



TOTAL  
HEALTHCARE  
OTARA

"working with our community"

Newsletter from

Total Healthcare

Otara (THO) Winter 2008

# Health Beat

**Welcome, Kia Ora, Talofa lava, Namaste, Malo e lelei, Fakaalofa lahi, Ni sa bula, Kia Orana, Taloha NI**



On behalf of the board of Total Healthcare Otago (THO), I am delighted to report to your communities that our Primary Healthcare

Organisation continues to strive to improve the quality of health of our people.

Many of you will know that our previous Chairperson, Len Brown, was elected Mayor of Manukau City. THO joins with Manukau's communities to congratulate Len, thank him for his previous work and acknowledge him for his future efforts on our behalf.

As we enter the winter period and battle against the cold season's usual ailments, I encourage everyone to visit their doctor soon and be confident of early detection and treatment of anything serious.

THO makes it easy to access health services. Our treatments can really improve the lives for those with such difficult illnesses as diabetes, cardiovascular disease, cancer and respiratory disease, as well as day to day ailments.

We are very proud of the achievements and care offered by our two providers, East Tamaki Healthcare and Otara Health Incorporated. They continue to

achieve an excellent reputation through dedication and hard work. I would like to thank the two managers, Rakesh Patel and Louise McCarthy, and all their staff, who give a high level of service to all our people. Their work on the ground has ensured a quality of care matched by few others.

Finally I would like to welcome our new Executive Manager, Mark Vella. He has quickly shown himself to be a capable and forward thinking person, and I am sure he will help us make THO an even better organisation.

**William Ropata**  
Chairman

## Meet THO Trustees



**Ian Johnson**  
I am a Pharmacist and have worked in the Otara Community for over 20 years.

My family moved to Papatoetoe in 1960 and I grew up in South

Auckland. In 1964 my father opened his Pharmacy as one of the first buildings in the Otara Town Centre and I took over in 1987. Being part of a team approach to building the health of the Otara community has always been very important to me.

I am an Executive Councillor of Pharmacy Guild of NZ and sit on three Counties Manukau DHB

Boards. I am a founding Board Member of Otara Health Inc. and have been involved in the development and roll out of THO's Prescription Subsidy Programme. This programme helps many THO patients gain subsidised medication and help them get full value from their medicines through the use of blister packaging.

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# Be Wise-Immunise!



We are committed to bringing you the best and most professional care possible. As a Community it is the duty of all of us, including you, to protect our children from diseases that can cause SEVERE illness and possibly death to our babies and young children.

Our BABIES AND CHILDREN are the future of our community, and of New Zealand. That is why we ask you, the parents and extended families, to please bring your family in to your Clinic and see your Doctor or Nurse today. Then we can help you to do the best for your family.

Tell the Reception when you arrive that you want to have your child immunised and the nurse will see you. She will give you information, answer any questions, talk to you about caring for your baby or child afterwards and, of course, immunise.

## Quit Smoking

Since August last year we have been helping patients to quit smoking. Our two longest quitters are now up to 200+ days without smoking.

Some comments from those who have quit say it all:

"I get on with my wife better now as I don't smell of smoke"

"My grandson kissed me for the first time because I don't smell of smoke"

"I had extra money at Christmas and bought myself a gift"

"I feel so positive now that I have quit"

If you want more information ask your GP or text **021 250 2552** and one of our Quit Smoking Coaches will be in contact with you.



## Discharge Care Program

The Hospital After Care program reaches all out-patients once they leave hospital. This is why it is important to make sure your latest phone contact details are up-to-date so we can reach you and the Whanau, if you ever have to go hospital. More of our patients are now keeping appointments with specialists because we have already put a plan in place by the time the appointment comes in the mail from Super Clinic. This means more patients will get surgery done, or specialty advice to help them back to health. This really applies to lots of our whanau when it's rugby season.

Summer-time injuries from all our outdoor activities have kept Middlemore busy and also the ETHC surgeries as we do the follow-up.

Our patients with ongoing needs (chronic care) are spending more time with our doctors and nurses to follow-up on taking their medications and getting blood tests done on time so they don't end up back in hospital.

For more details, contact Anne Mclean on 274 7823.



# Protecting Yourself & Your Family from Flu

April and May is the best time for you and your family to have the flu vaccine. Protecting yourself and the babies and elderly within your home and community is easy - just come into your Doctor's Clinic and ask for a FLU VACCINE. The BENEFITS of this simple injection are:

- To keep you healthy over the winter months by protecting you against influenza (the 'flu) and the complications of influenza.
- Less time off work during the winter months
- Parents and Grandparents who have been vaccinated will not be bringing flu into the home. This helps our precious babies and toddlers stay well over winter.

- People eligible for a free annual influenza vaccination
- Until the end of June each year, immunization is free for people aged 65 years and over and children and adults under 65 who have one of the conditions like heart disease/ stroke/ long term respiratory diseases/ diabetes / kidney (renal) disease / cancer / autoimmune diseases / rheumatoid arthritis, organ transplant recipients and HIV/AIDs /neuromuscular and central nervous system diseases / haemoglobinopathies and children on long term aspirin.

Your friendly and professional nurses at the clinics will give you information,



answer any questions and vaccinate you without a long wait.

Please tell the Receptionist you are there for a Flu Vaccine, get the vaccine in your arm and wait 20 minutes afterwards. It is that easy to protect yourself and your family this winter!!

## Diabetes Self Management Education

Share your experiences with others suffering from diabetes, while learning all about how best you can self-manage your condition.



Together with our facilitators, you will be part of a group - two hours a week for four consecutive weeks. We will provide everything you need to learn about your diabetes, while also enjoying the company of others with the same condition and sharing ideas and experiences.

We will discuss with YOU how diabetes is caused, who is at risk, what changes

happen in the body, medications used, complications, foods that are good and not so good for you, best cooking methods, the importance of exercise, checking your blood sugars, how to be careful when you are sick, and other diabetes topics.

Groups who have done this course have found it really helpful. If you are interested, contact on 09 274 7823 and join our next group session.

Pictured is the happy group of Tongan families who participated in the programme we ran at our Mangere clinic last year.

## Community Health Worker Success Story

A patient needing support with his disabilities was referred to the Community Health Worker Service at Otara Health Inc by one of the East Tamaki Health Care Doctors at Otara Mall. The patient was in a wheel chair and had very limited mobility. The patient had recently been treated for recurring flu, colds, infections and other health problems. The community health worker also found that the patient's house was quite cold and there was neither carpet nor heaters inside the house.

The Community Health Worker helped the patient apply for funding for a van with a hoist so that he could travel for his various health and social needs. The patient was successful in receiving an Individual Disabilities Grant for a van.

The Community Health Worker connected the patient with Housing New Zealand who organised to lay carpet inside the patient's house. These team efforts of the health professionals have made huge differences to the lives of our patients.



# Total Healthcare Otara

## THO Programmes

The following services are offered **FREE** to THO enrolled patients unless marked with \*

### COMMUNITY HEALTH WORKERS PH 274 4340

Provided to support all the services offered by THO for their enrollees

### EXTENDED HOURS \* PH 274 3414

We provide increased access to local medical services for our enrollees (after hours surgeries)

### SEXUAL HEALTH PH 274 7823

A programme targeting under 25's and sexual health

### SELF MANAGEMENT EDUCATION PH 274 7823

Aims to create 1 on 1 and group services promoting self management of chronic conditions and lifestyle inequalities

### PRESCRIPTION SUBSIDY PH 274 9452

Ensures medication compliance and pharmacy contribution to patient care and education are maximised

### CERVICAL SMEARS PH 274 7823

Are provided for all our at risk enrollees

### DISCHARGE CARE PH 274 7823

THO is here to assist and manage the care of patients discharged from hospital

### ECG PH 274 7823

We provide electrocardiograms for at risk patients

### CARDIOVASCULAR SCREENING PH 274 7823

Proactively screening and educating high risk enrolled patients to lower their risk of cardio vascular disease (CVD) The following services are offered FREE to THO enrolled patients

### ORAL HEALTH PH 274 7823

We provide links with other oral health services and aim to educate mothers on oral health

### AMBULANCE & TAXI \* PH 274 7823

We subsidise subscriptions for group ambulance schemes and provide transport for medical emergencies

### HOME VISITS \* PH 274 7823

Available to patients who are severely incapacitated (stroke, amputees, terminally ill requiring medical support) in the community

### SMOKE-FREE PH 274 7823

THO smoke-free programme - support to quit smoking and for smoke free homes and cars

### MATERNITY SERVICES PH 274 7823

Free maternity care is available to eligible women within our community.

## Fees

### STANDARD CONSULTATION FEES

Charged to registered/enrolled patients for normal consultation:

0 – 17 yrs	FREE
18 yrs & over	\$10

### DANNEMORA FEES

1 Redcastle Dr, Dannemora,  
Ph: (09) 272 4163

Dannemora fees are slightly different (being an interim funded practice)

0 – 6 yrs	FREE
6 – 17 yrs C S Card	\$5
6 – 17 yrs No C S Card	\$10
18 – 64 yrs	\$15
65 and over	\$10



## Locations

### THO's Medical Provider

## ETHC Practices

### BAIRDS ROAD SURGERY

Ph: (09) 274 3414  
160 Bairds Rd, Otara

### DAWSON ROAD SURGERY

Ph: (09) 274 3468  
130 Dawson Road, Chapel Downs

### OTARA TOWN CENTRE

Ph: (09) 274 9354  
7A Fairmall Place, Otara

### CHAPEL PARK

Ph: (09) 271 2670  
160 Chapel Road, Chapel Park

### MANGERE

Ph: (09) 275 7954  
12A Waddon Place, Mangere

### AIRPORT OAKS

Ph: (09) 275 1202  
149A Kirkbride Road, Airport Oaks

### GLEN INNES

Ph: (09) 528 9054  
6 Mayfair Place, Glen Innes

### DANNEMORA

Ph: (09) 272 4163  
1 Redcastle Drive, Dannemora

### EAST TAMAKI

Ph: (09) 274 9264  
275 East Tamaki Road, East Tamaki

### SYLVIA PARK\*

Ph: (09) 573 1265  
Level 1, Shop N215, Sylvia Park,  
286 Mt Wellington Highway

### MANUREWA

Ph: (09) 264 1640  
235 Browns Road, Manurewa

\* Some services may not be available as this is a Tamaki PHO practice.



## THO's Community Health Provider

### OTARA HEALTH INC

Ph: (09) 274 8355  
Shop 3,  
Fairmall,  
Otara



\*Creating good health for Otago people