



## Te Wiki o te Reo Māori – Māori Language Week

As this is Te Wiki o te Reo Māori – Māori Language Week, I've asked our Executive Director of Māori and Pacific Health Hector Matthews to share his thoughts about how we can all be part of Te Wiki o te Reo Māori. Anyone can have a go. Ka pai Hector!

*From Executive Director of Māori and Pacific Health Hector Matthews.*

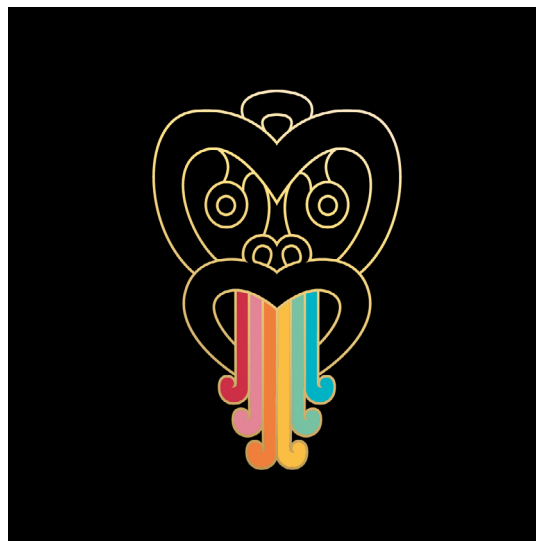
Te reo Māori (the Māori language) is a taonga (treasure) for Aotearoa (New Zealand). This year Te Wiki o Te Reo Māori – Māori Language Week, is 9–15 September 2019. As much as we would love a nation united in preserving and celebrating the taonga of language every day, a week where more attention is pointed directly at te reo is a nice start.

Māori Language Week has been celebrated every year since 1975 and te reo Māori became an official language in 1987.

Trying to speak another language you have little skill in can be uncomfortable or even intimidating. Many of us may feel whakamā (embarrassed or ashamed) or worried we may be laughed at. Yet, trying our best to speak it, however poorly, demonstrates whakaute (respect) for that language and culture. We are acknowledging its pride of place, its mana (prestige).

We can all do our bit to normalise te reo in our everyday kōrero (conversation) at home, at work, or out with your tamariki (children) or grandchildren (mokopuna). Any use, even if not executed perfectly, encourages te reo to become commonplace and is an act of kaitiakitanga (guardianship).

Plus, trying something new is good for our hauora (wellbeing) – whakamanawa (encourage) each other



and make the practice koako (joyful)!

Hundreds of people have turned up to [free te reo Māori classes](#) run by my tama (son), Anton Matthews. He is also hosting some short, simple lessons [online](#) about fun ways to use te reo Māori with your tamariki.

Here are some more common phrases you could try at your wāhi mahi (workplace):

- › Kia ora (Hi, hello, thanks)
- › Mōrena/ata mārie (Good morning)
- › Pō mārie (Good evening/ goodnight)

- › Kei te pēhea koe (How are you? (to one person))
- › He kawhe māū? (Would you like a coffee?)
- › Kia pai to ra (Have a good day)
- › Tino pai! (Great stuff!)
- › Aroha mai (Sorry/My apologies)
- › Ngā mihi (Regards).

To search for more words and phrases, visit [www.maoridictionary.co.nz](http://www.maoridictionary.co.nz) and check out the clever kupu app – free to download in the App store and uses the camera in your phone to instantly translate objects into te reo Māori.

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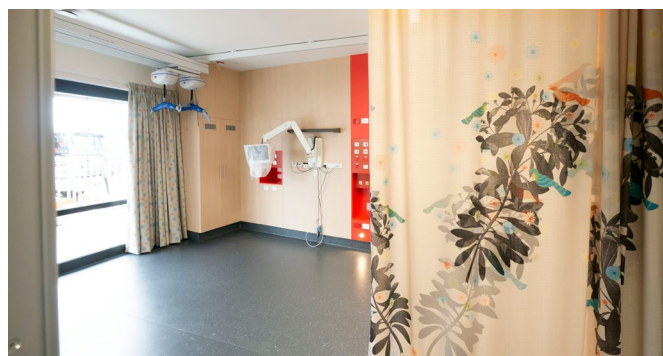
## Burwood Spinal Unit celebrated the blessing of their much-improved facilities last Friday

It might have been a grey, wet miserable day outside in Christchurch on Friday, but it was quite the opposite inside the Spinal Unit at Burwood Hospital. Dozens of staff, former staff members including retired rehabilitation specialist Dr Angelo Anthony, patients and former patients, and family and friends gathered to join a blessing of the refurbished section and the newly built areas in the Spinal Unit.

Pou Whirinaki Ruru Hona led the procession into the unit, after which everyone broke into two groups to follow Reverend Sandra Wright Taylor and Māori Chaplain Reverend Helen Gray through the different areas of the unit. The groups came together to head outside where Ngaire Hunt and Dr Anthony returned soil that had been collected from the garden before the rebuild back to the earth.

The group then gathered in the Day Room for final prayers, remarks from Board Chair Dr John Wood and General Manager Older Persons Health and Rehabilitation Dan Coward and to share kai.

The blessing is the first step back to the unit for staff and patients who have spent the past 12 months in Ward FG – and as comfortable as it was, everyone was keen to get back because the Spinal Unit has a special place in the hearts of the people who call it home. They return to something completely different from what they left, however.



New Burwood Spinal Unit bedroom



Mere Hibbs leads the waiata at the Spinal Unit blessing



Pou Whirinaki Ruru Hona leads the procession along the verandah of the refurbished Spinal Unit



Retired rehabilitation specialist Dr Angelo Anthony returns soil removed before the rebuild to the garden



The refurbished areas have all been repainted and have new flooring, making the area brighter and fresher. At the eastern end of the unit there is a new building with extra bedrooms and administration spaces. There is an increased number of hoists and more north-facing rooms and doors that open out into the gardens.

Dr Wood praised the Site Redevelopment team for their huge effort in getting the project done in just over 12 months, and thanked staff for their patience and good

humour as they worked out of temporary facilities while they waited for their new facilities to be ready.

Dan Coward acknowledged the kind donation from the late Cyril Smith that made much of the refurbishment and rebuild possible.

The Burwood Spinal Units celebrates its 40th anniversary this month, so we are pleased to know that they can look forward to a brighter future in their new surroundings.

## Official opening of Akaroa Health – Te Hauora o Rākaihautū last Saturday

Rain showers did little to dampen the spirits of the Akaroa community who turned out on Saturday to help celebrate the official opening of Akaroa Health – Te Hauora o Rākaihautū. Minister of Health the Hon. Dr David Clark did the honours cutting not one but two ribbons (thanks to a break in the weather) and a cake to mark the occasion.

Even though the weather forced the event to move from the new health centre down to the Akaroa Area School gymnasium, there was no shortage of community spirit on display. The Minister remarked that this enthusiasm was a reflection of how the community had supported and led the health project from its early days.

Dr Clark also praised the commitment of the residents of the town to their fundraising goals raising more than \$1.6 million of the \$2.5 million target. He said the Akaroa facility and the model of care developed to run it could be used as a blueprint for future rural health developments around the country.

Akaroa community stalwart Pam Richardson, who has been a passionate voice from the beginning of the Akaroa Health project, cut the ribbon as Dr Clark officially declared the centre open.

Akaroa residents Nance Meadowcraft and Nelima Bwayo were called on to be the official cake cutters. Nance, who recently turned 100 years old and eight-year-old Nelima, a seventh-generation Akaroa resident, who was the last baby to be born at the old hospital before it was demolished, were given a hand by Dr Clark and Canterbury DHB Chair Dr John Wood.



Akaroa resident Nance Meadowcraft, Minister of Health Dr David Clark Canterbury DHB Chair Dr John Wood and Akaroa resident Nelima Bwayo cutting the cake



Minister of Health Dr David Clark cuts the ribbon with Akaroa community supporter Pam Richardson

Other speakers included Gordon Boxall, Chair of the Akaroa Community Health Trust, Peter Young, Chair of Akaroa Health Ltd, Alan Bradford, former chair of the now-disbanded Structure Group who led the early negotiations for a community health solution and Jenni Masters, who is General Manager of the facility. All praised the community for its unwavering support of the project.

Members of the Gaiety Players, an after-school drama group, stole the show however, with their rendition of Tomorrow – a song from the musical Annie.

As the rain cleared by the end of the formalities at the school, Dr Clark asked for a tour of the facility. There he met some of the residents of the Aged Care facility and made the most of the sunshine to cut a second ribbon on the site.

Akaroa Health – Te Hauora o Rākaihautū is home to a medical practice owned by Akaroa Health Ltd, a wholly owned subsidiary of Akaroa Community Health Trust. There are four flexi inpatient beds under contract to Canterbury DHB and eight aged residential aged bedrooms operated by Akaroa Health Limited. The centre has been up and running for a couple of weeks, with the aged care residents starting to settle into their new home. General Manager Jenni Masters says the feedback from patients visiting the centre is overwhelmingly positive and everyone is thrilled with the new facility.



Children singing during the opening



Jymal Morgan leads the powhiri for the Minister and Canterbury DHB guests

Kia pai tō koutou rā  
Have a nice day

**Mary Gordon**  
**Acting Chief Executive**  
**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

### **Lisa Dwyer-Tuiloma, Clinical Assessor, North-East Community Service Team**

Thank you Lisa for all your help, kindness and support over many years. It has been a great help for me along my journey. Your support and availability has given me strength and confidence.

### **Coronary Care and Emergency Department, Christchurch Hospital**

The care I received when being seen in the Emergency Department and my stay in Coronary Care was great. The doctors and nurses were kind and very thorough. I felt very well cared for at a time when I was very unwell. Thank you very much.

### **Emergency Department (ED), Ward 21, Christchurch Hospital**

To all the wonderful staff at Christchurch Hospital. From special certificates and colouring in supplies to coffee delivered in the ED. Thank you for all your efforts. Your nurses are kind, caring and went out of their way to make sure we received all the information and treatment we needed. You have an awesome team of doctors who went above and beyond to make sure my little girl's finger will heal well. Thank you from the bottom of my heart. Forever grateful.

### **Kaikōura Health (Te Hā o Te Ora)**

A very huge thank you to Dr Andrea Judd and her staff. I had a cycle crash resulting in a badly broken wrist... Dr Judd took charge of everything.

There was a possibility of an operation being required and I have been under constant check-ups since I returned home to Wanganui. Wonderfully an operation has not been required. I believe it was because Andrea did such a good job and I am truly grateful. Please pass this message on to her. Today I start hand therapy so am well on the recovery road. Very thankful.

### **Ward 24, Christchurch Hospital**

A big shout out to all the amazing staff who work in Ward 24. Your team work, kindness and understanding go a long way to make the ward run smoothly. Keep up the great work, team.

### **Oncology Department, Christchurch Hospital**

Just finished another round of treatment. There are some very lovely, professional and caring people working here. Please know that, among others, Caroline, Carlene, Donna, Deb, Catherine and Jane are fantastic to deal with.

### **Intensive Care Unit, Christchurch Hospital**

You guys continue to give exemplary service. Thank you so much for the care I received. I will be forever thankful.

### **Emergency Department, Surgical Assessment & Review Area and Ward 16, Christchurch Hospital**

We couldn't have asked for more during my husband's five-day stay. He has been treated with the utmost

compassionate and professional care by all staff involved. We would like to express our heartfelt gratitude to you all.

### **Emergency Department, Bone Shop/Orthopaedics, Christchurch Hospital**

On behalf of my mother I would like to give some feedback following our visit to Christchurch Hospital. Unfortunately Mum slipped over and landed on her wrist and thought she had dislocated it (it was actually badly broken/fractured). She was in a lot of pain so we visited the Emergency Department. As soon as we stepped through the door, the staff on the desk could see how much pain my mother was in so rushed her straight through to be seen by a doctor. Mum has never broken a bone before so this was quite a big shock for her. The reason I am writing this is because I cannot get over the service we received while we were there. Every single staff member we had encounters with was professional, but most of all they were friendly. I take my hat off to the doctors and nurses, they work so hard and care about every patient they see. I would like to particularly comment about the nurses and doctors who were in the Bone Shop that day who looked after my mum. They were so kind and caring, put her at ease and explained everything they were doing so she knew exactly what was going on. They also told her some of their own stories which put a smile on her face and made her laugh which

was awesome to see! Some of these doctors and nurses were Karen, Gail, Ruru, Sven and Ash. They were all absolutely amazing and made what was a pretty horrible day just that slightly bit better.

#### **Ward 18, Christchurch Hospital**

Excellent care by all staff involved in my recovery. Doctors were professional and informative. I was well managed. Nursing staff were of a high standard, one nurse in particular, Doug, was able to put me at ease. The kitchen and cleaning staff, especially Catering Assistant Niro, were excellent and very helpful. These staff are a credit to Canterbury DHB.

#### **Emergency Department, Christchurch Hospital**

Excellent work, caring staff.

#### **Matthew Leeman and team, Christchurch Hospital**

May everyone have the positive experience and outcome that I have had with Surgeon Mr Leeman and his team.

#### **Christchurch Outpatients**

Lovely staff, all the information I needed. Not a long wait, love the kiosk. All good, thank you very much.

#### **Ward 12, Cardiac Catheter Laboratory, Christchurch Hospital**

I would like to thank you for the fantastic care I received while with you. Thanks to consultants, doctors, nurses, nurse aides, cleaners and anyone else I haven't mentioned. I

really appreciate your expertise and service.

#### **Ward 12, Christchurch Hospital**

I would like a compliment to go to Ward 12 for the excellent attention I received during my stay. Special thanks to Dr Tim Swinn – he is a credit to Canterbury DHB. His explanations to my daughter were easy to understand, very precise and clear. Cardiologist Aniket Puri was also a credit and actioned his words. Both were charming and patient.

#### **Joy, Volunteer, Christchurch Outpatients**

I want to pay a compliment to Joy, the lovely volunteer at Outpatients. She was so friendly, and happy to assist my elderly mother to arrange a taxi after a taxing appointment. So lovely to have a smiley face in a busy building.

#### **Department of Surgery, Burwood Hospital**

Excellent service and attention. Thank you so much.

#### **Radiology Department, Burwood Hospital**

Prompt and friendly service.

#### **Doug, Ward 18, Christchurch Hospital**

Full marks to Doug who is working on Ward 18. I had an MRI on my back and was in severe pain after lying down straight but Doug knew how to move me. He was amazing. Also listening to him attend other patients with his caring attitude was amazing. The night

staff are really considerate. Amazing staff; food was great.

#### **Radiology Department, Burwood Hospital**

I had a CT scan. The staff were very caring, friendly and made me feel relaxed. Thank you for the wonderful service.

#### **Ward 27, Christchurch Hospital**

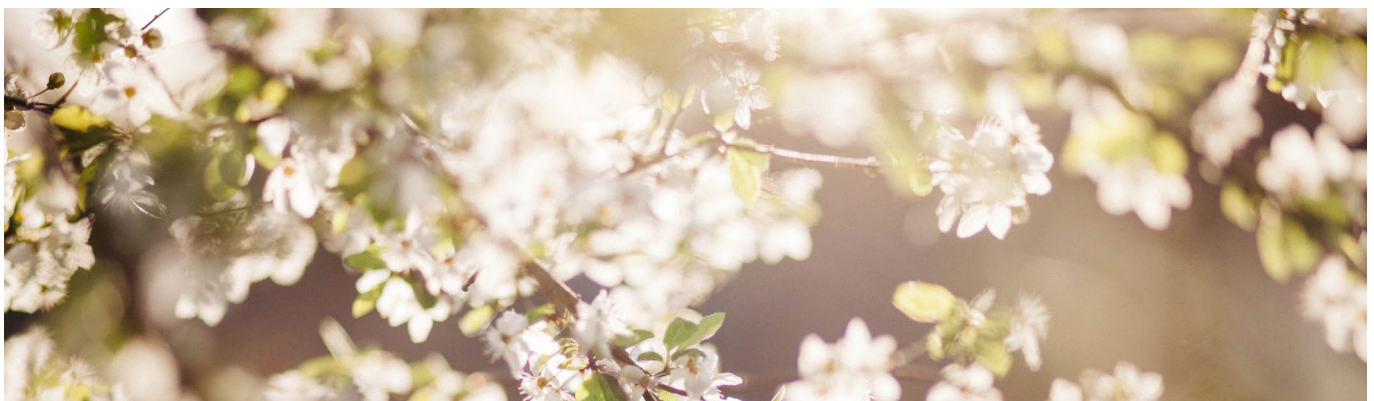
Thank you so much for the love, care and attention you showed to my dad in his final days and hours, plus to my mum and us during that difficult time. With great admiration and appreciation thank you. Special thanks to Dr Rob Hill for his patient explanation and understanding.

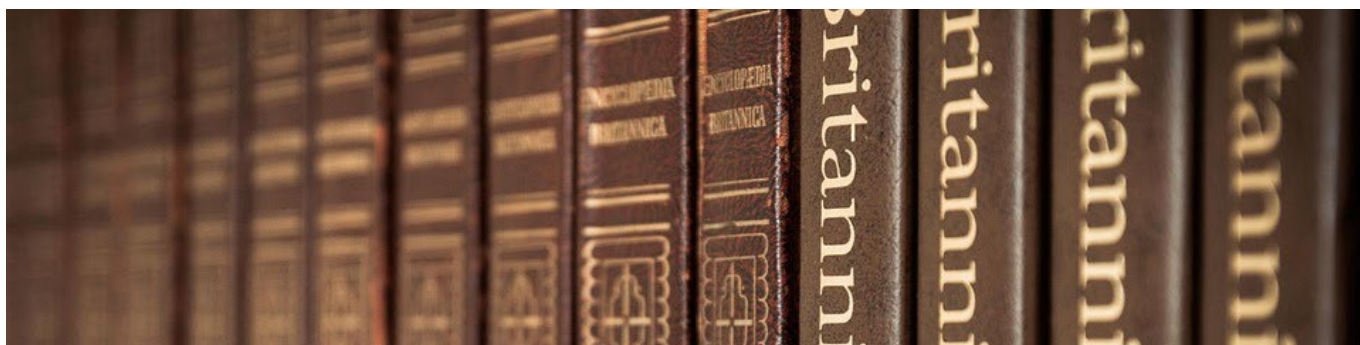
#### **Richard, Emergency Department, Christchurch Hospital**

Yesterday I was seen by Nurse Practitioner Richard. He was incredible. Very skilled and an amazing bedside manner. Thank you.

#### **Ward 10, Christchurch Hospital**

I was dreading going into hospital as I've been lucky and never had to spend time in one. The staff on Ward 10 are the most professional, dedicated, warm, happy and most of all compassionate people I have ever met. I would like my appreciation, love and best wishes expressed to all of the staff and a very special thank you to Zoe, Annabelle, Ngaere, Lisa, Mary, Erica, Eric, Tim B, Bec, Nicki, Peter, (surgeon) and others whose names I can't remember. Thank you all so much.





## The Library

Browse some of the interesting health-related articles doing the rounds.

"[The importance of professional supervision in the medical context](#)" – this study was recently published in the *New Zealand Medical Journal* and explored the attitudes to and experiences of professional supervision among palliative care doctors. It also identified the barriers and benefits. From *Health Central NZ*, published online: 30 August 2019.

"[Major depressive disorder blamed for major diseases](#)" – a recent study has found a causal link between depression and a range of respiratory, heart and digestive diseases. The research suggests an individual diagnosed with depression should now also be screened for possible comorbidities. From *Medical Xpress*, published online: 4 September 2019.

"[Mobile devices and health](#)" – this article considers the growing range, capacity and application of mobile health technologies, and calls on clinicians to play an active role in ensuring new technologies are safe, fair and just for all patients. From *New England Journal of Medicine*, published online: 5 September 2019.

If you want to submit content to **The Library** email [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz).

To learn more about the real-life library for Canterbury DHB:

- › **Visit:** [www.otago.ac.nz/christchurch/library](http://www.otago.ac.nz/christchurch/library)
- › **Phone:** +64 3 364 0500
- › **Email:** [librarycml.uoc@otago.ac.nz](mailto:librarycml.uoc@otago.ac.nz).

**Kia Kaha**  
**tē Reo Māori**

Te Wiki o te Reo Māori 9-15 Mahuru 2019 | Māori Language Week 9-15 September 2019



# Facilities Fast Facts

## Christchurch Hospital Hagley

While commissioning of services inside Christchurch Hospital Hagley enters the final stages, contractors are busy putting the finishing touches on the landscaping around the Emergency Services drop-off area, as well as line marking and ensuring ease of access and turning for ambulances.

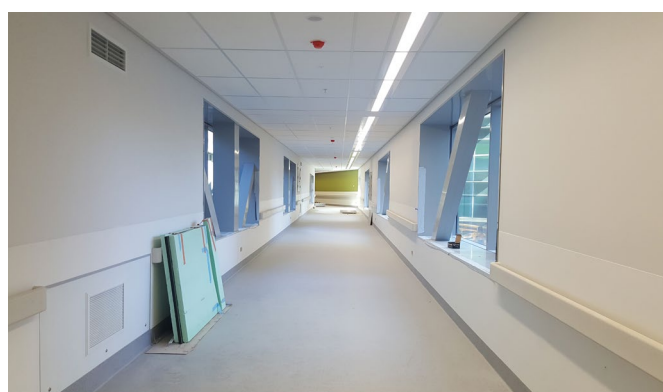
This [time-lapse video](#) shows the construction of the area from January this year when the old Hagley Outpatients building was removed.



## The Link

The Link between Christchurch Women's Hospital and Christchurch Hospital Hagley is moving into its final stages, which includes checking for defects, commissioning of all the services and cleaning.

Here's a [time-lapse video](#) showing the evolution of the Link.



Inside the Link that joins the ground floor of Christchurch Women's Hospital with the ground floor of Christchurch Hospital Hagley. This will be the route open to the general public

## Burwood Spinal Unit

Patients, their whānau and staff members joined chaplains to bless the refurbished and new Spinal Unit extension last Friday.

The corridor is brighter, the builders' fences are down and the volunteers have moved in to help finish the landscaping. Staff have completed orientation and everything is on track for staff and patients to move back on Thursday this week.



The corridors are brighter, and the patient bed bays have been modernised

## Christchurch campus and Hospital Corner

Ōtākaro has made good progress on the Tuam Street Bus Super Stop. Much of the finishing work, such as laying asphalt, line marking and garden planting is weather dependent, but the contractors are hoping to have work finished by mid-October. This will mean buses move away from the temporary stops on Riccarton Avenue outside the hospital and along Hagley Avenue, and pedestrians will have access on both sides of Tuam Street.





# Let's get ready to move

## Christchurch Hospital Hagley

Update No:20

### Is it a scope change or defect?

There are some very important distinctions between a scope change and a defect. If you think something is wrong, or needs changing, please follow the process for logging all requests.

### Please can we change this\*

\*widget/furniture/gadget/door/tap/room layout/window/colour/notice board/plug point/shelving/etc



It depends. During the planning for Christchurch Hospital Hagley, user groups from each service and department agreed to and signed off on all aspects of the design. Before anything can be changed, it needs to be identified as a defect or a scope change. There is also a process for dealing with each.

#### DEFECT

Something that was supposed to be in the building that is broken or not working

##### 1. Log

Inform your line manager who will enter the information on a worksheet.

##### 2. Review

Worksheets are collated and the issues reviewed on site by the Facilities team.

##### 3. Action

If it is considered a defect, it will be fixed. If not, the ticket will be closed.

Urgent issues (eg a tap spouting water) call Maintenance and Engineering on Ext 80220

#### SCOPE CHANGE

Something you now want to see added, changed or moved that was not initially agreed to or signed off

##### 1. Discuss

Discuss your request with your line manager to ensure they support this.

##### 2. Log

Your line manager will log the request on the appropriate form and send to the Facilities team.

##### 3. Review

The Christchurch Hospital General Manager will review the list of scope changes.

##### 3. Action

If approved, scope changes will be prioritised and then actioned. Changes might not be immediate.

### How is your Five S-ing going?

Director of Service Improvement Brian Dolan has some great tips on step three of the Five-S process – Shine – in [this video](#). He's also got a quirky little catch phrase: "to be lean, you must be clean"



### Let's get ready to move... Big Shout Out



Marisa van den Brink  
Allied Health Representative  
Hagley Operational Transition Team

... for doing an incredible job at facilitating the various Allied Health services in preparation for the move into Hagley; with much appreciated attention to detail, enthusiasm and willingness to listen and engage with all stakeholders. Thank you!

#### Volunteers needed

Thanks for the great response for the call for volunteers for the Open Days. It's much appreciated. We are still a few short, however, so if you are can help out on Friday 4 October and Sunday 6 October (various shifts available) please email your contact details to [letsgetreadytomove@cdhb.health.nz](mailto:letsgetreadytomove@cdhb.health.nz).

Stay in touch – you can do this through the [Facebook page](#) or email us at [letsgetreadytomove@cdhb.health.nz](mailto:letsgetreadytomove@cdhb.health.nz).

# Looking after yourself

## Self-care September

How often do we really put effort into looking after ourselves?

Working in the health sector means many of us spend time and effort caring for others. Then we go home, and we continue to care for others. So when and how can we allocate time for self-care?

The truth is there's no one-size-fits-all answer. We can't suddenly make time in an already busy day, but we can find small snippets of time throughout our day, and utilise these in a way that's good for our wellbeing.

What might these small moments be? Maybe mindfulness, taking a quick walk, taking a break to drink some water, deep breathing exercises, or spending some time journaling.

For examples on how to practise mindfulness, try these four steps:

- › Stop – stop moving and stand or sit somewhere you can close your eyes if you want to.

- › Calm – take at least three deep breaths (you should feel your belly expand as you inhale, and your exhale should be longer than your inhale). Breathing deeply and slowly calms our body and our mind.
- › Rest – rest for a moment and feel your whole body relax, and open your eyes to take notice of the things around you.
- › Notice – look for elements from nature by looking out the window at a tree or the river. Notice the colours, the wind moving the branches, the birds and the people.

[Action for Happiness](#) has a themed calendar for each month and during September it has one that focuses on self-care. Each day there is a task that you might like to try in order to look after yourself.

For example:

- › Recognise that self-care isn't selfish, it's essential.
- › Get active outside and give your mind and body a natural boost.
- › Leave positive messages where you will see them regularly.

- › Notice the things you do well today, however small.
- › Accept your mistakes as a way of helping you make progress.

You can download the [Self-care September calendar here](#) and print a copy for yourself or a colleague, set it as your computer desktop or keep it somewhere you'll see it regularly. It's important to look after your own wellbeing in order to continue looking after others.

Check out the [Workplace Wellbeing page](#) on the intranet to find more resources and support for looking after yourself.

**ACTION CALENDAR: SELF-CARE SEPTEMBER 2019**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 Remember that self-care is not selfish. It's essential.	2 Talk to yourself like you would to someone you love.	3 Free up time in your diary by cancelling any unnecessary plans.	4 Forgive yourself when things go wrong. We all make mistakes.	5 Notice what you are feeling today, without any judgment.	6 Remember it's ok not to be ok. We all have difficult days.	7 Plan a fun or relaxing activity this weekend and make time for it.
8 Remind yourself that you are loved and worthy of love.	9 Avoid saying 'I ought to' or 'I should' to yourself.	10 Give yourself permission to say No to requests from others.	11 Aim to be good enough, rather than perfect.	12 Find a caring, calming phrase to say to yourself when feeling low.	13 Be willing to share how you feel and ask for help when needed.	14 Stop the glorification of 'busy'. It's good to take a break.
15 Make time today to do something you really enjoy.	16 Notice the things you do well today, however small.	17 Leave positive messages where you will see them regularly.	18 Don't compare how you feel inside to how others appear outside.	19 Think of a previous mistake you're glad you made and why.	20 Look at photos from a time with happy memories.	21 Get active outside and give your mind & body a natural boost.
22 No plans day - make time to slow down and be kind to yourself.	23 Let go of other people's expectations of you today.	24 Release yourself from inner demands and self-criticism.	25 Ask a trusted friend to say what they like about you.	26 Find a new way to use one of your strengths or talents today.	27 You matter. Remember that you are enough, just as you are.	28 Take your time. Make space to just breathe and be still.
29 Write down three things you appreciate about yourself today.	30 Accept your mistakes as a way of helping you make progress.	<p><b>"Self-care is not selfish. You can't pour from an empty cup"</b></p>				

**ACTION FOR HAPPINESS**

[www.actionforhappiness.org](http://www.actionforhappiness.org)

Find out more about the Ten Keys to Happier Living, including books, guides, posters and more here: [www.actionforhappiness.org/10-keys](http://www.actionforhappiness.org/10-keys)



## Avoiding hospital admissions through primary care winter wellness checks

In an attempt to keep hospital admissions down and people well in their homes over winter, some Canterbury general practices have been trialling a new winter wellness initiative.

Woodend Medical Centre is one of those practices, with Practice Nurse Marilyn Herbert asking some of their vulnerable respiratory patients to come in for a 'Winter Wellness Check'.

The scheme has come from the Canterbury Initiative in partnership with Canterbury's primary health organisations. It involves general practices inviting patients who are at risk of an acute hospital admission during winter in for a check. The check is carried out by a practice health professional and is free for the patient.

Older people and Māori and Pasifika people aged over 55 years with complex health and social conditions, or a history of acute hospital attendance, can be considered for the checks.

The initiative aims to keep people well in the community by keeping a close eye on their health needs during winter. The check may result in the patient being referred to a specialist, and/or having their medication or care plan reviewed.

Clinical Nurse Specialist for Canterbury Clinical Network's Community Respiratory Service Louise Weatherall was asked by Marilyn to help review some of the practice's patients with chronic respiratory issues, including asthma and Chronic Obstructive Pulmonary Disease (COPD).

The checks have definitely been worthwhile, Louise says.

"On one of my visits we reviewed four patients and by the end of the sessions we had updated two acute plans and created a new one, discussed an asthma management plan, referred two patients to pulmonary rehabilitation, referred one patient for specialist physiotherapy, suggested changes to three inhaler prescriptions and asked the GP to create two new prescriptions."

The check starts with an in-depth discussion about any concerns the patient has about their current health and



Marilyn and Louise with patient Theresa Bennett and her daughter Ruth Solly

then looks at how they can manage their breathing if it starts to deteriorate at home.

"We also talked about self-management plans (the 'blue card') and acute plans," Marilyn says.

"The response from patients has been great with everyone attending their appointments and I will now look at targeting patients with other chronic conditions."

Theresa Bennett (pictured) was one of the patients who came in for a check. She has chronic obstructive pulmonary disease (COPD) and was brought in by her daughter.

"We went through her management plan and reviewed her inhaler prescription. She is from Fiji and is going back for a visit, so it was a great opportunity for her to have a thorough check."

Having the expertise of Louise from the Canterbury Clinical Network's Community Respiratory Service has been invaluable, Marilyn says.

The initiative ran until the end of August and it will now be evaluated to check the impact it has made and inform plans for next winter. These results will be shared across the health system.

# World Physiotherapy Day, 8 September

## – Helping mental health consumers with chronic pain

World Physical Therapy Day takes place every year on 8 September, and is an opportunity to acknowledge the crucial contribution physiotherapists make to keeping people well, mobile and independent. The theme this year was chronic pain.

Any type of pain or physical discomfort can impact a person's mood, thinking and behaviour. Pain is often described as either chronic or acute.

Acute pain draws our attention to potential tissue damage resulting from surgery, injury or some disease processes. Chronic pain may follow on from acute pain.

The term chronic pain is used for situations where the central nervous system continues to perceive a threat even though the tissues may have healed. Pain often changes the way the central nervous system works: the sensory nerve endings for other senses (such as touch or pressure) can change. A person can become more sensitised and start interpreting these normally non-pain stimuli as 'pain'. This leads to beliefs which perpetuate fears, anxiety and ongoing pain.

There are physical consequences, too. Abnormal movement, compensatory behaviour, a sedentary lifestyle, disuse, weakness, loss of muscle causing instability, and physiological changes such as inflammation can all occur as a result of chronic pain.

Mental health and physical health are undeniably linked.

In general, people with serious mental disorders are disproportionately burdened with chronic physical illnesses, such as back and neck pain (27 percent higher prevalence than the general population). This is due to challenges in their environment or situation, as well as the physiological effects of their illnesses and treatment.

Adding to this, mental health consumers are at an even higher risk (31 percent) of having two or more chronic physical illnesses.

It's also been found that people with mental disorders are less likely to seek help for chronic physical illnesses, and the symptoms may affect their adherence to treatment as well as the prognosis. Several studies have indicated that chronic physical illnesses affect psychiatric treatment outcomes.

Canterbury DHB's Specialist Mental Health Services Physiotherapy team work to improve the physical health of individuals with mental disorders. The team of four fulltime-equivalent physiotherapists help consumers with long-term (chronic) pain to better understand their body's response, to address and even change some of these dysfunctions and beliefs, to increase their activity and improve their quality of life.

The *Te Whare Tapa Wha* model of health they employ confirms the connectedness of the body/tinana to all aspects of life: dysfunction in our body affects our social, emotional, vocational, financial, and spiritual life.

## Taking control of chronic pain



**Physiotherapists** work with people to help them take control of their pain using several tools including pain education, coping strategies, problem solving, pacing activities, sleep hygiene and relaxation.

**#worldptday**

Managing chronic pain through movement and exercise helps to:

- > maintain flexibility and movement
- > improve cardiovascular health
- > build and keep muscle tone
- > improve mood and general wellbeing
- > help manage pain
- > increase confidence to take part in activities
- > empower you to live your life and reduce your fear.



# Volunteer drivers play “vital role” in keeping people connected

The support of volunteer drivers who transport mainly elderly rural people to health appointments in Christchurch plays a critical role in enabling them to remain in their own homes and stay connected to their local communities, says Acting Service Manager and Clinical Manager of Social Work, Older Persons Health and Rehabilitation, Raegan Kitto.

“People living in rural communities could become more isolated and lonely without these services. We know this can directly impact upon their ongoing ability to stay healthy and well, and that loneliness is one of the consistent precursors to increased health costs.”

Raegan was speaking at a recent hui of Community Vehicle Trust volunteers. There are 15 vehicle trusts operating across Canterbury in small rural towns with an ageing population, providing transport for people who need to get to health and other appointments. Environment Canterbury supports the vehicle trusts with funding grants.

In the past year, the trust’s Canterbury volunteers jointly donated more than 17,300 hours of their time to support their local residents. More than 35,000 passengers were transported by Community Vehicle Trust volunteers who collectively drove more than 623,000 kilometres.

“Thank you for all the incredible work that you do for many members of our community, whether they come from Ashburton, Rangiora, Kaikōura, Hinds, Akaroa and all the important places in between,” Raegan said.

Last year 1191 people attended Canterbury DHB services from rural Kaikōura, 979 from Amuri, 2796 from Hurunui, 3827 from Malvern, 1282 from Mt Somers, 2399 from Hinds, 915 from Akaroa, 330 from Twizel, 256 from Fairlie, 2819 from Darfield, 1555 from Rakaia, 850 from Geraldine, and 3004 from Leithfield.



Acting Service Manager and Clinical Manager of Social Work, Older Persons Health and Rehabilitation Raegan Kitto addressing the Community Vehicle Trust volunteers hui

Volunteer drivers play a vital role in facilitating rural community members’ independence and social connectedness. Supporting them to attend primary or outpatient appointments decreases the risk of older people needing emergency or acute services.

“I want to acknowledge the late finishes, the many hours you spend on the road, and your patience waiting for appointments to conclude. This is a wonderful service from incredible people. Many thanks for your ongoing commitment and service to our community on behalf of Canterbury DHB,” Raegan said.

## Second year doctor awarded prize for highest exam marks

Congratulations to Christchurch postgraduate second year doctor Jared Campbell who has been awarded the 2019 Barbara and John Heslop Memorial Prize.

The prize is for gaining the highest marks in the recent Generic Surgical Sciences Exam (GSSE) examination of those who attended the 2019 Dunedin Basic Medical Sciences Course, organised by the Dunedin Basic Medical Sciences Course Trust.

Staff at the Medical Education and Training Unit say Jared is an outstanding intern who contributes immensely to Canterbury DHB.

Jared, a House Officer at Christchurch Hospital, says it is a huge privilege to be the recipient of this award.

"I am grateful for the opportunity to have been able to attend the course among a fantastic cohort of Christchurch

doctors who will all make amazing future surgeons."

Barbara and John Heslop were both long-time University of Otago faculty members who made major contributions not only to medical research and clinical practice but also to undergraduate and particularly postgraduate education through their long-term involvement with the Dunedin Basic Medical Sciences Course.



Christchurch Hospital House Officer Jared Campbell

## JOIN HAUORA MĀORI FOR WAIATA

**GREAT ESCAPE CAFE**

**THURSDAY 12 SEPTEMBER**

**12.00pm–12.30pm**

**TE WIKI O TE REO MĀORI**

**9 - 15 MAHURU 2019**





# One minute with... Pamela Lin, Vice President, Principal Architect, Cloud Technology Partners

## What does your job involve?

I work for Cloud Technology Partners (CTP), a Hewlett Packard Enterprise Company based in Boston that provides premier cloud services for enterprises moving to Amazon Web Services, Google, Microsoft Azure and other leading cloud platforms. As an enterprise cloud architect, I develop transactional and analytical data management strategies, as well as lead and deliver complex application and infrastructure projects to American and global Fortune 500 companies in the capital markets, telecommunications, manufacture, banking, and high tech industries. I am one of the lucky CTPers in that have relocated to Christchurch to support Canterbury DHB's Cloud Transformation project.

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

I have always had a proclivity towards mathematics. It seemed to be a logical choice for me to work in the field of computing as a technologist.

## What do you like about it?

I like to solve difficult technical problems with ingenuity.

## What are the challenging bits?

I hate to say this but it is not easy being a woman working in a technical lead role within a male-dominated profession. Some men tend to challenge my authority, technical knowledge and solutions despite it having been proven time and time again. However, clients and company executives appreciate my work and because I am so passionate about technology I choose to persevere past these struggles. I must point out that

since I arrived at Canterbury DHB, I have been treated with the utmost respect from everyone, technical and non-technical, men and women, within the organisation.

## Who inspires you?

Abraham Lincoln, a self-educated man and the most revered president in American history, for his justice, principles and incorruptible integrity.

## 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?

Until working with Canterbury DHB, I often questioned myself why I've helped corporations whose missions were just about making financial gains. Canterbury DHB's values align exactly with the values I hold dearly. I am thrilled to be engaged with Canterbury DHB for the Cloud Transformation project.

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

I was once a ballerina and a part-time ballet instructor. I play piano and cello.

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

I am right where I want to be right now. New Zealand is plentiful in its friendly residents and breath-taking landscapes. Moving here for the year is just what I need to refocus my mind-set and evaluate my goals for my future.

## What do you do on a typical Sunday?

Sit in a café for a peaceful morning coffee and then take a walk later in



the day. Since coming here, I've loved strolling through the Christchurch Botanic Gardens whenever I can. It is a great place to do my thinking and daydreaming.

## What's your favourite food?

Definitely Sour Patch Kids candies.

## And your favourite music?

I love classical music. Currently I have Max Bruch's Violin Concerto No.1 in G Minor on repeat.

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

## Canterbury Grand Round

Friday 13 September 2019, 12.15–1.15pm with lunch from 11.50am. All staff and students welcome.

Venue: Rolleston Lecture Theatre

**Speakers: Steve Kelly, General Surgery**  
**"A life-threatening complication of atrial fibrillation ablation"**

The hour-long session will include talks from Steve Kelly, General Surgery; Ian Crozier, Cardiology; Harsh Singh, Cardiothoracic Surgery; and Simon Dalton, Infectious Diseases. There will be some very useful learning points for all who attend.

**Chair: Anna Stevenson**

It is requested out of politeness to the speakers that people do not leave halfway through the Grand Rounds. This talk will be uploaded to the staff [intranet](#) in approximately two weeks.

Video conference set up in:

- › Burwood Meeting Room 2.6
- › Wakanui Room, Ashburton
- › Administration Building, Hillmorton
- › The Princess Margaret Hospital, Riley Lounge

The next Grand Round is on Friday 20 September 2019 in the Rolleston Lecture Theatre

Convener: Dr R L Spearing [ruth.spearing@cdhb.health.nz](mailto:ruth.spearing@cdhb.health.nz)

## Something For You

Something For You is Canterbury DHB's employee benefits programme.

The deals offered are from the Canterbury business community to say thank you for all that you do. You can access all your deals right [here](#). Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.

### Eats on Oxford

32 Oxford Terrace, Ground floor  
Receive 10 percent off all main meals.  
There are also Early Bird and Happy Hour specials to take advantage of – check out the Something For You home page for more details.

### F45

Ashburton, Christchurch City, Ferrymead, Wigram, Riccarton, Rolleston  
Join any of the above F45 clubs at a discounted rate – find more information about how to sign up under the 'Health and Wellbeing' section on Something For You.

### Hanmer Springs Thermal Pools and Spa

42 Amuri Avenue, Hanmer Springs  
Treat yourself to a getaway at Hanmer Springs and enjoy a free upgrade to a private pool or 10 percent off spa treatments.

Check out [Something For You on the intranet](#) for more information on these deals and more.



## Latest health resources 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 [August 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 resource is: **Vaping Facts (DRU0144)**

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





9 September 2019



ST GEORGE'S  
HOSPITAL  
A TRADITION OF EXCELLENCE



Canterbury  
District Health Board  
Te Pōari Hauora o Waitaha

THE ARTIST DOCTORS PRESENT



30 YEARS ON ANNIVERSARY  
**DOCTORS**  
**CONCERT & EXHIBITION**

SEPTEMBER 21<sup>ST</sup> 2019

The Aurora Centre, Burnside High School

Exhibition from 6.15pm | Concert from 7.30pm

Adults \$35 | Students and performers \$15

To purchase tickets, visit [forms.gle/e4HfojqoBnucfk3Z8](https://forms.gle/e4HfojqoBnucfk3Z8)



Email: [enquiries@artistdoctors.org.nz](mailto:enquiries@artistdoctors.org.nz)

Event Organiser: Ros McCarthy – Ph. 364 1104 M. 027 353 2639

**ARTISTDOCTORS.ORG.NZ**

# STEP AHEAD TRUST ART EXHIBITION

7th - 18th October 2019

You are invited to join us  
for the opening on  
7th October at 3:30pm  
Eastside Gallery

Corner Stanmore Road & Worcester Street  
Light refreshments will be served

RSVP: by 1st October  
0800 688 732 or  
[info@stepahead.org.nz](mailto:info@stepahead.org.nz)

# INFO SESSION

## SOCIAL WORK

Learn about studying the Bachelor of Social Work in 2020.

**Thursday 19 September**  
**4pm-5.30pm,**  
Rakaia Centre, City campus

Register to attend today at [ara.ac.nz](http://ara.ac.nz)

**ADVANTAGE YOU**





# Substance & Gambling Issues Symposium

## For people who work with over 65's

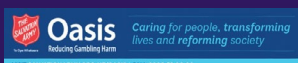


### Guest Speaker Dr Andy Towers

Dr Towers will provide highlights from a 3-year Health Promotion Agency-funded project exploring drinking in New Zealand's aged 50+. This includes a comparison of drinking patterns between older New Zealanders and counterparts in 8 other countries, an assessment of the level of hazardous drinking in older New Zealanders, and the different types of drinkers evident across the country. Lastly Dr Towers will provide an up-to-date overview of the nature and harms of gambling in older adults internationally.

**FREE !**

When: 27<sup>th</sup> September 2019, 9am to 12 mid day  
Where: Odyssey House —98 Greers Rd Burnside  
( opposite Burnside High School )  
Lunch provided



For attendance, catering & event details

**RSVP Diane Matthews by the  
20 September 2019**

[Diane.m@odysseychch.org.nz](mailto:Diane.m@odysseychch.org.nz)

03 741 3072 or 021 919 938