



## Welcome to Alert Level 3

As we reflect on the first day of Alert Level 3, for many of us who have been working through, it will feel much like Alert Level 4 but with more traffic on the road. And for some of you there will be added complexities of dropping children off at childcare or school. On the upside, if you don't pack your lunch you can now buy food and coffee from cafes and pick up something ready to eat for dinner on the way home. Of course, all transactions are contactless but you have more choices.

The COVID-19 website has more details of what you can and can't do under Alert Level 3 [covid19.govt.nz](https://www.covid19.govt.nz).

As a health system, this week will see us starting to perform more planned surgeries, more outpatient appointments will be carried out and more staff will be returning to work.

Our Community Based Assessment Centres will still be swabbing people and Canterbury Health Laboratories will be processing tests to provide results as soon as possible.

This week we are arranging the logistics in preparation for the arrival of two repatriation flights of New Zealand citizens from India who will be quarantined in Christchurch for the next two weeks. In total we are expecting around 500 Kiwis to arrive in Christchurch this week and we are part of a team organising accommodation, food, health and social services to ensure their needs are met during their 14-day quarantine period.

Our support to Rosewood Rest Home and Hospital has seen a large number of Canterbury DHB staff work in various roles to support the smooth running of the facility while most of its regular staff were in self isolation.

**COVID-19 ALERT LEVEL 3**  
WILL BEGIN 11.59PM 27 APRIL 2020

- Stay at home** unless you are going to school, work or local recreation.
- Keep your bubble as small as possible.** If you need to you can expand it to bring in close family, isolated people or caregivers.
- Two metres physical distance** outside your home, or one metre in schools and workplaces.
- School Y1 to 10 and ECE will be open** for families who need them, children should continue to learn from home if they can.
- Work from home** if you can.
- Businesses** can reopen, but only for delivery and contactless pickup.
- Libraries, museums, cinemas, food courts, gyms, pools, playgrounds, markets will still be closed.
- Weddings, funerals and tangihanga** are allowed but only for 10 people and there cannot be any food or reception events.
- No **travel** outside the region you are in.

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This week we will start transitioning management to Rosewood's own team. Thanks to everyone from throughout our health system who has done so much to ensure the facility could continue to provide care to its residents over the past few weeks. It really was something to witness so many people mobilised – often at very short notice – to meet the urgent needs of this facility. It was a superb team effort and on behalf of the residents and their families I thank you for the part you played. We are also making plans to return the residents from Ward GG at Burwood back to their home at Rosewood in the near future.

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The Prime Minister has been very clear about Alert Level 3 being more focused on getting the economy back up and running. For our health system it signals a gradual gearing up to carry out more outpatient and diagnostic activity where appointments and care can be carried out safely. We will also be carrying out more planned surgery. It's so important that anyone with an appointment turns up – our hospitals and health centres are clean and safe places for people to come and receive the treatment and care they need.

We are still screening people at the front doors to our facilities and limiting visitors. Further detail on what visitor restrictions will look like for all our services under Alert Level 3 will be issued this week.

It's fantastic to see New Zealand's COVID-19 case numbers in single digits, and important to note that even when we are seeing new cases they are linked to existing clusters or confirmed cases. People are asked to continue to stay home unless they are leaving for essential work, grocery shopping, health care, or exercise, and it's important that we all keep up the good physical distancing and hygiene practices. There's a lot riding on what happens over the next couple of weeks, so please continue to stay the course and help break the chain. Alert Level 3 has been described as a Recovery or Waiting Room, and once we've done our time, and as long as case numbers continue to dwindle, we will hopefully see more freedom return in Alert Level 2 in a few more weeks.

## Our ten Emergency Operations Centres and Emergency Coordination Centre are still operating

While we are making plans for our transition phase, we are still very much in the operational response phase of our pandemic response with some added challenges this week as mentioned earlier. We are keen to capture the things that have worked well for patients and staff, such as virtual

consultations and these will continue as part of our future provision of services in outpatients and primary care. This is when a health professional will provide a consultation either over the phone or using an online video service.

## 'Lest we Forget' from all the staff at Rangiora Health Hub

In the midst of a pandemic it was great to see the team at the Rangiora Health Hub take five minutes to remember those who served and celebrate a new life.

On the morning of 22 April 2020 Lauren Hancox birthed her beautiful baby boy at Rangiora Maternity Unit, supported by her partner Dan and Lead Maternity Carer Jin McRobbie and assisted by Core Midwives Thereza Rosanowski and Marita Lundy.

She was discharged home on 24 April reporting to staff she had a wonderful experience here and time to bond with her baby who is breastfeeding well. By chance she happened to be wearing red and black which was so appropriate for the photo with the ANZAC cut-out!



## The Golden Rules for life at Alert Level 3 – from the Government’s COVID-19 website:

- 1. Stay home.** If you are not at work, school, exercising or getting essentials then you must be at home, the same as at Alert Level 4.
- 2. Work and learn from home if you can.** We still want the vast majority of people working from home, and children and young people learning from home. At-risk students and staff should also stay at home, and they will be supported to do so. Early learning centres and schools will physically be open for up to Year 10 for families that need them.
- 3. Make your business COVID-19 safe.** COVID-19 has spread in workplaces, so the quid pro quo of being able to open is doing it in a way that doesn’t spread the virus.
- 4. Stay regional.** You can exercise at parks or beaches within your region, but the closer to home the better. Activities must be safe – keep 2 metres away from anybody not in your bubble. Make minimal trips.
- 5. Keep your bubble as small as possible.** If you need to, you can expand your bubble a small amount to bring in close family, isolated people or caregivers.
- 6. Wash your hands often with soap. Then dry them.** Cough and sneeze into your elbow.
- 7. If you are sick, stay at home and quickly seek advice from your GP or Healthline about getting a test.** There is no stigma to COVID-19. We will only be successful if everyone is willing to play their part in finding it wherever it is.

### Thanks to those who worked through the long weekend. If you had time off, I hope you managed to get out and enjoy the stunning weather throughout Canterbury.

If you took part in Saturday morning’s poignant ‘stand alone together at dawn’ initiative to remember the sacrifices of others, you would have felt the special bond of Kiwis in their bubbles coming out to pause, reflect and give thanks to those who gave so much. There were bugles, bagpipes and the national anthem, along with giant poppies stuck on fences and home-made wreaths to honour the fallen.

If you had the weekend off, I hope you managed to get outdoors and take in the impressive autumn colours, listen to the birds, go for a walk, run or bike ride. Whether you spent time with family or on your own, I hope you made time to do things that make you happy as we bid farewell to Alert Level 4.

And if you’re tired of cooking and making your own lunches and coffee, check out this list of [businesses now open for business](#). Thanks to Chris Lynch for compiling this comprehensive guide to allow us to support local businesses as they get back on their feet.

Haere ora, haere pai  
Go with wellness, go with care



**David Meates**  
CEO Canterbury District Health Board

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz). Please note the deadline for story submissions is midday Thursday.

If you’re not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).



## Bouquets

### **Ward 17, Christchurch Hospital**

I was recently in Ward 17 following a mastectomy and want to say how wonderful the nurses were – particularly Sharon and Lucy (who I think were originally from Ward 20). They were always cheerful and pleasant no matter how busy they were. Nothing was too much trouble. There were two elderly patients who were a little ‘cranky’ but they handled them with respect and humour. Their compassion to another patient with particularly sad circumstances was heart-warming to observe. The surgical team were friendly and reassuring, and I had no qualms going into surgery. The food was good and the servers efficient. All in all my experiences in Christchurch Hospital over the last few months have been very positive and I have felt confident I was getting the best care possible. Thank you to everyone.

### **Biddy, Wards 12 and 14, Christchurch Hospital**

A recently somewhat regular but now discharged patient, I would like to acknowledge the kind and compassionate nature of one of your nurses, Biddy. From my recent complications it's been made

especially hard interpreting my progress and various other scenarios without the support of family and loved ones. At a very lonely time Biddy gave me the time to talk and offered the appropriate comfort I was seeking. For that I was able to lift my mental state of mind and confront what is or will lie ahead. She is an especially caring and loving person and hope she is acknowledged accordingly. Please pass on my best regards and once again thank you so much.

### **Ward 28, Christchurch Hospital**

I would like to send a huge thank you to everyone who cared for me on Ward 28 at the start of April. There were difficult circumstances, but all staff remained professional, kind and caring throughout. Throughout my time in the hospital I felt reassured that all would be well, and that is down to your amazing staff.

### **Lincoln Maternity Hospital**

Thanks again for the amazing service you provided. There is good consistency with day time staff. Great selection of food in the kitchen. Thanks for keeping me well fed and especially well cared for.

### **Eye Outpatients, Christchurch Hospital**

Fantastic service was provided under these circumstances. I am very appreciative of everyone's efforts.

### **Burwood Radiology**

Excellent staff caring for me – the nurses who put the cannula in, doctors, receptionists and radiologists. Thank you.

### **Bone Shop, Christchurch Hospital**

I would like to thank the ladies at the Bone Shop. I had an appointment yesterday and they were so lovely; I felt very safe and in the best hands possible. I was very nervous and a bit stressed (given the circumstances at the moment) going into my appointment but they made sure I was okay, and were very informative. Please thank them very much for their time and efforts. I really appreciated it. I had an appointment at 12pm with two nurses one of their names was Lee and I'm so sorry I cannot remember the other lovely lady's name, and then the Physio Vanessa. I'm happy to know that my baby will be in the best hands! You're all doing a great job, so thank you.

# On Behalf of the Committee



## Te Komiti Whakarite

This week, we introduce Eru Waiti, Chair of Te Komiti Whakarite (TKW) – the committee that places a Māori cultural lens over academic research proposals.

TKW's role is to oversee the development, implementation and review of the Christchurch Hospital Māori Health Plan; to consult with the Māori community to plan and facilitate the implementation of Māori health research; and to provide cultural consultation on all research proposals that go through Canterbury DHB's Research Office – all as active means of honouring New Zealand's Treaty Partnership by considering the Māori perspective.

"For any research involving DHB patients, the Research Office comes to us for cultural consultation – for example, if the study involves interviews or taking samples, the researcher will need to answer questions such as whether they allow whānau support, and how they plan to use statistics. This makes all researchers pay more attention to the differences in the health of Māori and non-Māori, and research studies are also what allow us to collect such information," Eru says.

Having TKW involved helps keep researchers informed and links them

with the Māori community, but this can be improved – for example, researchers delivering their findings to the Māori community themselves, which is something TKW is working towards.

"We usually review 13 to 19 research proposals per month, and applications are split up between our committee members according to the areas they work or have a special interest in. All the team's comments are peer-reviewed before they go back to the researchers, who then have a chance to acknowledge them and respond.

"As an example, one of our recommendations might be that the researcher provide taxi chits for the

participants to attend the interviews or tests, and the researchers let us know if they will factor this in to their pre-planning."

Once the research is completed, it is shared with Mana Whenua. Most researchers who have received recommendations from TKW also produce a report on completion covering how the study went, the number of Māori surveyed/involved, and what the outcomes were.

"I like seeing the different studies that come to TKW to review, and how our recommendations can make a positive change in terms of how Māori are engaged with when it comes to the topic of health," Eru says.

### Te Komiti Whakarite members

- > **Eru Waiti**, Chair and Hauora Māori Team Leader
- > **Monica Lei**, Kaitiaki Hauora Māori Intensive Care Unit
- > **Theona Ireton**, Kaitiaki Hauora Māori Oncology
- > **Toriana Hunt**, Kaiāwhina Whaea me ngā Pēpi, Christchurch Women's Hospital
- > **Iranui Stirling**, Māori Educator
- > **Emma Rolleston**, Kaitiaki Hauora Māori Paediatrics
- > **Kara Tuhua**, Kaitiaki Hauora Māori Emergency Department/ Acute Medical Assessment Unit
- > **Mereraina Porima**, Māori Sexual Health Nurse
- > **Puti Hanara**, Kaitiaki Hauora Māori Respiratory, Cardio-Respiratory Integrated Specialist Services (CRISS)
- > **Marilyn Mua**, Kaitiaki Hauora Māori Cardiology, CRISS.

# Being Well

Eat Well, Move More, Sleep Better

Eating well, being active and getting enough quality sleep are key ingredients for managing the physiological reactions to stress on our body. By paying attention to what we eat, how we move and the quality and quantity of our sleep we can build our resilience as we navigate through the COVID-19 pandemic.

Tips and things to try to help combat reactions to stress in our body:



**Eat well:** Eating a balanced and healthy diet is key to helping our bodies to manage the physiological changes caused by stress. The following tips aim to stabilise levels of sugar in the blood: start the day with a balanced breakfast, choose natural foods, prioritise protein, try not to skip meals, avoid highly refined foods and watch your caffeine and alcohol intake.



**Move more:** Exercise reduces levels of the body's stress hormones, such as adrenaline and cortisol. It also stimulates the production of endorphins, chemicals in the brain that are the body's natural painkillers and mood elevators. Make time to move your body every day by picking an activity that you enjoy (if your usual activity isn't available due to COVID-19 get creative and find an alternative).



**Sleep better:** Sleep is important for restoring the mind and body during times of elevated stress. Tips for better sleep include: shortly before bedtime, try a relaxation strategy that incorporates mindfulness, such as yoga, deep breathing, or meditation (all of which boost sleep time and quality), avoid sugary foods, caffeine, and light from technology devices which has been shown to strain the production of melatonin, a hormone which controls your sleep/wake cycle.

For further tips on coping strategies please view [Managing anxiety and uncertainty](#).

## SUPPORT OPTIONS

- **1737** - Text or call this national telephone counselling service available 24/7.
- **EAP**- Phone 0800 327 669
- **Workplace Support** - Phone 0800 443 445
- **Check out some mindfulness apps:** Headspace, Calm, Insight Timer
- **If you have symptoms of COVID-19 call Healthline on 0800 358 5453.**

**Canterbury**

District Health Board  
Te Poari Hauora o Waitaha



**West Coast**  
- District Health Board -  
Te Poari Hauora a Rohe o Tai Poutini

# PPE distribution in Canterbury – the facts

Canterbury DHB applies Ministry guidelines to manage the local distribution of PPE for our region's health and disability providers as per Ministry guidelines.

The supply and distribution of PPE is a huge job and we recognise that there are ongoing challenges. We also know, certainly more so in the early days, that not everyone got what they wanted when they wanted it – but we have since taken a number of steps to ensure we are better able to meet the demand for PPE and distribute it more equitably and efficiently.

I'd like to share some statistics to give our task a sense of scale and paint the big picture – and it is, a very big picture.

This is just a snapshot – in just two weeks, we supplied:

- > 438,650 surgical (earloop) masks
- > 550 N-95 masks
- > 25,000 Pairs of gloves
- > 5770 Gowns/aprons
- > 240 glasses/faceshields
- > 610 pump bottles of Alcohol-Based Hand Rub
- > 24,000 antiseptic wipes.

These have gone to health and disability service providers including hospitals, home based care, Aged Residential Care, primary care (General Practices and Urgent Care facilities), Community Based Assessment Clinics, pharmacies, quarantine and isolation accommodation, and of course our own rapid response teams which are called on to assist in ARC facilities when required.

In addition, we have ample supply in our reserve stock.

It's important to remember that PPE is only one of our tools. Keeping to our bubbles, physical distancing, keeping up the hygiene measures such as regular washing and drying of hands and cough and cold etiquette are also important measures to stop the spread of all sorts of infections.

Besides advising on the supply of PPE, our Infection Prevention and Control team has worked hard with the Infectious Diseases team and with Microbiology to ensure



Clinical Director of Infectious Diseases Sarah Metcalf

people are informed about how to put it on and take it off safely, know how often it should be changed and how to dispose of PPE safely.

For staff there are [PPE related resources](#), including guidelines, information sheets posters and videos – such as [Q&A with Dr Alan Pithie and Dr Sarah Metcalf](#).

In Aged Residential Care we have been providing additional support to many of our rest home facilities' staff for a number of weeks, to reinforce best practice for putting on, taking off and disposing of used PPE, and to ensure people know how to use it correctly. For example PPE champions have now been introduced to four facilities, including those caring for COVID-19 residents.

Some other facilities have been encouraged to use a buddy system as a strategy to ensure staff safety by having someone regularly check PPE practices. The buddy system sees staff members paired with someone from their team who is responsible for regularly checking they have 'donned and doffed' (i.e. put on and taken off) their PPE correctly to ensure they are keeping themselves and others safe.

You may also have come across this media statement, made by Josh Freeman, Clinical Director Microbiology. Its purpose is to put the appropriate use of PPE in perspective and it's well worth a read:

[More is not always better when it comes to PPE.](#)

In summary, we are working harder and smarter to get things right with regards PPE, and your feedback continues to be important in helping us do that.

# Nurses in War - submitted by the Nursing Workforce Development team

As we fight a new enemy in the history of nursing and health in New Zealand and the world, last Saturday we marked ANZAC Day on 25 April.

Five hundred and fifty New Zealand nurses volunteered to go to war and serve in the First World War. Why did they step up? Duty, nationalism and adventure. Their war was also very different to the men's.

They were faced with discrimination as many men were reared to see women as delicate and incompetent creatures. Although told they would have the rank of an officer, their life was far different – they were paid far less than the men they worked alongside and the boys they cared for.

Coping with long hair (which was the norm at the time), wearing stifling, heavy Edwardian uniforms in the heat, and bed bugs all added to their discomfort. Many lost loved ones, family members and their intendeds.

However New Zealand nurses were destined to be valued as they were considered more flexible than their English colleagues. Soldiers often spoke of "white-veiled angels of mercy," recognising the nurses' compassion, knowledge, abilities, strength and courage (both civil and nursing decorations were awarded to many nurses).

Well known is the story of the SS *Marquette*, a British troopship torpedoed and sunk in the Aegean Sea, south of Salonica, Greece, on 23 October 1915. Ten New Zealand nurses died in the sinking.

Another six Kiwi nurses lost their lives during the First World War. Four of these died from sickness, one was killed by a train in Egypt and the other was Elise Kemp, who is believed to be the only New Zealand born nurse to lose her life on the Western Front. She was serving with the British Territorial Forces Nursing Service and was killed in an air raid carried out over Flanders in October 1917.

New Zealand nurses have been present in all wars since, as part of an official government deployment or as individuals and have been active in The Cold War, Korean War, Vietnam War, Confrontation in Borneo, the Spanish Civil War and the South African Boer War, to name a few.

They continue to be present in the war-torn parts of today's world. New Zealand nurses and health care colleagues and providers continue to be there whenever needed, and in particular in Canterbury, they are ever present for the communities they care for whether that is a natural disaster, manmade tragedies or COVID-19.



The Nurses Memorial Window in the Nurses' Memorial Chapel on the Christchurch Hospital campus

As Florence Nightingale would have alluded to, the most important tool we have is handwashing and so it was then and still is today in this new war.

Kia Kaha – stand strong, be kind and wash your hands.

The nurses mentioned are remembered in a variety of ways throughout New Zealand. The Nurses' Memorial Chapel in Christchurch, opened in 1927, was built in memory of Lorna Rattray, Margaret Rogers and Nona Hildyard, who died on the *Marquette*. All three had worked at Christchurch Hospital. The chapel also honours those who lost their lives in the influenza epidemic of 1918 and now commemorates the contribution and sacrifice of all nurses in both world wars.



# New dishwasher installed in Christchurch Hospital kitchen despite pandemic

Thanks to some careful planning, replacement of the large 'past its use-by date' dishwasher in the Christchurch Hospital kitchen has gone ahead during lockdown, despite issues created by the COVID-19 pandemic.

The old dishwasher was installed in 1996, making it 24 years old, nine years longer than its life expectancy, says Service Manager, Food and Beverages, Nicky Moore.

"The old dishwasher was on its last legs and required involved scheduled maintenance as well as frequent emergency repairs and parts replacement, many times outside of normal working hours, just to keep the unit up and running for the kitchen staff.

"The fact that it lasted so long was due mostly to the wonderful work of Canterbury DHB's Maintenance and Engineering team who had carefully maintained it. However, despite their good efforts, in later years it became unreliable.

"When this happened disposable plates and cups had to be used, which was not ideal for patients, and staff would have to hand wash the meal trays," she says.

The replacement was planned before the emergence of COVID-19 and the subsequent lockdown.

"Having the new dishwasher here is such good news for the kitchen and maintenance staff – they would have been gutted to have the project delayed," Nicky says.

The installation of the new machine means that Maintenance and Engineering staff will be able to focus their attention on other parts of the hospital.

Electrical and Mechanical Maintenance Manager Weeks Heist says this will be helpful.

"Especially as we work through the learning curve that will come with taking over the Christchurch Hospital Hagley. In addition to this, the cost savings from not having to purchase so many replacement parts means that we can spend that money on the upkeep of other infrastructure throughout the campus."

Maintenance Project Manager Mike Frude and Procurement Lead Rhys Evans worked hard to ensure installation happened on time, says Commercial Portfolio Manager Rachel Cadle.



The new dishwasher being installed

"A big thanks to Mike who has managed the installation with the challenges of lockdown, including the delay of shipping from Italy due to new fumigation regulations, a bottleneck at the port in Singapore and initial contractors not being able to do some of the services preparation."

Normally an external senior technician would have been on site to do the final commissioning check and to complete staff training. However, travel bans have seen nearly all of the three-day-long install happen via video conferencing between the installers and the manufacturers and by phone.

It is hoped that after travel restrictions are eased Baketech, the company which installed the dishwasher, will cover off training with the staff, and a senior technician can fly to Christchurch to cover off some more in-depth staff training and check machine operations.

"I would like to thank the following for their assistance with this project during this extraordinary time," Rachel says:

Southern Hospitality	Purchase of the dishwasher
Baketech	Installation
Melray Electric	Electrical installation
DBC (Brownes)	Services (steam, condensate, water, waste)
Vertec	Core Drilling
Boss Construction	Bund and services seal
Richard Jarman	Canterbury DHB Maintenance
James O'Loughlin	Canterbury DHB Maintenance.

# Kaikōura health services get a boost with new ultrasound machine

Generous donations to secure a state of the art \$45,000 ultrasound machine mean Kaikōura residents will have access to crucial acute ultrasound scanning and more rapid diagnostic assessments.

Māia Health Foundation has purchased an ultrasound machine for Kaikōura Health, thanks to substantial donations of \$22,000 each from Pegasus Health and MainPower.

The ultrasound machine will enable a higher level of care to be provided to the Kaikōura community, with faster diagnosis and treatment, improving patient safety, while also removing unnecessary referrals to Christchurch, says Māia Health Foundation Chief Executive Michael Flatman.

Kaikōura Health's previous ultrasound machine was a basic portable machine, and deemed 'not fit for purpose,' which meant its uses were limited. Many patients had to be referred to Christchurch for the high-quality ultrasound examining they required.

With more than 20 referrals being made each month by Kaikōura Health to Christchurch's Radiology services, patients were often placed on waiting lists.

Patients who did travel to Christchurch for an ultrasound would often need to stay overnight. For some elderly patients, the lengthy drive was just not possible.

"This is a community that has been through so much and we knew having a top of the range ultrasound machine in their own community would make a real difference," Michael says.

Kaikōura Health provides the only 24/7 health care between Amberley and Blenheim and serves both its own rural community and the hundreds of thousands of tourists that visit the region each year and who travel along State Highway One.

MainPower Chief Executive Andy Lester, says backing the cause was a 'no-brainer.'

"It was easy for us to understand the benefit it would provide. This is a great way for us to make sure we're continuing to provide extra support to the community and our staff in the area."

Pegasus Health CEO Vince Barry says the new imaging equipment will greatly benefit the Kaikōura community.

"We're committed to helping primary care deliver services to people in their own communities to reduce the need to



Kaikōura GP Andrea Judd using the new ultrasound machine on Canterbury DHB Medical Radiation Technologist Amy Hislop

travel for appointments. Your family practice is at the centre of your health care and we want to strengthen that link and the range of care available without needing to travel, and this new imaging equipment helps us achieve that."

Kaikōura Health General Practitioner Andrea Judd says the new machine will assist with better diagnosis, more definitive treatment and will help better utilise the health dollar so that those who need more rapid assessment can get it.

"We're also hoping that the purchase of this machine will help towards our long-term goal of attracting a specialist sonography service to Kaikōura.

"Overseas literature shows that a facility of our size needs a quality ultrasound service. For us to keep up with other facilities of our size we just had to have a machine of this quality. Our most sincere thanks goes to Māia Health Foundation, MainPower, Pegasus Health and the Salkeld family for helping us meet this very real need."

Funding of the machine was completed with a \$1000 donation from Gerald and Peggy Salkeld. The Christchurch family has a special relationship with Kaikōura, having a holiday home in South Bay for more than 60 years.

"This donation is our way of giving back to the Kaikōura community," Gerald says.

Māia Health Foundation is a charitable trust launched in May 2016 to enhance health services in Canterbury and is the official charity partner of Canterbury DHB.

# Pharmacies innovating and putting safety first

Pharmacies are stepping up to address the new challenges COVID-19 has presented, says Canterbury Community Pharmacy Group General Manager Aarti Patel.

“Pharmacists support large numbers of people every day, and the COVID-19 crisis has meant we’ve had to innovate and adapt in order to provide quality advice and medicines to our communities.”

Pharmacy has always been nimble and innovative, but the rapid response to COVID-19 has been incredible, and has ensured all our people are staying safe and getting what they need, when they need it, he says.

Like other pharmacies in Canterbury, Life Pharmacy Barrington has completely changed the way it does business to help stop the spread of COVID-19, says Co-Owner Kerryn Stokes. All customers are asked health questions before being admitted and only three people are allowed in store at any one time.

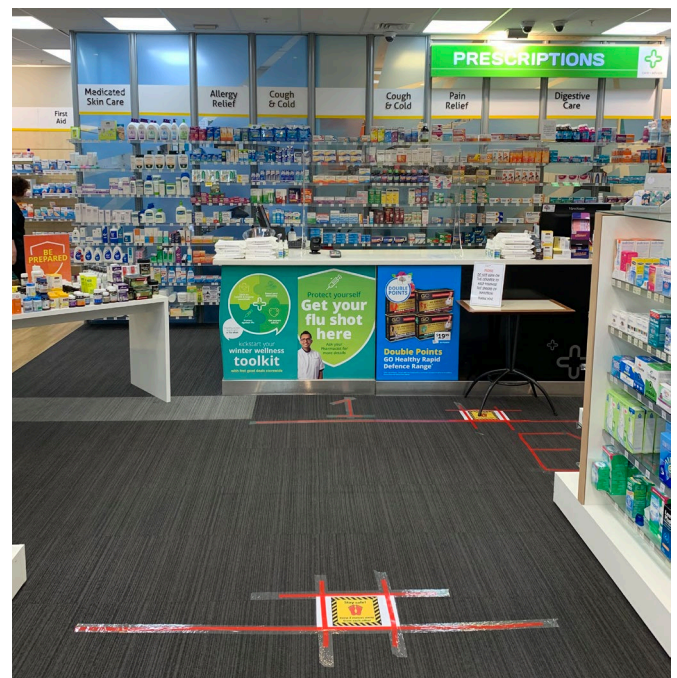
Other measures include having two separate points for entry and exit to allow or social distancing, having clear Perspex screens at the main counter and no self-selection of products – all to limit the amount of contact people have with surfaces.

Ninety percent of prescriptions are now faxed, emailed or digitally downloaded, and paper prescriptions are being scanned at the front door and sent direct to pharmacists to dispense. To reduce instore waiting times, patients are given the option to be texted when their prescription is ready to collect.

“Our dispensary is dealing with more complex situations, more deliveries, more phone calls and more changes to what’s ‘normal’, so we are still working longer hours, despite the pharmacy’s physical doors being closed,” she says.

The pharmacy has vaccinated more than 1500 vulnerable people against influenza, and undertaken vaccinations at facilities like local retirement villages, so patients don’t need to come out during lockdown.

The lockdown is hitting the business hard, with a reduction in retail sales helping contribute to a drop in turnover of 25 to 30 percent. The business signed up to the Government’s wage subsidies and reduced its store opening hours, to cater for the drop in foot traffic.



# One less piece of paper, one more initiative to keep people safe from infectious disease

At a time when the simple act of handing a piece of paper from one person to another is suddenly a riskier thing to do, the Canterbury Health System has taken urgent steps to remove that risk – and this is just one of three key ways prescribing has changed in response to the COVID-19 pandemic.

This has been made possible by a temporary relaxation of the Ministry of Health rules during the COVID-19 pandemic, which normally requires an actual prescriber's signature on a paper prescription.

A multi-disciplinary team comprising Clinical Pharmacology, Canterbury DHB's Information Services Group and the Electronic Request Management Service (ERMS) team based at Pegasus Health has worked together to ensure patients needing a prescription don't need to be given the traditional paper prescription to hand to their pharmacist, together with any disease-causing organisms that may hitch a ride.

Instead the prescription is sent as a request using ERMS to a nominated pharmacist, and instead of receiving an often folded, sometimes illegible piece of paper, pharmacies can check their electronic system to match the virtual prescription to the person. ERMS is in use throughout the South Island and beyond and is a tried and tested system prescribers already know how to use.

Using the ERMS platform also has the huge potential benefit of making this initiative available to other DHBs who choose to take advantage of it. In future it could also enable a pharmacy, via ERMS, to refer a person back to their General Practice team if the pharmacy is concerned about them.

As at 28 April more than 8000 electronic prescriptions have been 'issued' from Canterbury general practices. Work is underway to expand the availability of the ERMS so that this initiative is available to a wider group of clinicians, including those in a hospital or specialist care setting.

There are further benefits to the increased use of electronic prescribing that will prevent harm and those benefits will long outlast the current COVID-19 national emergency: An electronic prescription can't be lost and so no one is at risk from being unable to collect their prescribed medication and they can only be picked up by the person they are intended for, or by their nominated representative. We can also tell much more easily if a prescription has been picked up. This matters most if the person is vulnerable and their medication is critical in managing their condition. Knowing a prescription hasn't been picked up gives a clinician the opportunity to contact the person as part of planned follow up.

There are some changes people receiving a prescription need to be aware of – obviously there is no piece of paper as a visual cue to pick their medication up. For that reason people should be advised to pick their prescription up straight away, before they forget.

Another thing to note is that medication needs to be picked up from a specified pharmacy for now – though it is hoped that in the near future, with appropriate identification, it will be possible to fill the prescription at any Canterbury pharmacy.

Specifying a person's local pharmacy helps reinforce the relationship with that pharmacy team, making the person more comfortable with asking questions that gives their local pharmacy the opportunity to demonstrate that they are a great source of advice.

Enabling a General Practice team to refer to a specified pharmacy also confirms the importance of consumer choice and strengthens the team approach to health care – a team chosen and trusted by the consumer, working for and with them to help them stay well.

# Zane Rae – flying away after three decades

It's 1986 – *Footrot Flats* is on at the movies, *Sailing Away* is topping the charts, GST was introduced, the Mikhail Lermontov struck rocks and sank in the Marlborough Sounds, and Zane Rae has just turned up Christchurch Hospital for his first day on the job as an orderly.

This week, Zane ends his 34-year tenure with the orderly service, and the thing he'll miss the most is the thing that got him here in the first place – the people.

"When I first started, I was put with Noel Carson – he was a bit of a rogue, but he knew everybody. And he had a word to say to everyone. He taught me the real value of being able to talk – and listen. It's that interaction with people – and I can talk to almost anyone – that's kept me in this job all these years."

As you can imagine, Zane has seen quite a few changes over the last three decades, but none more so than the actual hospital itself.

"When I first started, you drove in through this big arch into this courtyard, with the buildings all around. The chapel was connected and the labs were on the first floor. It was very different."

Parkside didn't even exist when Zane started.

Coming from 10 years as a carpet pattern setter at Feltex, Zane wasn't quite prepared for the many and varied characters who have crossed his path since.

In his spare time, Zane is an enthusiastic photographer, and is particularly keen on planes.

He fondly recalls the time, in the early 90s, when he and his nephew were welcomed to a NASA debriefing when the pilot spotted them leaning against a fence. The ER2 was attempting to fly through the ozone hole.

Yes, Zane has many stories, and the halls of the hospital will be just a little quieter and emptier without them being shared. But if he's discovered one thing over the past 34 years, it's that you can leave the building, but you never leave the people.



Orderly Zane Rae is looking forward to photographing planes and doing some local tourism with his wife after 34 years with the Canterbury DHB orderly service



Christchurch Hospital as it looked when Zane started in 1986

"The amount of times I've run into people, all over the place – even Australia. I can't express how rich my life has become, spending time with all those people. Not just patients, but staff, colleagues, everyone."

Zane was known for his problem-solving and 'can-do' attitude, becoming known as the 'curtain man' after he replaced every curtain rail in Riverside. And while he may be leaving, it's certainly not 'curtains' as he has plans to do a lot of local travelling with his wife in his retirement, and you can be sure he'll share a story or two, wherever you find him.

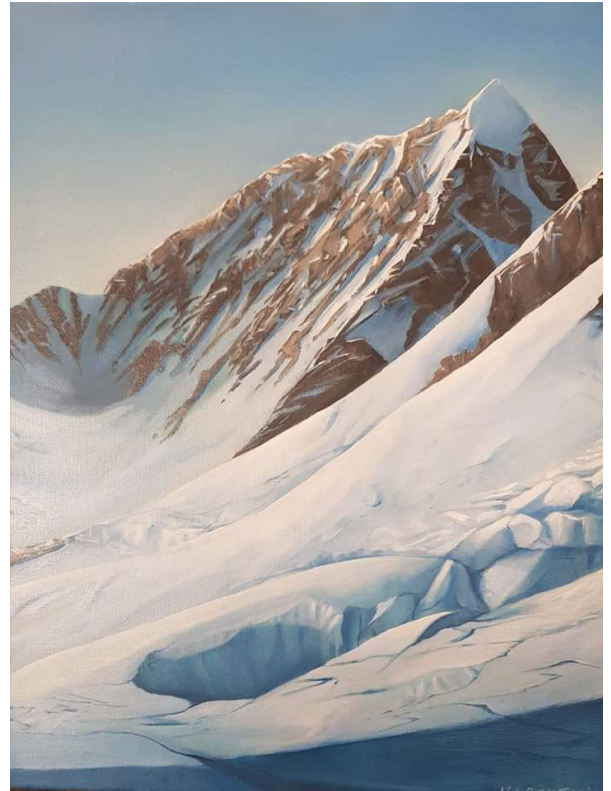
## Creative Corner

Helen Beattie, who works in Administration Support in Radiology at Christchurch Hospital, says she loves the Creative Corner in the *CEO Update* and is sharing three of her recent paintings.

Helen paints landscapes and still life in oils and water colour.

"I have painted and drawn for as long as I can remember, but I have only switched to oils in the last few years. What I love about them is the wonderful subtlety you can achieve in terms of colour and light, no matter what your subject may be.

"The thing I enjoy most though is getting into the back country somewhere to sketch or paint, something I'm really looking forward to doing once we are out of lockdown," she says.



Mt Cook from the Hooker Glacier, and two still life paintings by Helen Beattie of fruit to the left and below



If you would like to share a photo of your creative work please email it to [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

all  
right?

IT'S  
ALL RIGHT  
TO REACH  
OUT.



# One minute with... Edward Coughlan, Clinical Director, Sexual Health

## What does your job involve?

Seeing patients with sexual health needs such as HIV and syphilis, providing telephone advice to other colleagues, quite a lot of teaching, involvement in developing guidelines, and some limited research.

## Why did you choose to work in this field?

I started this part-time and found I really enjoyed it and so specialised in it.

## What do you like about it?

Patients are generally very nice, appreciative and interesting. Great colleagues.

## What are the challenging bits?

Patients putting others at risk, and handling that in a skilful manner.

## Who inspires you?

The Dalai Lama! And my Aunt Mary who is very open and loving and has great depth of character.

## What do Canterbury DHB's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

It is very important to care for people. Many of our vulnerable clients will be very sensitive to any disrespect and so the caring and respect is obviously very important. Integrity I think is always paramount and responsibility for outcomes does involve balancing who we see and constantly looking for best use of resources.



## Something you won't find on my LinkedIn profile is...

I don't have a LinkedIn profile! But if I did...I live in Sumner and like to go for a dip in the sea all year round.

## If I could be anywhere in the world right now it would be...

In a place where I could be around extended family physically, and preferably by a beach.

## What do you do on a typical Sunday?

Get up. When not in lockdown, jump in the sea, then have breakfast and attend a Zen group.

## What's your favourite food?

Avocado.

## And your favourite music?

Old school, but it does vary.

If you would like to take part in the column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).



As a result of the COVID-19 lockdown, all Dementia Canterbury's face-to-face community education seminars have been suspended until further notice. In the interim, we are developing ways of continuing to deliver our education programme via web-based and other technologies.

Please click on the link below to see Dr Matthew Croucher's presentation for the Adult Relatives of People with Dementia seminar, which would have been held at our office on 21 April. Dr Croucher has very kindly videoed his session for us to put on our website and also you will find his handout there too. The link is: [www.dementiacanterbury.org.nz/free-community-education-seminars](http://www.dementiacanterbury.org.nz/free-community-education-seminars).

While you are on our website click also into [www.dementiacanterbury.org.nz/events](http://www.dementiacanterbury.org.nz/events) to view all our Exercises and weekly flyers and information put together during this lockdown period.

## Drop-off parking outside Outpatients for patients only

Staff are reminded not to park in the drop-off parks outside Outpatients. Patients are still coming in for essential Outpatient appointments. Some of them are not able to walk far and are having trouble finding parking. There are plenty of alternative on-street parks around the campus staff can use instead.



## eCALD news

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African backgrounds.

The latest edition includes:

- › Courses for working with CALD patients
- › Guidelines and courses for health practitioners working with interpreters
- › Guidelines and courses for interpreters in the healthcare setting
- › Calendar of available remote F2F courses.

Read the full newsletter [here](#).







0800 312 532

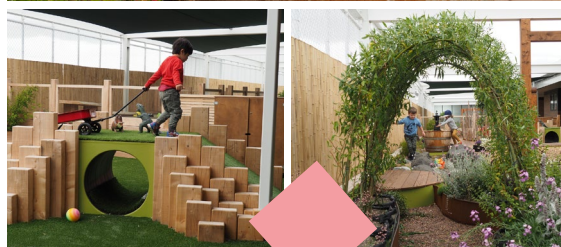
## Free Fees for Children of Essential Workers

Our brand new purpose built preschool is centrally located on Level Seven of The Crossing Precinct. We are opening soon for children of essential workers aged 2.5 to 6 years.

We offer:

- Rigorous hygiene procedures and practices
- Separate classrooms for each 'bubble' of 10 children
- A beautiful outdoor playground with native gardens
- Drive-up to the 7th Floor to drop-off and pick-up (no carpark charge)
- A safe oasis in the city centre

Contact us today to find out more



### Spaces available now

#### Contact Us

0800 312 532

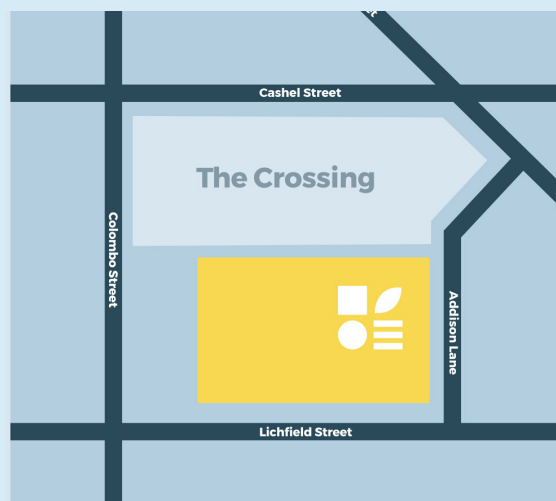
hello@thecrossingpreschool.co.nz

facebook.com/TheCrossingPreschool/

#### Open

Monday to Friday

Closed Public Holidays





The Royal New Zealand  
College of General Practitioners  
Te Whare Tohu Rata o Aotearoa

YOU'RE INVITED TO A  
TELEHEALTH WEBINAR:  
**An introduction to  
telehealth for NZ  
health  
providers**

**THURSDAY  
30TH APRIL  
7PM**



**Moderated by  
Dr Ruth Large**

*Emergency Physician &  
Rural Hospitalist, Chair  
of NZ Telehealth  
Leadership Group*

The NZ Telehealth Leadership Group (TLG) will host a series of webinars to help support providers who are implementing telehealth services such as phone or video consultations. These webinars will assist providers in achieving safe, secure and sustainable telehealth solutions which complement their existing in-person relationships. In our first webinar, we will reflect on the rapid adoption of telehealth we have seen over the last four weeks. Guests will discuss a broad range of topics including clinical, legal, software, security and more.

**PANELLISTS:**

**Dr Samantha Murton** GP, President at Royal New Zealand College of General Practitioners

**Dr Janine Bycroft** GP, Executive Director at Health Navigator Charitable Trust  
**Dr Jon Bonning** Emergency Physician, Chair of the Council of Medical Colleges in NZ  
**Rebecca George** Occupational Therapist, Clinical Lead, Allied Health Informatics at Canterbury DHB

**Dr Samantha King** Medical Adviser at Medical Protection Society  
**Amio Ikihele** PhD candidate, Department of Epidemiology and Biostatistics at The University of Auckland

**REGISTRATIONS REQUIRED**

Please use the following link:  
[www.telehealth.org.nz/webinar1](http://www.telehealth.org.nz/webinar1)