

FREE TO TAKE HOME!



Family break-ups



Heartburn



Flu vaccination



Dealing with Depression

YOUR NEXT APPOINTMENT:

### ENJOY THIS FREE NEWSLETTER

Please remember that decisions about medical care should be made in consultation with your health care provider so discuss with your doctor before acting on any of the information.

[www.healthnews.net.au](http://www.healthnews.net.au)

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## APRIL - MAY 2022 EDITION

### ● PRACTICE DOCTORS

**Dr Steve Gust** MBBS, FRACGP, JCCA  
Family Medicine, Diabetes, Skin Cancers;  
Paediatrics, Travel Medicine, Anaesthetics & Lap  
Band Adjustments.

**Dr Victoria Hayward**  
MBBS (Hons), FRACGP  
Family Medicine, Diabetes & Women's Health

**Dr James (Jim) Lie** MBBS  
Family Medicine, Asthma, Diabetes, Skin  
Cancers, Paediatrics, Sports Medicine &  
Obstetrics.  
Speaks Mandarin.

**Dr Brian Malone** MBBS, FRACGP, BSc, DCH  
Family Medicine, Diabetes, Travel Medicine &  
Skin Cancers.

**Dr Susan Shaw** MBBS, DRACOG  
Family Medicine, Women's Health, Mental  
Health, Asthma & Diabetes.

**Dr May Ure** MBBS  
Family Medicine & Women's Health.

**Dr Mark Zafir** MBBS, DA  
Family Medicine, Aged Care, Anaesthetics, Ante-  
natal care, Men's Health; Diabetes, Skin Cancers  
& Lap Band Adjustments.

### Dr Lorri Hopkins

MBBS, FRACGP, DRANZCOG, DCH  
Family Medicine, Ante-natal care; Asthma, Diabetes,  
Paediatrics, Women's Health & Skin Cancers.

### Dr Maida Akhtar

MBChB, Post Grad Dip Public Hlth, PDHIV  
Family Medicine, Paediatrics, Women's Health &  
Emergency Medicine. Speaks Urdu.

### Dr Pieter Austin

MBChB, FRACGP  
Family Medicine, Paediatrics, Geriatrics, Diabetes,  
Cardio-vascular disease, skin cancers.  
Speaks Afrikaans.  
(on extended leave)

### Dr Steve Lee

MBBS, FRACGP  
Family Medicine, Emergency Medicine & Skin Cancer

### Dr Ben Bradley

MB BCH BAO (Hons)  
Family Medicine, Emergency Medicine, Mental Health

### Dr Stephen Chiang

MBBS  
Family Medicine, Internal Medicine, Geriatrics and  
Chronic Conditions.

### Manager Patient Services

Dee Maquire

### Practice Nurses:

Elizabeth Quinn (Nurse  
Manager), Jenna, Jess,  
Leanne, Lisa, Carol-Ann &  
Bonnie

### Reception Staff:

Kate Stanhope (Office  
Manager), Bec, Brett,  
Imogen, Julie W, Kaylene,  
Kelly O, Liz, Nette, Shauna,  
Lauren, Julie M, Kiara, Hedi  
& Kelly M

### ● SURGERY HOURS

#### Monday to Friday

8.30am – 5.30pm

*Vaccination clinics held on  
scheduled Saturdays.*

*We are closed on Public  
Holidays & Sundays, and  
for general appointments  
on Saturdays*

### ● PRACTICE STAFF

#### General Manager:

T.B.A.

### ● PRACTICE BILLING POLICY

#### We are a private billing practice.

We generally bulk bill children under 16.  
We do not routinely bulk bill. Payment is  
made at the time of the consultation. If  
you are experiencing financial difficulties,  
please discuss with your Doctor or with  
our Practice Manager.

### ● SPECIAL PRACTICE NOTES

#### Emergency or Urgent Appointments.

Please notify staff if your request is  
urgent or requires immediate medical  
attention. If an immediate appointment  
is not available, you will be assessed  
by a practice nurse for appropriate  
Management.

**After hours & Emergency.** Outside  
our normal surgery hours go to Albany  
Regional Hospital if you need urgent  
treatment. In an emergency call 000 for  
an ambulance. Our doctors provide after  
hours services all year round. Follow the  
prompt on our after hours phone message  
if it is medically essential to talk to the on  
call doctor. Maternity cases are to contact  
the labour ward direct.

**Home Visits.** Any requests for home visits  
will be directed to the patient's GP and  
the visit will be made at the discretion of  
the treating Doctor.

### Covid-19 Safe Care in our practice

We abide by Health Department directives. Do not attend the  
practice if you have a fever, sore throat, runny nose, difficulty  
breathing or have a loss of taste or smell. Phone us to make  
an appointment to talk with a doctor. Masks are to be worn at  
all times when in our practice. You will be asked for proof of  
vaccination. Appointments may be by phone or video.

**Telephone Advice.** To obtain advice regarding your treatment  
phone the practice and you will be put through to the appropriate  
person or you can leave a message for a return call. Phone calls will  
not be put through to the GP while they are consulting.

**Prescriptions.** Scripts should be requested during a face to face or  
phone consultation with your regular GP. Non-urgent scripts done  
outside of an appointment will incur a \$10.00 fee and should be  
ready within 48 hours. Scripts needed urgently, on the same day as  
requested, will incur a \$15.00 fee.

**Your Test Results.** It is not practice policy to routinely contact  
patients with test results. Doctors review all test results and will  
either inform the patient themselves or ask a staff member to  
contact the patient with appropriate instructions. Patients are  
strongly encouraged to phone the surgery for results after 1 week.  
Please phone after 10am in the morning. INRs are now done in the  
treatment room by the Nurse. Results are reviewed by your GP and  
management discussed with them.

**Skin Lesions & Skin Cancers.** A number of our doctors have special  
interest in and considerable experience treating skin lesions. Ask  
the doctor to check any lesions you are concerned about. A full  
skin check is also advisable on a regular basis. A Treatment Room  
Fee is charged, in addition to the doctors fee, when a skin lesion is  
removed

# Impact on children with family break-ups

It is estimated that 40% of marriages will end in divorce or separation. In many instances, there are children involved, and the impact on them is significant.

Regardless of whether a couple love each other or not, their children will still love them both. Whilst all children are affected in the short term, American research showed that in the longer term, the vast majority of children in divorced families did as well as their peers regarding behaviour, academic performance, and social relationships.

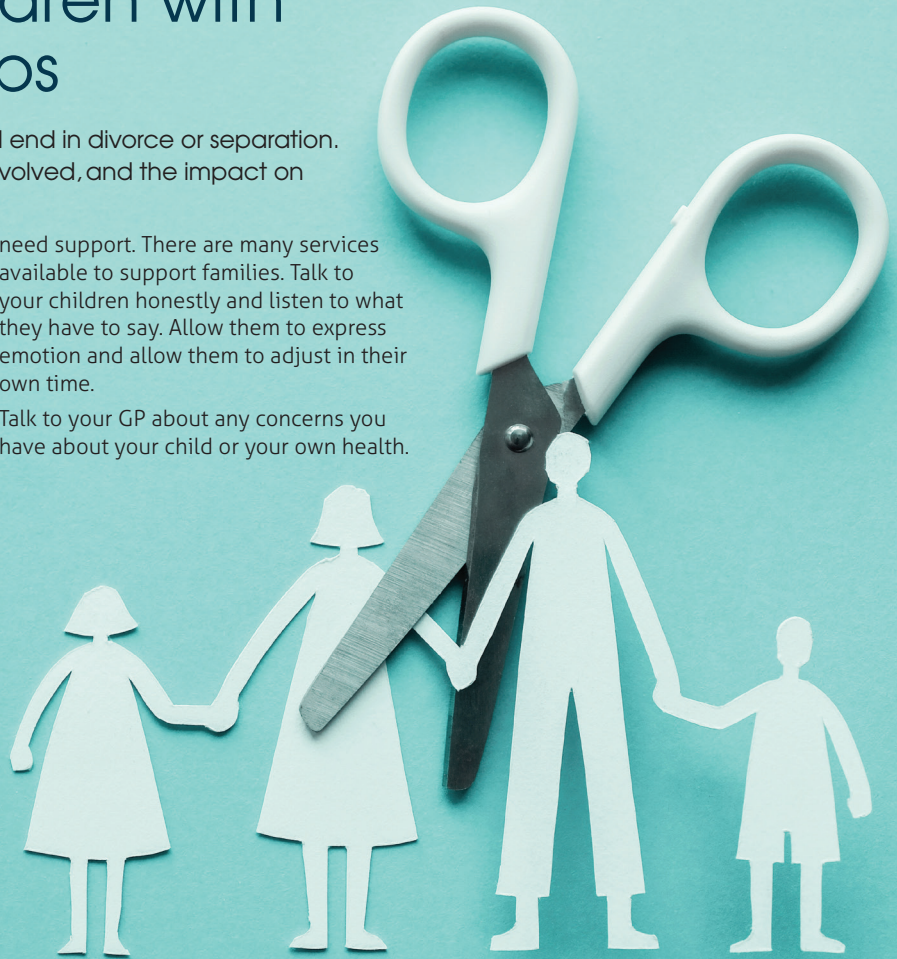
What has been found is that high levels of parental conflict were associated with poorer outcomes for children. This means it is less, that parents may separate, but how it is managed. It also says that remaining together when there is much conflict is not helpful either.

The effects are those of stress and differ widely. Age is also a factor. Some children may develop night terrors or become anxious. Others may cry a lot. Those who are newly toilet trained may regress. Some children may complain of headaches or tummy aches. Some may lose appetite.

Children will need the support of both parents. In turn, parents will also

need support. There are many services available to support families. Talk to your children honestly and listen to what they have to say. Allow them to express emotion and allow them to adjust in their own time.

Talk to your GP about any concerns you have about your child or your own health.



 <https://headspace.org.au/friends-and-family/understanding-school-refusal/>

## Heartburn

This is a burning pain in the chest or upper abdomen caused by acid "leaking" from the stomach into the oesophagus.

It is also known as reflux and Gastro-oesophageal reflux disease (GORD). It is very common and can affect all age groups starting with infants, and ranges from mild to severe and occasional to daily. Not everyone with heartburn has GORD. Some with GORD may have a hiatus hernia, where some of the stomach "slips" above the diaphragm.

In adults, risk factors include being overweight, smoking, alcohol consumption and a family history. Certain foods will trigger heartburn in certain people, but there is no one set of foods to avoid.

Caffeine, dairy, and spicy foods are common culprits, but each person needs to find what "disagrees" with them.

Prevention includes avoiding known triggers and not overeating at one time. Treatment depends on severity and frequency. Simple home remedies like bicarbonate of soda or herbal teas help some people. Simple



 <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/indigestion>

antacids can relieve symptoms. At night it can be helpful to sleep on a slight incline from the head down to the toes.

If simple approaches fail, you need to see your GP. Often the history is sufficient for diagnosis, but you may be sent for tests to rule out other causes.

For ongoing problems, there are prescription medications that can reduce acid production. Some people need short courses of these, and others need it long term. If symptoms are not relieved after some weeks, you may be referred for a gastroscopy to assess the oesophagus and stomach.

# Flu vaccination

With all the focus on COVID 19 vaccination, including boosters, which many will have had by the end of March, it may be easy to forget that flu season will be with us soon.

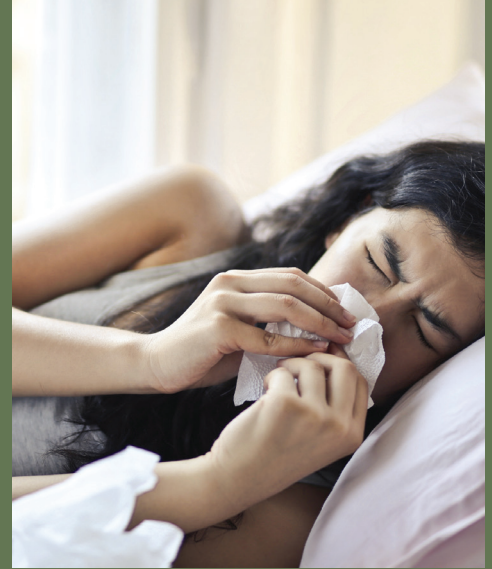
Flu vaccination typically starts in the second half of April based on peak flu season, generally from late June to mid-August (albeit this varies year to year and varies from city to city within the same season). As flu strains change, you need a shot each year. The annual vaccine is not a "booster" but to cover the strains anticipated for the upcoming winter. Vaccination is recommended for everyone older than six months.

Like other viral illnesses, the severity of influenza varies from mild to severe. Typical symptoms are fever, headache, fatigue, muscle pains and loss of appetite. People generally

feel more unwell with the flu than a cold- the two illnesses are not the same.

Certain groups who are at increased risk of complications from flu are eligible for a free vaccine under the national program; those over age 65, ATSI people aged over six months, pregnant women, those over age six months with a chronic medical condition, and children aged six months to five years. Some states have programs that cover additional groups.

Many clinics will run dedicated flu vaccination sessions and/or do it as part of a regular consultation. Ask your GP about flu vaccination for you and your family.



 <https://www.health.gov.au/health-topics/immunisation/vaccines/influenza-flu-immunisation-service>



 <https://www.beyondblue.org.au/the-facts/depression>

## Dealing with Depression

Depression is common, affecting as many as one in five Australians. For some, it can be an ongoing condition with ups and downs. For others, there may be only one isolated episode.

Depression is more than just feeling sad for a day or two. It is feeling miserable for at least two weeks together with lack of enjoyment of usual activities, withdrawal from friends and often sleep and appetite disturbance.

There are no diagnostic blood tests or scans. Diagnosis is based on the symptoms.

There are non-pharmacological and pharmacological treatment options. There are several medications that can be used if needed. Counselling through a psychologist or counsellor will be of benefit to many. Your GP can refer you.

Lifestyle measures also help. Eating a healthy

diet rich in vegetables and lower in sugar may help. Cut down on alcohol use. Regular exercise is good for mental health. Meditation or guided relaxation can help. Getting enough sleep is also important. Equally, do not stress if your sleep pattern takes a while to get back to normal. Switch off screen at least 30 minutes before bed and have a regular night-time routine.

Regular follow up with your GP is important. Changes in treatment may be needed if you are not making improvements. With recovery, medication (if prescribed) may be reduced and then stopped. Do not stop your medication without talking to your doctor.



 <https://www.healthdirect.gov.au/otitis-media>

## Otitis Media

The human ear has three parts (outer middle, and inner). All three can get infected. Otitis media is an infection of the middle ear.

It is most common in children with a peak between six and 18 months. The cause may be bacteria or viruses. It can affect one or both ears and may come with a "cold" type illness or be of itself. It is more common in Indigenous children.

Typical symptoms are a painful ear. There may be a sore throat in the lead-up or concurrently. Fever may be present but is usually mild. Children may lose appetite and be distressed – especially younger children.

Diagnosis is made by examination of the eardrum. This is typically bright red in colour when infected. There may be fluid in the middle ear "behind the drum". Glands in the neck may be enlarged, and the throat may be inflamed too. There is generally no need for blood tests.

Until recently, antibiotics were given routinely. Current thinking is that most viral infections will settle without antibiotics in a few days. Some cases will still need them. Pain relief is important, as is comforting your child. Maintain hydration, but if appetite is low, there is no need to force this.

Children with repeated middle ear infections can develop glue ear (where fluid stays in the middle ear and does not drain to the sinuses), which can impact on hearing. These children may benefit from the insertion of grommet tubes by an ENT surgeon.



## KEY LIME PIE

### Ingredients

- 300g digestive biscuits
- 150g butter, melted
- 1 x 397g can condensed milk (we used Nestlé)

### Directions

- Heat the oven to 160C/fan 140C/gas 3.
- Whizz 300g digestive biscuits to crumbs in a strong plastic bag and bash with a rolling pin.
- Mix with 150g melted butter and press into the base and up the sides of a 22cm loose-based tart tin. Bake in the oven for 10 minutes. Remove and cool.
- Put 3 medium egg yolks in a large bowl and whisk for a minute with electric beaters.
- Add a can of condensed milk and whisk

- 3 medium egg yolks
- finely grated zest and juice of 4 limes
- 300ml double cream
- 1 tbs icing sugar
- extra lime zest, to decorate

for 3 minutes, then add the finely grated zest and juice of 4 limes and whisk again for 3 minutes.

- Pour the filling into the cooled base, then put it back in the oven for 15 minutes. Cool, then chill for at least 3 hours or overnight if you like. When ready to serve, carefully remove the pie from the tin and put on a serving plate.
- To decorate, softly whip together 300ml double cream and 1 tbsp icing sugar. Decorate as desired and finish with some extra lime zest and lime slices.



**COLOUR FUN!**

## The Surgery

### ● MORE PRACTICE NOTES

**Chronic Disease Management** Our practice will prepare a plan to ensure conditions such as Asthma, Diabetes, Heart Disease, and Osteoporosis and also Mental Health Problems are properly managed. If you have a chronic condition ask your GP about a plan. Help us to help you.

**Recall & Reminders.** Our practice uses a Recall and Reminder system to flag patients for preventative health care. We recall patients for health assessments and checks, skin checks, breast checks, pap smears, colonoscopies, IUD and Implanon removal. This surgery participates in State & National registers.

**Patient Feedback.** We would like to hear about your concerns, complaints or suggestions. Please feel free to talk to your GP or the Practice Manager regarding any issues. If you prefer to make your concerns known outside the surgery, you can call the Western Australian Health & Disability Services Complaints Office on 1800 813 583

**Patient Privacy.** Our practice protects your personal health information to ensure it is only available to authorised staff and to comply with the Privacy Act. To obtain a copy of our Privacy Statement or your medical records, please ask.

**Telehealth.** Our practice is fully set up for video conferencing with participating specialists. Using Telehealth may save you time and travel costs; ask your GP and Specialist for advice.

**My Health Record.** Our practice is participating in the My Health Record program. If you wish to activate your My Health Record or would like to know more please ask your doctor or discuss the issue with our Practice Manager.

**On Line Appointments.** You can make appointments from our website [www.thesurgery.net.au](http://www.thesurgery.net.au) or through Healthengine: <https://healthengine.com.au>

**Communication Policy.** We use mail, facsimile & secure electronic email to transmit patient information. If you have a mobile phone we will send an SMS to confirm appointments. Patients can contact us via our website for non-urgent matters.