

WINTER '20



PeopleBank News

WELCOME

Lynelle Hales
CEO SNHN

EDITION FOCUS: What will winter 2020 look like?



As the chill of Winter begins, we usually look forward to some hibernation time, but much of 2020 has already been spent isolated and/or indoors. The Summer bushfires affected so many of us directly and indirectly, including air quality which saw us staying inside. For most of the Autumn, the Coronavirus COVID-19 pandemic has meant isolation and staying home. What will Winter look like?

As restrictions are lifted, keeping ourselves safe and healthy is the aim. Whilst it is tempting to get out and about and try to get back to "normal", we may be establishing a "new normal". A normal where we physically distance and allow for personal space, and where we are diligent about hand hygiene and what we touch with our hands in public. A normal where there are serious expectations from workplaces and society that we stay at home when feeling sick.

The Winter edition of PeopleBank News reports on the activity of SNHN during the pandemic, including the supports on offer to navigate the months ahead.

SNHN is excited to launch a new Online Support Programs, for the community to access free. [Exercise for isolated Seniors](#) is a series of videos that focus on strengthening and balance for the less active seniors. See the "What's New" section on the right for details.

The [Coronavirus COVID-19 Community flyer](#) (featured on the back page) was distributed across the region. The focus is on where to find Trusted Sources, how to Look After Yourself, how to Connect with your Community and tips on Staying at Home. With an estimated 70 thousand households without internet access, the flyer aims to ensure everyone in the region has this information.

The Primary Care Advancement Team has worked tirelessly to support general practices, pharmacies, and allied health providers during this

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WHAT'S NEW

COVID-19 COMMUNITY FLYER

SNHN has printed and distributed 350,000 COVID 19 Flyers. These flyers contain details on where to find resources, how to connect with those around you and tips on staying at home. Thanks to our staff for their amazing packing efforts to distribute this information to the community.

[>> Click here to download flyer or see back page for more details.](#)



Busy packing masks and flyers

EXERCISE FOR ISOLATED SENIORS

A six-week program with a new video each week. The exercises do not require any special equipment and are ideal for seniors and those with medical conditions.

[>> Click here to take a look](#)

WELCOME (CONT)

very challenging time, ensuring they are able to safely see patients. See some amazing statistics about Personal Protective Equipment (PPE) on page 3.

The Digital Health Team has been helping GPs and Medical Specialists to navigate the new world of Telehealth, including telephone and video consultations. On page 3 there is an excellent Telehealth guide for consumers.

The first GP led Respiratory Clinic in Australia was established at Macquarie Park in April, followed by a further two, Dee Why and Roseville in May. These clinics are designed to manage any respiratory condition (including COVID-19 related and testing), taking some of the pressure off the regions Emergency Departments and General Practices.

The Government is funding 100 primary care respiratory clinics to take the pressure off local doctors and hospitals during this time. The clinic is GP led and can assess people with respiratory symptoms and can diagnose cases of influenza, pneumonia, and COVID-19. Please visit: <https://www.health.gov.au/initiatives-and-programs/coronavirus-covid-19-gp-respiratory-clinics>

In May, SNHN launched the “We’re here for you” campaign helping people feel safe and confident about seeing their health care providers. [Click here for more details on the campaign.](#)

The Dementia Alliance has established Postcard Pen Pals, connecting young people with people over 65yrs, helping to manage social isolation. [Click here to find out more.](#)

Downloading the [COVID SAFE App](#), and keeping Bluetooth setting on whenever you are likely to be in contact with others, will help us to trace people if they have come in contact with a confirmed case of COVID-19. This will help minimise a second wave, as we can quickly isolate people at risk.

The next few months will be different, and with adaption to our usual activities, we can remain safe, healthy, and connected to our community.

Take Care

Lynelle Hales

WHAT'S BEEN HAPPENING IN SYDNEY NORTH

Multicultural Mental Health Forum

While many of our events have been delayed due to COVID-19, on 4 March 2020, a Mental Health Forum was held at Chatswood RSL Club for workers and organisations that provide services to people from Culturally and Linguistically Diverse (CALD) backgrounds in the Northern Sydney Region. Mindfulness Workshop

FLU VACCINES

Who should get vaccinated?

Influenza is the most common preventable disease in Australia. The Australian Government recommends everyone aged six months and over get immunised against seasonal flu.

Vaccination is a safe and effective way to protect yourself, and people who get vaccinated are at lower risk of getting an infection (and developing serious disease) than those who do not.

Getting a flu shot also means you help to protect others. The more people who are vaccinated in the community, the less likely the flu will spread.

What does it cost?

1. Many people are eligible for government funded vaccine given free by your family doctor. Eligible people include:
 - All children between 6 months and 5 years
 - All people aged 65 years and over
 - People aged 5+ with a medical condition
 - Aboriginal and Torres Strait Islander people
 - Women in the early stage of pregnancy
2. Family doctors also have a private supply of vaccines, that you can have at your local doctor. The general practice will charge approximately \$20
3. Some workplaces offer funded flu vaccination that employees can take advantage of for free.
4. You can have the flu vaccine at some pharmacies the cost varies from \$10-\$20

When should you get vaccinated?

Timing, as they say, is everything — and the flu vaccination is no exception. It's important to be protected early on when the flu season kicks off, but also several months later, when flu activity peaks. While the vaccine is generally expected to provide you immunity for the whole season, research shows its effectiveness can start to wane after 3-4 months.

In order to achieve the highest level of protection during peak flu season, the Department of Health recommends people get vaccinated from mid-April.



INFORMATION & RESOURCES

Coronavirus

Supporting the community

To support the community SNHN has distributed:

- Over **230,000 surgical and P2 masks to 290 General Practices** plus three respiratory clinics
- 262 boxes or **13,100 surgical masks to community pharmacies**
- 48 boxes or **2,400 surgical masks to comissionened mental health services**
- 53 boxes or **2,650 surgical masks to Allied Health services**

In addition SNHN has printed and distributed 350,000 [COVID 19 Flyers](#) to the community via:

- GPs and Pharmacists to distribute to their patients
- Social Housing providers to hand out to their tenants
- Local councils to distribute through their Meals-on-Wheels service
- Northern Beaches Council to issue to all households
- All other LGAs by a professional delivery service

[>> Click here to download flyer](#)

Local Services

Respiratory Clinics

[>> Click here for more on our Respiratory Clinics.](#)

DEE WHY RESPIRATORY CLINIC

This General Practitioner-operated respiratory clinic and COVID-19 testing centre has been established in collaboration with the Australian Government Department of Health and Sydney North Health Network.

The clinic will assess people with mild to moderate COVID-19 symptoms (a fever, cough, shortness of breath, a sore throat and/or tiredness) or who may have chest colds, flu and

other respiratory infections or are experiencing unusual shortness of breath.

Appointment-based only. There is no charge for patients.

[>> Click here to make a booking](#)

T: 02 8416 5005
W: [deewhyrespiratoryclinic.com.au](#)

ROSEVILLE RESPIRATORY CLINIC

To support the health and safety of our community, in conjunction with the Australian Government Department of Health, the Rose Centre has established a separate free respiratory clinic. This clinic will assess all patients with minor cold and flu symptoms and offers free COVID-19 testing. Test results will be communicated to patients within 48 hours.

Hours: Mon – Fri, 10 AM – 2 PM
(by appointment only)

T: 0434 189 047
W: [Roseville Respiratory Clinic](#)

RYDE RESPIRATORY CLINIC

The WiSE Clinic team has worked with the Australian Government Department of Health, MQ Health and Sydney North Health Network to establish the Ryde Respiratory Clinic to assess people with mild-moderate respiratory symptoms and test and diagnose cases including COVID-19, influenza and pneumonia.

The clinic will be appointment based until further notice. There is no charge for patients.

[>> Click here to make a booking](#)
[>> Read booking instructions](#)

T: 02 9216 7676
W: [Ryde Respiratory Clinic](#)

support services

TELEHEALTH - A GUIDE FOR PATIENTS



Telehealth is a convenient way to have a consultation with a GP, specialist, nurse or allied health professional without travelling to a hospital or clinic.

How to access telephone telehealth

There are two types of a telehealth service using a telephone.

1. Consultation with your healthcare provider: A healthcare provider may consult with you over the phone. Individual healthcare providers can advise if they provide this service.
2. Telephone helpline: There are a number of telephone helplines you can call to find non-urgent health advice and information. The **healthdirect helpline (1800 022 222)** is a government funded service staffed by registered nurses.

How to access telehealth video conferencing services

1. If you have an appointment at a hospital, call and ask if your appointment can be done by telehealth.
2. If you need to see a GP, specialist, or allied health practitioner, call your regular healthcare provider, and ask if they offer telehealth appointments.
3. Use the Australian Government's healthdirect website to find a health professional who provides video conferencing.
4. Search for an online provider using terms such as "online doctor Australia" or "online psychologist Australia".

[>> Click here to download University of Queensland Resource](#)



SPOTLIGHT ON:

CORONAVIRUS (COVID-19) COMMUNITY FLYER

LOOKING AFTER YOURSELF AND CONNECTING WITH YOUR COMMUNITY

TRUSTED SOURCES

Every day, health experts discover more about coronavirus. This means public advice changes often.



Get the facts from official sources only.

- 1800 020 080: COVID-19 hotline
- nsw.gov.au/covid-19
- Download the "Coronavirus Australia" Australian Government app

LOOKING AFTER YOUR COMMUNITY

Physical distancing doesn't have to mean social isolation. Here are some ways to stay socially connected:

- Keep in touch by telephone
- Ask an older person/neighbour if they need help with running errands
- 137 788 is the Service NSW helpline, which can call vulnerable people each day to check in - You can request calls for yourself or someone you know
- If you don't know your neighbours, consider introducing yourself with a note - take a look at the [Relationships Australia "Connection Cards" template](#) for some ideas to get started



LOOKING AFTER YOURSELF

Looking after your physical and mental health will help you and your community.

- Proper handwashing and physical distancing help to protect against COVID-19
- Eat healthy meals and do daily exercise to manage your physical and mental health
- If you can, spend time outdoors during the day - it can improve your mood and help you sleep



STAYING AT HOME

- Maintain a routine - and make room in it for things you enjoy
- For people working or studying, set up a workspace for each individual
- Take regular stretch breaks
- Take lunch breaks away from your workspace
- Speak to at least one person by telephone or video call each day



[>> Click here to download the complete flyer](#)

[>> For more information visit \[snhn.org.au/coronavirus\]\(http://snhn.org.au/coronavirus\)](#)

SNHN AND TELEHEALTH

SNHN is helping practices across the region to install and use Health Direct Video Call for all health professionals.

So far, we have set up:

87 Clinics



The results so far

2,104 Consultations

393 Users



2,887 consultation hours

367 Health professionals



85 MINS average time



LINKS TO USEFUL SERVICES

CORONA SAFE APP

Available at health.gov.au



The COVIDSafe app speeds up contacting people exposed to coronavirus (COVID-19). This helps support and protect you, your friends and family.

[>> Click here to download](#)

HARVARD HEALTH

How to boost your immune system

Helpful ways to strengthen your immune system and fight off disease

[>> Click here to read more](#)

HEALTHDIRECT

Can you boost your immune system against the coronavirus?

There are a few simple things you can do to help strengthen your immune system and help protect yourself from many types of viruses.

[>> Click here to read more](#)

STAY CONNECTED WITH SOCIAL MEDIA

Find out the latest on these news items and more by following us on social media. Click on the icons below to stay connected.



EMAIL A STORY

Do you have a health story or event to share?

Email your story and you could be featured in our next Newsletter. (Story limit: 300 words).

[>> Email us your story](#)

