

Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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Te Whatu Ora
Health New Zealand
Waitaha Canterbury



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Cover photo: Christchurch Hospital Gift Shop Volunteer Chris Teasdale.

Kupu Arataki – Introduction

Te Whatu Ora Health New Zealand

Appointment of new permanent National Commissioner Abbe Anderson

Last week Abbe Anderson was appointed permanent National Commissioner, Te Whatu Ora – Health New Zealand and will start in her new role on 12 September.

Originally from Colorado in the U.S, Abbe is a dual citizen of New Zealand and Australia and has undertaken executive study at Otago University and worked alongside rural hospitals in Te Waipounamu earlier in her career. Most recently, she has been based in Brisbane with the Institute for Urban Indigenous Health, supporting the development of community-controlled commissioning frameworks for Aboriginal and Torres Strait Islander peoples.

Abbe brings considerable experience in a diverse range of hospital and primary care systems, including two decades leading complex system reforms. She is passionate about equity and self-determination, is driven by a deep curiosity and excited by ingenuity.

Nau mai, haere mai Abbe!



Dates for your diary – hui with our Chief Executives Margie Apa and Riana Manuel

Due to scheduling conflicts and operational timing, the 8 September virtual hui with Margie and Riana has been cancelled.

Te Whatu Ora and Te Aka Whai Ora staff are however, welcome to attend an external stakeholder hui on 7 September. Please check [Prism](#) for further details and links. There is one session at 10:15am for kaupapa Māori providers and another hui at 11.15am for a general audience.

A leaders' Hui is scheduled for 27 September followed by an all-staff hui. Links to these sessions will be shared via the Daily Global email ahead of time.

News from the Interim District Director and Interim Regional Director.

Christchurch's new youth mental health outpatient facility named at Māia Feast



Christchurch's new youth mental health outpatient facility will be called Kahurangi, meaning "blue skies". Gifted by Ngāi Tūāhuriri and inspired by hope, the name was announced at the Māia Health Foundation Feast, along with news that Hann Construction has been appointed the structural contractor for the facility, with work due to begin next month.

More than 330 people filled Te Pae Christchurch last Saturday night for the Māia Feast, an emotion-filled event that highlighted the realities of the relentless, acute demand for the city's mental health services.

Over \$300,000 was donated at the Feast – the most Māia Health Foundation has ever raised at a single event. The funds will go towards the creation of Kahurangi – a modern, fit-for-purpose mental health outpatient facility for children and young people in Canterbury. Māia Health Foundation has committed to raising \$6 million for the new facility.

Māia's chief executive Michael Flatman said: "Thanks to all those who dug deep at the Feast, we now have \$3.5 of the \$6 million we need. We're enormously thankful for the generosity of the Canterbury community, and we know that generosity will help us reach our end goal of creating a modern, welcoming, respectful facility where we can give our tamariki and rangatahi the nurture and support they need."

Māia Health Foundation has partnered with Te Whatu Ora Waitaha Canterbury to develop Kahurangi. The \$13.5 million facility will be located in the former Canterbury Linen Services building,



An aerial view of Kahurangi (artist's rendering). You can see more of the design of the facility in [this video](#)



Māia Foundation ambassador and MC of the Foundation's Feast event, Mike McRoberts

on the outskirts of the Hillmorton site. Māia's \$6 million contribution is enabling upgrades to the facility which otherwise wouldn't be possible, including a separate space and private entrance for emergency presentations.

Māia's funding will also provide state-of-the-art, purpose-built rooms at the new facility including sensory rooms, physiotherapy and occupational therapy rooms, play therapy rooms, observation spaces, and dedicated rooms for group therapy, along with specialised equipment and spaces that will enable contemporary treatments that are not possible in the current environment.

The Māia Feast was supported by some impressive names. Singer-songwriter Mel Parsons gave an intimate performance, and the event was emceed by Māia's newest ambassador Mike McRoberts. The Live Auction at the event included a game of backyard cricket with Black Cap Tom Latham; a whisky tasting hosted by Canterbury sporting legend Scott Robertson; a private acoustic performance by Julia Deans; and an artwork by internationally acclaimed artist Max Gimblett.

I want to acknowledge the amazing work that our Child, Adolescent and Family team do all day, every day.

Our staff are the heart of the service and they have done an exceptional job managing increasing demand to provide important services to young people in our community even though this year, in particular, has been very tough for Specialist Mental Health Services and the whole health system.

Michael Flatman says while savouring the success of Feast, the Māia team has the \$6 million target firmly in their sights.

Another \$2.5 million is needed to take our child and youth mental health outpatient facilities from good to great and we ask everyone in our community to join us on this mission. Every donation, big or small, will make a difference in the lives of our community's tamariki, rangatahi, and their whānau.

To donate to the new Child Adolescent and Family mental health facility visit www.Māiahealth.org.nz.

Visiting, learning and meeting members of our wider Te Whatu Ora Te Waipounamu team

This week I'm looking forward to heading down to the Southern district to check in on our colleagues in Dunedin and Invercargill. In Dunedin, construction is underway on a new outpatient facility and I'll be visiting the hospital there as well as Southland Hospital in Invercargill. All health systems throughout the South Island are now seeing fewer COVID-19 cases but remain busy caring for people with a wide range of illnesses including respiratory.

We are making steady progress on rebooking deferred planned care. All districts in Te Waipounamu (Nelson Marlborough, West Coast, Canterbury, South Canterbury and Southern) are working together to achieve the goal of more people receiving planned care sooner, as we work to reduce the backlog of planned surgery and outpatient appointments that were deferred due to COVID-19.

Some Canterbury people are travelling to Timaru (South Canterbury) to receive colonoscopies and ear, nose and throat procedures, while some Southern people are having major joint replacement surgery in Timaru and others are travelling to Christchurch to receive cancer care in a private facility. Some West Coast people are travelling to Christchurch to have urgent CT scans in a private facility while a new CT machine is being installed at Te Nikau in Greymouth. Specialists and other staff have also been working out of their home district to help in other areas.

Multiple workstreams underway to develop operating models across a range of functions

I encourage everyone to keep up to date with progress on the new ways of working currently being developed as our new national health service is reformed to enable us to collectively achieve pae ora (good health) for all. The [Change Hub](#) on the Health New Zealand website is where you'll find all sorts of information including Terms of Reference for all of the workstreams underway to ensure we are working together as one to make the most of all of the resources available to us.

We still have our [Te Whatu Ora page on Prism](#) where you'll find a range of additional information, including the [latest update](#) on the Hospital and Specialist Services workstream.

Be kind, be patient and above all, look after your wellbeing

Change can be exciting, with a promise of working in different ways and there are opportunities to help shape the way you work in the future. However, working through a prolonged period of uncertainty can take its toll on top of an extremely busy workload.

With this in mind I encourage you all to make the most of the opportunities to be involved and provide feedback on proposals for changing the way you work. While we are in a period of respite from COVID-19, now's a great time to take leave if you can, or make plans for the upcoming holidays.

If you feel like you need some help to work through all that is happening at the moment, there are plenty of confidential and free options available through work: Check out the wellbeing resources [page on max](#).

And if you've been burning the candle at both ends for a sustained period of time, the Online Burnout Module could provide some dedicated time for reflection and strategies to support your wellbeing – and the time invested will undoubtedly have benefits for your team at work and relationships at home and outside the organisation.

This has proven to be one of the most popular training modules offered by our People and Capability team. It takes about 15 minutes to complete and those who have done so have found it incredibly useful.

[Here's the link](#) to the module on HealthLearn:

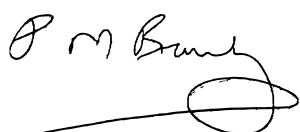
There is also a great interview with [Suzi McAlpine](#) who is an author and leadership coach.

Finally, a shout out to our Chief People Officer, Jo Domigan and her remarkable nine-year-old son Barnaby who made my day last Friday when they were interviewed on Radio New Zealand's Checkpoint programme about 'Dead Fred,' the ginormous worm found lurking in their garden.

When you have time, have a listen to one of the best radio interviews I've heard recently: [Christchurch boy discovers giant earthworm in backyard](#) (interview by Lisa Owen).

Have a great week.

Kia pai tō koutou rā



*Peter Bramley
Interim Regional Director Te Wai Pounamu
Interim District Director Waitaha Canterbury and Te
Tai o Poutini West Coast*

Join our waiata for Te Wiki o Te Reo Māori

Te Wiki o Te Reo Māori (Māori Language Week) begins on 13 September and all Te Whatu Ora staff are encouraged to participate in a collective waiata to celebrate – [Pepeha by Six60](#).

All you have to do is video your group singing this waiata, send it in and the submissions will be edited into one fantastic video and posted to social media to show our celebration of Te Wiki o Te Reo Māori!

What to do:

- › Use the song sheet and watch [the video](#) online of the waiata
- › Sing the first 50 seconds of the waiata (below) – we're keeping it short so it's easy to do!
- › Video yourself in landscape
- › Upload your video into our Dropbox folder: [Dropbox – Waiata – Simplify your life](#) by **6 September**.

Please note: Unless you are outside and/or maintaining a physical distance of at least two metres, any rehearsals or performances with two or more people will require surgical or N95 masks to be worn by everyone.

Waiata lyrics and music (we will record the first 50 seconds)

Ko Mana tokū maunga
Ko Aroha te Moana
Ko Whānau tōku waka
Ko au e tū atu nei

Mana is my mountain
Aroha is my sea
Whānau is my waka
And all of that is me.

Ahakoā pāmamao
Kei konei koe
Though you are far away
I'll hold you near

I'll keep the home fires burning
So you can see clear
Kia maumahara mai rā
Nō konei koe

Check out the video with [New Zealand Sign Language translation here](#)



Be part of our Waiata whānau

Celebrate Te Wiki o Te Reo Māori with us!

[Click for more.](#)



KIA KAHA
TE REO MĀORI



Te Whatu Ora
Health New Zealand



Te Aka Whai Ora
Māori Health Authority

Spring is finally here (although snow is forecast for some tonight!)



Spring in Hagley Park, at last! (04 September 2022)

Welcome to Self-Care September!

Self-Care September 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
 <p>5 Forgive yourself when things go wrong. Everyone makes mistakes</p>	 <p>6 Focus on the basics: eat well, exercise and go to bed on time</p>	 <p>7 Give yourself permission to say 'no'</p>	<p>1 Find time for self-care. It's not selfish, it's essential</p>	<p>2 Notice the things you do well, however small</p>	<p>3 Let go of self-criticism and speak to yourself kindly</p>	<p>4 Plan a fun or relaxing activity and make time for it</p> 
<p>12 Get active outside and give your mind and body a natural boost</p>	<p>13 Be as kind to yourself as you would to a loved one</p>	<p>14 If you're busy, allow yourself to pause and take a break</p>	<p>8 Be willing to share how you feel and ask for help when needed</p>	<p>9 Aim to be good enough, rather than perfect</p>	<p>10 When you find things hard, remember it's ok not to be ok</p>	<p>11 Make time to do something you really enjoy</p>
<p>19 Notice what you are feeling, without any judgement</p>	<p>20 Enjoy photos from a time with happy memories</p>	<p>21 Don't compare how you feel inside to how others appear outside</p>	<p>15 Find a caring, calming phrase to use when you feel low</p>	<p>16 Leave positive messages for yourself to see regularly</p>	<p>17 No plans day. Make time to slow down and be kind to yourself</p>	<p>18 Ask a trusted friend to tell you what strengths they see in you</p>
 <p>26 Find a new way to use one of your strengths or talents</p>	<p>27 Free up time by cancelling any unnecessary plans</p>	<p>28 Choose to see your mistakes as steps to help you learn</p>	<p>22 Take your time. Make space to just breathe and be still</p>	<p>23 Let go of other people's expectations of you</p>	<p>24 Accept yourself and remember that you are worthy of love</p>	<p>25 Avoid saying 'I should' and make time to do nothing</p>

ACTION FOR HAPPINESS

Happier · Kinder · Together




QUIZ – Keep it in the whānau (famous Kiwi families)

Some people believe that all New Zealanders know each other or have some connection. It may not be true, but many Kiwi celebrities have equally famous relatives. Test your knowledge of some well-known New Zealand whānau.

- 1. Actor Russell Crowe is the cousin of two famous Kiwi sporting brothers. In what sport did they represent New Zealand?**
 - a. Rugby
 - b. Cricket
 - c. Soccer
 - d. Tennis
- 2. What relation is actor Temuera Morrison to the late entertainer Howard Morrison?**
 - a. Son
 - b. Brother
 - c. Nephew
 - d. Cousin
- 3. Neil and Tim Finn are two of New Zealand's most famous musicians. Who is the elder of the two?**
 - a. Tim
 - b. Neil
 - c. Trick question, they're twins
- 4. The 1987 World Cup winning All Black number 10 has a son excelling on the global stage – in what sport?**
 - a. Rugby
 - b. Rugby League
 - c. Sailing
 - d. Golf
- 5. Singer Brooke Fraser's dad played 23 tests for the All Blacks. What was his position?**
 - a. Fullback
 - b. Wing
 - c. Lock
 - d. Halfback
- 6. The Adams siblings, Warren and Steven (basketball) and Dame Valerie and Lisa (discus) are superstars of New Zealand sport. Between them, how many Olympic medals do Dame Valerie and Lisa have?**
 - a. Four
 - b. Five
 - c. Seven
 - d. Nine
- 7. Still with the Adams family... For which NBA team does Steven play?**
 - a. Memphis Grizzlies
 - b. Oklahoma City Thunder
 - c. New Orleans Pelicans
 - d. Boston Celtics
- 8. Radio DJ and TV presenter Stacey Morrison has a famous husband – Te Karere presenter Scotty Morrison. Her father, James Daniels, is also well-known in Canterbury. What does he do?**
 - a. Rugby commentator
 - b. Singer
 - c. TV presenter
 - d. Radio DJ
- 9. What was the title of the 2009 documentary about Jools and Lynda Topp?**
 - a. The Topp Twins: Milestones
 - b. The Topp Twins: Big Ole Moon
 - c. The Topp Twins: Untouchable Girls
 - d. The Topp Twins: New Zealand Icons
- 10. Bruce and Barbara Kendall are the only Kiwi brother and sister to do what?**
 - a. Represent New Zealand in the same sport
 - b. Win Olympic gold medals
 - c. Be flag bearers together at the same Olympics
 - d. Win Olympic gold, silver and bronze medals

[Check your answers on page 24.](#)

Ā mātou tāngata – Our people

Kaiāwhina set to make a difference

Nineteen newly employed kaiāwhina (support workers) were officially welcomed to Te Whatu Ora Waitaha Canterbury last week.

The new kaiāwhina are working for the System Wide Operations Centre (SWOC). You will meet kaiāwhina throughout the health system in Specialist Mental Health, Burwood Hospital, Maternity, Christchurch Hospital and Allied Health.

Kaiāwhina play an important role in supporting health professionals by performing tasks to reduce harm and deconditioning (the loss of strength and muscle tone after an extended period of inactivity) in patients and improve patient safety.

They will be supported in developing skills to undertake identified tasks in different health settings, such as working with physiotherapists on patient exercise plans. They may work alongside any health professional in any setting to help free them up to do the work that only they can do.

We look forward to supporting this group with training to flourish and make a real difference to workloads, as well as our patients and health outcomes in Canterbury.

The group has a diverse range of cultures, ethnicity, age and genders with over 60 percent identifying as Māori. They hail from locations as varied as Pakistan, Rotorua, Christchurch, Turkey and Raglan, and for many this is their first step into a career in health.

Their backgrounds range from a violinist, sports science and health science graduates, retail, full time mothers- and for some this is their first job out of high school.

Kaiāwhina Joxene Tihi says she is looking forward to the challenges she is about to embark on in her new journey.

"It's something I have always wanted to do – working to support people in need."

Executive Director, Māori and Pacific Health, Hector Matthews explained to the group that Kaiāwhina is a beautiful word that says a lot of things.

"It represents you and the role you play in supporting people to wellness."



Executive Director, Māori and Pacific Health, Hector Matthews speaking at the kaiāwhina induction

The role of kaiāwhina had been a long time in gestation and getting the roles in place was a significant step forward in supporting patients and whānau in our services.

"We're really happy you're here and to welcome you. You can make a significant difference in the lives and wellbeing of a lot of unwell people who we are here to serve."

Head of Equity, Diversity and Inclusion Rebecca Murchie says it's exciting to recruit and onboard a diverse workforce, reflective of the community that we serve.

"We used our new mana-enhancing recruitment and onboarding process that we piloted last year for our Whakamana Rangatahi programme. We connected with our networks as well as the Ministry of Social Development to attract candidates that had core values of whanaungatanga (connection / kinship), arohatanga (care / empathy) and manaakitanga (respect)."

Kaiāwhina Beth Harstone, who has just begun work at Hillmorton, says even though she had only been in the role three days, she'd already experienced a rewarding time with a consumer.

"I sat with her and we did some activities together, including yoga."

Beth invited the consumer to teach her some of the yoga poses which built rapport and resulted in the consumer enjoying it more and asking Beth to stay with her for lunch.

The experience also provided an insight into the fantastic range of services available for those in need of mental health assistance, Beth says.

Celebrating Tonga – Tonga Language Week

Tonga Language Week began yesterday – one of the many Pasifika language weeks being celebrated throughout 2022.

This year's theme for Uike Kātoanga'i 'o e lea faka-Tonga – Tonga Language Week – is: Ke Tu'uloa 'a e lea faka-Tonga 'i Aotearoa, which means 'Sustaining the Tongan Language in Aotearoa'.

The word tu'uloa means to continuously grow, nurture, and sustain a valued idea, practice, event, or memory in an enduring way.

Celebrating our Pasifika kaimahi at Te Whatu Ora Waitaha Canterbury is essential to making sure we continue to grow our diversity and help provide the best health care to the communities we serve, says Equity, Diversity and Inclusion Workforce Development Partner Akira Le Fevre.

He spoke with Information Services Applications Team Leader Vyvienne Kyle, whose mother was born in Tonga.

"Participating in Tonga Language Week is important to me because we are celebrating the language from the Kingdom of Tonga, where my beautiful Mum was born," Vyvienne says.

"I regularly visit Mum in Wellington, and at 80 years young she is still my Polynesian dance teacher. We dance, laugh and prepare and eat our favourite Tongan dishes, including the beautiful Ota'ika, which is raw fish, marinated in coconut milk."

For her, Tonga Language Week means feeling pride in bringing Pasifika to her workplace to help improve awareness of diversity and our connection to all Pacific people. Being asked to share her personal experience in the Pānui is an honour, she says.

"I admire 'anga fakatonga', the Tongan way of life, the culture that encompasses all Tongan values, practices, beliefs, and behaviours. In the Tongan way, being thankful and respectful are important values. Like many cultures, in Tonga, family is the central unit of life.

"Family is 'toto', which means 'blood' and family is the 'blood' connection. Every blood relative is a brother or sister, rather than, for example, just being cousins or second cousins," she says.

A Tongan person will share their success with their toto, as it is a blessing to be able to share. Older people command the most respect and each family member knows their role in looking after their elders.

"Being Tongan is to have a courageous spirit that when faced with a mountain and the challenges that it brings, we do not shy away. Together Tongan's get through the challenges," Vivienne says.

For more information about Tonga Language Week you can visit the [Ministry of Pacific People website here](#).

If you would like to be part of enriching the diversity of Te Whatu Ora and share your Pasifika culture and lived experience please feel free to contact Akira by emailing akira.lefevre@cdhb.health.nz.



04 - 10 SEP SEP **Lea Faka-Tonga**
Tonga Language Week

Ke Tu'uloa 'a e lea faka-Tonga 'i Aotearoa
Sustaining the Tonga Language in Aotearoa

PACIFIC 2022 **LANGUAGES WEEKS** **22** **Ke Tu'uloa 'a e lea faka-Tonga 'i Aotearoa** **SUSTAINING THE TONGA LANGUAGE IN AOTEAROA** **Ministry for Pacific Peoples**

What do you do when you're not at work?

Our people are sharing the hobbies and activities that bring them joy when they're not at work.

Debbie O'Donoghue Neonatal Nurse Manager

I started doing beekeeping after completing an evening course run at the local school. Soon after, I bought a hive, and am now progressing to two hives. These are urban hives as I live in the suburbs.

Why keep bees? If you like a thriving garden, nature and helping the community and environment. Bees perform about 80 percent of the pollination worldwide but are declining, so you'll not only helping the planet but there is also the gift that keeps on giving – honey, honeycomb, wax.

There are local clubs and courses, so you can learn as much as you want to about keeping bees. If you are not into actually having a hive, consider planting a bee-friendly garden rich in pollen and nectar, they really like the colours blue, purple and yellow.



Sandy Brinsdon, Team Leader, Community & Public Health

When not at work I can usually be found at exploring anywhere across the country but often places a few hours away. Some favourites are the Hakatere Conservation area (where this photo was taken), Kaikoura, Akaroa, Arthur's Pass or a bit further down into the Mackenzie. As a keen photographer it gets me out and about to new and different places and with my husband, a keen diver. The Coast is always a popular choice – diving for him and wildlife photography for me – the best of both worlds.



One minute with...

Meredith Rookes, Team Lead, Injury Prevention

What does your job involve?

I am responsible for developing and delivering programmes of work that focus on reducing discomfort and injury to our people across Canterbury and the West Coast. One of our key programmes is Safe Moving and Handling. I hope you will become familiar with our Move Well, Stay Well branding as we roll out this much needed training. I have a wonderful team who deliver workshops and support our clinical and non-clinical services across both districts. I am responsible for working with the broader Health and Safety Team to identify hotspots for injuries or harm. I engage with teams to develop programmes which support our people to stay well at work.

What advice would you give someone keen to enter your field?

Despite no longer carrying a clinical caseload, I have maintained my registration as an Occupational Therapist (OT). Being an OT is not essential to the role, however clinical experience is hugely beneficial. The role requires compassion and a desire to alleviate harm and discomfort across our workforce. Being a team player is essential. Injury prevention is about working with you. All programmes are designed to meet the needs of our people. This often requires some creative thinking, problem solving and patience. I am constantly learning.

Who inspires you and why?

My father is a constant inspiration with his enduring positive attitude to life, chivalry and kindness. At 85 years old he is still doing flips into the pool! Who doesn't want to be having that kind of fun at 85?



Meredith at Goat Pass on the West Coast

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

Everything. Compassion, empathy and patience are essential values in the work I do. Our workforce is made up of hardworking, selfless and caring people. I have the utmost respect for all occupations clinical and non-clinical. My team are driven by a strong desire to help others and to support our leaders to protect their people from harm at work.

If you could be anywhere in the world right now where would you be?

Skiing at Whistler with my family.

Who would you want to play you if there was a movie made about your life?

Lady Gaga. I don't mind her acting and the movie would have a fantastic soundtrack!

What are your hobbies/interests outside of work?

I am without doubt, an active relaxer. You will find me at weekends running the Port Hills trails and often I venture further into the mountains. I am contemplating one day entering the Coast to Coast mountain run. With three teenage boys at home there is little time in the day to sit down. It's just as well I enjoy cooking too!

Apple Crumble

There is some sugar in this recipe. It is hard to have an entirely sugar-free dessert, but this recipe contains much less than traditional apple crumbles.

- › 6 apples (Granny Smith if you like it a bit tart. Braeburn, Gala or something similar if you prefer sweeter)
- › 1 cup rolled oats
- › 1 cup desiccated coconut
- › ½ cup chopped walnuts (optional)
- › 2 tsp cinnamon
- › 1 tsp vanilla essence
- › 3 tbsp pure maple syrup OR 2 tbsp brown sugar
- › 4 tbsp coconut oil

Method

- › Preheat the oven to 160°C.
- › Wash the apples and cut into small cubes, making sure to remove the core. Peel if you prefer but otherwise, leave the skin on. Place the chopped apples in a bowl and cover with cold water – set aside.
- › To make the crumble add rolled oats, coconut, walnuts (if using) 1 teaspoon of the cinnamon, maple syrup (or sugar) and coconut oil into a food processor and pulse together until combined, it should stick together. You can also use a hand mixer.
- › Place chopped apples into a medium-sized oven dish. Sprinkle the remaining teaspoon of cinnamon over the apples then pour ¼ cup water into the dish. Spoon the crumble mixture on top. Bake for 30-40 minutes until the crumble is golden.
- › Remove from the oven and serve warm with thick natural yogurt, or if you're feeling a bit naughty, custard or ice cream.



NOTES:

- › You can substitute the brown sugar or maple syrup with a non-nutritive sweetener such as Stevia if you prefer.
- › By keeping the skin on your apples, you will consume much more vitamin E, K, C and A than you would from a peeled apple.
- › This dish will keep for a couple of days in the fridge.

Whakamihi – Bouquets



Intensive Care Unit (ICU), Ward B8, Christchurch Hospital and Brain Injury Rehabilitation Service (BIRS), Burwood Hospital

The family of [patient name] would like to say thank you for the care of our son. To the amazing team in ICU who respectfully cared for him on multiple occasions when he was at his worst, we thank you. To the team in Ward B8, as well as the extended team of physiotherapy/speech therapists and hospital aides who gave their all to support our son, we thank you. To the incredible team in the BIRS (Ward CG), who never gave up and encouraged [patient name] in his recovery, we thank you all. The precious weeks we had with our son at Burwood we will forever cherish as a parting gift. To the Neurology team who fought against odds to keep our son alive, but in the end it was not to be, thank you. Lastly to the social workers who supported our family through our traumatic journey, thank you. We would also like to add a thank you to the donor nurse/advocate who navigated us through this extremely emotional time in honouring our son's wishes to help others. Nobody wants to lose a son and we are still overwhelmed as we try to accept and deal with our grief, however we know that all the teams combined did their utmost to care for our son, especially in difficult times with COVID-19 and short staffing, so we are grateful to all. So thank you once again to all the teams, across Christchurch and Burwood hospitals.

Child Health Services, Christchurch Hospital

My partner and I would like to pass on a big thank you and our biggest compliments to nurse Sara on Ward A7. She not only took amazing care of our five-day old son but also our wellbeing. We couldn't be more grateful and hope that she gets the recognition she deserves for not only our care, but, I'm sure, many others who do not give feedback. Everyone involved in my son's care during our time in Christchurch Hospital was amazing and we hold everyone in such high regard. Thanking Sara and the team from the bottom of our hearts.

Oliver and Keran, MRI, Christchurch Hospital

Oliver and Keran the nurses in MRI are amazing. They have brilliant communication skills and incredible empathy for such young guys. They are truly amazing. Their maturity and outstanding communication skills are well beyond their years.

Amanda, Oncology Outpatients, Christchurch Hospital

Thank you nurse Amanda for all your care and kindness while I underwent a drainage.

Haematology Outpatients

Very good, couldn't be better. Thank you.

Eye Department, Christchurch Hospital

Great service, very efficient. Thanks.

Valentina Todd, Ward A8, Christchurch Hospital

Valentina has been providing exceptional care for [patient name]. Due to [patient name's] health condition she required extra support and care to ensure that she was comfortable. She often commented that she was pleased to see Valentina and enjoyed her cheerful disposition. Valentina also displayed great attention to detail and was culturally competent. I'd like to express many thanks and gratitude.

Ward 14, Christchurch Hospital

Amazingly considerate, attentive care by all staff. Thank you, much appreciated.

Emergency Department (ED) and Gynaecology, Christchurch Hospital

I'd like to acknowledge the amazing care I have been receiving. The ED are kind, understanding, thorough, and looked after me very well. Those who stood out were Dr Michael and another lovely doctor whose name I can't remember. Also Nurses Ali and Brody and a lovely student. From being admitted to the Gynaecology ward the good care has continued on, with nurses Maria and another night nurse. I have felt heard, validated, cared for and understood, which has made a very painful time that much easier. Thank you team.

ED, Christchurch Hospital

I ended up in ED recently via my GP. I want to pass on how the streaming process was well organised and I was seen rather quickly with minimal wait time, also how professional all the ED nurses and health aides were. A special thanks to Dr Evan for his great care and investigations. I felt well supported in the care I received and can now follow up with the required specialists. All round a job very well done in these trying times.

Amanda, Oncology Outpatients, Christchurch Hospital

Thank you Amanda for all your care and kindness.

Radiology, Christchurch Hospital

I would like to give positive feedback about my experience and your service today. I attended the Main Radiology. I was greeted by the receptionist who checked my details and I had barely sat down in the waiting room when I was taken to the area to get changed (I was about 15 mins early). I was given a lovely warm sheet to put around me – so nice! I felt quite cared for. The procedure was explained to me and when I asked about the hygiene protocols, just to reassure myself, these were explained well. Sandy and Jamie were very nice, this was quite a stressful procedure but I felt cared for and your staff checked for issues and looked after my welfare. You do a great job with limited resources and funding. My friend had a colonoscopy on Friday and we compared notes and both agreed about your high standard of service, we felt cared for and that we would both be sending you positive feedback. Thanks.

ED, Christchurch Hospital

I would like to convey my thanks to the wonderful care I received in ED. The clinician, Anne Chiang and nurse Tina were so reassuring and caring as well as being professional, I would like them to know the enormous difference it made to me. Unused to being in hospital and not knowing just what was my causing the problem, I want them to know how much I appreciated their care.

Ā mātou kōrero – Our stories

Saving patient and staff time

An innovative 'Phone a Friend' scheme in Christchurch Hospital's Emergency Department (ED) is saving time and freeing up hospital beds.

The initiative encourages ED senior doctors to ring the on-call specialty senior medical officer directly, instead of going through the registrar for various issues. These include more nuanced chest pain, arrhythmias, neurological symptoms and symptoms in patients on dialysis – to name a few.

The scheme has resulted in better access to outpatient clinics, enabling the ED senior doctors to discharge more people home safely for follow-up as outpatients, says Consultant Emergency Physician Mark Gilbert.

"Or, because of the senior specialist advice at the time of ED contact, it may be that no follow-up is even needed."

Triple handling of some patients is avoided.

"Often the registrar would then talk to their boss anyway – so this cuts out the middle man. It also frees the registrar to see other patients that need to come in and reduces time patients spend in the ED."

It also has other benefits, for example building bridges between the ED and other specialties, he says.

The scheme, which began in June, has been endorsed by the Hospital Flow Group and the medical chiefs and chairs.

On average about four to five phone calls are made each day in total, and the feedback from ED and the patients has been excellent, Mark says.

"This is saving admissions, saving registrar reviews (which saves them time), saving the patient's time, and freeing up ED beds, not to mention resulting in less duplication. We are really grateful to our inpatient colleagues for working with us on this."

Project Specialist Jacqui Summers says the 'Phone a Friend' scheme is a great example of an initiative saving both patient and staff time.

"The idea is not to inundate the inpatient consultants with calls but to focus on scenarios where the team think they can get a person back home with up front inpatient specialist advice."

Executive Director of Nursing and Lead for System Flow Becky Hickmott says this is an excellent piece of work has come out of the wider System Flow Governance Group. The group was set up to monitor system capacity, to improve flow across the system and to ensure access to timely care for our patients and their whānau.



Submitting photos for the Pānui

We really want to see your photos. The stories are so much better when they have accompanying images, especially if they have people in them. There are just a few things we need you to be aware of when you're providing photos for the Pānui.

- › People in your photos must be wearing surgical or N95 masks in the following circumstances:
 - » Anyone who is photographed inside a health facility must be masked, even if they are on their own
 - » Any photo taken with two or more people in an indoor setting.
- › Mask exemptions apply to photos featuring the following:
 - » Children under 12 years of age
 - » You with your partner, whānau or people you live with
 - » Two or more people in an outdoor setting who are also physically distanced (at least 1m)
 - » Any photo taken in or before 2020
- › Photos need to be of a certain size (resolution) and quality to publish:
 - » 1MB or larger is best
 - » Please make sure it is in focus
 - » Do NOT paste your image(s) into a word doc. Email the original photos as jpeg attachments and if given the option, send the largest size.
- › You don't need special equipment, the camera on your phone usually produces perfectly fine photos. To optimise the images on your iPhone:
 - › Open **Settings**
 - › Click on **Camera**
 - › Select **Formats**
 - › Select **Most Compatible**. This results in higher quality photos by saving images in JPEG format.

Also...

- › Give us the names (and where applicable) the roles of the people in the photo
- › If it is great photo but not attached to a story, send it anyway. Just give us the context and we can still share it.

Please keep all this in mind because it's disappointing for everyone if we can't publish your photo(s).





Christchurch Hospital
Volunteers

Hospital gift shop offering online shopping

Whether you need to post a parcel, get a lolly hit, pick up a magazine or buy a gift to cheer a patient, the Christchurch Hospital Volunteers Gift Shop is always there.

And now the retail outlet, run wholly by volunteers, has gone digital with a new website so you can do your shopping online.

Since 2012, thanks to the unwavering dedication of our wonderful volunteers, the gift shop has donated close to \$1 million in patient and visitor comfort items, used to support staff education and at times purchase clinical equipment.

To continue building on this success and providing another means of gift accessibility to the public, the gift shop is now offering online shopping, with volunteers packaging and delivering purchases on site, says Retail Coordinator Ann Hill.

"Shipping is offered nationwide and orders can be delivered to the hospital, often within one hour of purchase. This offering is hugely convenient, particularly for those in search of a thoughtful, quality gift last minute."

"The online shopping platform is a useful asset to the gift store and the success wouldn't be possible without the hard work of our lovely volunteers who keep this operation running smoothly.

"It's all about changing and adapting and making the most of what you have. The success of the shop is 100 percent the volunteers who work there, not only behind the counter but also those behind the scenes in the stockroom and making up our famous lollies. They are so invested in giving the best service, it's their passion not just their time. I am humbled by them."



Christchurch Hospital Gift Shop Volunteer Chris Teasdale at work behind the counter



There is just a small range of stock online at present, mainly the most sought-after items, but the range will be expanded. The small gift shop is one of the biggest stockists of the popular British Jellycat brand of soft toys, she says.

The store's [website is here](#).

September is Cervical Screening Awareness Month

Cervical screening (whakamātautau waha kōpū) is a test that looks for abnormal changes to the cells of the lower end of the uterus (cervix).

During the screening test, a sample of cells is taken from the cervix and these are examined closely under a microscope to look for any changes or abnormalities. Some changes can get better on their own and some may require treatment to prevent the cells developing into cervical cancer.

Studies show that up to 90 percent of cervical cancers can be prevented by regular screening.

Who should have cervical screening?

Cervical screening is recommended if you:

- › are a woman or trans or non-binary person with a cervix
- › are aged between 25 and 69
- › have ever been sexually active.

If you have had a hysterectomy (removal of the uterus/womb), your health provider will advise if you still require cervical screening.

If you are aged over 70 and have never had regular screening, you may be at risk of undetected abnormalities and should speak to your health provider about being checked.

What causes cervical cancer?

Nearly all cervical cancers are caused by the human papillomavirus (HPV) which is sexually transmitted.

For most people an HPV infection clears by itself within two years (especially in people under 30). You might not even know you've had it. However, sometimes it becomes a persistent infection, which may need further follow up and sometimes treatment to prevent cervical cancer.



Cervical Screening Awareness Month

This month we can celebrate that Aotearoa New Zealand has one of the most successful cervical screening programmes in the world and that from July 2023, the programme will change to an HPV test with the option of self-testing.

It is important to note however that eligible Māori, Pasifika and Asian people are considerably less likely to have regular cervical screening. There will be campaigns throughout the month to draw focus to these groups.

In the meantime, if you are eligible for cervical screening and you're putting it off or you're not registered with the national programme, you can speak to your health provider or call 0800 729 729.

If someone you care about is hesitant about cervical screening, encourage them to speak to their health provider or check out the links to helpful sites below.

Around 160 women will be diagnosed with cervical cancer each year in New Zealand, and 50 will die from it.

To find out more:

- › [Smear your Mea \(SYM\) Facebook](#)
- › [Time to Screen](#)
- › [Cancer Society](#)
- › [New Zealand Gynaecological Cancer Foundation](#)
- › [Māori cervical screening campaign](#)

Refocusing on Bedside Boards during Safe Mobility September

These boards will not be new to most hospital staff who see them every day. They aren't just an important patient safety tool for staff, they are also about engaging the patient and their whānau in their care.

The aim of the bedside board is to make key patient safety information available 'at a glance' to patients and their contact person(s)/whānau/visitors as well as staff involved in caring for the patient. It draws on the visual management principles to communicate the status of an area or process within three seconds (lean methodology).

They include information about the person as well as information they need to know. In this pressured environment an up-to-date expected date of discharge is a must.

Staff at Te Whatu Ora Waitaha Canterbury have added in the Safe Mobility Plan for patients, making patients' safe moving and handling needs very visible to all those who interact with them.

As you are moving about our hospitals you'll notice some of the icons change. This is because the various specialities need to communicate different things at a glance. The bathroom section was added after a serious adverse event. English as a second language was added for a similar reason.

So, what do patients tell us?

We look at the impact of staff interaction in relation to partnering with patients in their care and their whānau. Over the past 12 months, 38 percent of

Kia ora, my name is: _____


Things I would like you to know about me: _____

Date / Day: _____

I expect to leave Hospital on: _____





My Doctor: _____




My Nurse: _____

☐ I am cytotoxic 



☐ Sometimes I get confused

☐ I am at risk of falling








 Visually Impaired  Hearing Impaired  Communication Impaired  English is not my first language

Bed Mobility Transferring Walking

Toilet Shower





 Hoist  Standing Aid  Wheel Chair  Gutter Frame  Walking Frame  Walking Stick  Crutches



Notes: _____




Food Allergy: _____

Fluid Restriction: _____

My diet is: _____

Texture: ☐ Easy chew  ☐ Soft & bite sized  ☐ Minced & moist  ☐ Puréed 

Oral fluids: ☐ Moderately thick  ☐ Mildly thick  ☐ No oral fluids

Assistance with meals: ☐ Assistance  ☐ Supervision  ☐ Independent 

A bedside board engages the whole care team, the patient and their whānau

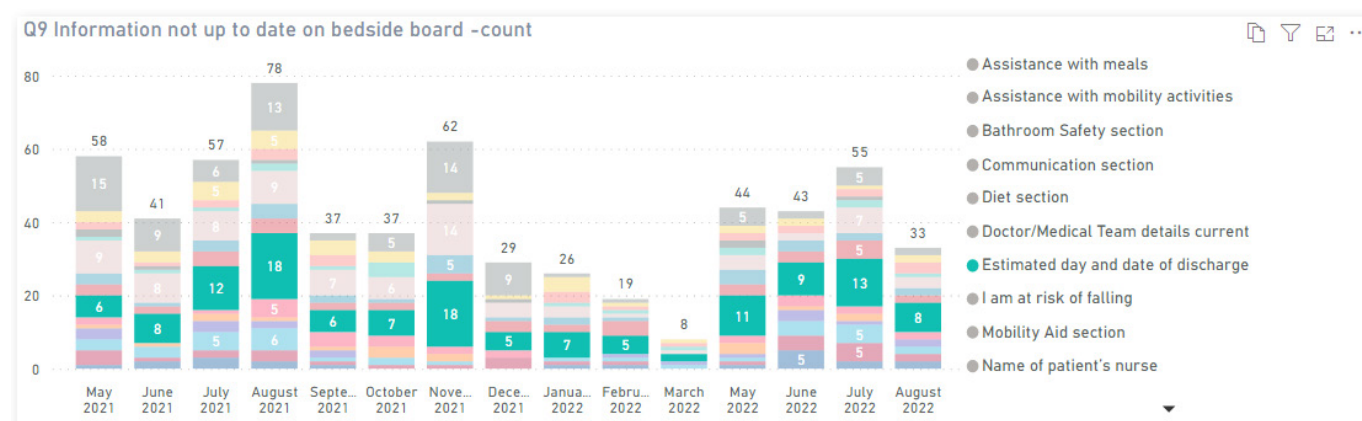
patients tell us that this information is discussed with them, 49 percent say their whānau was involved enough, and 72 percent tell us they are involved enough in decisions about their own care (interview group sample size was 5762).

Why it's important bedside boards are kept up to date

Everyone has a stake in the information on the bedside board and everyone has a role in keeping them up-to-date.

The boards are assessed as part of the Safe Mobility Audit and generally the results are above 80 percent. At Burwood, they regularly achieve 100 percent.

Information not up-to-date is collected and you can see highlighted in blue/green below that estimated date of discharge is not always filled in.



The audit results can be drilled down to ward and team level and are in [Seeing Our System](#) so teams can understand where they are doing well and what needs to be done to improve in areas where they are less consistent.

“As part of our policy of continuous improvement, let’s focus on making bedside boards better for your patients during Safe Mobility September,” says Susan Wood, Director Quality & Patient Safety.

PROTECT
AGAINST
MEASLES

Pānui – Notices

Something For You

Something for You is the Te Whatu Ora – Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do. [Click here](#) for more deals on Home Maintenance. You can find [similar offers here](#).



Laya Massage and Aroma Therapeutic

– Ilam Health Room 10, 110 Memorial Ave, Burnside, Christchurch

Get 20 percent grand opening discount off all massage treatments valid up to 30 September 2022– show your staff ID to redeem. [See the flyer here](#) for more information.



F45 Sydenham

– 289 Colombo Street, Sydenham, Christchurch

Discounted membership rate at \$55 a week (RRP \$66 a week) – email Sydenham@F45training.co.nz to sign up and state you are from Te Waitaha Canterbury. Please [see the flyer here](#) for more information.



Quick Fit Alterations

– 220 Westfield Riccarton Mall Christchurch

Quick fit alterations shop would like to offer 15 percent off for all alterations and exclusive price of just \$18 for trousers and skirts shortening. Note, this is not just for staff uniforms. Claim for all alterations you need, show your staff ID instore to redeem. Contact information, 03 348 4924/ 021 02279418



A1 Autoservices garage

– 142-146 Fitzgerald Avenue, Christchurch

Pay only \$150 and get \$1,040 worth of car servicing! Please read the detailed service package and terms and conditions here. You can email Craig at a1auto4service@gmail.com text/phone (029 778 0052) to arrange a voucher.



Dell

Get exclusive discounts and benefits when you buy online with your staff email address. [Read more about the offer here](#). [Click here for detailed instructions](#) on how you can redeem this offer.

Dell member benefits

Get 20 percent discount on selected Dell RRP products – XPS, Alienware, Inspiron, Vostro, monitors and accessories, or a seven per cent discount on all Dell online store products including discounted items



Microsoft New Zealand – Home Use Programme

The Microsoft Home Use Programme (HUP) allows you to buy Office 365 subscriptions or the latest version of Office, Visio and Project software to use at home at a substantial discount – [see more information here](#). Save up to 10 percent on selected Surface devices and 30 percent on Microsoft 365.

CHIC newsletter

The latest issue of the Community Health Information Centre (CHIC) newsletter is out now.

The monthly newsletter is produced by CHIC at Community and Public Health (C&PH), a division of Canterbury DHB. The newsletter aims to highlight new and revised free resources available from your local CHIC office, such as what to do with colds and flus, 'Stay warm and well this winter', and much more.

You can read it on the [C&PH website here](#).

Take a Stand VOTE for your Christchurch

The local election will be held on 8 October 2022. The election will be held by postal vote. New Zealand Post delivers voting documents to all enrolled voters. Voting opens Friday 16 September and closes noon, Saturday 8 October.

Christchurch City Council has two decision making parts; The Council and Community Boards.

During the election, you can vote for;

- › The Mayor and a ward councillor
- › Community Board members

The term for elected members is three years. For full details of where to vote and special voting please visit <https://www.ccc.govt.nz/the-council/how-the-council-works/council-elections>

Environment Canterbury also holds elections at the same time for full details visit: <https://www.ecan.govt.nz/about/your-council/engage-with-us/elections/>

All voting documents can be posted FREE POST at any NZ Post Box or Council ballot box between Friday 16 September to noon, Saturday 8 October.

Please note * Postal votes will need to be posted by 5pm 4th October*



QUIZ ANSWERS – Keep it in the whānau

- | | |
|--|--|
| 1. b. Cricket – Jeff and Martin Crowe | 6. b. Five (Dame Valerie has four – 2 gold, 1 silver and 1 bronze) and Lisa has 1 Paralympic gold medal) |
| 2. c. Nephew | 7. a. Memphis Grizzlies |
| 3. a. Tim – Tim Finn was born in 1952 and Neil in 1958 | 8. d. Radio DJ |
| 4. d. Golf – Ex All Black Grant Fox's son Ryan is a professional golfer. | 9. c. The Topp Twins: Untouchable Girls |
| 5. b. Wing (Bernie Fraser) | 10. b. Win Olympic gold medals – both in boardsailing |



WINTER RESEARCH SERIES



Seminar 4 – 7th September Learning from the Pandemic

Come and hear some of the latest research findings, and meet our researchers over tea and coffee. Held every three weeks at Manawa, Wednesday 4-5pm.

www.healthprecinct.org.nz

Brought to you by Te Papa Hauora and its partners

Te Whatu Ora
Health New Zealand



Seminar 4 – 7th September Learning from the Pandemic

Speakers include:

Dr Maira Patu Clinical Senior Lecturer
University of Otago Christchurch
Māori Solutions for Global Problems: Ngā Hua Akoranga,
Learning from MIHI Māori Mobile Vaccination Programme
to Achieve Equity

Hayley Rowe-Jones Lecturer and
Melanie Welfare Lecturer
Ara Institute of Canterbury
Unexpected Learnings when stopping clinical placements

Laurie Mclay Associate Professor
University of Canterbury
Telehealth-delivered support for parents of autistic children

Winter Research Series

Seminar 1 – July 6
**Evaluating Innovations
in Health**
Where: Manawa HP108

Seminar 2 – July 27
**Improving health for
Māori and Pasifika**
Where: Manawa HP108

Seminar 3 – August 17
**Sustainable Research
in Healthcare**
Where: Manawa HP108

Seminar 4 – September 7
Learning from the Pandemic
Where: Manawa HP108

Seminar 5 – September 28
Co-producing Research
Where: Manawa HP314

> To register attendance, please email admin@healthprecinct.org.nz