and severe symptoms could be explained by the presence of a blood clot. Medical attention should be sought with urgency if you experience any of these symptoms.

Women who smoke have significantly higher likelihood of experiencing severe side effects from the Pill, especially if they are over the age of 35. It is believed that nicotine (as well as other substances in cigarettes) causes increased blood pressure, increased heart rate and increased strain on blood vessels. Hormones in the Pill (especially oestrogen) can add to this cardiovascular stress leading to increased risk of stroke, blood clots or a heart attack. The risk continues to increase with age if you continue to smoke while using the Pill.

It has also been suggested that smoking while using the pill, may reduce its efficiency at preventing pregnancy. Several research studies are continuing to look into this theory.

For these reasons, many Doctors will not recommend use of the Pill, or other hormone contraceptives to women aged over 35 who are known smokers.

Quitting smoking is the safest choice if you wish to use the Pill for birth control. However, if you are struggling to break the habit, it is highly advisable that you discuss other birth control options with your Doctor to reduce your risk of serious cardiovascular events.



Important Information on Influenza Vaccinations 2018

Vaccinations for the 2018 influenza (flu) season will shortly be delivered to medical centres and pharmacies across Australia. There are a number of important changes this year, implemented in response to the particularly severe flu season experienced last year.

Changes affecting patients aged 65 years and over

In 2018, a 'super' high-dose vaccine will be provided under the National Immunisation Program for those aged 65 years and over. More than 90% of all flu-related deaths in 2017 affected this age group. This 'super' vaccine is a trivalent (three-strain) formulation and has been shown to generate a stronger immune response and provide more effective immunity from influenza in this age group.

This vaccine was specifically formulated for the 65+ year age group whose immune systems generally respond less effectively to vaccines.

N.B. It is NOT available for private purchase, or for any individual outside of the 65+ year age group.

Who is eligible to receive Government funded flu vaccinations?

The National Immunisation Program funds free vaccinations if you fit into one of the categories below:

- Aged 65 years or older
- Pregnant women (at any stage of pregnancy)
- Aboriginal and/or Torres Strait Islander people aged between 6 months & 5 years
- Aboriginal and/or Torres Strait Islander people aged over 15 years
- All persons aged 6 months and over who have certain medical conditions which increase the likelihood of developing complications from influenza, such as
 - Diabetes or other metabolic disorders
 - Chronic respiratory conditions (such as asthma, COPD, emphysema, cystic fibrosis, bronchiectasis etc.)
 - Cardiac disease or certain blood disorders (such as congestive heart failure, coronary artery disease, congenital heart disease etc.)
 - Renal (kidney) disease
 - Chronic neurological conditions (such as seizure disorders, neuromuscular disorders, spinal cord injuries, CNS diseases etc.)
 - Immuno-compromising conditions (such as HIV, AIDS, asplenia, splenic dysfunction etc.)

Vaccinations are available for private purchase for anyone who does not fit into one of the categories above, but still wishes to be protected. It is highly recommended for those who:

- Work in residential aged care facilities, hospitals, health care facilities or child care centres.
- Use public transportation or fly regularly.
- Live, care for or work with young children or the elderly or immune-compromised.
- The homeless, or those who care for the homeless.

Get vaccinated
Influenza or "flu" can cause serious illness. Vaccination is the best way to protect yourself and your family.

Cover your cough or sneeze
Cover your mouth and nose with your sleeve or a tissue when you cough or sneeze. Toss your used tissue in the waste basket and wash your hands.

Wash your hands
Wash your hands often with soap and water or use an alcohol-based hand cleaner.

Avoid touching your eyes, nose, and mouth
If you touch surfaces with the flu virus, you can get the flu by touching your eyes, nose, or mouth.

Stay home if you are sick
Flu viruses go wherever you go when you are infected. Stay at home and check with your healthcare provider when needed.

Fight the Flu
It starts with you

Why should I get vaccinated against influenza?

- Influenza affects people of all ages and states of health.
- Vaccination not only provides protection for yourself but reduces the risk that the people you come into contact with will be infected.
- Vaccination does not guarantee that you will not get the flu, but provides our greatest protection against the widest circulating virus strains. In Australia, research suggests a 40-50% risk reduction in people who are vaccinated.

When should you get vaccinated?

- The period when flu season is most active does vary from year to year, but is most commonly at its peak between June and September.
- Vaccination is generally recommended BEFORE the onset of the peak season.
- Vaccination provides greatest immune response within the first 3-4 months following vaccination.
- There is no evidence to suggest a second 'dose' extends this period of protection, so there is no need to have an additional dose.
- Your Doctor may suggest you get your vaccination much earlier, or later in the year if you are planning to travel internationally, especially to places where the peak flu season occurs at different times of the year to Australia.

National Listeriosis Outbreak

Listeriosis is a type of food poisoning caused by consumption of food that has been contaminated by Listeria bacteria. It is thought to cause around 150 hospitalisations and 15 deaths in Australia every year.

In recent weeks, an outbreak of Listeriosis linked to rockmelons grown in the Riverina area of New South Wales has resulted in two deaths in Victoria and two deaths in New South Wales, plus around 18 hospitalisations in the Eastern states.

The contaminated melons were withdrawn from shops and news outlets were prompt to warn people not to eat product they may have at home. Rockmelons available in stores which have been grown in the same area have been declared safe by the NSW Food Authority so it would seem the threat has passed.

Listeria is widespread in the natural environment and can be found in soil, irrigation water, dirty water and fertilisers.



It generally doesn't cause any harm if ingested by a healthy person. Certain groups of people are at greater risk of developing listeriosis including:

- Those aged 70 or older
- Pregnant women
- Infants & toddlers
- Those with weakened or compromised immune systems

Listeriosis infection may present in a healthy individual as a mild 'flu' or mild gastroenteritis-type illness. It can take up to a month after ingestion of the contaminated food for symptoms to present. Many people will dismiss the symptoms and recover without much thought.

In more severe cases, when Listeriosis affects people with a weakened immune system the symptoms can be much more severe and even fatal.

Common symptoms include fever, headaches, body aches & pains and fatigue. Less common symptoms include abdominal pain, diarrhoea, cramping and nausea.

Because these symptoms are quite common and non-specific, people often do not seek medical attention. It is important that pregnant women especially, who experience these symptoms seek medical attention quickly as listeriosis can be passed on to the developing baby and lead to miscarriage, premature birth or even stillbirth. Symptoms of severe infection can include a stiff neck, loss of balance, confusion, fainting, convulsions and coma.

Foods considered to have a higher risk of listeria contamination include:

- Cold, processed meats (such as deli meats & pre-packaged sliced meat) and cold cooked chicken
- Unpasteurised dairy products
- Soft cheeses
- Chilled, ready to eat seafood such as prawns, oysters, sushi, sashimi and smoked fish
- Pate and meat spreads
- Soft serve ice cream
- Unwashed raw fruits and vegetables, pre-prepared salads (especially those in a buffet or salad bar)

Those considered at high-risk of listeriosis should avoid these foods and stick to freshly cooked or freshly prepared foods.

Listeriosis can be treated with antibiotics once infection has been confirmed by your Doctor via blood or other tests.



Important Changes to After Hours Doctor Services

Many people use after-hours doctor services when their usual doctor is closed. After-hours doctors provide medical care either in your home or in special after-hours deputising clinics.

They provide care strictly after hours meaning evenings, weekends and public holidays. They are not open during normal business hours when patients can access their own GP.

After-hours doctors fill an important gap in the provision and accessibility of acute care that does not necessarily require emergency department attention and therefore help to reduce the burden on emergency departments. They provide your regular doctor with a report of your consultation within 24 hours.

As of March 1st 2018, the Department of Health has imposed many restrictions on the type of service that an after-hours doctor can provide. These restrictions were introduced to reduce the use of after-hours doctors for routine or non-acute reasons that should be dealt with by your local doctor.

From March 1st, after hours doctors will not be able to provide:

- Repeat prescriptions (unless at the specific request of your regular doctor)
- Immunisations and injections (tetanus may be an exception in the event of injury)
- Preventative health activities such as skin checks, cervical screening, hearing checks, quit-smoking prescriptions etc
- Ear syringing
- Mental health plans
- Chronic disease management plans
- Medication reviews
- Referrals to specialists or allied health professionals
- Routine referrals for pathology or imaging
- Routine, non-complicated dressings

As a rule of thumb, your regular doctor should be your first point of call for all your health needs. After-hours doctors should be reserved for those times when you are genuinely unwell and your normal clinic is closed. They are not purposed to replace your usual doctor.