

# 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: Competitors in the Fossil Fuel Free Coast to Coast to Coast (F3C3).

# Kupu Arataki – Introduction

## Sending aroha to everyone affected by Cyclone Gabrielle

The massive clean up continues after Cyclone Gabrielle tore across the North Island last week, with the full extent of the damage still being revealed. The impact on peoples' lives and livelihoods, farming and horticulture, travel and tourism, health and infrastructure, will be felt for some time to come.

For people who would like to contribute to relief efforts:

- › Please do not try to send food, blankets, clothing or other donated goods. The resources are not available to safely distribute these, especially with so many roads impassable.
- › [The New Zealand Red Cross](#) is on the ground dealing with immediate welfare needs and supporting people's emotional, practical and social needs.
- › Mayoral Relief Funds help local communities support families, community organisations and marae after an emergency. You can donate directly to the [established funds here](#).
- › [Animal Evac NZ](#) – Kararehe whakawatea is New Zealand's only dedicated animal disaster management charity, making sure no animal is left behind in times of emergency or disaster.
- › Be aware of donation and charity scams and only donate to a known, trusted organisation. Some genuine groups and organisations like local marae and community groups may be doing their own fundraising but be cautious of individuals asking for money.
- › You could consider holding off just now if you wish to donate. The focus right now is on immediate necessities such as food, water and shelter. Affected people who have been hard-hit will be looked after with those lifesaving basics, but money will also be needed down the line and there might be small local projects (things like rebuilding a playground or fixing up a marae) that you want to support when the time comes.

### As a health worker, you can volunteer to help colleagues in Hawke's Bay and Tairāwhiti

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As the reality sets in for our people in the worst affected areas, they are going to need to take time out to support their whānau, deal with insurance issues and work towards getting their homes and lives back on track.

This is where we can help by offering to work in one of these areas for at least two weeks.

A national workforce team has been set up to coordinate staff and to ensure we deploy the right people to fill the roles that are needed on the ground.

If you're up for it, please talk to your manager in the first instance – once they approve of you taking two weeks off to be deployed to one of these areas, they can provide you with the link to register your availability via an online form.

The workforce team want to hear from clinical and non-clinical staff. All roles are important and will need to be back-filled over the coming weeks and months.

#### **Right now, preference will be given to those who:**

- › Have the skills and experience to match what's needed on the ground
- › Have friends or whānau they can stay with in either Hawke's Bay or Tairāwhiti (this isn't essential, but will help)

#### **You need to know:**

- › You may be in shared accommodation and will need to supply your own sleeping bag
- › We will ensure your basic needs are covered and you have food and water
- › You may have patchy cell phone coverage
- › Your work will be appreciated
- › You will be paid as per usual
- › Giving is one of the five ways to wellbeing. It feels good to help.

Please talk to your manager if you want to put your hand up for a deployment. Managers and people leaders– please contact your local Communications Manager if you haven't received the online link.



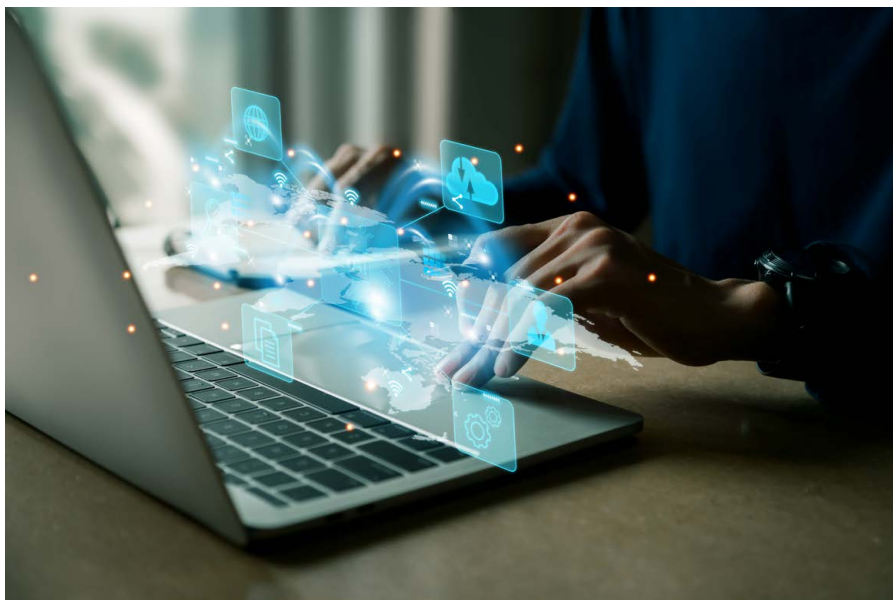
## National Data Platform – setting us up for a smarter data future

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Work has begun on a National Data Platform (NDP), a new digital solution that will help us better understand health services across the motu, improve performance and deliver equity.

The platform is an exciting opportunity to unify and simplify the way data is stored and accessed. It will allow health specialists and data users to easily find and work with the information they need for analysis and research.

If you are interested in learning more, register for the [National Data Platform information and Q&A session](#) on Wednesday 22 February from 12.30 to 1.15pm. This session will provide an overview of the NDP and how it will help to improve health outcomes for whānau and communities. The session will also be recorded, and a link shared afterwards.



The project team is currently searching for a design and delivery partner to co-design with Te Whatu Ora, Te Aka Whai Ora and Manatū Hauora. They will also be engaging with local data teams as the initiative begins to take shape.

Stay tuned for further updates about this ground-breaking new initiative soon!

## Loud Shirt Day

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Friday 24 February is Loud Shirt Day. People are encouraged to wear their brightest outfit on this day and raise vital funds to help children and adults who are hard of hearing access sound through cochlear implants.

Loud Shirt Day precedes International Cochlear Implant Day on 25 February and is the national fundraising campaign for The Hearing House and the Southern Cochlear Implant Programme (SCIP) – the only two charities in New Zealand dedicated to helping children and adults with cochlear implants learn to listen and communicate.

Read more, including how you can [fundraise or donate, here](#).



# Imported measles case confirmed in New Zealand

An Auckland resident returned to New Zealand from overseas in early February and subsequently tested positive for measles. They became infectious after their arrival back in the country.

Measles is highly contagious, and this is the first case in the country since 2019. You can read the full statement from the [Ministry of Health here](#).

People are considered immune if they have received two doses of measles, mumps, rubella (MMR) vaccine, have had a measles illness previously, or were born before 1969.

If you are unsure if you are immune and may have been exposed, you should talk to your doctor or phone Healthline. Symptoms normally take seven to 14 days to develop after being exposed to someone with measles. If you are immunocompromised and

have concerns that you may be a contact or were at any of the confirmed exposure events (all in Auckland, Tauranga and Waikato), please contact Healthline (0800 611 116) or your general practice.

The MMR vaccine is free. If you or anyone in your whānau born after 1969 has not had an MMR vaccine, or aren't sure, ask your general practice, parent or caregiver.

Some helpful resources:

- › A [general information factsheet](#) about measles
- › Continue to check [HealthPathways for up-to-date measles assessment](#) and management information.
- › For latest media releases check here: [News and updates – Te Whatu Ora – Health New Zealand](#)

## Know the symptoms



Red, blotchy  
rash



Fever



Sore, watery  
pink eyes



Cough



Runny nose

## Changes to eligibility for free COVID-19 healthcare

Effective 13 February, only people at high risk of becoming very sick with COVID-19 remain eligible for free (COVID-19 related) healthcare.

Those eligible include:

- › People with [high-risk medical conditions](#)
- › Māori
- › Pacific peoples
- › People with disabilities
- › Those over the age of 65
- › Anyone else that meets the criteria for [access to antiviral medicines](#).

### If you have COVID-19

If you are isolating at home, you should call Healthline on 0800 358 5453 if you need advice or guidance on managing your symptoms.

You can also contact your local pharmacist or your healthcare provider if you need to see someone.

If you require hospital-level care, it remains free. [Read more here.](#)

Testing and vaccination remain free

Free rapid antigen tests (RATs) are available for everyone from participating collection centres. [Read more here.](#)

### COVID-19 vaccines

The best ways to continue to protect yourself and others are:

- › Test when you are feeling unwell or have COVID-19 symptoms
- › Being up-to-date with your COVID-19 vaccinations
- › Wearing a face mask.

For more information, visit <https://covid19.govt.nz/>

## Tatau Tātou (All of us count) – the 2023 census

Tuesday 7 March is Census Day; our chance to represent ourselves, our whānau, cultures and communities.

You can find information about completing the [census here](#).

Inpatients and consumers in our care on the evening of 7 March will need to complete the census or have it completed on their behalf. We are working with Stats NZ and will have information for staff, patients, consumers and their whānau in the coming days.

**Census is coming.  
Be counted**

**Tatau tātou - All of us count  
7 March 2023**

**Census | Stats **

# Quiz – Songs of Summer

As we edge ever closer to autumn, it's a good time to look at the songs that capture the mood of summer. These oldies will bring back memories for some!

**1. Who first sang about the 'Boys of summer' in 1984?**

- a. Stereophonics
- b. Don Henley
- c. Madonna
- d. KT Tunstall

**2. Complete the lyrics of this Meatloaf classic: "It was a hot summer night and ...."**

- a. "I wasn't sleeping"
- b. "My knees grow weak"
- c. "The beach was burning"
- d. "We're glowing like the metal on the edge of a knife"

**3. Nat King Cole sang about 'The lazy \_\_\_\_\_ days of summer'**

- a. Hazy crazy
- b. Hazy slazy
- c. Hazy daisy
- d. Hazy mazy

**4. According to The Drifters, where do you go when "your shoes get so hot you wish your tired feet were fire proof"?**

- a. Up on the roof
- b. Down in the sand
- c. Down by the sea
- d. Under the boardwalk

**5. How did Bananarama describe summer in 1983?**

- a. Lonely
- b. Sad
- c. Cruel
- d. Cold

**6. What movie are you watching when Danny and Sandy sing about 'Summer nights'?**

- a. West Side Story
- b. Grease
- c. Mama Mia
- d. High School Musical

**7. According to Alice Cooper, what's 'out for summer'?**

- a. School's out for summer
- b. Bikinis are out for summer
- c. Work's out for summer
- d. Sun's out for summer

**8. The Beach Boys are the group probably most associated with summer. Which of the following is not a hit for the band?**

- a. Surfin' safari
- b. Surfin' USA
- c. My beach baby
- d. California girls

**9. Katrina and the Waves sang about walking on what?**

- a. Hot sand
- b. Cool grass
- c. Water
- d. Sunshine

**10. The song 'Summertime' was written in 1935 by George Gershwin for which musical?**

- a. Uptown.. it's hot!
- b. Porgy and Bess
- c. My one and only
- d. An American in Paris

[Check your answers on page 22](#)



# Ā mātou tāngata – Our people

## Clinical Application Support Team, Information Services Group (CAST, ISG)

The Clinical Application Support Team helps clinicians who use the healthcare applications MedChart, PatientTrack and Cortex. The team offers a range of support that clinicians can access if problems arise when they're using these applications.

*Read on to find out more:*

### What do we do?

The main software applications we work with are MedChart (medicine management including charting, administration and review), PatientTrack (patient observations), and Cortex until April 2023 (patient documentation). Our team members come from clinical backgrounds, including from pharmacy and nursing.

### How can we help clinicians?

We understand the challenges that staff often face in busy, complex environments and have combined clinical experience of over 53 years. In practice, we want people to be able to raise IT issues, suggestions for improvement, or advice at the beginning of a project or the design phase, as we have the unique perspective of having a foot in both the clinical and IT worlds and want to support staff in their unique work scenarios.

We assist in the building, development and testing of clinical decision support tools, such as the escalation pathway in PatientTrack, or the allergy/medication interaction alert system in MedChart, to reduce medication errors and improve patient safety. Our aim is to assist clinicians in meeting best practice standards to ensure high levels of patient care and satisfaction.

We offer education and liaise with MedChart champions from each specialty area to support their staff, especially with the upcoming MedChart version 10 upgrade this year.

We provide troubleshooting when applications are not working as expected, such as when a patient is not appearing in an application, or if information displayed is not as expected. We currently do 'Walk the Wards' at the Burwood Campus, offering ad-hoc IT assistance and checking in with staff about whether the applications are working properly.

We will soon be starting 'Walk the Wards' at the Christchurch Campus, with others to follow in the future.

### How can I contact CAST?

For urgent issues, call the service desk on extension 80999, they will take your details and transfer the call through to CAST. Our team members are available 24/7, 365 days a year.

For non-urgent issues, submit a request via the Service Desk Portal. Go to the PRISM homepage > Select the 'iSupport ISG ServiceDesk' tile > Select 'ServiceDesk tile > Select 'Report an Issue'.

Make sure to include the name of the application that is giving you trouble in the 'Short Description' field (this will ensure that the 'robot' will automatically assign your request to the correct ISG team).

We're always interested in improving healthcare application design and usage.

Feel free to email us with any ideas on: [CAST@cdhb.health.nz](mailto:CAST@cdhb.health.nz)

### Who is in the team?



The Clinical Application Support Team, from left, Specialty Clinical Nurse/Clinical Analyst) Helen Munro, Pharmacist/Clinical Analyst Hemi Mckechnie, Registered Nurse/Clinical Analyst (covering maternity leave until August 2023) Judith Lee and Pharmacist/Clinical Analyst Chris Luoni



Nurse Educator/Clinical Analyst Pip Hawker (away on maternity leave until August 2023)



# South Island traverse encouraging active transport

Medical Physicist Steven Muir, Health Promoter Meg Christie and others are off on another adventure across the width of the South Island.

They are taking part in the 'Fossil Fuel Free Coast to Coast to Coast' (F3C3), an event created by Steven who was concerned about how much carbon is used to run the Coast 2 Coast and wanted to see if it was possible to do it without any vehicular support.

This is the fifth time it's been run, the first was in January 2016 when Steven made bike trailers capable of towing kayaks and persuaded some friends to pull them riding tandem bikes.

"We now do it every second year. The original concept has developed into a week-long event, which is tough but not done at a competitive pace," says Meg.

The kayaks are towed to Springfield on day one, then left at Bealey Spur after day two. On day three, half the crew run/tramp the Minga Deception (a classic traverse of the Southern Alps, crossing over Goat Pass), while the other half take the tandems to Otira.

"Day four involves cycling to Kumara Beach for another swim, and back to Otira. Roles are reversed for the trip back to Bealey from where, on day six the kayakers are pulled to Mount White Bridge where the paddlers set off down the Waimakariri Gorge."

The group reconvenes at Waimakariri Gorge bridge that afternoon and spend the night at Oxford. Day seven is the last haul back to town with another obligatory swim at North New Brighton beach.

"This is the fourth time I've done this so it can't be as bad as it sounds or else I must be mad! In fact, it is a whole lot of fun and very achievable as its impossible to be left behind when you're on a tandem!", Meg says.

The idea of the Fossil Fuel Free Coast to Coast to Coast is to have a fun holiday, raise awareness of climate change and encourage the use of active, fossil fuel free transport, Steven says.

"We're particularly interested in journeys that are made regularly and may involve load-carrying, like commuting and shopping."

Several of the participants are from the Aranui Bike Fixup, a free bike maintenance group in Christchurch, which encourages more people to cycle by fixing and giving away bikes to people on low incomes.

Steven makes low-cost, custom designed cycle trailers that can be used for shopping, commuting and general load carrying ([cycletrailers.co.nz](http://cycletrailers.co.nz)). Videos and stories of previous journeys can be found on the kayak page of the website.



Participants in the Fossil Fuel Free Coast to Coast to Coast (F3C3) about to depart



Overnight at Bealey Spur during the event

# Preparing for the 2023 flu season

It may still be summer, but thoughts are already turning to the colder months and the upcoming flu season.

A lot of Cantabrians, including our own Te Whatu Ora kaimahi, were caught out in 2022. After two years of closed borders and no flu cases, last winter saw our health system overwhelmed with influenza as well as RSV and the Omicron COVID-19 variant. It hit our staff, whānau and community extremely hard.

Although the flu vaccination was free for staff and readily available, many people did not get this important protection.

Executive Assistant, Communications and Engagement Project Facilitator Olivia Hampton was one staff member who didn't get the flu vaccine in 2022.

"Unfortunately, I contracted COVID-19 and it took a few weeks for me to fully recover. During that time, I wasn't able to get the influenza vaccination and soon after that, I caught the flu as well," says Olivia.

"Without question, my vaccinated COVID-19 experience, although unpleasant, was much easier than my un-vaccinated flu illness. I became much



sicker with the flu, which also lingered longer than my COVID-19 symptoms."

"I'll definitely not miss my flu vaccination this year."

Staff flu vaccinations will become available in April. Keep an eye on the daily staff email and Prism for updates on when and how you can receive your vaccination.

Let's not have a repeat of 2022 and stop the flu, before it stops you!

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
Health New Zealand

Mental Health Foundation  
Maukiri Ōhau, Maukiri Ōhau  
NEW ZEALAND



# It's okay to not feel okay

Feeling restless, on edge or panicky? Irritable and easily fatigued but having difficulty falling or staying asleep? Unable to concentrate? Experiencing headaches, muscle aches, stomach aches or unexplained pain? Difficulty controlling feelings of worry?

These are common symptoms of anxiety and feelings experienced by most people at some point in their lives. It is perfectly normal to feel anxious during periods of difficulty or stress. Anxiety can also be triggered by events happening around us that don't actually directly affect us, such as the devastating cyclone in the North Island and recent earthquake in Turkey.

The important things to remember are that it is perfectly okay to not feel okay, you are not alone, and help is available.

[Te Whatu Ora](#) offers some personal wellbeing modules to help understand and address feelings of anxiety.

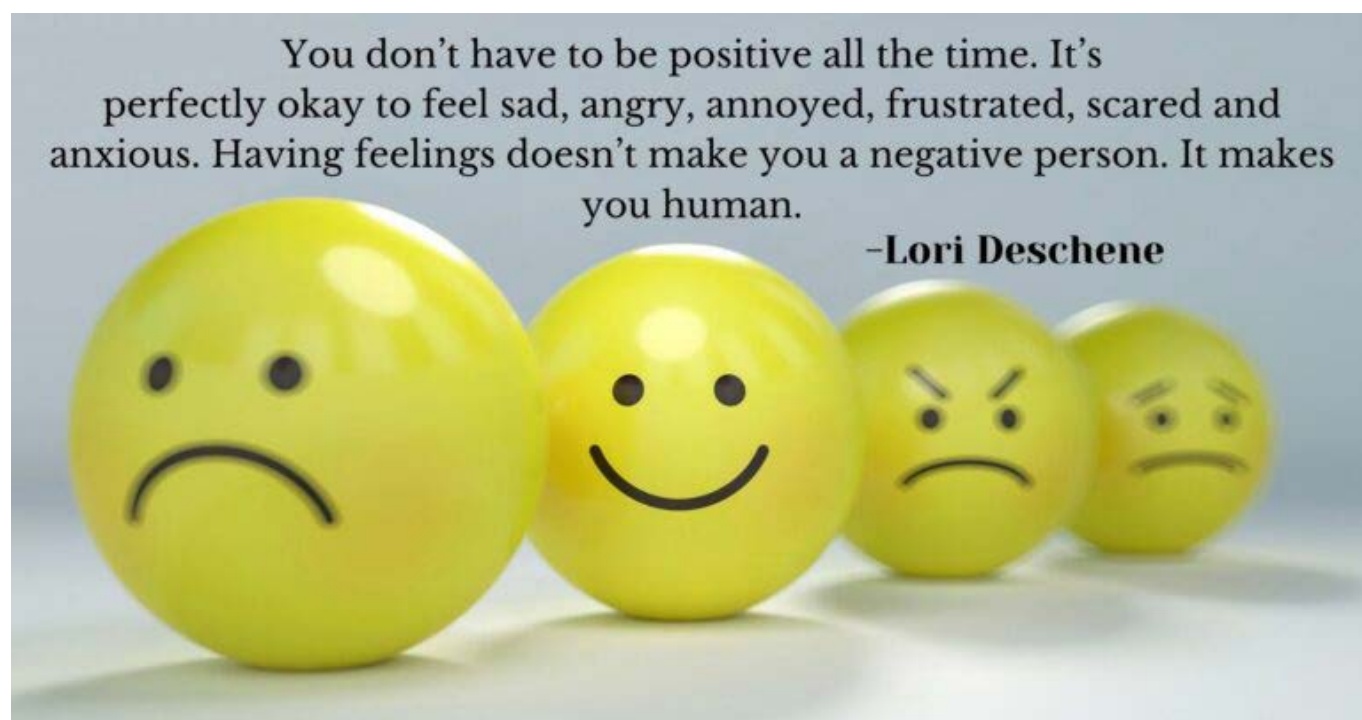
[Dealing with anxiety](#) from EAP Services covers:

- › Common symptoms
- › Tackling anxiety
- › Coping exercises
- › And links to further help including one-on-one counselling.

There is also a webinar – [Understanding anxiety](#) hosted by Senior Psychologist Hayden Knibbs. In this, he talks about what anxiety is, what happens to our bodies when we experience anxiety, what causes anxiety, and solutions for dealing with various types of anxiety.

## Help is always available if needed

- › Call or text 1737 24/7
- › For urgent mental health issues, free help is available 24/7 through Crisis Resolution. Contact can be made by phone (Christchurch 0800 920 092 and Ashburton 0800 222 955)
- › Information about other agencies is available [here](#).





# My slice of Kiwi heaven

## Matapouri

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My slice of Kiwi heaven is the beautiful Tai Tokerau/ Northland region, especially Matapouri. In summer it's all beautiful ocean, pōhutukawa, lovely people and fab vibes!

**Janine Maher – Communications team**



Matapouri

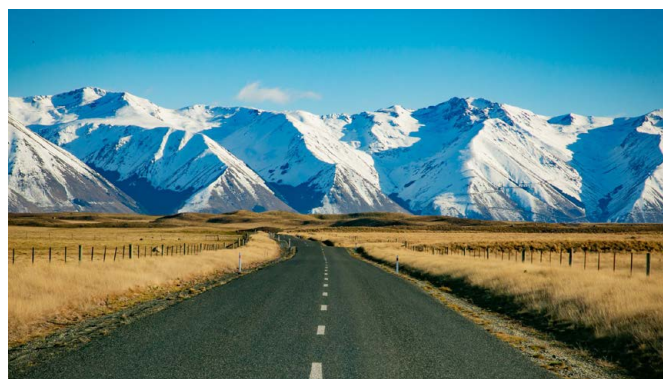
## Ōhau

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As avid photographers my husband and I love the outdoors and all that New Zealand has to offer. The Mackenzie region is one of our favourite places as there are great photo opportunities around every bend and great fishing in the canals around Twizel.

One spot in particular is Ōhau with its mountains and lake and fantastic scenery.

**Alison Parish – Booking Administrator**



The Mackenzie region

Share with us your 'happy place' in Aotearoa New Zealand. Somewhere you love where you can relax, have fun, get physical or be with people who mean a lot to you. A place you may think is beautiful or that brings back happy memories. It could be a town, a river, a beach. It might be a fishing spot, a park, a walking track, a restaurant or even a whole city. Where is your slice of Kiwi heaven?

Click [here](#) to share your submission (you must do this from your work email address). If you have any issues, please email [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz)

# One minute with... Rochelle Tourell, Maintenance Painter

## What does your job involve?

I am one of two painters who work for Waitaha Canterbury. I'm presently the only female tradesperson on site. My primary work is at Christchurch Hospital, but I get to travel round the other local hospitals when they request my attention. As it is a large hospital with lots of equipment that gets moved around, damage to walls and doors does occur from time to time. My work involves everything from hazards that arise, to mishaps from patients, staff or visitors. The prep work often involves protection of floors, appliances and furniture before plastering, sanding and priming ready for painting.

There's always change happening within the hospital with staff moving or relocating and old technology being removed and replaced with newer modern equipment. This often creates a chance for me to get in and tidy up these areas.

My job is so varied. I can also be found painting safety lines outdoors, removing graffiti and even splicing in Swinson (commercial grade) wallcoverings in older rooms, or spraying metal objects. As it is often tricky to get into some areas due to availability, I usually need to liaise with different teams to find suitable dates/times to enter and start work and most people are very obliging.

The job of paint is not only aesthetic, to look at, but it also preserves and protects the surfaces and substrates of our buildings.

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

Go for it! I find my job as a maintenance painter very rewarding. You do have to be dedicated as it is physical and some days feel tough, especially when there's lots of prep work. But you push through in the knowledge that what you are achieving is going to make a positive difference. When I began my painting career, my first painting team consisted of all males but slowly over time I've seen more females join in the trade, which I find dynamic and

brilliant. I've worked in many different areas from residential to commercial and now maintenance, it's been a great career choice and journey so far.

I feel very privileged to work with such a great team. My only advice would be – if you like to have nice nails – forget it, the sandpaper will destroy them!

## Who inspires you and why?

Lots of people inspire me, including here at work, but my partner inspires me the most. He is wise, knowledgeable, funny, always positive and usually gives me great advice. I have witnessed him get young people up off the couch and into work and they never look back.

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

To deliver the best service that I can. As a painter I want to help create a pleasant hospital environment and achieve a therapeutic effect for patients, staff and visitors.

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

On the Gold Coast, Queensland, visiting family and friends – long overdue.

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

Mila Kunis. She is funny, and I could just imagine her covered in paint and dust.

## What are your hobbies/interests outside of work?

Horses/horseriding, but I sold my beautiful mare just before Christmas, so now I have more time to spend at the gym. Also, I have just returned to cycling which I'm enjoying with the great weather that we've been having.



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).

# Whakamihi – Bouquets



## **Ward B1, Burwood Hospital**

Thank you to Charge Nurse Manager Andrew Henderson and the wonderful staff of Ward B1 for your care of [patient name]. We recognise the pressure you are under but that in no way impacted on the care he needed. Kindness comes in many forms, from the endless cups of tea, to the bedside chats and the many laborious tasks to make him comfortable. The patience and compassion shown by you and the expert medical care are very much appreciated. For those who went the extra mile – we hope we thanked you enough.

## **Liz, Gemma, Ward 12, Christchurch Hospital**

All the nurses were wonderful. A great bunch of girls. I felt like I was in excellent hands – they know what they are doing! Hospital Aide Liz was lovely and friendly – she can make a bed really fast! One of the nurses in particular, Gemma, was just outstanding. She thought I looked sicker than I thought I was. I did become unwell and Gemma recognised that before I really felt it. I got seen by doctors quickly and together they got me sorted. She was very lovely, caring and explained everything as it was happening which made me feel like I didn't have to worry. Gemma also looked after me again after a few days away. She gave me information and a lot of study sessions, so I could understand why I couldn't breathe. Gemma is a gem and so are all the nurses on Ward 12.

## **Gardeners, Christchurch Hospital**

Please pass on my thanks to the gardeners responsible for the absolutely beautiful floral display as you walk into hospital by the Emergency Department and the main entrance at Waipapa. The vibrant healthy godetias and impatiens flowers gave me so much joy today. Thank you.

## **High Dependency Unit, Christchurch Hospital**

The facilities were amazing, and the staff were fantastic. Our family was so thankful that our mum was in such an excellently appointed and clean environment. The care that the staff gave was exceptional. I appreciate what a difficult and demanding job, particularly the nurses have, and can only thank all the medical staff for their expert care in ensuring Mum made a full recovery. Please pass on my sincere thanks to the teams, we are so very grateful.

## **Ward B8, Christchurch Hospital**

I was recently a patient in Ward B8 and would like to commend Te Whatu Ora Waitaha Canterbury on what an excellent facility this is. The skill and competence of the staff was outstanding and very much appreciated, and I wish to express my gratitude and thanks to them. The nurses in particular deserve extra special thanks for their kindness, patience and contribution to my treatment and recovery process. With my thanks and best wishes.

## **Heather Kirner and Nicky Marriott, Rangiora Community Dental Clinic**

I want to say a big thank you to Heather and her team at Rangiora Dental who saw my daughter.

They made the whole experience so good and comfortable and super professional and we really appreciate the excellent care.

## **Plastics, Burwood Hospital**

I am most grateful for all those who contributed towards making my minor skin surgery procedure so pleasant. It is my first experience of the service and I am deeply appreciative.



### **Acute Admitting Unit, Ashburton Hospital**

This is to record my appreciation of the care and attention I received from all the staff I had contact with when I presented with chest discomfort. It was resolved in a compassionate and exemplary manner and I have had no further issues.

### **Surgical Assessment and Review Area (SARA), Christchurch Hospital, Ashburton Hospital**

I wish to pass on my thanks for the care I received through both Ashburton and Christchurch hospitals over a 24-hour period recently. Everyone who I came in contact with was very kind and caring and seemed to want to be doing their job. It was refreshing in the circumstances as I really did not wish to be there. I haven't had any visits to hospital prior, and hope for no more soon, but thank you for the level of care I received, it is very much appreciated.

### **Lewis, Jan, and Annie, Orthopaedics Department, Christchurch Hospital**

I really appreciate the professional, caring and kind treatment and support I received from the Orthopaedics team when I was admitted to Christchurch Hospital, especially Lewis, Jan and Annie. I felt reassured about what lay ahead. I also appreciated their sense of humour!

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

I would like to express my gratitude for the support and care I've received from the staff in Ward 18 who have looked after me since I was admitted. Especially Frankie, Jo, Gabriel, Sammy, Leeanne, Sharon, Beth, Robyn, Olivia and Laura. I appreciate your care, professionalism, kindness and positivity.

### **Ward 12 staff and Dr Jeremy, Cardiology Day Unit (CDU), Ward 12, Christchurch Hospital**

I am so impressed with the standard of care I received. The nurses and doctors were very kind and caring. I felt they really gave 100 percent and they seemed to relate very well as a team. In this day and age it's rare to experience such good service. A very big thank you to Dr Jeremy who went the extra mile to get my procedure done as quickly as possible. I felt I was in excellent hands.

### **Ward B8, Christchurch Hospital**

A year or so on and I have healed really well. All the staff were awesome, they saved my life and I am so grateful. They also saved both my older brothers as well. Thank you to all the doctors and nurses. We are alive thanks to all of you.

### **Plastics, Burwood Hospital**

What a happy, delightful group of hospital staff. Fun times sharing a nice few memories from the past. We are so lucky here in Christchurch to have such a great team. I can't complain about the wait, so worth it. Many thanks.

### **Public Health Nursing Service**

Recently I was looking for support with how to best manage my son's night-time wetting having tried many various things unsuccessfully. I reached out to a Christchurch mum's community Facebook page and received an overwhelming positive response about the amazing work the Public Health Nursing Service do to support children who wet the bed.

### **Ward B1, Burwood Hospital**

While in the care of your team, [patient name] was treated with respect and kindness by all members of your team – nurses, cleaners, various assistants, physiotherapists, occupational therapists and members of the medical team. The timing of his admission, Christmas and New Year, and the various hitches he had during his stay made it difficult at times for the staff and family, but nevertheless, [patient name] was cared for with dignity and in a professional manner. The weekly 'PIT stop' meetings when information is shared with the family were invaluable. Since his discharge, [patient name] has made some progress and his health has improved. He now wanders around the house with his frame quite independently and even at times manages to get in and out of his chair without assistance. The equipment from Older Persons Health and assistance from Health Care NZ is invaluable. Of course, we take one day at a time but are thankful we made the decision to stay in our home together for as long as possible. Thank you for all the help you gave [patient name] to enable him to return home.

### **Ward A8, Christchurch Hospital**

I have recently had several visits to the hospital and am writing to express my considerable appreciation to all the staff for the friendly and professional care I received. The concerns I had with the pressure the staff has been put under in recent times was nowhere to be found. From the cleaners to health staff, I could not have been treated better and feel proud to be a Cantabrian. Please pass on my considerable thanks to the staff in Ward A8.

**Anaesthetic team and surgical nurses,  
Christchurch Hospital**

I had emergency repair surgery recently. I have personally thanked the surgeon and the ward nurses but would like you to please pass on my grateful and sincere thanks to Helen, Jess and the rest of the Anaesthetics team, as well as the surgical nurses. What a nice group of people. I received excellent care from them all and was treated very well. I'm very impressed.

**Ward A8, Intensive Care Unit (ICU) and Vascular  
department, Christchurch Hospital**

A massive thank you to the shining stars of Ward A8, the nurses and caregivers and all the others in team as well as the ICU and Vascular teams.

[Patient name], his two daughters and extended family have so very much appreciated the care and support shown to him and us. There were some standout superstars along the way: Ann and Paul (Care team), Moana and Alana (nurses) and many more awesome people who work in and around Ward A8 and Waipapa. A huge thank you again! Arohanui from our family.

**Child, Adolescent and Family (CAF) South  
Outpatient Service, Specialist Mental Health**

Massive thanks to Amy Hay and Russell Blakelock at CAF South Outpatient Service. So professional, friendly and they go the extra mile to support parents dealing with a new diagnosis of a young person with ADHD. They did an amazing job; we could not be more grateful for the care received.



 **KARAWHIUA**

Antivirals are FREE  
for our kaumātua.  
Have a kōrero  
with your doctor  
or pharmacist.

The image shows a woman with grey hair and tattoos, wearing a black patterned top and dark shorts, walking hand-in-hand with a young boy in a light-colored t-shirt and blue shorts. They are walking through a grassy field with a purple and pink gradient overlay on the right side. The bottom of the image features a decorative pattern of horizontal lines with circular ends.

# Te reo Māori akoranga #2 – lesson #2

## Raumati – Summer

*Greetings of the summer to you all!*

*In keeping with the current kaupeka or season, in this lesson we will explore some kupu or words that relate to raumati or summer.*

**He whakapātaritari – A challenge**

The words you have just learnt have been jumbled up below. Try matching each one to its correct partner (without looking at the answers ).

<b>Rā</b>	Sun
<b>Mahana</b>	Warm
<b>Wera</b>	Hot
<b>Rorerore</b>	Barbecue
<b>Tātahi</b>	Beach
<b>Kauhoe/Kaukau</b>	Swim
<b>Pikiniki</b>	Picnic
<b>Hanara</b>	Jandals
<b>Pani ārai hihirā</b>	Sunscreen
<b>Mōwhiti ārai hihirā</b>	Sunglasses
<b>Hararei</b>	Holiday
<b>Whakatā</b>	Rest/relax
<b>Wā whānau</b>	Family time

<b>Rā</b>	Barbecue
<b>Mahana</b>	Sun
<b>Wera</b>	Jandals
<b>Rorerore</b>	Family time
<b>Tātahi</b>	Sunscreen
<b>Kauhoe/Kaukau</b>	Holiday
<b>Pikiniki</b>	Beach
<b>Hanara</b>	Warm
<b>Pani ārai hihirā</b>	Rest/relax
<b>Mōwhiti ārai hihirā</b>	Picnic
<b>Hararei</b>	Swim
<b>Whakatā</b>	Hot
<b>Wā whānau</b>	Sunglasses

Tēnā koutou, ā, kia pai ēnei rā raumati! Whakakāngia te rorerore!

Thank you and enjoy these summer days. Fire up the barbie!

If you have any questions or feedback, please contact us at [Hauora.Maori@cdhb.health.nz](mailto:Hauora.Maori@cdhb.health.nz)

There are all sorts of ways to boost your wellbeing this summer.



**Te Whatu Ora**  
Health New Zealand

**Mental Health Foundation**  
meuri iā, meuri eke



# Ā mātou kōrero – Our stories

## Manu, our replacement virtual desktop is on its way

Manu is the name given to the newest virtual desktop environment replacing all the old Virtual Desktop Infrastructure (VDI) systems including the newer helipad version.

Project Manager ISG Kevin Mallon and a team of solutions architects and systems engineers are working on deploying Manu across all our hospitals.

“Our current environment, known as VDI is now eight years old and runs on old servers with equally old thin clients. It is long overdue for replacement,” he says.

In computer networking, a thin client is a simple low performing computer that has been optimised for establishing a remote connection with a server-based computing environment.

The new hardware used in Manu runs faster and gives staff access to more applications than they previously had.

“Since the operating system for Manu is identical to that currently running on all Te Whatu Ora Waitaha Canterbury PCs, users who move between PCs and thin clients have a seamless experience.”

Staff will also be able to access Manu using their PCs at home, providing them with the same experience at home as they do at work.

The name Manu was one of the options offered by Director Consumer Engagement and Whānau Voice in Te Whatu Ora Hector Matthews, and selected by the project team.

This is the whakataukī which determined the name of the new virtual desktop environment – Manu

*Ko te manu e kai ana i te miro, nōna te ngahere*

*Ko te manu e kai i te mātauranga, nōna te ao*

*The bird that consumes the miro berry, the forest is theirs*

*The bird that consumes knowledge, the world is theirs*

“With our new ‘bird’, you will be able to navigate our health world a little more efficiently. With such a meaningful name ro te reo Māori we want to make Manu synonymous with our new environment and experience,” says Kevin.



The team in front of the Manu Desktop, back row from left, Enterprise Devices Team Leader Rahul Mukherjee, Transalpine Problem and Incident Manager, Rachele Allan, ICT Services Manager (Project Sponsor) Dan Coe, Project Manager Kevin Mallon, Modern Workspace Expert Juan Zepeda, Core Systems Team Leader Sergio Silva, Field Technician (End User Delivery), John Burrows, amd Service Desk Technician Adam Rae  
Front row, from left, Systems Engineer, Alex MacKinnon, Solutions Architect, John Lithgow, Solutions Architect, Mart Gerrits and Systems Engineer Nick Jennings

For the technically minded, this project is delivering new physical servers into our computer rooms on campuses. This includes several virtual servers that host the Citrix environment, a new operating system software as well as some newer applications and new thin-client devices on the desk.

“The team first introduced Manu at Hillmorton campus, prioritised by our executive, and has since successfully rolled out to Burwood and The Princess Margaret Hospital, utilising existing server capacity.

“At present, we are building up some additional server hardware and once that is complete and tested, we will commence the roll-out to the rest of Te Whatu Ora Waitaha starting on the Christchurch campus towards the end of February.

“We are expecting all the old devices across all locations will be replaced by end of April,” he says.

### What is our ‘Citrix’:

Our key use of Citrix is as a virtual desktop environment. This enables users to easily access applications hosted on a central server. Multiple users can access resources on the same server using thin clients and PCs on Te Whatu Ora Waitaha’s network and also on their home PCs. Using this environment makes it feel like you are working from the office no matter where you are.

In the hospital environment, we give our clinicians fast access using Imprivata tap on/tap off technology. Users can stop what they are doing on one device, log in on another and start in the same place they left off.

You can think of our Citrix as a way of accessing our systems from anywhere in the same way you access Netflix. The movies are all present on Netflix servers but are streamed to your TV and your access view looks the same wherever you are.

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
Health New Zealand

Mental Health Foundation  
Mauri Te, Mauri Ora



# “It’s an honour” – former Kiwi athlete and leukaemia survivor announces new role

More than a decade since his diagnosis, two-time leukaemia survivor Josh Komen is pledging to give back to those who were there for him during his darkest days.

The former athlete – who was known as one of New Zealand’s fastest runners – has just been announced as the first-ever ambassador for the Bone Marrow Cancer Trust, a charity which runs Rānui House in Christchurch.

Rānui House is a home away from home for patients and their families who need to travel for life-saving medical treatment. The announcement comes as the House celebrates its 30th birthday.

Rānui House, located opposite Christchurch Hospital, first opened with six apartments in 1993, growing over the last 30 years to the 26 apartments it provides today.

The decision to be an Ambassador for the Bone Marrow Cancer Trust is deeply personal for Josh. He was just 23 when, in 2011, he was diagnosed with acute myeloid leukaemia, a type of cancer of the blood.

Josh’s diagnosis took him on a 10-year battle of deep depression, a second cancer diagnosis, an allogeneic stem cell transplant, being put into a coma, developing graft vs host disease, multiple complications, and treatment overseas in Australia for five years, all while experiencing multiple heart attacks.

“It was the most challenging and desperate time of my life, but Rānui House and the people there were my lifeline – a beacon of hope during a very dark time. They helped save my life,” he says.

“I’m thriving, my smile has tripled in size because I should be dead, I should be dead more than once and here I am enjoying life, and now I’ve been given this opportunity to be an ambassador – to advocate and raise funds for Rānui House, a place that’s helped me so much on my journey.”

Bone Marrow Cancer Trust CEO Mandy Kennedy says she is delighted to welcome Josh back to the Rānui House family, this time as “one of the team”.

“Josh is a man of unquestionable character, passion and drive – it’s these qualities, coupled with his journey with acute myeloid leukaemia that make him an obvious choice for this role.”



Bone Marrow Cancer Trust CEO Mandy Kennedy and Ambassador Josh Komen cutting Rānui House’s 30th birthday cake

“Rānui House is growing. We are continuing to face high demand for our services and as a charitable trust that relies on donations, we can’t meet this need alone. We’re thrilled to have Josh join us, to help us raise awareness and to celebrate our achievements.”

Over the last 30 years Rānui House has provided more than 150,000 bed nights. In 2022 alone, Rānui House was a home away from home for 1193 patients and their families.

With demand increasing for the unique blend of accommodation and support Rānui House provides, the Bone Marrow Cancer Trust is expanding its offering with 43-apartment complex on Selwyn Street due to open early 2024.



# Creating accessible information and documents

This is the third item in the series providing tips on creating accessible information and documents. For previous tips refer to Tips and tools

In addition to the tips in last week's pānui, the following aspects also need to be considered when creating accessible documents:

## Layout

Use plenty of white space around text and images and separate the different elements of the page.

Text and line spacing

- › Line length should be about 60 characters.
- › Left-align text and avoid justified text.
- › Words should be evenly spaced.
- › To accentuate pieces of text, use white spaces or boxes.
- › Leave a space between paragraphs for ease of reading.
- › Line spacing should be 1.5x and at least twice the space between words.
- › Make sure there is a strong contrast between the text and the background.
- › Make sure page numbers are in the same place on each page.

## Paper

- › Use matte or satin paper rather than glossy paper.

Use paper of enough weight so the print does not show through on the other side.

## Binding

- › Print documents should open flat.

This content has been adapted from 'Guidelines for Producing Clear Print' by Round Table on Information Access for People with Print Disabilities Inc.

To learn more about creating accessible documents, look out for the items in future pānui. For queries, contact Senior Advisor Disability Communications Engagement, Paul Barclay on [paul.barclay@cdhb.health.nz](mailto:paul.barclay@cdhb.health.nz).

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
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Te Kaitiaki Take Kōwhiri



# 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.

Please see below offers for you.



### Torpedo7

**Torpedo7 – Friends and Family Offer From 17th February – 27 February 2023**

Get 10 percent off any class pack, valid for six months from date of purchase. Introductory deal: TryTorpedo7 is offering up to 50 percent off on a huge range of gear for Te Whatu Ora staff and their families. Instore and online, enter or mention the promo code in the flyer at the checkout on the website [www.torpedo7.co.nz](http://www.torpedo7.co.nz).



**Castro's Tapas and Bar – 100 Oxford Terrace, Riverside Market, Christchurch**

Get 20 percent off food only, and special deals on large gatherings or events (enquire within). Ensure tables are booked online or by phone and mention Te Whatu Ora – Waitaha at time of booking. Show your staff ID to redeem.



**Lakeview Tekapo – 6 Lochinver Ave, Lake Tekapo**  
Get 50 percent off your stay, quote Te Whatu Ora when enquiring. Ensure you take your staff ID with you.

**B A I L E Y  
N E L S O N**

**Baileys Nelson – Christchurch Central and Riccarton**

Get 15 percent off all prescription eyewear, an annual comprehensive eye test is also free for all customers. Show your staff ID instore to redeem..

## QUIZ ANSWERS – Summer Songs

- |                                                                                        |                               |
|----------------------------------------------------------------------------------------|-------------------------------|
| 1. b. Don Henley                                                                       | 6. b. Grease                  |
| 2. c. "The beach was burning" – the song is 'You took the words right out of my mouth' | 7. a. School's out for summer |
| 3. a. 'The lazy hazy crazy days of summer'                                             | 8. c. My beach baby           |
| 4. d. Under the boardwalk                                                              | 9. d. Sunshine                |
| 5. c. Cruel                                                                            | 10. b. Porgy and Bess         |

# Invitation to Winterbourn lecture

Te Whatu Ora staff are invited to join in the upcoming Winterbourn lecture on 24 February.

The lecture will be presented by professor Mike Murphy from the University of Cambridge. The talk title is: Mitochondrial superoxide in cardiac ischemia-reperfusion injury.

The lecture is available in-person or via zoom.

**Date:** 24 February 2023

**Time:** 3pm – 4pm

**Location:** University of Otago, Christchurch's Rolleston Lecture Theatre

**Zoom details:**

<https://otago.zoom.us/j/97373234958?pwd=RThlRG5UMklwUWZDM080QzEzYmJpdz09>

**Meeting ID:** 973 7323 4958

**Password:** 133626

For more information, visit: [www.otago.ac.nz/free-radical/news/otago0240536.html](http://www.otago.ac.nz/free-radical/news/otago0240536.html)



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# Stop the flu before it stops you

*"As a healthcare provider, I want to be an advocate for my older clients' health. By receiving the vaccine, not only am I protecting my health but also those I care for."*

Kristian Rubi – Registered Nurse/Clinical Assessor  
Older Persons Health Community Services Team

**Free staff flu  
vaccinations  
available from  
early April**

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