



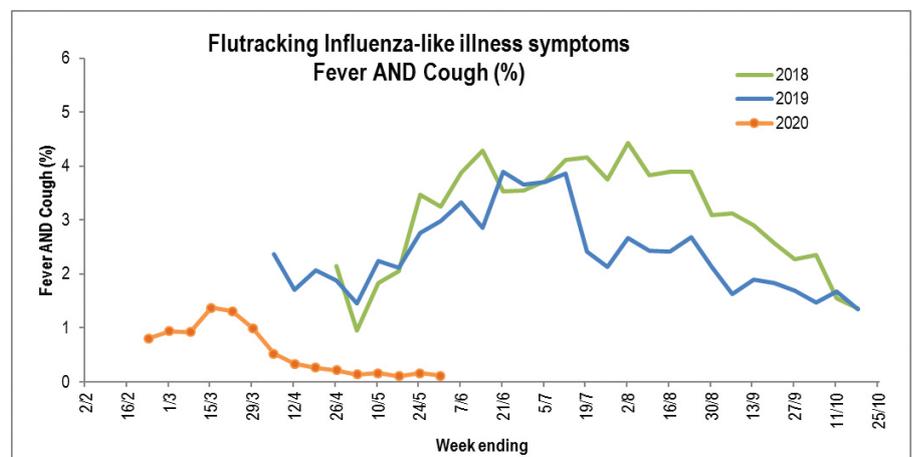
Changing our behaviour changes our results

As the saying goes, if nothing changes, nothing changes, and this rings true for all aspects of our lives, particularly our health and wellbeing.

We're a week into winter now, a time when the health system prepares itself for the most challenging months of the year as the risk of infection generally increases and more people need to access health care.

A lot has already changed this year, thanks to COVID-19, and it's worth taking a moment to see what this means from a community health perspective. The pandemic has accelerated change across the health system, including how we provide and how people access health care. While some of these changes will be temporary, others will be refined and adopted as the new way we do things and help to fulfil our goal of providing more care, closer to home.

Another benefit to come out of the past few months is the heightened awareness and changes in behaviour when it comes to healthy hygiene and physical distancing practices. These simple – yet too often overlooked – practices are the most effective ways we can reduce the transmission of



The weekly proportions of influenza-like illness (ILI) symptoms reported to FluTracking by participants, compared to previous years. You can sign up to [FluTracking](#), an automatic online survey that sends a weekly questionnaire to see whether you've had a cough, a fever, or a test for COVID-19 in the past week

viruses and have been key to helping us flatten the curve of COVID-19 across New Zealand.

As we move closer to changing to Alert Level 1, our lives will soon become busier and our interactions will increase, providing viruses with more opportunity to spread and take hold. The past few months have made it clear that sometimes caring is not sharing if we want to protect ourselves from certain bugs. Throughout our pandemic response, the message was that by doing the right thing and changing

our behaviour to reduce the spread of germs, we not only protect ourselves, importantly, we also protect the more vulnerable members of our community.

This Flutracking graph shows the dramatic difference in the spread of flu/influenza-like illnesses over the past few months, compared to the same period in 2019 and 2018. It shows how our national lockdown not only helped stop the spread of COVID-19 but also influenza-like illnesses.

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Vaccinations are also important for protecting ourselves and our community from some preventable illnesses and diseases. While we wait for a COVID-19 vaccine to be developed, we are incredibly fortunate to have access to other vaccines, including the annual flu vaccine.

We are still preparing for a scenario where both COVID-19 and the flu are circulating widely throughout our

communities. I urge you not to be complacent even though the key messages may become less frequent, and things generally seem a bit more relaxed. The good habits we formed need to continue. Doing everything within our control can help mitigate a potential national or regional health crisis.

DON'T INVITE THIS LOT IN

MAKE YOUR WORK A FLU-FREE ZONE

- > Get your flu shot
- > Stay at home if you're sick
- > Cover your coughs and sneezes
- > Wash and dry your hands often
- > Clean and disinfect frequently touched surfaces

Check out www.flufree.co.nz for more info and flu facts.

Canterbury District Health Board
Te Pōari Hauora o Waitaha

FLU-FREE

www.flufree.co.nz

Canterbury DHB promotes the flu vaccine to the general public via its flufree website. For more information, check out www.flufree.co.nz

There are many strains of the influenza virus. Based on monitoring and the movement of different strains around the world, the World Health Organization decides which strains are likely to be circulating in the Southern Hemisphere and recommends the influenza strains to be included in the influenza vaccine. This year's flu vaccine covers different strains than last year's, so even if you had your flu shot last year, it's important to get it again this year for the best protection. For more information about COVID-19 and the flu shot, check out the Q&A on the [Immunisation Advisory Centre's website here](#).

Although our staff vaccination programme was disrupted by COVID-19, our authorised vaccinators have done a great job – more than 8000 (71 percent) staff members and more than 1100 contractors and students have already had their flu vaccination, compared with 70.5 percent of staff vaccinated last year.

Priority groups are especially urged to get their vaccine, given they have other health conditions that mean they have a greater risk of serious illness from influenza.

The following groups are eligible for a free flu shot from their GP team or some pharmacists:

- > People aged 65 years and over
- > Pregnant women
- > Those who have a certain [chronic health condition](#).

Children aged 4 years and under who have had a stay in hospital for measles, asthma or other breathing problems can also receive a free vaccination from their GP or a nurse.

As of 4 June 2020, more than 144,700 flu vaccines were recorded on the National Immunisation Record (NIR) in Canterbury. This includes 72 per cent of all people aged 65 and over in Canterbury being vaccinated for the flu. We also know that at least another 15,000 (including 9000 for Canterbury DHB) flu vaccines have been given by Occupational Health Services within the Canterbury region.

Canterbury DHB recently submitted a proposal to the Ministry of Health Māori Health team for funding to support a targeted influenza programme for Māori Kaumatua aged 65 years and over. Our application was successful, and we are now working with our Primary Health Organisations and Māori providers to establish outreach services targeted at Kaumatua.

Our impressive flu vaccination coverage so far this year is thanks to the combined efforts of general practice and community pharmacy, who managed to think outside the box to provide vaccinations within the limitations of lockdown. We saw the introduction of carpark clinics, which has proved to be successful, and the flu vaccine was released early for at-risk groups for the first time this year. In spite of the challenges presented by COVID-19, General Practice teams have vaccinated more than 100,000 people, and pharmacies have vaccinated nearly 40,000 people.

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



David Meates
CEO Canterbury District Health Board

More than 200,000 vaccines have been distributed to the Canterbury region. While this year has been challenging due to supply issues, this is largely due to the early start of the programme, and high demand. Additional stock has been sourced for New Zealand. In total 1.7 million doses of the vaccine have been distributed nationwide, with an extra 350,000 available on top of this.

There is good supply of the vaccine, so I encourage those of you who have not yet taken advantage of our free staff vaccination programme to keep an eye on the daily all-staff email over the coming weeks for instructions on how to book in to a clinic.

We will have the best chance of limiting the spread of illnesses throughout our communities and reducing the pressure on the health system if we all continue to:

- > wash and dry our hands thoroughly
- > use hand sanitiser
- > cover our coughs and sneezes
- > stay home if we feel unwell

... and get your flu shot.

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. 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](#).



Debbie Elder: *Flu Fighter*

“ The strain changes every year and the best way to protect yourself is to get vaccinated. ”



Bouquets

Emergency Department (ED) and Acute Medical Assessment Unit (AMAU)

Recently our mother was admitted to ED, then sadly spent her last days in AMAU. The care she received in both areas was absolutely amazing. Each day I had at least one call from Dr Laura Zwaagman, spoke several times with Nurse Nicole, and over the time had calls from three consultants working with Mum. They were always compassionate in the manner they talked of Mum and made sure they explained everything they were doing to help. Whenever we visited or rang, the nursing staff looking after her were also compassionate, caring and helpful. We always felt Mum was getting the best care possible. Thank you all for making a tough time more bearable for us and for treating our Mum with care, dignity, and respect.

Alastair, Radiology MRI, Christchurch Hospital

Thanks, Alastair in MRI! You were funny and taught me about magnets. – from patient, aged 11.

Thanks for helping my daughter feel relaxed and taking the time to encourage her curiosity – from patient's mum.

Wards 26 and 28, Christchurch Hospital

I found all personnel I had contact with very efficient, helpful, informative and eager to assist me throughout my stay in Wards 26 and 28. The nursing staff were excellent and a big 'hi' to Courtney in Ward 28. The surgical team were very professional and assisted me in making my decision to have the operation, which to date appears to be progressing very well – thank you so much.

Ward 15, Surgical Progressive Care Unit, Christchurch Hospital

Absolutely amazing, very friendly staff who looked after me awesomely. A huge thanks to you all, putting others before themselves to make sure we are okay.

Ward 15, Christchurch Hospital

Fabulous, fabulous staff.

Day Surgery, Christchurch Women's Hospital

My son was in for day surgery. I would like to compliment the two awesome nurses we had who made him happy and laugh whilst having bad anxiety. Thank you for making my son comfortable.

Ward 16, Christchurch Hospital

Lovely, lovely, lovely – thank you. You are doing a great job.

Ward 11, Christchurch Hospital

My daughter had her long-awaited tonsillectomy done. From the moment we walked into Ward 11 we were instantly put at ease. Our nurse was amazing. A huge thank you to Kevin for making our trip to the surgical ward fun and calming. Justine Bradley and her awesome team, Ron, Clark, and Jon, and everyone who took immense care of my girl, I appreciate you so much. Jyothi, thank you for calming my nerves, it can't have been easy! To the wonderful nurse we had in recovery you are amazing, and we couldn't have been in better hands post op. Con – cheers for the ride back to the ward. Just an absolute A+ experience for our family. Much love and respect. Thank you all so very much.

iSupport Our service portal is moving to **isupport**

Making work, work better

iSupport: One source for all your ISG needs going live on Thursday

From this Thursday 11 June, we're introducing iSupport, which is a new and additional way you can contact the Service Desk and make information technology requests with ISG and the Picture Archive and Communication System (PACS) team. iSupport is replacing the current system (Cherwell) and is moving to the same platform as max. If you know how to use max., you'll know how to use iSupport for all things ISG and Oracle related.

When you use iSupport, you'll be able to log Service Desk requests directly, allowing you to keep track of where your request is at. You can also view knowledge articles that will guide you through some common requests at a time convenient for you.

Here's a reminder of some other features we highlighted in [last week's CEO Update](#):

- › Set up a new user (if you're a manager).
- › Return clinical documents.
- › Log an incident or service request.
- › View knowledge articles covering topics like how to setup and use Microsoft Teams, how to connect to our system so you can work remotely, and lots of tips for using clinical applications.

As we release new services, we'll let you know.

How can I access iSupport?

You can access iSupport through PRISM, but you can also download the app onto your phone (find out how via [this link](#)). If you already have the max. app, you don't need to do anything – iSupport will be one of the tile options available when you open the app.

If you haven't already got the max. app, go to the App Store or Google Play store, search for 'ServiceNow' and then download it. Once you've downloaded the app:

- › Open it and enter pldc.service-now.com
- › Enter your work login details (you only need to do this once, as the app will remember these details).
- › Make any ISG request from work, on the go or from home.

What if I've recently opened tickets with the Service Desk or made ISG requests that haven't been resolved?

If you've recently logged a Service Desk request there's no need to open a new one in iSupport. ISG is working through these.

We'll need you to be patient as ISG gets up to speed with using iSupport – soon enough the new system will save all of us more time as we add more services and features.

The screenshot shows the iSupport Services portal interface. At the top, there is a dark blue header with the 'ISG' logo on the left and a search bar on the right. Below the header is a navigation bar with a home icon, 'ISG iSupport Services', and 'All Categories'. The main content area is a grid of service tiles. The first tile is 'After Hours Call Reporting' with a moon icon and a heart icon. The second tile is 'Clinical Document Return | Deletion' with a document icon and a heart icon. The third tile is 'Create | Update | Remove User Access' with a key icon and a heart icon. The fourth tile is 'Report an Issue' with a warning icon and a heart icon.

iSupport Services screenshot

Unique joint response for people needing urgent dental care during lockdown

The COVID-19 lockdown stopped many things, but toothache, dental infections and accidents that damaged people's teeth are not on that list.

Many dental treatments involve aerosol-generating procedures so most general dentists were required to close their doors during Alert Levels 3 and 4.

To help people who had dental emergencies, the Christchurch Hospital Dental Service, the Community Dental Service, and private dental practices in Canterbury, supported by the local branch of the New Zealand Dental Association (NZDA), joined forces to create an efficient process to assess, give advice and provide care.

In the space of one week an 0800 number was set up through the Community Dental Service call centre as a single point of contact for all people in Canterbury and West Coast with acute dental problems. The NZDA Canterbury branch provided a roster of members with existing Canterbury DHB contracts for treating adolescents, to be redeployed to work in the phone triaging and treatment teams. Patients were assessed in free Telehealth consultations.

The COVID-19 emergency dental scheme was started at the request of the Emergency Coordination Centre Controller following a national decision by planning and funding general managers to increase the support to dental



Back row from left, Paediatric Dentist Ellen Fei, Branch President New Zealand Dental Association Tom Moriarty, Oral Health Therapist, Community Dental Service, Jenny Kim, and Deputy Branch President New Zealand Dental Association Barbara Nieh
Front, Special Care Dentist Emma Johnson

practices providing emergency care during the national COVID-19 emergency.

The emergency dental system ran seven days a week from 30 March until 13 May (the end of Alert Level 3).

In Christchurch, in a single day, up to 118 calls were made to the 0800 number and the total number of calls during lockdown reached almost 2000.

"Anyone with dental pain, whether children or adults, and of any financial situation, was able to get a free oral health consultation. We were very busy and had a lot of very grateful patients," says Canterbury DHB Dental Specialist Juliet Gray.

"It was very reassuring to people to be able to speak on the phone to a dentist, particularly for elderly patients feeling isolated and anxious about leaving their homes."

Some people were supported with pain relief and antibiotics. If the problem didn't resolve or couldn't wait, they were seen by either a dental practice (one or two were open each day on a rostered basis) or the Hospital Dental Service (for people whose medical needs are complex or needed access to general anaesthesia).

Facial swelling can indicate a tooth infection so dental house officers developed a guide to send to patients or their caregivers describing how to take an effective photo to send to clinicians for Telehealth review.

The Paediatric Dental team did a lot of tele-triage, she says.

"Telehealth became a useful tool for the Paediatric Dental team who used it to assess children with pain, on waitlists or those due for recall appointments. Parents appreciated not having to bring their children out when there was an increased risk of exposure to COVID-19."

Hospital, community and general dental practices coming together to provide free or subsidised dental treatment via a single point of access is unique in New Zealand, Juliet says.

"The speed that it was set up is completely unprecedented and many of the clinical pathways we developed for safe provision of dental triage and care were adopted locally and nationally."

The opportunity for Hospital and Community Dental Services to work with general dental practices to provide free and subsidised emergency dental care was an unexpected silver lining from the lockdown, Juliet says.

Hospital Dental Practice Coordinator Jacqui Power says in the event of another pandemic implementing a similar process with all clinicians working together should be quite straightforward.

"We know how to work together as a team and with Hospital Dental having had more than six shifts in the 10 years following the first earthquakes we have become used to dealing with the unexpected and how to prioritise."



**GETTING
THROUGH
TOGETHER**

WHĀIA E TĀTOU TE PAE TAWHITI



Scholarship success for Christchurch Hospital House Surgeon

First year House Surgeon at Christchurch Hospital, David Nair, won the Pasifika Medical Association's Papali'i Dr Semisi Ma'ia'i University of Otago Scholarship.

The 26-year-old graduated from the University of Otago School of Medicine last year with a Bachelor of Medicine and a Bachelor of Surgery (MBChB). He used the scholarship to return home to Fiji to work in hospitals there as part of his elective.

Many thanks to the Pasifika Medical Association for their continued work and leadership surrounding Pasifika health, David says.

"I am truly humbled by their support. As the saying goes in Pacific communities, when one of us succeeds, the entire village succeeds."

David features in an article on the Pasifika Medical Association website. You can read more about his scholarship success [here](#).

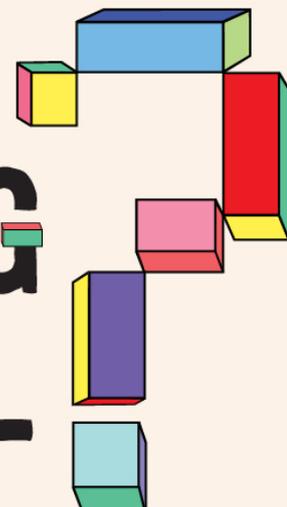


House Surgeon David Nair

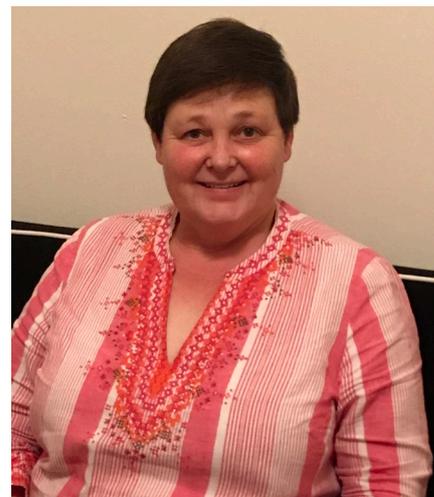
Have your say on what information is important to you during a pandemic

[COVID-19 information survey for WHO](#): The Ministry of Health is doing some research for the World Health Organization to learn what information is most important to you during this pandemic. [Please complete the survey](#) before 17 June.

KEEPING
IT LOCAL



One minute with... Heather Symes – Community Forensic Mental Health Nurse



What does your job involve?

I case manage people with significant, complex mental health needs, who often have socioeconomic issues and who have been previously been involved with the justice system. I run registered nurse-led clinics at Christchurch prisons assessing and supporting people with psychiatric needs and until recently was involved with the National Committee for Women in Secure Care Environments. I am a Duly Authorised Officer and currently on the after-hours roster for Canterbury DHB. I run in-service education to the Forensic inpatient staff. I am a clinical supervisor and am committed to having my own clinical supervision as well as providing supervision for nurses. I am a Professional Development and Recognition Programme (PDRP) Assessor and have my own expert PDRP portfolio. I am a New Zealand Nurses' Organisation (NZNO) delegate in my workplace and have been for over 20 years. I am actively involved with NZNO Canterbury Regional Council and have previously been on the NZNO Board of Directors and the Mental Health Section Committee. I am a preceptor for the Nursing Entry to Specialist Practice programme within the Specialist Mental Health Service.

Why did you choose to work in this field?

It fits with my philosophy of compassion, integrity and honesty. I enjoy working with people who have experienced disadvantage and with complex mental health needs. I work with many different agencies across the Canterbury region to ensure that people have the best holistic healthcare possible.

What do you like about it?

No day is ever the same. It is dynamic and evolving and I like being out in the community. I enjoy the autonomy of the role as part of the multi-disciplinary team.

What are the challenging bits?

Never having enough time to do everything you want to do for people.

Who inspires you?

I am inspired by Jacinda Ardern for her calm, rational, intelligent and kind manner. I am also inspired by Gandhi due to his determination and peaceful philosophy.

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

I enjoy Tin Man artwork and admire Tony Cribb as an artist.

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?

These are integral to my role working with people with severe mental health issues. I apply these every day to my nursing care and they align with my own values.

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

Right here in the best city and country in the world.

What do you do on a typical Sunday?

Gardening and read the international newspapers. I enjoy catching up with whānau and friends. I enjoy going to the movies and finding new cafes.

What's your favourite food?

Potato – I am Irish!

And your favourite music?

David Gray and Mary Black.



Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.

This week's featured offer is from Noel Leeming. From Monday 8 June to Sunday 21 June, you and your whānau and friends can receive cost + 5 percent or cost + 7.5 percent on a large range of items instore. [Print this flyer](#) or take a photo of it and show it on your device instore. Note all terms and conditions are listed at the bottom of the flyer.

You'll need your Canterbury DHB ID badge to claim this deal, so be sure to take it along with you.

Check out [Something For You on the intranet](#) for more information on this deal and many more!

noel leeming
friends & family deals

Thanks to all the Essential Workers of New Zealand

We wanted to show our gratitude to you and your friends and family for all the amazing work you have been doing to keep Kiwis safe over the last few weeks.

Canterbury DHB • 8 - 21 June

Nga mihi nui. You can share the love with your friends and family as well
Just bring this flyer into your nearest Noel Leeming store to get some great deals instore

cost* + 5%
on all televisions • computers • whiteware • mobile phones
excludes* IT accessories, PC Software, AV Accessories & PC Consumables. See below for terms & conditions.

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on all small appliances • heating • heat pumps • cellular accessories • furniture (TV cabinets)
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Take out a Noel Leeming Service Protection Plan for your new products of 3 years or more and receive
50% off our set up service* for a new laptop, mobile phone or TV and
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Savings from \$173 and more
Just talk to the team in store to find out more

Get 4x Fly Buys points storewide when you show us your Fly Buys card in store

Print and present this flyer or show it on your device in store. Pricing available in store only.
Offer runs 8 - 21 June 2020 and is only available at Noel Leeming stores listed below while stocks last. Cost* +5%/7.5% storewide excludes IT accessories, PC software, AV accessories & PC consumables. Average cost reflects the average price of the product including any administration and handling costs and does include any volume related adjustments which may apply and GST. Offer is not available online and cannot be used in conjunction with any other offers. Offer does not apply to any Noel Leeming Gift Card purchases, Tech Solutions services other than those detailed, extended warranties, by visa, delivery fees, Dyson products, Apple hardware (including iPhones), gaming consoles and bundles, iTunes cards, mobile phone top up cards, bonus free or half price items. Get 4x Fly Buys points storewide at Noel Leeming. Swap your Fly Buys card in store during the offer period inclusive as shown inclusive (Offer). For this Offer, 4x points consists of 1 standard point and 3 bonus points for every \$50 you spend. Bonus points should be loaded to your account within 10 business days of the end of the Offer period. Personal shoppers only trade not supplied. Visit www.noelleeming.co.nz/flybuys for more details. An additional 2% surcharge applies when purchasing items on a credit card. See in store for details. Some of our nationally advertised specials may be at a lower price than this offer but you will receive the best price on the day for the items you choose. *Set up service costs do not include the purchase of any required accessory items including brackets and cables which must be purchased separately. An additional travel fee will apply for in home set up more than 30mins from the nearest Noel Leeming store.

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Jane Foley: Flu Fighter

“It’s the best thing you can do to reduce the risk of getting the flu and passing it on to vulnerable people.”

Get your flu shot now!

Canterbury District Health Board
Te Pūnī Hauāra o Waitaha

West Coast District Health Board
Te Pūnī Hauāra o Rohe o Tai Poutini





The latest news from the Canterbury Clinical Network (CCN) is out now. Read about how April marked the end of an era as the Alliance Leadership Team (ALT) bid farewell to Independent Chair Sir John Hansen. Through the virtual farewell, alliance members past and present reflected on John's 'razor-sharp mind' and 'ability to always put the patient at the centre' over the last decade.

Other stories include the mahi taking place across the health system to achieve equitable health outcomes and CCN and St John New Zealand partnering to identify and engage with young people aged between 18 and 24 years who are involved with the St John cadet programme.

Read more [here](#).

Latest Community Health Information Centre newsletter out now

The Community Health Information Centre (CHIC) provides free health resources to any person or organisation in Canterbury, South Canterbury, West Coast and the Chatham Islands.

The resources are developed by Community and Public Health staff, and other health agencies.

The [April/May 2020 edition of CHIC's newsletter](#) is out now and highlights new and revised free resources available from your local CHIC office, as well as recently deleted resources.

This month's featured resources are from the AllRight? Getting Through Together campaign, including:

- > **MNH0252 Aroha Postcards (set of 2 postcards)**
- > **MNH0253 Getting Through Together (set of A4 posters)**
- > **MNH0255A Getting Through Together: Reassurance (set of A3 posters)**

For more information about CHIC and to order resources online visit the [Community and Public Health website](#).

THANK YOU FOR KEEPING IN TOUCH

TĒNĀ KOE I TŌ MIHI MAI

GETTING THROUGH TOGETHER
WHĀIA E TĀTOU TE PĀE TĀWHITI

For ideas on looking after yourself and others, visit allright.org.nz

ALL RIGHT? Mental Health Foundation
MINISTRY OF HEALTH
New Zealand Government