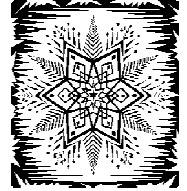


wellnews



Volume 18 Number 1

The newsletter of
Wellness on Wellington

Winter 2016

There's so much to celebrate in this edition of wellnews. First of course is our own 30th anniversary—three decades of caring for the individuals, families and community of Rowville, Lysterfield, Ferntree Gully and beyond.

We've also had so many new staff join us at Wellness on Wellington that for the first time, our gossip page is spilling over onto a second page. We know that's the section that many patients read first, so we're delighted to tell you about all the new people.

Turning to medical news, **Dr Lona Brown** tells us about a new contraceptive option, **Dr Rimma Medres** continues her series on managing mental health issues and we cover the importance of good control of diabetes to avoid the complications that can result. We mention a variety of non-medical services available at Wellness on Wellington, and explain the effect of the ongoing Medicare squeeze on patients and practices. We hope you enjoy the read!

Happy Birthday to us!

On July 14th we celebrated an important milestone at Wellness on Wellington when the practice marked its 30th birthday.

The history of the practice falls into three phases. It was established in 1986 as Parkridge Medical Centre in Dandelion Dve. The founders of the practice—**Drs Wayne Piez and Glenda Ferguson**—built their home/practice in Rowville because at the time it was a young-family suburb with virtually no medical facilities. In fact the only clinic that preceded Parkridge closed down, making us the oldest practice in the suburb.

Providing 24/7 care (before "24/7"

was a phrase!) the practice grew rapidly through word of mouth and through the provision of excellent care.

As both the suburb and the practice grew, it became clear that more facilities (and space for more doctors) was needed, so in 2004 the clinic relocated to the Wellington Village Shopping Centre. Whilst the stay there was only brief—about six years—they were years of enormous growth, in both the range of services and the number of doctors working there. A large number of our former registrars returned to the practice and provided the impetus

Traditional medical care. Modern facilities and systems.

to develop into a full scale multi-disciplinary clinic. Our third chapter began in November 2010 when, (now renamed as Wellness on Wellington) we relocated to our current purpose-built centre. We now have the largest range of medical, nursing and allied health services of any practice in Melbourne that we know of. More importantly, those practitioners regularly meet and talk, providing the best possible input into helping patients with complex needs. Throughout our history, our practice has always strived to achieve two aims—to provide traditional medical care and to provide the most modern facilities and systems. We think we've succeeded in both and look forward to providing many more years of care to the individuals, families and communities of Rowville, Lysterfield and Ferntree Gully.

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Wellness on Wellington
1101 Wellington Rd, Rowville
9780 8900 - all hours, every day.
www.wellonwell.com.au

We are open every day of the year:

Monday - Friday	8.00 am - 9.00 pm
Saturday - Sunday	9.00 am - 5.00 pm
Public Holidays	9.00 am - 1.00 pm
(Christmas & New Year Day 10.00 am -12.00 noon)	

For patients of this practice with urgent problems after hours, a doctor from the clinic can be contacted by calling the surgery and following the instructions on the answering machine.

Save a life—

your own or your family's!

Update your home phone, work phone, mobile phone and address at reception!
Please also update the contact details for your Emergency Contact.

National diabetes week

July 10-16th was National Diabetes Week and our own **Edna Louzado** and **Amanda Dolphin** were on the organising committee for the Victorian Diabetes Educator's conference with Edna serving as the chair. Amanda tells us that one of the key issues raised was the number of patients with diabetes who require amputations.

One of the chief complications of diabetes is damage to both the large and small blood vessels. That damage reduces circulation and can cause eye, kidney, heart and brain damage. It also causes damage to the circulation in the feet and ultimately can lead to peripheral vascular disease, pain, infections, gangrene and amputation.

Patients with poorly controlled diabetes are far more likely to require surgery and amputations. On the other hand, managing diabetes effectively will substantially reduce the risk of diabetic complications.

A quote from educator Dr Bill Polonsky gets to the heart of diabetes management. "Poorly controlled diabetes may result in complications; well managed diabetes is the leading cause of NOTHING."

Our general advice is that most patients with diabetes should see their GP every 3 months, their diabetes educator at least

Well managed diabetes is the leading cause of nothing.

once or twice a year (much more often in the first year or if the sugar control is inadequate), a podiatrist yearly (or more often if any abnormalities are detected) as well as an optometrist, dietitian and exercise physiologist.

Lots of people are available to help manage diabetes and minimise or completely avoid the potential complications.

We urge all middle aged patients to fill in a diabetes risk assessment questionnaire (available at reception) and ask their doctor if they need formal testing. If you have diabetes, please have a long talk with your GP and diabetes educator about what needs to be done to help you stay well.



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Medi-care-less

We've always tried to balance the need to run a business that offers great people, care, facilities and service (all of which are expensive to provide) with the need to keep the cost of medical care affordable for all our patients, regardless of income.

For this reason, we have had a policy for thirty years of bulk-billing patients on health-care cards and pensions for consultations during most hours of the week.

We also know that children are often sick and that it's difficult for parents to distinguish between minor illnesses and major ones. We've therefore also offered bulk-billing for children under sixteen, most hours of the week.

However as was often discussed during the recent election, Medicare has long failed to keep up with the costs of running a medical practice.

Medicare rebates—the amount the government refunds patients for their visits—have already been frozen (with the support of both major parties) for most of the past three years and in the last Federal budget, the government announced a future freeze for another four years.

The only way that a practice can financially deal with those pressures is to drop its level of service (which we refuse to do) or raise its fees.

Bulk-billing is still available to children and concession patients 35 hrs / week

We have rejected the notion of abandoning bulk-billing altogether but we have been forced to re-evaluate our billing policy. From October, we will be reducing the times in which we bulk-bill children and concession patients to the hours of 9:00 am—4:00 pm on weekdays. Note that bulk-billing is therefore still available to these groups for 35 hours per week. Outside those hours a discounted fee will apply. Home visits and procedures will attract a private fee for all patients, as they have for many years.

An information leaflet with a fuller explanation is available from the reception desk. If you have any concerns about this issue please feel free to discuss the matter with your doctor.

The healing power of sleep

The hardest thing about living with mental illness is that it is unpredictable and at times you don't know what is happening to you as it changes your perspective, and scrambles your perception. At the same time it robs you of any motivation to get better or even to see that there is a better way of doing things. This is especially true for depression and anxiety.

So how can you possibly get better?

The first thing to work on is routine: get up and go to sleep at the same time, eat regularly and exercise!

Sleep is the cause of multiple problems for people. While you sleep your brain replenishes its stores of neurotransmitters which is how your brain cells talk to each other. If you don't restock, you're literally flying on empty!

Post Natal Depression is closely linked to the fact that the mother does not sleep, as she is always up to the baby. Sleep is the first thing to go when you are worried or nervous about something in your life. But it is also imperative to recovery, so work on it first!

Sleep hygiene is a concept we talk about with people on a daily basis – we all should know how to sleep, but few do! So get the screens out of bed NOW, stop drinking caffeinated drinks after lunch, start a night time routine, and get yourself a REALLY boring book – try the computer manual, the old white pages or we can lend you one of our old medical text books and you can read until your eyes get tired. If you're not falling asleep, get the book out again and start reading.

Don't get into deep discussions or arguments before bed and if you are lying in bed and thinking about tomorrow, write yourself a plan for the day before sleep time – take the worry out of bed!

It won't happen straight away, but it will happen – the key is persistence! If you're still struggling, please talk to us about it.

A word on medication: it might help in the short term, but beware—it helps you fall asleep but it won't keep you asleep. With time, you will find that you will need more and more medication. That is addiction, which we will want to avoid. Getting your sleep right is the first step to recovery, so make it a priority and go to bed early tonight!

Not just medicine

Of course you know about the many GP, medical specialist and allied health services at Wellness on Wellington. However our aim is not just to treat disease but also to encourage wellness in the broadest sense.

Did you know we now host weekly classes in both tai chi and meditation? Mindfulness, active relaxation, internal focus are some of the words used to describe the effect of these disciplines. They certainly improve mental wellbeing and there is

some evidence they help with blood pressure control and other conditions.

We also host a monthly self-help meeting for patients with chronic pain. This group is run by the members themselves, but we are delighted to host the venue and encourage patients to manage a condition which can be overwhelming.

For more information on any of these groups, speak to your GP or receptionist.

The new MAP

A new emergency contraceptive pill has recently become available in Australia. Ulipristal acetate, currently also known under the brand name Ella One, became available in Australia in May. You may have heard of “the morning-after pill” (MAP), a term used for the emergency contraceptive pill Postinor-1, that has been available in Australia for several years. This term is misleading, as in



fact there is some benefit in taking Postinor-1 for up to 72 hours (3 days) after an episode of unprotected

intercourse. But the sooner it is taken the more effective it is likely to be. So why introduce a new oral emergency contraceptive pill? Both Postinor-1 and Ella One work by inhibiting or delaying ovulation. Ella One is more effective however, as it works in a slightly different way, and can be used up to five days after an episode of unprotected intercourse, compared to Postinor-1 that has an effect against pregnancy for up to three days only. For both methods the sooner they are taken the more effective they are. Ella One is more effective than Postinor-1. If taken within 24 hours of

unprotected intercourse, women taking Ella One will have three times less risk of pregnancy compared with taking Postinor-1. If taken within 72 hours (3 days) of unprotected intercourse, women taking Ella One will have two times less risk of pregnancy compared with Postinor-1.

The side effects of both Postinor-1 and Ella One are similar and usually very mild. These may include headache, nausea, fatigue, painful period and delayed period or earlier onset of vaginal bleeding.

At the moment if you require Ella One, you will need to see your doctor for a review and script. It is not

yet on the PBS and so may cost around \$40 to \$50 depending on the pharmacy. In comparison Postinor-1 can be bought over the counter from a pharmacy and costs around \$15 to \$30.

There are some medications you might be taking that can interfere with the action of oral emergency contraception, and there is evidence that oral emergency contraception may be less effective in obese women. It is important to be aware of another option, the copper IUD, which is even more effective than oral emergency contraception. This can

be inserted up to five days post unprotected intercourse, providing an existing early pregnancy can be excluded. The copper IUD is more expensive than oral methods and requires a minor surgical procedure for insertion. Copper IUDs are not always readily available. Two of our doctors are experienced at inserting the device. It also has the benefit over the MAP of providing ongoing contraception—not just a single cycle.

It is important to be aware that no emer-

Ella One can be used up to five days after an episode of unprotected intercourse

gency contraception works 100% of the time, and that using regular

contraception is much more efficient for preventing pregnancy. Another issue to consider is the risk of catching a sexually transmitted infection (STI) if you have unprotected intercourse. Some STIs can be cured but some are present for life and while they can be managed to a degree, it is preferable to prevent getting an infection in the first place. All the doctors at Wellness on Wellington are happy to see you to discuss your contraceptive options – there are many available these days to suit different needs and preferences.

Wellness Whispers (continued from page 4)

who turns two in November, to keep me on my toes when I'm not at work. My weekends are spent enjoying being a Mum to Bentley and occasionally heading out for dinner with family or friends when I get the chance. I'm very excited to be on board with Wellness on Wellington and look forward to working with a lovely group of staff and learning all that General Practice nursing has to offer.”

Finally, we have a new receptionist, **Melissa Gallina**.

“Originally born and raised in Adelaide, I relocated to Rowville in 2002 with three children, keeping me very busy.

I have been working in the health care industry for four years and really enjoy not only the interaction with patients but being able to assist in some small way to help people. I am looking forward to my time working in the WOW team and getting know the patients. Baking, trying new recipes and tweaking old favourites are my favourite past-times.”

NEW BABY

The Wellness on Wellington family continues to grow! Welcome to Harry Joseph Kinsella born on 18/4/16—just 16min after his parents arrived at hospital! - and weighing 3.5kg. Congratulations to parents, **Dr William Kinsella** and Margaret.



Wellness Whispers

NEW STAFF

We've had lots of new staff join us in recent months. Our longstanding podiatrist Michelle Davies has moved to England for family reasons. We've been delighted with her successor, **Mr Ryan Cornwall**.

Ryan completed his podiatry degree at La Trobe University in 2010 and since then has worked in private practice including 3 years in a sports medicine based clinic where he worked alongside leading sports doctors, physiotherapists and allied health to treat elite state and national level athletes.

Ryan has great experience in all aspects of podiatry with particular interests in running mechanics, injury prevention, sports injuries and orthotic prescription. Ryan also has completed a post grad course in dry needling and has a strong knowledge of technical footwear.

When Ryan is not in clinic helping patients, he enjoys keeping fit and active at the gym, cycling, wakeboarding and spending time with friends. He tells us "I once suffered delayed concussion after crashing wakeboarding and forgot how to get home whilst towing the boat. I also enjoy pickles!"

Podiatry has been growing so strongly at the clinic, that Ryan has been joined by **Alysha Ferwerda**. She has worked in a variety of clinical settings giving her exposure to a diverse caseload. Alysha is particularly interested in Diabetic foot care, biomechanical conditions and skin and nail conditions. She is eager to work closely alongside and learn from the rest of our team. Outside of podiatry, Alysha works as a group fitness instructor and is an avid cheeseboard specialist. Alysha will be consulting on Wednesdays and Fridays.

Sadly, our registrar **Dr Jessica Ho** must leave us to complete her training at other clinics. However we are delighted to welcome back **Dr Sara Tarafi** who was our registrar in 2014. Sara has now completed her training, passed her exams and is a Fellow of the RACGP. We look forward to her working with us for many years to come.

Our new registrar, starting in August is **Dr. Evelyne Cheng**.

"A local from Melbourne's South-East, I completed my medical training at Monash University in 2009. For the last 5 years I have been living in the

Northern Territory, where I have worked in many diverse areas including obstetrics and gynaecology, psychiatry and general medicine. I am interested in all areas of general practice, in particular women's health and antenatal care. By the end of 2016 I'll be finishing my Masters in Public Health and Tropical Medicine. In my spare time I enjoy yoga, hiking and running. I am very excited to be part of the team at Wellness on Wellington!"

We are also delighted to welcome a new member of our administration team. **Trish Rose** is our new assistant practice manager and will help in all areas of running the practice efficiently and smoothly.

"I have worked within Health and Medical Administration for approximately 15 years. I started

We've had lots of new staff join us in recent months—medical, administrative, nursing, reception and allied health

as a personal care attendant within nursing homes but soon moved to health administration within a hospital setting. I have worked at various hospitals including Dandenong and the Alfred.

I currently live in Tecoma with my beautiful 8 year old son, Khai who keeps me very busy. As I am not the world's best cook, I love to eat out as much as I can with friends and I also enjoy watching DVDs curled up on the couch with my son."

We also welcome our new Mental Health Nurse. **Peter Mulder**, whose role is to be a support to patients with complex, chronic and difficult mental health issues.

"I trained in the Netherlands, where the first patient I met had been in hospital for 30 years but didn't know why! That meeting shaped my approach to ensuring patients learn about their illness and how to help themselves.

Since then I've worked at the Alfred, rural locations and the Mornington Peninsula. I have particular interests in Gestalt therapy in which I am completing a four-year training course. My special interest is working with patients with borderline personality disorder, depression, anxiety and trauma. We've also been joined by an additional nurse in our always busy treatment room. **Ashlee Sincock** grew up in Warragul where she also completed her Nursing Studies. "I have a little boy named Bentley

continued on page 3

The information in this newsletter is general in nature and cannot be relied upon in any particular case. Serious conditions may appear minor and vice-versa. We therefore advise that if you have any concern about your health, you should consult your doctor at the earliest opportunity.