

A photograph of three people, an older woman on the left wearing a black headscarf and glasses, a young woman in the middle, and another young woman on the right, all smiling and looking at a tablet computer. They are sitting on a couch and covered with a purple blanket. The background is a plain white wall.

# STAY WELL THIS WINTER

July 2022

**Te Whatu Ora**  
Health New Zealand  
Waitaha Canterbury



# Are you winter ready?

STAY WELL THIS WINTER

- Kōrero with whānau and check everyone's vaccinations are up to date
- Flu, measles, COVID-19, childhood immunisations

[cdhb.health.nz/winterwellness](https://cdhb.health.nz/winterwellness)

**I'm not well,  
where do I go?**

#### Health advice 24/7

Call your GP team to talk to a health professional

#### Pharmacy

Diarrhoea, colds, hayfever, skin complaints

#### Specific

Mental health, injuries, flu, dental, child, pregnancy

# Welcome to our winter wellness guide

It's already proving to be a tough winter for our communities.

This guide aims to support you and your whānau to stay well, look after yourselves safely at home if you do get sick, and connect you with the right care if things get more serious.

The secret to getting the best from your health system is knowing when you should take some paracetamol, drink plenty of fluids and just get some rest – and when to seek more specialist care.

**Phone Healthline 0800 611 116, 24/7**

**Visit [www.cdhb.health.nz](http://www.cdhb.health.nz) to help  
you choose well this winter**

## **General practice**

Non-urgent health issues  
that aren't improving

## **Urgent care 24/7**

Bad sprains, minor head  
injuries, stomach pain

## **Emergency Department**

Serious accidents, chest  
pains, stroke **call 111**

## Small changes can make a big difference

We can all make small changes to the way we access health care, which add up to a big difference for our general practices (GPs), pharmacies, urgent care and emergency care teams.

Think before you make a doctor's appointment or head straight to an Urgent Care centre or the Emergency Department:

- If it's not that serious, call [Healthline on 0800 611 116](https://www.healthline.co.nz) for free health advice 24/7. The clinicians at Healthline will help you get the support you need and advise you on what to do, including self-care advice from nurses and paramedics.
- If you have children/tamariki under 5, [Plunketline on 0800 933 922](https://www.plunketline.co.nz) also provides free health advice 24/7.
- If you have a sports injury, you can go straight to a physio or sports injury clinic. They can treat your injury, register a claim with ACC and refer you to a specialist as needed. Many clinics offer extended hours.
- Ordering repeat prescriptions can often be done online or over the phone. Call your general practice before you run out of your regular medications.
- Make the most of the skills of your local pharmacist. Most colds and respiratory illnesses can be treated without having to see your GP. Pharmacists can provide advice on a range of ailments and conditions and can recommend on appropriate over-the-counter medications.
- If you can, make sure you have a re-useable thermometer and keep a supply of paracetamol or ibuprofen, and cold remedies such as lozenges and cough mixture at home in a secure place, so that you'll be prepared.
- [HealthInfo.org.nz](https://www.healthinfo.org.nz) has loads of useful information to assist with self-care at home for a range of conditions. The information on HealthInfo has been created and checked by local clinicians, so you can trust it.

### Save the Emergency Department for emergencies

Seeking the right care in the right place at the right time will mean health services can focus on treating those who need it most.





# Top Tips for keeping a home healthy this winter

Insulate your house – try the [Warmer Kiwi Homes Tool](#)

- 1. Curtains make a world of difference – contact ‘Community Energy Action’ if you can’t afford curtains
- 2. Draught-proof windows and doors
- 3. Reduce condensation – air your house and dry washing outside when you can
- 4. Ensure you have heaters that work well for the space
- 5. Move furniture to allow heat to circulate
- 6. Getting rid of unhealthy mould on painted areas can be as simple as using diluted household bleach.

For more information on these top tips for a healthier home visit [healthnavigator.org.nz](http://healthnavigator.org.nz) ‘[staying warm during winter](#)’.



## Choose Well this winter

If you’re unwell choose the option that’s best for you and your whānau

### Self Care



You can treat colds & fevers at home.

### Healthline



Call 0800 611 116 24/7 for FREE health advice.

### Pharmacy



See your local pharmacy for advice on medication and minor health concerns.

### Family Doctor



See your family doctor for all non-urgent health concerns.

### Urgent Care



If it’s urgent & needs attention today go to an Urgent Care Clinic.

### Hospital



If it’s a life threatening emergency call 111.

## Stay well!

Eat well, stay active and keep up those healthy habits such as masking up, staying home if you're sick and making sure your vaccinations are up to date. Vaccinations provide the best protection from serious illness caused by COVID-19, influenza and measles.

Check that you and your tamariki's vaccinations are up to date, particularly MMR (Measles, Mumps and Rubella). Measles is now 'just a plane ride away', so anyone who hasn't had measles, or two MMR vaccinations is at risk. Visit [Ministry of Health, measles vaccination](#).

Contact your GP, local pharmacist, local Māori or Pasifika provider to check how you can get immunised against seasonal flu and measles or visit [healthpoint.co.nz 'flu vaccinations'](#) or ['measles vaccinations'](#) at pharmacies and general practices in Canterbury.

Whether the sick person has respiratory symptoms or a tummy bug, good hand hygiene is vital for stopping it spreading – and masking up (yes, even at home!) will help too.



**If you're 65+, or 55 and over and Māori or Pacific, it's time to get your **FREE** flu jab**

*Talk to your doctor or pharmacist today*

Te Kāwanatanga o Aotearoa  
New Zealand Government

**FLU 2022**

MINISTRY OF HEALTH  
MANATŪ HAUORA

Like measles, flu can cause serious illness for those who aren't protected. A flu vaccination will reduce your risk of severe illness, lessen the likelihood you will require hospital-level care, and reduce the chances of passing the influenza virus on to others.

Flu vaccination is free for people over the age 65, Māori and Pasifika over 55, pregnant people, and people with long-term health conditions such as asthma, diabetes or a heart condition. Flu vaccinations are also free for tamariki aged 2 to 12 years old and for people with serious mental health or addiction support needs.

## Coping with flu, winter illnesses and tummy bugs

### Some golden rules

- Stay home if you're sick and particularly if you have flu-like symptoms (muscle or body aches, a headache, fever 38°C or higher, chills, a sore throat or cough, runny or stuffy nose) or a tummy bug (vomiting and diarrhoea).
- If your symptoms are mostly respiratory, use a COVID-19 RAT and if it's positive, you will need to isolate and your household members probably will too (check here for the latest rules [covid19.govt.nz](https://covid19.govt.nz)).
- In most cases flu or an upset stomach can be safely managed at home. Call your general practice team or health provider for advice, rather than visiting in person, and stay away from hospital unless it's an emergency.
- Seek help early by phoning **Healthline (0800 611 116, day or night)** if the sick person is pregnant/hapū, a young child/tamaiti, elderly/kaumātua, significantly overweight, has an ongoing health condition like asthma, diabetes or a heart or lung condition – or is taking medication that affects the immune system.
- If you are caring for a sick person, wear a medical mask while in the same room as them. This will help protect you and make it less likely you will pick up and pass an infection onto the whānau.
- If you can, open windows and doors to let some fresh air through your house.
- Viral illnesses can last 7-10 days. Take time to recover and keep in touch with your employer, school or preschool to let them know how you are getting on.
- This website: [flufree.co.nz](https://flufree.co.nz) has information in a range of languages to help you care for someone with flu at home.

## Care around the clock

Anyone wanting health advice can contact Healthline on 0800 611 116 anytime, 24/7, for free and get the support they need, including self-care advice from nurses and paramedics.

STAY WELL  
THIS WINTER



## Danger signs for babies and young children/tamariki

Call **Healthline 0800 611 116** if your baby or child's breathing is fast or noisy or if they are wheezing or grunting. Check if the area below the ribs sucks inward (instead of expanding as normal) as they breathe in. For tummy bugs, watch for signs of dehydration.

**You should also seek advice if your baby/pēpē or child is:**

- Very pale
- Drowsy or difficult to wake
- Severely irritable, not wanting to be held
- Limp or unable to move
- Dehydrated – dry nappies or no tears when they are crying
- Showing signs of other serious conditions, such as meningococcal disease – see the last bullet point in the next section.



## Danger signs to look out for in adults

Note the sick person's temperature, fluid intake and symptoms. Seek advice via Healthline if symptoms include:

- Temperature above 38°C that doesn't reduce with paracetamol
- Difficulty breathing or chest pain
- Severe chills or shaking
- Confusion or disorientation
- Coughing up blood
- Purple or bluish-coloured lips, skin, fingers or toes
- Vomiting that doesn't ease
- Symptoms that reduce, then suddenly get worse
- Signs of dehydration such as dizziness or not passing urine, that don't improve through drinking fluids
- Signs of other serious conditions, such as meningococcal disease (which may include severe headache, sleepiness, vomiting, stiff neck, dislike of bright lights and sometimes, a rash).



## Prevent the spread

- Stay home if you're sick and don't venture out until 24 hours after you feel well
  - Cover coughs and sneezes – sneeze or cough into a tissue or your inner elbow if you don't have tissues
  - Wash and dry your hands often if you are sick or caring for a sick person or after coughing, sneezing or vomiting – and especially after going to the toilet
  - If possible, the sick person should stay in a separate, well-ventilated room away from other people
  - Don't share eating utensils or drink bottles
  - Clean and disinfect frequently-touched surfaces like doorknobs, switches, handrails and toilet or bathroom areas. Use disinfectant or one teaspoon of bleach diluted with 500ml of water
  - Don't pick up your own medications if you're ill – call your pharmacy for advice or have a family member pick them up
  - Machine wash the sick person's clothes and wash any heavily soiled items separately.
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## Treat the symptoms

More detailed advice can be found on [healthinfo.org.nz](https://www.healthinfo.org.nz)



### Fever, aches and pains

- The sick person should drink small amounts of fluid often and eat simple food such as soups if you feel like it.
- Take some clothing off, and apply a damp, cool (not cold) cloth to the forehead to help soothe fevers.
- Reduce fever and relieve aches and pains with over the counter medicine like paracetamol and follow recommendations on the label or from your pharmacy or general practice.



### Cough

- Coughing is an important reflex that helps to clear your airways and is a common symptom in children, especially under 5s. Coughs are common in viral illnesses and can persist for several weeks but it is rarely a sign of serious illness and having green phlegm doesn't usually mean you need to see a doctor.
- You should call your GP team if a cough persists for more than four weeks.
- If the person has difficulty breathing, chest pain, or wheezing beyond what is usual for them, seek medical advice.
- Warm lemon and honey drinks can help, and cough medicine from your pharmacy for adults and children over 6 years.



### Sore throat

- Most sore throats get better by themselves with no treatment other than pain relief. However, in a few cases 'strep throat' leads to a more serious illness called rheumatic fever. People aged 3 to 35 years, Māori or Pacific people, and people who live in crowded conditions are at greater risk of rheumatic fever. People who are high risk should see a doctor or nurse straight away, within one or two days of getting a sore throat.



### Minor injuries

- Sprains and strains – elevate the limb, apply an ice pack (a bag of frozen peas works well), bandage for support and to reduce swelling, and take paracetamol for pain.
- Cuts and scrapes – clean well with warm water. If the cut is gaping and may require stitches, apply pressure to reduce bleeding and seek medical advice.



### Vomiting and/or diarrhoea

- If they are vomiting or have diarrhoea, encourage them to take frequent small drinks of water or electrolyte solution, diluted sports drink or juice. Breast milk is best for babies. Watch for signs of dehydration.
- Gradually introduce small amounts of simple food such as soups, as the sick person's appetite returns.

## Need financial assistance?

People struggling to meet essential costs such as food, rent and heating may be eligible for hardship support from the Ministry of Social Development (MSD). Anyone who meets the income limits, such as casual or part-time workers, including people who aren't already getting financial support, may be eligible for some assistance.

To learn more about whether you, or someone you know is eligible visit [msd.govt.nz](https://msd.govt.nz) or visit [Special Needs Grant - Work and Income](#).

If you are struggling to feed the whānau or need a food parcel because you are isolating, you can get help at [foodbank.co.nz/canterbury](https://foodbank.co.nz/canterbury).

If you do get COVID-19 or are a household contact and need to self-isolate, your employer (or yourself if you are self-employed), could be eligible for the [COVID-19 Leave Support Scheme](#).

If you have to take a COVID-19 PCR test and need to self-isolate while you are waiting on the results, your employer (or you if you are self-employed) might be eligible for the [COVID-19 Short-term Absence Payment](#). This payment is not for people who take a Rapid Antigen Test (RAT).

## Urgent Care practices in Canterbury

### Moorhouse Medical

3 Pilgrim Place  
Open 8am – 8pm  
every day  
Phone **03 365 7900**

### Riccarton Clinic

6 Yaldhurst Road  
Open 8am – 8pm  
every day  
Phone **03 343 3661**

### 24 Hour Surgery

401 Madras Street  
Open 24/7 every day  
Phone **03 365 7777**

### Don't have your own GP yet?

Find a GP by visiting  
[cdhb.health.nz](https://cdhb.health.nz)

Feedback and suggestions  
for future publications are  
welcome. Email  
[communications@cdhb.health.nz](mailto:communications@cdhb.health.nz)

## Don't be caught short

Organise  
your repeat  
prescriptions  
early for regular  
medications.



STAY WELL  
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STAY WELL  
THIS WINTER

MASK UP

KEEP UP  
TO DATE WITH  
VACCINATIONS

SICK? TEST AND  
STAY HOME

Unite  
against  
COVID-19

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