



FREMANTLE WOMEN'S HEALTH CENTRE

Services & Resources for Women's Health & Wellbeing

Services & Developments

Spring 2016 Newsletter

Welcome to the Spring newsletter! We have been spending time reflecting on our service performance, looking at our statistics for 2015-16, writing reports and getting feedback from clients and women in the community. Our annual report will be available in October on our website under publications. But in the mean-time you may be interested to know the outcome of two surveys we promoted last edition.

Annual Client Survey

Thank you to everyone who took the time to give us your feedback. We got back 152 completed surveys. The results indicate a continuing very high level of satisfaction with the quality of services provided by FWHC, with 100% of respondents giving an overall rating of the services in the two top categories on a five point rating scale - very good (88.5%) and good (11.5%).

In terms of effectiveness of services, 98.4% of respondents said they had been helped with their health issues and 99.3% said they would use our services again.

In response to the question about what we did well, the following comments were made.

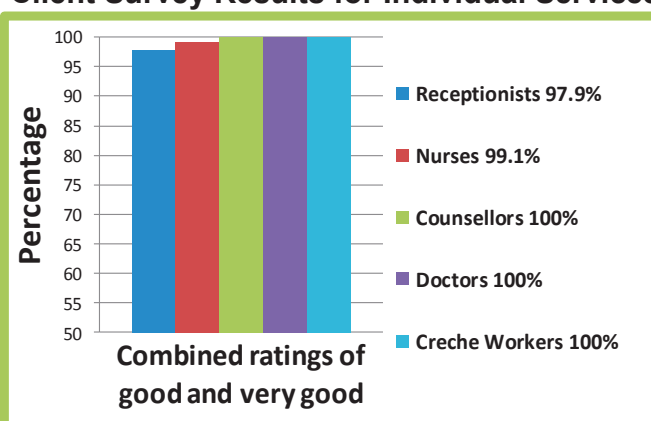
Comments about staff

- Friendly, welcoming, approachable
- Listened, took time, not rushed
- Warm, kind, caring and sympathetic
- Understanding and helpful
- Good communication skills - clear communication, careful explanations
- Respectful, non-judgemental, non-discriminatory
- Professional and thorough
- Knowledgeable, informative, resourceful
- Good advice and service
- Staff described as excellent, fabulous, fantastic, wonderful, lovely

Comments about the overall service

- Safe, calm, positive atmosphere
- Comfortable and relaxed environment
- Expert information available – staff and resources
- Prompt, efficient and flexible services
- Appointments easy to make with good explanations and reminders
- Affordable services
- 'The most safe, wonderful place on earth'
- 'Absolutely the best practice'
- 'Impeccable service'

Client Survey Results for Individual Services



Online Youth Survey

31 young women aged 16 to 24 completed the survey. The health issues that they wanted to receive information or service provision for were contraception, menstrual problems, cervical cancer screening, anxiety, STIs, breast cancer screening, depression and self-esteem (in order of importance). What they would value most from a specialist women's health service is caring and empathic staff, knowledgeable and experienced staff, up-to-date women's health information, and a welcoming, youth-friendly environment (order of importance). They were more interested in accessing medical and counselling services than health information, health promotion and group activities.

Upcoming - Events

Fremantle Women's Health & Wellbeing Day 2016

Keynote speaker
Jude Blereau
Wholefood
Expert & Chef



Nuline Dance
Zumba Gold
Mindfulness Meditation
Yoga / Laughter Yoga
Creche - with Storytime
(Activity places are limited, sign up on the day)



Information
Prizes &
Giveaways

Come & talk to
Women's Health
Professionals
about your health
& wellbeing



Light
refreshments
provided

When Monday 17 October 2016 | 9:30am - 12:30pm

Where Hilton Community Centre (PCYC Building)
34 Paget St, Hilton
Limited parking available
Nearest bus routes Bus no. 160 & 114

**FREE
EVENT**

RSVP Call Fremantle Women's Health Centre on 9431 0500
for catering purposes by COB Wednesday 12 October 2016



Aboriginal Pap Clinic

The Fremantle Women's Health Centre recently offered a weekly cervical screening clinic for Aboriginal women, Feb - June.

The clinic was designed for walk-in clients, although appointments could also be pre-booked, and transport to and from the clinic was available.

To boost attendance an Open Day was held on 17th June to provide an opportunity for Aboriginal women to meet FWHC staff, tour the Centre and have a health check and Pap smear.

Manager of Clinical Services, Dawn Needham said 'the women expressed how welcome the team at FWHC had made them feel and that they were willing to share the information about our services to the wider Aboriginal community'.

Dawn reflected that the project allowed FWHC to strengthen relationships with the Aboriginal community and also connect Aboriginal women to a range of services offered at the Centre.

The project was funded by the WA Cervical Cancer Prevention Program as part of their 2015/16 Small Grants Program.

Crèche

Fremantle Women's Health Centre is delighted to announce that we have new outdoor play equipment for our crèche.

We would like to acknowledge Grill'd Fremantle and Buntings O'Connor for their generous donations to help us purchase this equipment.

FWHC would also like to thank Rick and Branden, family

members of our team for donating their time to come and put it all together.

The children love it!



Health Information

Silver linings: optimism and your health

If you think *the way* you think doesn't count for much, then think again.

Optimism is a way of seeing the world in a positive light. Optimistic people focus on the good parts of a situation and expect that good things will happen in the future.

Whether you are a 'glass half-full' kind of person can also say a lot about your health and your life choices as well. Don't believe it? This is what some of the research says:

- A large study of men and women in Finland found that those who were more optimistic exercised more regularly and ate a healthier diet with more fruits and vegetables, and were less likely to be smokers and binge-drinkers
- Another study of more than 100,000 postmenopausal women found that the optimists in the group were less likely to die from heart disease
- Various other studies have found that optimistic people, on average, have lower blood pressure, cope better with stress, are more likely to have positive body image, show better recovery from cancer and heart surgery, and are less likely to become depressed

Although the link between optimism and good health is quite strong, so far the research does not tell us what the link actually is, or exactly which factors are at play.

Some researchers believe that good health is due to the behaviour and actions that comes from optimism, rather than the thoughts themselves. Jean Hailes psychologist Dr Mandy Deeks says, "It is likely to be a combination of your thoughts, feelings, and how you react. Noticing your thoughts and feelings, challenging negative thoughts and changing how you act helps you to make better health choices. Reflecting on how it felt to act in an optimistic way is important, so if you say to yourself 'I know how good it feels when I come back from a walk', the positive result is likely to spur you on next time when it is raining!"

How can you build your levels of optimism?

"One of the best ways to boost your optimism is by getting out there and getting moving!", says Dr Deeks. A study of young and midlife women has found that exercise helps to increase levels of optimism.

The researchers believe that exercise boosts your belief in yourself, as well as what you can achieve, and through this, your general belief in success and positivity grows. Dr Deeks supports this.

"Exercise can also provide an extra boost to your self-esteem, confidence, and feelings of self-worth – and all these factors are related to optimism," says Dr Deeks. "What's more, exercise can increase endorphins and decrease stress, depression and anxiety – exercise is often social and outdoors, and this can also help to build your levels of optimism."

Dr Deeks also suggests:

- Try to be mindful and live

in the present moment. Focus on what is good about the moment, rather than constantly thinking about what you should have said or should be doing

Some people like to **have a positive saying** that helps them to refocus and reminds them that although things have been tough in the past they got through it – it might be something like 'I have faced difficult times and I got through – I am okay'

Surround yourself with **positive people**. People who are negative and draining can drain your energy and leave you feeling negative and sad

See things that go wrong as **a challenge to learn from**. This can be difficult, says Dr Deeks, "and I have struggled with this, but when I got through some very testing situations I realised I had learnt so much about myself"

At the end of your day, **think of three things that went well** during the day and focus on these, instead of the things that may not have gone so well

Keeping optimism top of mind

Although life will always bring its ups and down, whenever you can, try to find the silver lining in each situation. Being optimistic doesn't just improve the present moment, but could reap benefits for your health and longevity for years to come.

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jeanhailes.org.au

1800 JEAN HAILES (532 642)

FWHC Services

General Counselling

Individual counselling is available for women experiencing difficulties across a wide range of issues, including: stress and anxiety; depression; bereavement and loss; trauma; relationships; domestic violence; parenting concerns; low self-esteem and much more ...

Perinatal Counselling

The centre provides individual counselling for women experiencing antenatal and postnatal depression, anxiety and / or stress.

Counsellors are available Monday - Friday by appointment.

Medical Services

Female doctors are available by appointment Monday—Friday for a range of women's health issues.

Nursing Services

Nurses are available Monday-Thursday for well-women checks before doctors' appointments, by appointment for Pap smears, and for walk-in STI (sexually transmitted infection) screening. For the screening service no appointment is needed and it is available Monday-Thursday 9am - 3pm.

Health information is available at appointments, by dropping into the Centre to collect brochures, or from the nurses by phone.

Crèche

Child minding is available Wednesday morning for the postnatal support group and Thursday mornings for appointments. Bookings are required.

Other Services at FWHC

Continence Advice

A continence nurse is available on Mondays to advise on how to manage and improve symptoms of incontinence. This is a free service provided by Silver Chain to women on pension and health care cards who have had symptoms for six months or more. Phone 1300 787 055 for an appointment.

Counselling for Carers

Counselling for carers is available on Tuesdays on a fortnightly basis. This is provided by Carers WA. To make an appointment phone 1300 227 377.

Ongoing FWHC Groups

Postnatal Support Group
Wednesday 10 - 12 noon

Over Eaters Anonymous
Wednesday 7.30 pm

Portuguese Women's Group
Thursday 2.00 - 4.00 pm

Wise Women Exercise
Thursdays 2.00 - 3.00 pm

Massage Courses & Workshops
Various days & times

**To access services an annual
FWHC Support Fee
is required:**

**\$30 full fee
\$15 concession**

Prawn-Mango lettuce cups



Ingredients

- 600g medium cooked prawns
- 2 large mangoes, chopped
- 1 continental cucumber, quartered lengthways, chopped
- 1 long red chilli, finely chopped
- 2 tablespoons finely chopped flat-leaf parsley leaves
- 2 tablespoons olive oil
- 2 tablespoons lemon juice
- 8 small iceberg lettuce leaves (see note)
- Lemon wedges, to serve

Method

1. Peel and de-vein prawns, discarding tails.
2. Place the prawns, mango, cucumber, chilli, parsley, olive oil and lemon juice in a medium bowl. Season with salt and pepper. Toss gently to combine.
3. Divide the prawn mixture between lettuce leaves. Serve with lemon wedges.

Cook's note: To get your lettuce cups crisp, place the leaves in a large bowl of iced water for 30 minutes. Drain on paper towel before filling.

Don't like prawns? You could use half a large barbecued chicken, roughly chopped, instead.