

Health coaching, a game changer

▶ Likely to be a familiar face on reception, Mollie Cummins is now our 5th Ave Family Practice Health Coach.

Her new role is about building partnerships with patients to highlight areas of health and wellbeing where support might be needed.

“I see my role as a cross between a cheerleader and a middle (wo)man for patients and clinicians at the practice. The goal is to build partnerships between me and the patient to highlight areas in a patient’s health and well-being where they may feel that they need some support,” explains Mollie.

“This could be someone to listen to them or someone to support them when things get tough! The role helps whaiora become more connected with their GP and with other services within the area.”

The service looks different for each person, but Mollie mostly focuses on holistic ways to aid lifestyle changes, weight management, anxiety, connecting patients to services in the community, and helping patients understand their conditions so they are confident in their lifestyle choices.

“I offer a free service for all patients registered at 5th Ave. Patients can self-refer or a member of the 5th Ave team can refer a patient to me. While I can work out of 5th Ave, I am also community-based so I can offer home visit consultations or can meet people in a convenient place for them,” explains Mollie.

“I love working with the staff at 5th Ave. All members of our team are so thoughtful and really care for their patients. The doctors, nurses and nurse practitioners all see how



the services offered through myself and the HIP (Health Improvement Practitioner) act as a wraparound care model for patients. It is amazing to have their support.”

Mollie is originally from Liverpool in the UK and immigrated to Tauranga 10 years ago. She has always enjoyed working closely with people to help.

“My mum is a kiwi so we are really lucky to have her whānau here in Tauranga. I have always really loved working with people, and this was the reason behind my degree and post grad in Psychology.

“The Health Coach role really enables me to help make a difference in people’s experiences within the health sector. Helping people really motivates me. Often a person will come to me when they need some form of help or motivation, I really enjoy working with the whaiora as a team and watching them become more confident and healthier as a person.”

HEALTH & WELLBEING TIPS



Tips from the HIP!

► Our Health Improvement Practitioner (HIP) Rebecca Lovett gives us her tips about how to engage in great sleeping habits. It's not always easy, but there are lots of mini ways we can improve our chances of good sleep.

"Sleep is tricky, the more we want it, the more elusive it becomes. It's like chasing a butterfly!" says 5th Ave Family Practice Health Improvement Practitioner (HIP) Rebecca Lovett about sleep.

"Good sleep is a 24-hour investment, we can make behaviour choices that increase our chances of sleep from the moment we wake up. Making some small changes during the day and before bed can make a big difference to sleep at night," explains Rebecca.

"It's also good to remember that even the good sleepers may wake one or two times during the night for short periods."

Here are Rebecca's tips for good sleep.

Tips for during the day

- Caffeine (found in coffee, energy drinks, tea, coke, and chocolate) stays in your system for over five hours and blocks a chemical that helps initiate sleep. Consider reducing caffeine or consuming it earlier in the day.
- Think about exercise, of any sort. Get some steps in, move your body. Whether it's vacuuming, running, or playing with the kids, you're more likely to sleep better if your body is physically tired.
- Give yourself 10 mins worry time. If we don't allow time to attend to the stressors in our lives during the day, they tend to come up at night.

- Avoid naps. If they're unavoidable keep them short (less than an hour and before 3pm).

Tips for before bed

- Have a routine. Aim to go to bed and get up at the same time every day (even weekends).
- Tone down the lights. The light in screens (phone or TV) wakes up the brain, so leave the devices in another room. Be mindful of the bathroom light too – are you waking yourself up just before getting into bed?
- Don't go to bed too early. We need a strong association with bed and sleep. If we spend a lot of time in bed lying awake, watching TV, or answering emails these are the connections we're strengthening. Avoid these behaviours in bed.
- Remember that nicotine is stimulant and may impact on getting to sleep. Alcohol can disrupt sleep in the early hours of the morning.

Tips for during the night

- Keep your bedroom cool, dark, and quiet. Earplugs or eye masks may be helpful.
- Is your brain too busy? Allocate time during the day to address issues on your mind. If you're getting into spirals of thought, try the next tip.
- Slow, deep breathing. 5 breaths will take about 1 minute. It gives your brain something to focus on and slows down your system. You might have to re-focus on breathing several times, but persevere, it will become easier with practice.
- No clock watching! Take the pressure off. Frustration or stress about not sleeping works against us in the night.
- If you're awake for too long in the night, get up, keep lights dim, and do something that's really dull. Like reading the instruction manual for the oven!

Go Well

- ▶ This winter you and your whānau may be eligible to access health advice, medicine, and referral for minor health conditions at your local community pharmacy.

This free service is part of the 'Go Well' Te Whatu Ora initiative and is designed to help relieve pressure on general practice and hospital services. This means participating pharmacists can provide you with trusted advice related to your situation, instead of visiting the doctor. They can give you advice on managing your condition and if recommended, treatment options including medicine.

The service is available to eligible patients, including Māori and Pacific people, and for certain conditions such as pain or fever, diarrhoea, and nits. If conditions need further support your pharmacist can help you navigate the health system by recommending the best place to go for your condition.

This service runs until 30 September 2023. Participating pharmacies can be found by going to Healthpoint and searching 'Minor Health Conditions'.

Go Well at a glance

Who is eligible?

- Māori and Pacific people
- Community Service Card (CSC) holders
- Children under 14 years of age
- Whanau members (any age) of a child under 14 years of age, with the same symptoms.

What is covered?

- Pain or fever
- Diarrhoea
- Dehydration
- Minor eye inflammation and infections
- Minor skin infections
- Eczema or dermatitis
- Scabies
- Headlice – nits, kutis, kutu bugs, utu, or rhia.



Messaging service

- ▶ 5th Ave Family Practice is pleased to offer a range of consultation and communication options for patients, including a messaging service.

With busy living and demands on time, we understand that convenience is key. So, via the health portal, we have introduced a service where patients can ask doctors questions via a messaging system.

This messaging service is the ideal option if you're looking for clarification about what you may have recently discussed with your doctor in a consultation. It's also a great option if your health question or concern is simple.

It's not an option to use when you have an urgent need or concern because there is usually a delay in a response from a doctor, particularly over the weekend when the messaging service doesn't operate. If you message in the weekend, a doctor will respond at the start of the working week.

There is also a charge for messaging consults - \$26 per consult, being one query or health concern.

Sometimes the response from the doctor may simply be that an appointment is needed. But it is a great first port of call for non-urgent matters.

Messaging service quick guide

- Access via your patient health portal login.
- For simple clarifications or health concerns, not for urgent care
- Prompt replies during the week.
- Any messages sent over the weekend will be looked at during the next working week.
- Cost per message consult is \$26.

Smear test changes

▶ Cervical screening tests, or smear tests as they're often known, are changing from 12 September. You'll now have more options, including home testing in most cases.

The HPV (human papillomavirus) test from 12 September will become the new primary cervical screen test. This is a self-test.

However, you will still need to attend a consult with your doctor or nurse to talk about risk factors including your personal history of smears and any previous abnormalities. Most patients will fall into the low-risk group and qualify for the self HPV test. You will then be given the test to do yourself at the surgery or in your own time at home for it to be then returned.

Screening intervals will also increase to 5 years for those who return a normal self-swab where HPV is not detected in results (3 years for people with immune deficiency).

For those who need it (those who are considered higher risk after consultation), a liquid based cytology (LBC) test, which is the current smear test, will be provided.

Screening has also been extended to ages 70-74 if individuals have been unscreened in the past, or inadequately screened over time.

This change to smear tests is happening because HPV is a better primary screening test that is highly accurate and sensitive and will detect more high-grade changes than the current cytology-based programme. The HPV self-test is also much more acceptable to patient and will help achieve wider participation and equity outcomes.



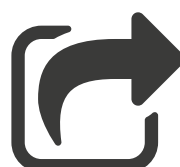
Hear, hear!

▶ Beat the long waiting lists across Tauranga for ear suction by booking into one of our weekly sessions at 5th Ave on 10th.

For our registered 5th Ave Family Practice patients, we can now offer this service thanks to several of our nurses being trained in ear suction. Available on Tuesday afternoons, one session will effectively relieve ear wax build up and provide relief from blocked ears and improve hearing.

Take advantage of currently available consults at 5th Ave on 10th by calling 07 578 7087.

Please call reception on 07 578 7087 to make an appointment for a phone consultation with a GP. A time will be made for the GP to ring you back.



Find us online

www.fifthavenue.co.nz