

8-22 Patrick Street
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☎ 03 5358 7555

📠 03 5358 1669

✉ enquiries@psfamprac.com.au

🌐 www.psfamprac.com.au

NEWSLETTER

Dr Arthur Obi

MBBS, MRCOG (UK), MRCGP
(UK), FRACGP

Dr Thayanithee Saravanamuthu

MBBS

Dr Deana Ashton

MBBS, FRACGP, FACRRM,
DRANZOG

CLINIC STAFF

Nursing: Anulika (Joy),
Augusta

Reception/Admin: Teash,
Emma, Jane, Mel & Barb

PRACTICE HOURS

Patrick Street Family Practice's
phones are answered from
8:30am until close Monday -
Friday.

Our doors are open:

Monday: 8:00am – 6:00pm

Tuesday: 8:00am – 6:00pm

Wednesday: 8:00am – 6:00pm

Thursdays: 8:00am – 9:00pm

Friday: 8:00am – 6:00pm

AFTER HOURS CARE

For after hours care please call
the GP Helpline on **1800 022
222**. In case of an emergency
dial **000** and ask for an
ambulance.

VISITING SPECIALISTS & SERVICES

Dr Hemant Chaudhary

Cardiologist

Dr Chris Hengel

Cardiologist

Dr Rodney Reddy

Cardiologist

Kristie Austin

Clinical Psychologist

Grampians Podiatry

Australian Hearing

Flying Doctors Telehealth

Addiction, Cardiology,
Endocrinology, Geriatrics,
Paediatrics, Pain, Psychiatry,
Respiratory & Wellbeing

Continance Nurse

INTERPRETER SERVICES

Please notify reception prior to
your appointment if you require
any interpreter services.

Winter 2020



❖ APPOINTMENTS

All consultations are by appointment only. Appointments can be made by calling the practice on (03) 5358 7555.

Please let reception know if you require a longer appointment. If more than one family member needs to see the doctor, please ensure an appointment is made for each person.

Please advise reception if you are unable to attend an appointment so the reserved time can be allocated to another patient.

Missed Appointment Policy Patients who fail to attend an appointment or provide sufficient notice to cancel their appointment may incur a fee of \$50. This fee is not claimable through Medicare and needs to be paid before any further appointments.

❖ BILLING

We are a private practice and payment is required on the day by cash, cheque or eftpos. We can claim your rebate immediately from Medicare using Easyclaim onto your cheque or savings card. Bulk billing is available for children 16 years and under, patients aged 65 years and over, concession card holders, and Diabetics.

❖ CONTACT DETAILS

It is important to let us know at each appointment if any of your contact details have changed.

❖ REPEAT PRESCRIPTIONS

Script requests are provided at the discretion of the doctor for a fee of \$12 (or \$6 for Concession Card Holders).

❖ REFERRALS

New referrals require the patient to be seen by the doctor. Referrals are current for 12 months, please check with your specialist if your referral is current as they *cannot be back-dated*.

❖ COMMUNICATION

To allow each patient the best consultation possible, our doctors prefer not to be interrupted by phone calls. Our practice staff are happy to take a message and pass this along to the doctor. Emails are only to be used for correspondence of a non-sensitive nature and are checked daily.

➤ **Practice information continued on last page...**



Chronic Illness

About chronic illness

A chronic or long-term illness means having to adjust to the demands of the illness and the therapy used to treat the condition. There may be additional stresses, since chronic illness might change the way you live, see yourself and relate to others.

Characteristics of a chronic illness

Chronic illnesses are mostly characterised by:

- complex causes
- many risk factors
- long latency periods (time between onset of the illness and feeling its effects)
- a long illness
- functional impairment or disability.

Most chronic illnesses do not fix themselves and are generally not cured completely. Some can be immediately life-threatening, such as heart disease and stroke. Others linger over time and need intensive management, such as diabetes. Most chronic illnesses persist throughout a person's life, but are not always the cause of death, such as arthritis.

Common chronic illnesses

While many illnesses can be considered chronic, there are 12 major chronic conditions that are a significant burden in terms of morbidity, mortality and healthcare costs in Australia, including:

- heart disease
- stroke
- lung cancer
- colorectal cancer
- depression
- type 2 diabetes
- arthritis
- osteoporosis
- asthma
- chronic obstructive pulmonary disease (COPD)
- chronic kidney disease
- oral disease.

Common stresses of chronic illness

Chronic or long-term illness and its treatment pose special problems. You need to learn how to:

- live with the physical effects of the illness
- deal with the treatments
- make sure there is clear communication with doctors
- maintain emotional balance to cope with negative feelings
- maintain confidence and a positive self-image.

Additional demands of chronic illness

As well as needing to find ways to deal with the stress involved with chronic illness, you also need to:

- understand the condition
- know about the treatment and therapy
- maintain trust and confidence in the doctors, especially when recovery isn't possible
- know how to control the symptoms
- maintain social relationships and a strong support network when faced with an uncertain medical future or when symptoms arise
- avoid social isolation.

Type of help available for chronic illness

Dealing with the stresses of chronic illness can be demanding and it puts extra pressure on you. It is important you speak to your doctor or healthcare provider about your feelings and how effectively you think you are coping with the illness and its treatment.

Ways to cope with chronic illness

There is a range of ways to deal with the stress of chronic illness. These include:

- finding information – this can help if you feel helpless or out of control
- emotional support from others – particularly family and friends, this can be a source of great help
- joining a well facilitated support group
- setting concrete, short-term goals – to restore certainty, power and control
- thinking about possible outcomes – discussing them with the doctor can help you to face them before they become a reality.

The overall aim of these strategies is to help put your illness into context and give some meaning to what is happening.

Children with a chronic illness

For children with a chronic illness, there are programs and opportunities for funding support attached to government, Catholic and independent sector schools. If your child has a chronic illness, speak to your school principal for help developing a health support plan and applying for programs or funding support for your child.

Raising Children Network also has information about support groups for teenagers with chronic illness, or visit livewire – the online community for teens living with a chronic illness or a disability.

Where to get help

- Your GP (doctor)
- Your child's school
- Support groups
- Mental Health Foundation of Australia (Victoria) National Mental Health Helpline 1300 MHF AUS (643 287)
- ReachOut

For the Kids:

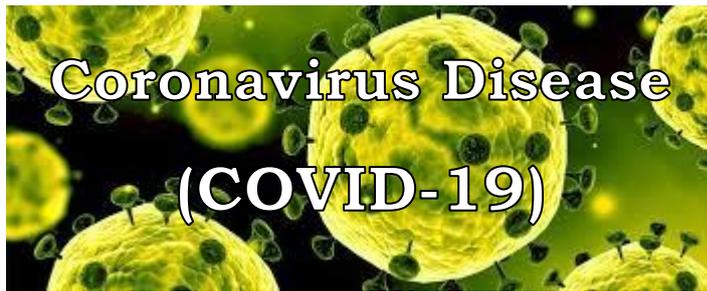


Try this Wordsearch:

W	N	R	X	V	E	K	Z	O	Q
I	G	U	M	B	O	O	T	S	O
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- ❖ Clouds
- ❖ Flooding
- ❖ Gumboots
- ❖ Puddles
- ❖ Rain
- ❖ Umbrella
- ❖ Waves
- ❖ Wind

Patient Notices:



What is coronavirus disease?

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle Eastern Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

This coronavirus disease is a new strain that has not been previously identified in humans.

Symptoms

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience symptoms such as:

- fever
- respiratory symptoms
 - coughing
 - sore throat
 - shortness of breath

Other symptoms can include runny nose, headache, muscle or joint pains, nausea, diarrhoea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.

If you have any of these symptoms, please call ahead before coming to the clinic.

How do I protect myself and my family?

The best way to protect yourself and your family is to pay attention to good hand and respiratory hygiene, and to practice physical distancing.

Cover your mouth and nose when coughing and sneezing with a tissue, or cough into your elbow, dispose of the tissue into a bin and then wash your hands afterwards. Wash your hands regularly, after using the toilet and before eating.

Where can I find out more information?

For Victorian updates to the current incident, go to:

[dhhs.vic.gov.au/coronavirus](https://www.dhhs.vic.gov.au/coronavirus)

For national updates:

[health.gov.au/news/latest-information-about-novel-coronavirus](https://www.health.gov.au/news/latest-information-about-novel-coronavirus)

For international updates:

[who.int/westernpacific/emergencies/novel-coronavirus](https://www.who.int/westernpacific/emergencies/novel-coronavirus)

WHO resources:

[who.int/health-topics/coronavirus](https://www.who.int/health-topics/coronavirus)

If you begin to feel unwell - develop a fever or shortness of breath, a cough or respiratory illness - call the dedicated hotline on **1800 675 398**. Please keep Triple Zero (000) for emergencies only.

SERVICES:

- Men's Health
- Women's Health
- Children's Health (including Childhood Immunisations)
- Family Planning
- Antenatal Care
- Chronic Disease Management
- Travel Health (including Yellow Fever Vaccinations)
- Minor Surgeries (Suturing, Ingrown Toenails, Sunspots, Removal of Moles, etc.)
- Health Assessments
- Mental Health
- Q Fever Testing and Immunisation
- Pre-Employment Medical Assessments

RESULTS:

If you wish to discuss any results, an appointment needs to be made with your doctor. If you have any results requiring immediate action, you will be contacted to make a follow-up appointment with your doctor.

PRIVACY:

Patrick Street Family Practice respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our Privacy Policy is available upon request.

COMMENTS/FEEDBACK:

We value all comments and feedback, and will take all suggestions seriously. We will take all feedback under advisement as part of our continuous quality improvements. For minor feedback/suggestions that we may be able to deal with immediately, please contact us in person at the practice or phone us on (03) 5358 7555. For matters requiring more consideration, please put your feedback in writing and place it in the Suggestions Box at Reception