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# NEWSLETTER

Spring 2019



## 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:** Teash, Emma and  
Sharon

**Practice Manager:** 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

### Grampians Podiatry

### Australian Hearing

### Flying Doctors Telehealth

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

### Continence Nurse

## INTERPRETER SERVICES

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

## ❖ 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...**



## Hay Fever

Hay fever is the common name for a condition called allergic rhinitis, which means an allergy that affects the nose.

Hay fever is caused by the nose and/or eyes coming into contact with environmental allergens, such as pollens, dust mite, moulds and animal hair.

Most people associate hay fever with spring, when airborne grass pollens are at their peak. This is known as seasonal allergic rhinitis or spring hay fever. However, hay fever can occur at any time of the year. When symptoms occur all year round, this is known as perennial allergic rhinitis. Perennial allergic rhinitis is usually caused by a reaction to allergens around the home, such as dust mites, moulds, animal hair or fur, or occupational allergens.

### **Symptoms of Hay Fever**

Some of the symptoms include:

- sneezing
- a runny or stuffy nose
- itchy ears, nose and throat
- red, itchy or watery eyes
- headaches.

In some cases, the symptoms of hay fever can be so severe that a person can't sleep or concentrate, and may feel tired or unwell.

### **Hay fever is an allergic reaction**

Your nose acts as a filter. The tiny hairs and mucus that line the nasal passages trap dust, pollens and other microscopic particles. A person with hay fever is allergic to some of the particles that get trapped in the nose, such as pollen.

An allergic reaction means the immune system treats a harmless substance as if it is dangerous, and launches an 'attack'. The nasal passages become inflamed and more mucus is produced.

### **Managing your hay fever**

Identifying the allergen/s causing the symptoms is an important part of managing hay fever. In some cases the cause may be obvious but in others your doctor will need to consider your medical history together with the results of allergy tests (skin prick tests or allergen specific IgE blood tests), which may require referral to a specialist.

Some medications may help relieve the symptoms of hay fever. Ask your GP or pharmacist for advice. You may be advised to try:

- Intranasal corticosteroid sprays – these nasal sprays are used for people with moderate to severe symptoms and are one of the most effective treatments for allergic rhinitis. They need to be used regularly as directed to be effective
- Combined intranasal corticosteroid and antihistamine sprays are also useful for people with moderate to severe symptoms and offer the combined advantages of both medications

- Non-sedating antihistamine medications – these may be useful to control sneezing and itching, but are not as effective as intranasal corticosteroid sprays to control a severely blocked or runny nose. Ask your GP or pharmacist for advice if you are pregnant or breastfeeding.
- Eye drops – may relieve itchy, swollen or runny eyes. Ask your GP or pharmacist for advice on choosing the correct eye drops
- Decongestant nasal sprays – are useful for quick relief, but should not be used for more than a few days as long-term use can damage the lining of the nose. Certain people should not use decongestants (such as those who are pregnant, or have high blood pressure). Discuss with your GP or pharmacist before using these medications
- Allergen immunotherapy – some people may benefit from allergen immunotherapy, which exposes a person to increasing amounts of an allergen to improve tolerance and reduce symptoms. This therapy may help hay fever and some cases of asthma. It should only be conducted under medical supervision.

**Suggestions to reduce symptoms**

Suggestions to prevent or limit symptoms of hay fever include:

- In your garden, choose plants that are pollinated by birds or insects, rather than plants that release their seeds into the air.
- Splash your eyes often with cold water to flush out any allergen.
- Reduce your exposure to dust and dust mites, animals and animal hair or fur (dander).

If you are allergic to grass pollen, it can be difficult to avoid but the following advice may help:

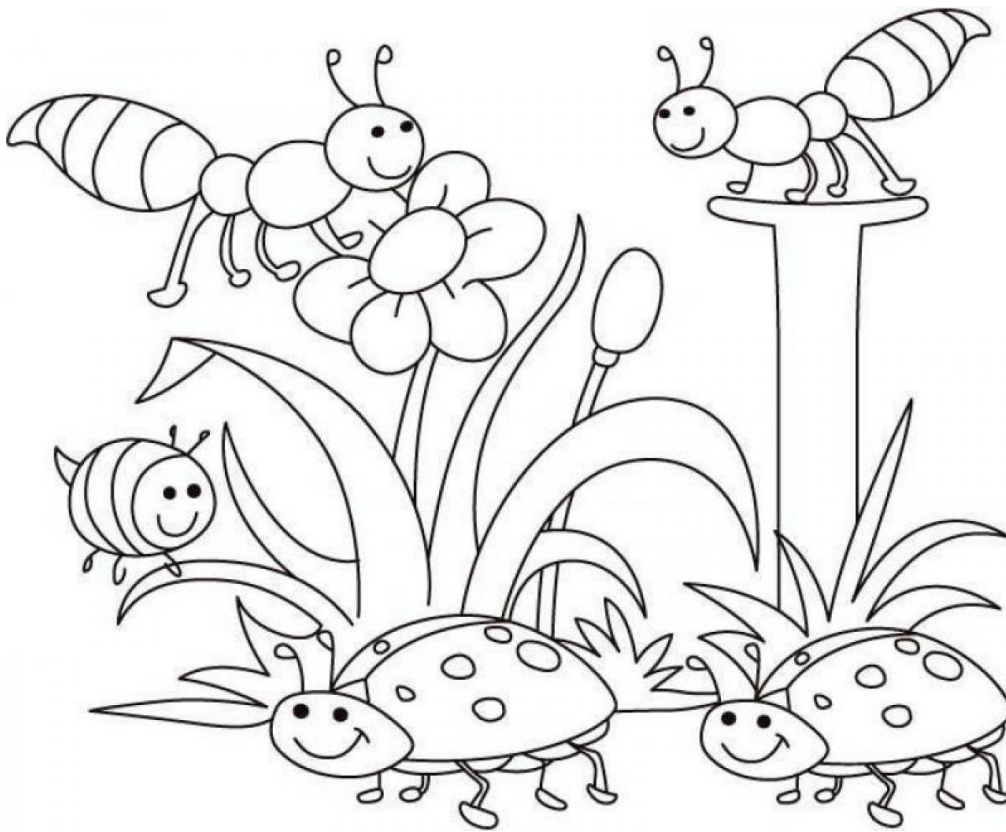
- when possible avoid being outdoors on high pollen days and avoid thunderstorms during grass pollen season, particularly the wind gusts that precede them
- avoid activities known to cause exposure to pollen, such as mowing grass
- shower after outdoor activities where exposure to pollen is high
- use re-circulated air in the car when pollen levels are high
- wear sunglasses (reduces amount of pollen that gets into eyes)
- dry bedding and clothing inside or in a tumble dryer.

This information has been provided by the Better Health Channel at [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

**Try this Sudoku:** (Answers on Page 4)

	7		5		9		8	
1			8		2			7
		8				9		
7	1			2			3	8
			4		1			
2	6			8			1	9
		7				3		
4			2		8			6
	2		3		7		5	

## For the Kids:



## Patient Notices:

# WHEN DID YOU HAVE YOUR LAST CERVICAL SCREENING?

Contact Reception to book a Cervical Screening with the Practice Nurse or one of our Female Doctors.

Sudoku Answers:

6	7	2	5	4	9	1	8	3
1	4	9	8	3	2	5	6	7
3	5	8	1	7	6	9	4	2
7	1	4	9	2	5	6	3	8
8	9	3	4	6	1	2	7	5
2	6	5	7	8	3	4	1	9
5	8	7	6	9	4	3	2	1
4	3	1	2	5	8	7	9	6
9	2	6	3	1	7	8	5	4

## 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