



NDCH

NEWSLETTER

AUGUST 2018



COMMUNITY HEALTH CELEBRATION

JOIN US FOR MORNING TEA!

**WEDNESDAY 15 AUGUST 2018
10.00AM**

Northern District Community Health
12 Victoria Street - Pyramid Hill

Featuring the launch
of NDCH's new
Service Information
Booklet

RSVP BY: FRIDAY 10 AUGUST 2018
(03) 5451 0200



MEET OUR DOCTORS

AND NEW PRACTICE COORDINATOR AT
NDCH MEDICAL CLINIC



Dr John Shokry



Dr Helen Lockey



Meryl Metcalfe
Practice Coordinator

**HOMELESSNESS WEEK
SIDEWALK MORNING TEA**

INSIDE

MY HEALTH RECORD

BODY CONFIDENT

THIS ISSUE

RECIPE OF THE MONTH



CONTACT US ABOUT NDIS

QUESTIONS?

SPEAK TO OUR
CUSTOMER
ENGAGEMENT TEAM
(03) 5451 0200

www.ndch.org.au

CHANGED YOUR INFORMATION?

If you have moved, got a new phone number or if any of your personal information has changed and you haven't told us yet, please let our reception staff know so that we can update your records.



ACKNOWLEDGEMENTS

ABORIGINAL & TORRES STRAIT ISLANDERS

NDCH acknowledges that our work occurs on the country of the Traditional Owners of the area, the people of Barapa Barapa, Wemba Wemba, Yorta Yorta and DjaDja Wurrung and acknowledge their ancestors who have been custodians of this land for thousands of years.

We acknowledge and pay our respects to their Elders, past and present and, through them, to all Aboriginal and Torres Strait Islander people.



LGBTIQ

NDCH proudly supports the LGBTIQ community.



Course Info

WHERE: NDCH - 24 Fitzroy St Kerang

WHEN: 14 & 23 August 2018

TIME: 9.00am to 4.30pm
(8.45am Registration)

INSTRUCTORS: Claire Gillen &
Deborah Herron

COST: \$150.00

CONTACT: NDCH on (03) 5451 0200

BOOKINGS: www.ndch.org.au

**MORNING & AFTERNOON TEA PROVIDED
BYO LUNCH**

Any interested adult can attend. This course is an accredited training course. It is not intended to be a counselling session or support group. Persons must be able to attend both sessions to receive a certificate.

FOR FURTHER INFO EMAIL
info@ndch.org.au

STANDARD MENTAL HEALTH FIRST AID (SMHFA) COURSE

It has been shown that community members can make a significant difference to the lives of people who are experiencing a mental health crisis.

This course, run over 2 sessions, guides participants in learning how to:

- identify common mental illnesses including anxiety, depression, psychosis and substance misuse; and
- provide initial help to individuals who are experiencing mental health problems.

LEARN SKILLS AND GAIN CONFIDENCE TO ASSIST FRIENDS, FAMILY AND CO-WORKERS EXPERIENCING MENTAL HEALTH PROBLEMS.



A Couch is NOT A HOME

Friday 10 Aug 10.00am

SIDEWALK MORNING TEA
Hosted by Mayor, Cr Brian Gibson
Victoria Street, Kerang
(Outside the Council Chambers)



Join Us

CHILD SAFE STANDARDS TRAINING



Centre for Excellence
in Child and Family Welfare Inc.

On 19th and 20th July, over forty NDCH staff and Board Directors participated in Child Safe Standards Training. The training was provided by the Centre for Excellence in Child and Family Welfare (CFECFW) as part of our commitment to child safety.

The Child Safe Standards came out of the Betrayal of Trust report, which was on the Victorian Parliamentary inquiry into the handling of child abuse by religious and other non-government organisations.

NDCH is a child safe organisation with a zero tolerance policy to child abuse. We are fully committed to upholding children's best interests and keeping them safe. We actively work to listen to and empower children of all diverse backgrounds both within the organisation and the community.



IMPROVING ACCESS

Works were underway in July at the front of our Cohuna building to improve access for our clients. A new footpath was poured and nature strip cross overs installed in readiness for two new disabled parking bays.



Protect yourself and your family

Cover your cough and sneeze



1

COVER your mouth and nose with a tissue when you cough or sneeze.

Put your used tissue in the rubbish **BIN**.

2



3

If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS**.

WASH your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel or hand dryer.

4



Stay germ free and healthy

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CHILDREN & TEENS

We are please to be bringing to Kerang a relaxed and informative seminar, by the Butterfly Foundation, entitled 'Body Confident Children and Teens' on Monday, 10 September 2018. The session will be delivered at our Kerang Office from 7.00pm to 8.30pm.

Body Confident is aimed at giving parents of primary and secondary age children information and tips that will help them to better understand and promote positive body image in the home.

The Butterfly Foundation is Australia's largest charity supporting those affected by eating disorders and negative body imaging. We are very lucky to be able to welcome them to our community to provide such a valuable message.

In addition to our support, the Kerang Body Confident session has been made possible by generous donations from the Kerang Turf Club's 2017 Melbourne Cup Day Charity Luncheon.

Topics covered at the session will include:

- Background on body image and the importance of prevention
- Key influences on body confidence, including social media
- Importance of role modelling positive body image and healthy behaviours
- Reducing appearance based talk and handling the 'stuff' they say
- Awareness around behaviours that increase or decrease body satisfaction
- Referral and support information

The session is free, however bookings are required and can be made by visiting the Butterfly Foundation website at www.thebutterflyfoundation.org.au/our-services/education/education-events/

CHICKEN LAKSA

Prep time: 30 minutes

Serves: 4



Ingredients

100g vermicelli noodles
Olive oil spray
1 large onion
2 tbs Red curry paste
400g chicken breast
2 cup reduced salt chicken stock
165 ml reduced fat coconut milk
2 kaffir lime leaves
3 piece ginger
1 large carrot
2 bunch baby bok choy
150g snow peas
Lime juice (to taste)
1&1/2 cup bean sprouts

Cooking Method

1. Put vermicelli noodles in a large heatproof bowl, cover with boiling water and leave to soak for 3 minutes; drain and set aside.
2. Spray a large wok (or saucepan) with olive oil and set over medium heat. Add onion and stir until light golden. Add curry paste and stir for 1–2 minutes, or until fragrant. Add chicken and cook, stirring, for 2–3 minutes, or until slightly golden. Add stock, coconut milk, lime leaves and sliced ginger with 2 cups water; stir well.
3. Increase heat to high; bring mixture to the boil. Add carrot to wok. Reduce heat to low and simmer for 5 minutes, or until chicken is cooked through. Add bok choy and snow peas; cook for 1 minute. Remove wok from heat and add lime juice to taste.
4. Divide reserved vermicelli noodles among 4 bowls. Ladle hot laksa over noodles, top with bean sprouts and serve.

Credit: www.nutritionaustralia.org

WOMEN'S HEALTH

The new cervical screening test is expected to protect up to 30% more women from cervical cancer. Our Women's Health Nurse Practitioner, Yvonne Fabry, is available for cervical screenings and all other women's health issues in 30 minute, one-on-one appointments in Cohuna on **Wednesday 8 August 2018.**

For appointments contact us on (03) 5451 0250.

Our GP's and Yvonne are available for Cervical Screenings at our Kerang clinic.

CHARITY REGISTER

As we are a not-for-profit organisation a majority of our income is raised through funding, fundraising and donations.

Demand for our services has continued to increase and Government funding does not fully cover the costs of providing all services and therefore we need the support of the community we serve to achieve our goal of supporting our community to achieve better health outcomes.

If you would like to make a tax deductible donation to NDCH, please have a chat with one of our staff or visit our website at www.ndch.org.au/donations.



FIND US ON SOCIAL MEDIA

@NDCHVIC



Facebook



Twitter



Instagram

If you want to stay up to date on our latest news, events and social happenings find us on social media.



HAVE YOU GOT THE

WINNING TACTICS?

Getting the sporting edge above the competition was the purpose of the night when our Dietitian Leesa van Ruiswyk hosted the 'Winning Tactics' evening at Macorna Football Netball Club to more than 100 members, which focused on healthy eating and drinking.

Leesa started the evening with a "Sugary Drinks and Best Food Choices" discussion with junior players. These players identified how much sugar is in everyday drinks found at sporting club canteens and supermarkets. Our Podiatrist's Jack Danckert and Brandon Worner and Physiotherapist Preet Kaur finished the session with stretching exercises.

After consuming a nutritious meal from local eatery Gospoda, senior playing members and their families where presented with 'Winning Tactics' a detailed presentation about the best food and drink choices for players before, during and after sporting performances, such as training or game days.

The 'Winning Tactics' presentation is an evidence based presentation that helps tackle common myths around eating, drinking and sporting performance.

Attendees from the night said that they felt very confident about advising others about or their own sporting hydration practices as coaches and players. Macorna Netball President Jo Bear, said that he believed everyone walked away with some new information.

Brandon, Jack and Preet also answered questions from players relating to pain and discomfort from injuries, and the Fitzroy Street Medical Clinic's free ECG for Playing Members Program.

For clubs wanting more information on the 'Winning Tactics' presentation call NDCH on (03) 5451 0200.

To book a free ECG please contact the Fitzroy Street Medical Clinic on (03) 5452 1366 and state the name of your club when booking.



MEDICAL CLINIC

PATIENT INFORMATION

34 FITZROY STREET, KERANG VIC 3579

(03) 5452 1366

DOCTORS

Dr John Shokry
Dr Helen Lockey

NURSE PRACTITIONER

Mrs Yvonne Fabry

PRACTICE NURSES

Jenny Brereton RN
(Nurse Team Leader)
Beth Dickson RN
Shannon Laursen RN
Suzie Hall RN
Deidre Lehmann EN
Cheryl Sarre EN
Lana Wishart EN
Michelle Whitelaw EN

ADMIN STAFF

Meryl Metcalfe
(Practice Coordinator)
Nicole Betson
Jenny Drake
Jeanette Schmidt
Nick Keely



PRIVACY

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

PRESCRIPTIONS

All patients must be seen for repeat prescriptions. No phone or over the counter prescriptions will be taken. You may need a blood pressure check, blood sugar, or pathology which is ordered by your doctor. This ensures BETTER HEALTH CARE for you and your family.

FEES

All accounts are required to be paid on the day of visit. The standard fee is \$68. Fees vary according to time/or services provided. Your claim will be sent to Medicare electronically who will pay your rebate direct to your nominated bank account. **We are not a bulk billing clinic.**

PENSION CARD HOLDERS

Pension card holders will be charged an out of pocket fee of \$30 payable on the day for three visits each calendar year.

PHONE CALLS

If you need to speak to a Doctor during business hours, your call will be returned at the Doctor's earliest convenience. Please be prepared to leave your contact details with the Customer Engagement Team. If you have an abnormal test result you will be contacted by the Doctor or clinic staff.

COMPLAINTS

We welcome your suggestions, complaints and compliments. Complaints should be addressed to the CEO. If you are not happy with how we handle your complaint, you can contact the Health Complaints Commissioner on 1300 582 113.

HOURS AND APPOINTMENTS

Monday to Friday: 8.45am - 5.30pm

Consultations are by appointment

Double appointment times can be made by request. Please let the staff know if there are any specific needs. We would appreciate early cancellations where possible to allow us to contact other patients we may have on a waiting list.

OUT OF HOURS EMERGENCIES

For life threatening emergencies - call an ambulance on 000. If you require urgent medical attention after hours, please call Kerang District Health on (03) 5450 9200 or go to the hospital for triage. If our Doctor is called in there will be an out of pocket fee of \$35.

CLINIC SERVICES

GP Consultations

Health Assessments

Nurse Practitioner Consultations

ABI (Ankle-Brachial Index Test)

Medicals

Immunisations

Travel Vaccines

GP Management Plans

GP Mental Health Plans

Specialist Referrals

Ear Wash & Clean

Skin Lesion Biopsy & Excision

Cryotherapy Excisions

Diathermy

Spirometry (Lung Function Test)

24 Hour BP Monitoring

24 Hour Heart Monitoring

ECG (electrocardiogram)

Cardiologist (Visiting Specialist)

Psychologist (Visiting Specialist)

Geriatrician (Visiting Specialist)

Hearing Aid Specialists

Contact our Medical Receptionists for appointments and further information on (03) 5452 1366.



MY HEALTH RECORD



WHAT IS IT?

My Health Record is an online summary of your key health information.

When you have a My Health Record, your health information can be viewed securely online, from anywhere, at any time – even if you move or travel interstate. You can access your health information from any computer or device that's connected to the internet.

Whether you're visiting a GP for a check-up, or in an emergency room following an accident and are unable to talk, healthcare providers involved in your care can access important health information, such as; allergies, medicines you are taking, medical conditions you have been diagnosed with and pathology test results. This can help you get the right treatment.

You don't need to be sick to benefit from having a My Health Record. It's a convenient way to record and track your health information over time.

You control your record.

You can choose to share your health information with the healthcare providers involved in your care. If you wish, you can manage your My Health Record by adding your own information and choosing your privacy and security settings. For example, you can; add personal notes about your allergies and allergic reactions, an advance care plan or custodian details, set access controls to restrict who can and can't see your health information, review your own health information, and see the information your healthcare providers can see, set up SMS or email notifications so you know when a healthcare provider first accesses your record.

Next time you see your doctor, ask them to add your health information to your My Health Record.

By allowing your doctors to upload, view and share documents in your My Health Record, they will have a more detailed picture with which to make decisions, diagnose and provide treatment to you.

Contact Us

KERANG

Community Health

24 Fitzroy Street

Monday to Friday 8.30am to 5.00pm

Phone: 03 5451 0200

Fax: 03 5452 2486

Email: info@ndch.org.au

SMS: 0428 575 597

Medical Clinic

34 Fitzroy Street

Monday to Friday 8.45am to 5.30pm

Phone: 03 5452 1366

Fax: 03 5450 3232

Email: clinic@ndch.org.au

COHUNA

25 King Edward Street

Monday to Friday 9.00am to 4.00pm

Closed 12 Noon to 1.00pm

Phone: 03 5451 0250

PYRAMID HILL

12 Victoria Street

Monday to Friday 9.00am to

10.00am

(other times by appointment)

Phone: 03 5455 7065

BOORT

119-121 Godfrey Street

Open by appointment only

Phone: 03 5451 0260

QUAMBATOOK

33 Mildred Street

Monday, Wednesday and Friday

9.00am to 10.00am

(other times by appointment)

Phone: 03 5457 1300

We also have Shared Professional Spaces in Koondrook, Charlton, Sea Lake, Donald and Wycheproof.



THANKS FOR READING

www.ndch.org.au

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*Although funding for this nursing and allied health service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



*together we are creating a
healthy workplace*

achievement
program

