# 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: Bishop of Te Waipounamu Richard Wallace speaks at the service for the reopening of the Christchurch Hospital Chapel

# Kupu Arataki – Introduction

# We are still weathering the storm

Last week's weather brought back memories of winter when we plummeted from blue skies and sunshine to bitterly cold and snow. The Antarctic blast brought snow to sea level in Christchurch – something that hasn't happened in October since 1969 – and heavy falls in areas like Ashburton and Akaroa.

Seasonal pressures are continuing to impact our services, particularly the respiratory illnesses that are currently circulating in the community and in our workforce. Demand on our Emergency Department (ED) and urgent care generally remains high and on average, approximately 30 percent of the people who present at ED are admitted to hospital.

Staff sickness and bed pressures due to the numbers of very unwell people being admitted to hospital, along with vacancies in the team that provides surgical care, are constraining our ability to provide surgical services to our community. It has been even more difficult to manage our workforce shortages in the last week as it is the school holidays and many of our staff are unable to pick up extra hours as they have children at home to care for.

We want to apologise to those who have had their planned surgery deferred at short notice. Having to postpone anyone's surgery, particularly at short notice, is extremely disappointing for all of us, including the surgical teams. We know it is distressing to have prepared yourself for surgery that then doesn't take place.

Having to defer planned care has been an ongoing issue this year, exacerbated by the impacts of the pandemic. We are balancing the need to provide staff to assess and care for those with urgent problems with our ability to undertake planned care. No one takes these decisions lightly, and each planned care case is carefully considered before a call to defer is made. We are working as hard as we can to schedule surgeries for those who have been waiting a long time and we have an active recruitment programme underway to fill our vacancies.

## Te Whatu Ora appointments

Fionnagh Dougan was appointed as the new permanent National Director, Hospital and Specialist Services, Te Whatu Ora – Health New Zealand. Fionnagh's most recent role was the Chief Executive of Capital and Coast and Hutt Valley DHBs from 2019 to 2022. She was also the region's Lead Chief Executive for Metal Health, addiction and Intellectual Disability services and the National DHB Maternity Lead.

With a clinical background, Fionnagh initially trained as a registered general nurse followed by qualification as a mental health and addiction professional. Through this pathway, she progressed to complete the NHS Management Development Programme and longer term has led large and complex health services in Aotearoa New Zealand and Queensland.

She assumes her new role today, Monday 10 October.



New National Director, Hospital and Specialist Services, Te Whatu Ora – Health New Zealand, Fionnagh Dougan (photo courtesy of New Zealand Doctor)

Four Interim Regional Lead Data and Digital roles have been filled to help Te Whatu Ora continue its momentum toward a connected health system underpinned by data and digital.

- > Northern Region Megan Milmine
- > Te Manawa Taki (Midland) Garry Johnston
- > Central Region Steve Miller
- > Te Waipounamu (South Island) James Allison

James has been leading the Information Services Group (ISG) for Te Whatu Ora Waitaha Canterbury and Te Tai o Poutini West Coast districts. In his role as Chief Digital Officer, James has also held the Executive Portfolio for Innovation. I want to thank James for all his great mahi in Canterbury and the West Coast and wish him all the very best for his new position. He, along with the other interim regional leads, begins his new role today, Monday 10 October.

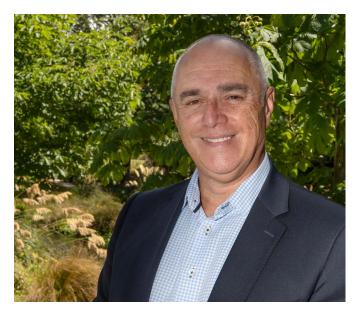
I am also pleased to announce that Tracey Maisey has taken up a secondment for nine months to the interim role of Director Strategy, Planning and Reporting in the national team, reporting to Te Whatu Ora CEO, Fepulea'l Margie Apa. This is also effective today, 10 October.

The acting arrangements for Tracey's substantive role and governance responsibilities are as follows:

- Executive Director Planning, Funding and Business Intelligence – Melissa McFarlane (Until 31 January 2023)
- Senior Responsible Officer Planned Care Planned
   Care Pauline Clark
- Canterbury Hauora Community Hub Jacqui Lunday Johnstone
- Data and Digital Governance Chair Richard French

Tracey will continue to work from the Waitaha Corporate Offices one or two days per week.

I am sure you will join me in congratulating her on this interim appointment and offering our support to those members of the team that have taken on new responsibilities.



Interim Regional Lead Data and Digital, Te Waipounamou, James Allison



Interim Director Strategy, Planning and Reporting, Tracey Maisey

### Celebrating our Allied Health staff

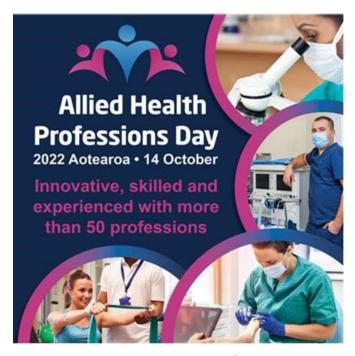
Friday 14 October is World Allied Health Professionals Day, a chance to celebrate the people in our Waitaha Canterbury Allied Health, Scientific and Technical fields.

They are a diverse range of professionals working in a variety of settings and make up about one third of New Zealand's total health and disability workforce.

#### This includes:

- > Dental therapy/oral health therapy
- > Dietetics
- Medical Laboratory Science/Anaesthetic Technology
- > Occupational Therapy
- > Optometry
- > Osteopathy
- > Pharmacy
- > Physiotherapy
- > Podiatry
- > Psychology, to name just a few.

To mark the day there's an Allied Health, Scientific and Technical awards ceremony being held



at Manawa, where individuals and/or teams who deserve recognition for their outstanding performance/achievement have been nominated by their colleagues. You can read more about that in next Monday's edition.

Look out for the story on <u>page 8</u> about an innovative Allied Health role and Allied Health Coordinator Ashleigh Greene's 'One minute with' on page 16.

## This week is Cyber Smart Week

Online threats and scams like phishing can impact anyone, but for health systems and services it can be devastating – you may recall Waikato DHB being hacked just over a year ago. The consequences of that are still being felt.

That's why we have partnered with @CERTNZ to help you take your online security to the NEXT LEVEL.

For free info about how you can protect yourself, your family, our data and our health systems from cyber threats with four easy steps go to <a href="https://www.cert.govt.nz/cybersmart">www.cert.govt.nz/cybersmart</a>

One of the simplest but most effective things you can do is to strengthen your passwords – long and strong passwords that are different for each online account and use two-factor authentication when you can. Read more on page 20.



## **Christchurch Hospital Chapel reopens**

After more than 12 months of renovation work, the beautiful Christchurch Hospital Chapel in Parkside East reopened last week. Back before the Emergency Department and Intensive Care Unit moved to Waipapa, the chapel provided a place of solace for patients, whānau and staff during some very difficult times. It was also a calm and quiet refuge for people to gather after the earthquakes and mosque attacks.

I hope staff, visitors and patients will take the opportunity to visit the chapel and spend some time there. You can read more about the reopening on <u>page 24</u>.

Have a great week. Kia pai tō koutou rā

PM Brul

Peter Bramley

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

## Free online financial wellbeing module

As follow up to our Mental Health Awareness Week resources, we're exploring financial wellbeing, which can be a big stress for many. EAP has provided us access to a free online Financial Wellbeing module covering:

- > Financial personality types
- Insights into how people learnt about money during their lives
- > Tools to create a tailored budget
- > Tips on managing debt
- > Tips on how to best teach tamariki financial literacy
- > Preparation for retirement.

If you are interested, you can access and complete the <u>module online here</u>.

This module can also be paired with a 90-minute practical online workshop with one of our EAP financial coaches. Get in touch with us at <a href="mailto:eapservicestraining@eapservices.co.nz">eapservicestraining@eapservices.co.nz</a> to find out more.

# QUIZ – Queen Elizabeth II

After a reign of more than 70 years, Queen Elizabeth II died last month at the age of 96. Much admired and respected, she lived an extraordinary life. How much do you know about her?

- 1. How old was Princess Elizabeth when her father died, and she became Queen?
  - a. 24
  - b. 25
  - c. 26
  - d. 27
- 2. During World War II a young Princess Elizabeth joined the Auxiliary Territorial Service and trained as what, as part of the war effort?
  - a. Nurse
  - b. Radio operator
  - c. Mechanic
  - d. Pilot
- 3. In 1982 what did Michael Fagan do that got the world's attention?
  - a. He attempted to assassinate the Queen
  - b. He impersonated Prince Philip in a phone call with the Queen
  - c. He stole a portrait of Queen Victoria from Windsor Castle
  - d. He broke into the Queen's bedroom in Buckingham Palace
- 4. What was significant about the Queen's entry to the opening ceremony of the 2012 London Olympics?
  - a. She (apparently) parachuted in from a helicopter
  - b. She carried the Olympic torch
  - c. She arrived in a horse drawn carriage
  - d. She wore the uniform of the British Olympic team
- 5. How many UK Prime Ministers served during Queen Elizabeth's reign?
  - a. 13
  - b. 14
  - c. 15
  - d. 16

- True or false. Queen Elizabeth II was the only person in the UK permitted to drive without a licence.
  - a. True
  - b. False
- 7. Queen Elizabeth II loved dogs and famously kept corgis her whole life. What other breed of dog did she own that is now associated with her?
  - a. Jack Russell
  - b. Dorqi
  - c. Cavoodle
  - d. Rottweiler
- 8. We celebrate the Queen's birthday in June, but in what month was her real birthday?
  - a. April
  - b. August
  - c. October
  - d. November
- 9. Home-schooled, Queen Elizabeth was intelligent and well educated by the best tutors of the time. Which language did she speak fluently?
  - a. German
  - b. Latin
  - c. Greek
  - d. French
- 10. How many grandchildren did the Queen have?
  - a. Seven
  - b. Eight
  - c. Nine
  - d Ten

Check your answers on page 28.

# Ā mātou tāngata – Our people

# Trial role 'linking the dots' in care of older people

A trial role providing a valuable link between Christchurch and Burwood hospitals in their care of older people has proved so successful it has been extended for another six months.

Occupational Therapist (OT) Aletia Collins is on secondment to the Allied Health 'Expert In Reach' role helping support the transfer of Allied Health information for admissions to Burwood's Older Persons Health (OPH) wards from Christchurch Hospital.

#### It involves:

- > Early identification of patients already well known to OPH who present at Christchurch Hospital
- Allied Health representation in the OPH Liaison space
- Improved sharing of information across campuses
- Promotion of a 'home-first' model and activation of Community Rehabilitation Enablement and Support Team (CREST) service where appropriate.

#### Benefits to patients include:

- Reduced duplication of assessments and information sharing
- > Right place right time for intervention
- > Reduced length of hospital stay
- Reducing unnecessary inpatient rehabilitation admissions
- > Promotion of 'Dignity of Risk'.

With a background in inpatient and community-based rehabilitation, Aletia says she has a passion for older persons' health and promoting 'Dignity of Risk' and 'Aging in Place'.

"The first of these two terms refers to the concept that a person has the right to choose what they do and how they want to live, the second describes a person living in a residence of their choice for as long as they are able, as they age. My secondment really supports those ideas and involves collaborating, coordinating, trouble-shooting and 'linking the dots'.

"For example, it's resulted in a patient being able to at remain at home, having achieved their goals and avoided an inpatient rehabilitation admission and increased length of stay in hospital.



Occupational Therapist Aletia Collins

"In another case, the

Emergency Department (ED) Allied Health team was able to be alerted about a patient well known to community teams who had presented at ED. Due to the sharing of this information in a timely manner, the patient was seen by ED Allied Health and supported to be discharged directly home instead of being admitted to hospital," she says.

Aletia's role began in February with the aim of supporting patient-flow initiatives, working to reduce unnecessary hospitalisation of older people and to reduce any duplication of assessment/information gathering. This was to ensure earlier identification of goals, clearer criteria for discharge and earlier activation of community pathways where appropriate.

"Initially I was based at Waipapa working alongside the OPH Liaison Clinical Nurse Specialist team providing an Allied Health lens for patients referred for inpatient rehabilitation at Burwood Hospital. This involved the development of a Cortex template to support the transfer of information/assessments to the Allied Health inpatient rehab teams.

"This helped promote trust of existing information, identify barriers for discharge, and problems to be addressed. A large part of this initial phase was building trust and functional inter-professional working relationships across the campuses and community teams, ensuring inpatient rehab was the best pathway for the patient, having considered out of hospital (community) pathways first."

The second half of the trial has been mostly based at Burwood Hospital looking at how transfer of care to Burwood can be improved, while also providing mentoring and support to the OT team to understand principles of best practice for older adults and community services and supports.

"My involvement has also included the development of new OT documentation templates streamlining language across campuses and reducing assessment duplication. I have become a 'Trusted Assessor' for the (CREST) service resulting in being able to activate CREST supports on behalf of the Allied Health teams.

"It's about promoting trust, communication and coordination within Allied Health across acute, sub-acute and community services and supporting complex discharge planning and smooth transitions into community-based pathways," Aletia says.

# Nurse's post graduate education aims to support best patient outcomes

Maxine Rhodes is a nurse who is passionate about education and empowering her patients.

A registered nurse with 27 years' experience in mostly cardiac nursing, with forays into Emergency Department and High Dependency nursing, her experience includes working in healthcare systems in the UK, Canada and New Zealand.

She's been working in the Cardiac Catheterisation Laboratory in Christchurch Hospital for the last 14 years.

Maxine has pursued further education with post-graduate nursing diploma studies and is undertaking her Master of Nursing with Ara Institute of Canterbury, thanks to a Nurse Practitioner Training Fellowship awarded by the Heart Foundation.

The Nurse Practitioner Training Fellowship was first awarded in 2020 to support nurses, registered with the Nursing Council of New Zealand, to complete an approved clinical master's degree programme in the field of heart disease.

"I'm looking forward to combining the knowledge I have gained over the years and my research, and applying it to my study in nurse prescribing, becoming a Nurse Practitioner so that I can care for patients to the best of my ability and give them the information and tools to empower themselves," says Maxine.

She is grateful to her "absolutely fantastic" colleagues, both nurses and doctors, who have supported her in pursuing post graduate education.



Cardiac Catheterisation Laboratory Nurse Maxine Rhodes

"The whole thing wouldn't have been possible without them. They have really helped me with my health assessment skills as well as giving me time to allow me to do this. I would not be here without them."

Later in the year Maxine will begin a new role as a Rural Nurse Specialist in Buller on the West Coast, combining this with her shifts at Christchurch Hospital. Her aim with both is to ensure patients have good access to cardiac care.

# Te Reo Māori Akoranga 4 – Lesson 4 Health-related words

E mihi ana ki a koutou, e ngā hau e whā.

Greetings to you, those from all four corners of the world.

This week we will learn some health-related words that we can add to our growing vocabulary.

#### **Health-related words**

Sick Māuiui Sore Mamae **Patient Tūroro** Hiakai Hungry Hiainu **Thirsty** Hōhipera Hospital Doctor Rata/Tākuta Nurse Tapuhi/Nēhi Medication Rongoā Nervous Āmaimai

#### He whakapātaritari - A challenge

Try using some of these words when you are communicating with your team members to become familiar with them.

If you have a tūroro Māori (Māori patient), ask if they would mind you trying out some of the new words that you have learnt.

For example: Kia ora Arama – My name is Sally and I am your tākuta.

Ngā mihi, ā, kia maimoatia te reo Māori!

Thank you and let us cherish the Māori language!

If you have any questions or feedback, please make contact via the email below. Hauora.Maori@cdhb.health.nz

#### I mōhio rānei koe? Did you know?

Like many other languages around the world, some words in te reo Māori are transliterations that have been borrowed from the English language. For example: tākuta for doctor and hōhipera for hospital.

Keeping up to date with your vaccinations is really important, even if you've already had COVID-19.



# Gerontology Nurse Specialist response to COVID-19 pandemic

People in Aged Residential Care (ARC) are most vulnerable to, and disproportionally affected by COVID-19, mainly because of their age and long-term conditions.

This has resulted in increased clinical risk and complex care needs for older adults in primary, community, secondary and ARC sectors.

COVID-19 safeguards and prolonged lockdowns brought immense challenges to ARC facilities, resulting in service disruption, significant staff shortages and compromised resident and whānau wellbeing, says Clinical Lead, ARC Interface for the GNS Team Louise Brown.

"During this acutely challenging time, the GNS service responded by providing increased infection

control advice, assisting with complex clinical cases from five to seven days a week. Additionally, the GNS team supporting Canterbury was increased from three to five nurse specialists to ensure the service met the need."

Strengthening relationships with Christchurch Hospital, including its Emergency Department has helped to bridge gaps between secondary and ARC care.

"The GNS team promote the use of the 'shared goals of care' framework, which encompasses the resident's Advanced Care Plan made with a multidisciplinary team, with input from their whānau. This helps to prevent unnecessary presentations to ED by exploring and making plans for the resident to receive the care within ARC if possible."

The team supports the ED and hospital teams with complex discharges into ARC, ensuring the right care supports are in place, she says.



Some of the Canterbury Gerontology Nurse Specialist (GNS) team, from left, Nursing Director Older People Population Health Caroline Skegg, Gerontology Nurse Specialists Natalie McGuffie, Carolyn Cummings, and Napat Sirihongthong, and Clinical Lead, ARC Interface for the GNS Team Louise Brown Absent: Gerontology Nurse Specialists Sue Holland and Rachael Leary

An increased GNS team has resulted in a more responsive and comprehensive service to the community teams working in ARC. They have a greater capacity to prevent and manage acute deterioration, recommend optimal care pathways and improve the hospital discharge process to ARC facilities.

The team hopes that this increased support for ARC facilities will assist with retaining and attracting nurses to work in the sector.

"Working with older adults and their whānau within ARC is clinically diverse, dynamic, collaborative and rewarding. Although it can be challenging at times, it provides clinical care team members with a breadth of knowledge with accessible, wrap around support."

The team is now back to working five days a week, with an on-call service for ED, to assist with facilitating complex discharges into ARC, Louise says.

## About the Gerontology Nurse Specialist (GNS) service

The GNS team in Waitaha Canterbury provide specialist support, liaison, facilitation and education to clinical teams providing care to older adults. Gerontology nurse input can improve patient experience and outcomes. They have a holistic, whānau-based approach with open communication. They provide specialist input with:

- > clinical support for all aspects of care for ARC residents with complex clinical needs
- > guidance and navigation of clinical care pathways
- > support planning and facilitation of complex hospital discharges of older adults to ARC facilities
- > have extensive knowledge in the management of long-term conditions in older adults
- > provide evidence-based best practice guidelines and resources
- > promote professional development through education, clinical coaching and supervision
- > work closely alongside medical, nursing and allied health teams providing care to ARC residents in the community, including liaising with the older person's mental health service.

# ASHBURTON COVID-19 COMMUNITY TESTING CENTRE CLOSURE

The COVID-19 Community Testing Centre at 48 South Street is closing. The final operating day will be Tuesday 11th October, 10am-2pm.

The following pharmacies distribute Rapid Antigen Tests (RATs);

#### **Allenton Pharmacy**

**Tancred Street Dispensary** 

#### **Wises Pharmacy**

Please contact the COVID-19 Healthline on **0800 358 5453** or your usual healthcare provider if you require advice or a PCR test. If you are not enrolled at a general practice in Ashburton, you can call Eastfield Health on 03 308 1212 for an appointment (walk-in testing is not available).

Please visit Healthpoint.co.nz for up to date information on COVID-19 testing providers.

Te Whatu Ora

Health New Zealand
Waitaha Canterbury

Unite against COVID-19

# Meet my pet

#### Saori

#### Shiba Inu, 8 months

Saori loves having her own time. She's a little stubborn at times but a very lovely wee dog.

Theodore Halili, Registered Nurse



#### **Frankie**

#### Golden Retriever, 2 years old

Frankie goes to work with my partner who is a school teacher and works with some neurodivergent children.

We cannot keep Frankie away from the water or mud, but conveniently she hates to be bathed. Not ideal for a white dog.

Ashleigh Johnson, Urology Clinical Nurse Specialist





#### **Brooklyn and Macy**

#### Labradoodles, both 3 years old

Brooklyn (black) was adopted at 7 months old from a farm in Whangarei and had to be taught by Macy (chalk-coloured) how to be an 'inside' dog.

Macy loves her big little brother Brookie! The doodles spend many an hour together sleeping, barking and photobombing Mumma's MS Teams calls.

Dena Cowen-Willis, HealthLearn Programme Manager



#### **Alfie**

#### Cat, 7 years old

A big mean cuddly machine! Favourite treats: Temptations or a piece of ham.

Favourite activity: going in and out of the cat door hundreds of times per day.

Favourite place to sleep: in the wardrobe on top of clean clothes or in the dirt in the garden.

Francesca Hayes, Community Mental Health Nurse





We want to meet your pet(s) – cat, dog, horse, alpaca, rat, ferret, rabbit, fish, bird, donkey – it doesn't matter! You love them and now is your chance to show them off in a new regular series.

To submit your pet(s), <u>click on this link</u> (you must do this from your work email address). If you have any difficulty with the form, you can email <u>communications@cdhb.health.nz</u>

We are so excited to meet your pets over the coming weeks.

# Long-standing volunteer's extraordinary contribution acknowledged



Long-standing Community Respiratory Service Volunteer Pauline Mohi was acknowledged by the Respiratory Clinical Governance team last month.

The clinicians nominate two people, one from within the Respiratory Department and one external to the department, each month to acknowledge and thank them for their work and dedication.

Respiratory Physician Michael Maze made the announcement at the Better Breathing Working Group, which he said was a pleasure and lovely to see how much it meant to Pauline.

"Pauline was nominated due to her extraordinary work with the community exercise groups and the Better Breathing programme. This has been such a large effort over such a prolonged period," says Michael.

Pauline said it was stunning and a lovely surprise to be told by the respiratory clinicians that the work she does is appreciated and is helping to make a difference.

Integrated Services Programme Manager
Deborah Callahan says Pauline works tirelessly
for the Community Respiratory Service and their
programme participants with breathing issues,
including helping with service design, reviewing
patient resources, running coffee and exercise
groups, and is a member of the Better Breathing
Pulmonary Rehabilitation Working Group, as well as
the Better Breathing Consumer Group.

"She has helped literally hundreds of people improve their social connections and fitness and is a valuable consumer member of the integrated respiratory service," says Deborah.

Pauline explains, "I'm involved with the respiratory service because I have Chronic Obstructive Pulmonary Disease, so I need to



Community Respiratory Service volunteer Pauline Mohi

exercise and learn about my condition. It makes sense to pass on my knowledge and help others.

"It's also about looking after our mental health, so the social aspects of the coffee and exercise groups is also important. I love what I do, so it just makes sense."

Pauline also wants to acknowledge Respiratory Clinical Nurse Specialist Louise Weatherall who helped to bring consumers of the pulmonary rehabilitation service together nine years ago, which is how she got involved.

Find out more about the groups here.

## One minute with...

# Ashleigh Green, CREST Allied Health Coordinator

#### What does your job involve?

The Community Rehabilitation and Enablement Service Team (CREST) works with clients, aged 16 years and over in the client's homes providing general rehabilitation, admission avoidance and enablement for a short, intense period. I'm an Occupational Therapist (OT)/ Kaiwhakaora Ngangahau working alongside the client to achieve what they want/need after their recent health event or injury. The Allied Health Coordinator role focuses on problem solving to ensure seamless navigation of clients transitioning into and through our service from primary and secondary services. Often consulting on complex case management alongside CREST Allied Health (OTs, physiotherapists and allied health assistants), clinical nurse specialists (CNSs), geriatricians, and liaising with our provider and community service teams including GPs. A big component of my role involves networking and education alongside my CNS colleagues to our relevant stakeholders. This has been hugely challenging with all the pandemicrelated issues over the last couple of years. The focus is to contemporise service delivery of interdisciplinary work with community rehabilitation delivery.

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

Enjoy the variability that the OT profession offers. Our practice requires a brain for evidence-based clinical decisions and eyes that see further than the diagnosis. Walk in your clients' shoes and understand their perspectives and life journeys. Develop resilience and emotional agility as there are going to be huge frustrations along the way. Get to know what your buffer is for rebuilding your energy, so you can face another day. Have strong intentions and be realistic with what is within your control. Find aroha, laughter and enjoyment in your work.

#### Who inspires you and why?

People who strive to achieve despite the obstacles and systems that are often hard to navigate. Those who have the tenacity to be continually present for implementing changes. I see this daily in my colleagues in the community.



# 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?

Humans do not fit easily into boxes let alone categories of physical/mental health or age defined services. I see that the values ensure that we are continually striving to provide the best possible care for the community of Waitaha Canterbury. In healthcare, we should work with integrity to put the client's journey at the forefront and reduce the barriers to accessing services, particularly in the community and primary care space.

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

Right now, I am where I am meant to be. I moved with my family to start this role a few weeks before the first lockdown in 2020. There is so much exploring to be done around Waitaha and Te Waipounamu. Any suggestions about toddler friendly adventures to be had are welcome. If we won Lotto, it might be a game changer!

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

Difficulty choosing between Amy Schumer, with her no holding back humour, and Adele with her authentic passion for life.

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

Gardening and hunting for fairy houses in forests with my three-year-old daughter.

If you would like to take part in this column or would like to nominate someone please contact Naomi.Gilling@cdhb.health.nz.

# Whakamihi - Bouquets



#### Intensive Care Unit (ICU), Christchurch Hospital

Our dad has been in ICU for three weeks now and we would just like to say how amazing and beautiful all the staff are in this ward. The nurses deserve a medal. The care for our dad/husband has just been amazing. To the reception staff, Savi and Jan, we appreciate all your love and kindness and baking! You have made our sometimes long days just that little bit brighter. We can't even start to thank you all so much. We will be forever grateful for the entire team.

#### Wards A4 and B4, Christchurch Hospital

I would like to thank the nursing staff who looked after me for the week, especially Trish who went above and beyond her calling to make my stay more comfortable, enjoyable and informed. I greatly appreciate all that was done for me.

#### Ward 24, Christchurch Hospital

My sincere and heartfelt thanks to you all for the care given to my wife during her stay. Much appreciated.

# Emergency Department (ED) and Medical Assessment Unit (MAU), Christchurch Hospital

Please pass on our appreciation and grateful thanks to the ED doctors (especially Dr Adam) and nurses and to the staff in the MAU (especially - Nurses Zoe and Rachael,) who looked after our Mum, who sadly passed away. The service received, empathy and compassion shown to her and us as a family was incredible and one that will make her passing so much easier to accept. Thank you from all of us.

#### Alice, Ward B3, Christchurch Hospital

I would love to compliment the manner and professionalism of the nurse Alice who was working on ward B3. She completely put my partner and myself at ease before and after my partners surgery. Alice explained what was going on perfectly to us both. I hope that this message can get passed onto her that she made a huge difference to us both on Monday. Keep up the excellent mahi, Alice! It is very much appreciated!

#### Ward B3, Christchurch Hospital

Firstly, all staff have been amazingly kind which has made my first stay in hospital much better. From the Emergency Department (ED), to surgery and Recovery, the doctors the nurses, technicians, orderlies and WellFood staff have been so lovely and it's made a huge difference to my stay. My partner has put in a compliment about nurse Alice who took the time to explain things to me on the day of my surgery and was so supportive. All the orderlies have been so nice, but I especially wanted to point out one. I can't remember his name. He was lovely, and we were chatting as he took me from MRI back to my room on the ward. Overall all my experiences with staff have been amazing so thank you to everyone I met and everyone working behind the scenes.

#### **Burwood Hospital**

A big thank you to the staff at Burwood Hospital. When I first arrived, I was greeted so nicely with beautiful smiles from the reception ladies, nurses and the doctors. The atmosphere in Burwood Hospital was so lovely it made it hard for me to leave. The orderlies and the WellFood staff were so hilarious to chat with whenever they popped in to drop lunch off. When walking past they'd wave and say hello. What made Burwood stand out was the warm and friendly way everyone was with my husband and son. They looked after them while I was in Recovery. They even encouraged my husband to sleep for a bit until I returned. The nurses were so beautiful with our partially verbal autistic spectrum disorder son and I know that is something he'll always cherish. Every time someone walked past my room, my son would walk to the door and wave and say hello to everyone. That was really nice. It made the stay at Burwood so much like home. Thank you for the love and care you put into my stay and thank you to the amazing team who helped fix my ankle. I will forever be grateful for this second opportunity in this thing called walking and running that I'll be able to do again. Thank you so much.

#### ED, Catheterisation Laboratory and Coronary Care, Christchurch Hospital

We would like to pass on our gratitude to the staff who cared for [patient name] after he was admitted with a heart attack. The staff involved in his care communicated well, were skilled and professional, and encouraged him in his recovery. We really appreciate the effort and dedication they showed, especially given they have been under incredible pressure lately. Leading up to discharge, I was involved in his care as a family/whānau member, and staff ensured [patient name] and I had all the information needed for him to feel confident in his rehabilitation at home. We just wanted them to know they've made a huge difference in our lives! Thank you so much again.

#### Oncology, Christchurch Hospital

Last week I completed a month of Radiation
Therapy at Treatment 4A. I cannot speak too
highly of the 4A team, who were kind, considerate,
efficient and very professional. They could not have
done a better job, and although I hope a return
will not be necessary, they would absolutely and
unhesitatingly be nominated for any additional
treatment. Additionally, the oncologist, nurses, and

reception have all performed incredibly well, and have helped to mitigate an experience that was, and still is very difficult to accommodate. Please ensure that my gratitude and thanks are conveyed to all of the above.

#### **Plastics Department, Christchurch Hospital**

Great overall experience. Friendly, knowledgeable staff

#### Sandra, MAU, Christchurch Hospital

Nurse Sandra cared for my father during his short stay in MAU. She showed such care towards Dad. He felt safe and was kept very informed by Sandra regarding his care and plans that the doctors had made for him. Her care and kindness meant so much to Dad and to his family. Thank you so much Sandra for your thoughtful, caring and professional manner.

## Trish Goulter, Respiratory Services, Christchurch Hospital

I would like to put in a special word of appreciation for Trish Goulter. I seemed to be going nowhere with my breathlessness until I read about her in an article and knew straight away she was the person I was after. I have enjoyed my sessions with Trish and she has given me the tools to cope and has improved my breathing difficulties so much.

## Parkside Ground Medical (PGM), Christchurch Hospital

Amazing, caring staff. Everyone I encountered was lovely, professional and caring. Thank you all.

#### Intensive Care Unit (ICU) and Ward 25, Christchurch Hospital

Thank you to ICU and Ward 25 for the wonderful care given to our mother. We thought we had lost her and so grateful to still have her with us. That's down to the skill, expertise, care and excellent communication of the ICU team and Ward 25. Kā mihi nunui kia koutou.

#### Oncology, Gynaecology, and Day Surgery, Christchurch Women's Hospital

As the support person of a recent patient travelling from Dunedin, I cannot speak highly enough of everyone involved in her care. Friendly, knowledgeable, available, professional, caring, empathetic, all apply to her 'team'. Thank you everyone for making a difficult and uncertain time much less stressful and more manageable. An amazing team from go to whoa! Thank you.

#### **Christchurch Hospital**

Very good service from Christchurch Hospital!

#### Ward B5, Christchurch Hospital

From previously working in a GP practice, I know first hand that compliments are few and far between, but I want to pass on a big thanks to the team for the exceptional service that was given to my husband and myself with his last admission. The staff on this ward are such caring, devoted people, from the great nursing team that looked after my husband, to the WellFood staff that were so accommodating, especially the young girl whose name I wish I knew. To include me as a caregiver with a meal was truly appreciated, and her bubbly, smiley face was a joy. Thank you. It's been a tough few months and we never thought we would be going through this journey for a second time round and wanted to pass on our thanks for making it a stress-free stay. Keep up the fantastic work team. P.S. Thank you for organising my stay at Ranui House. We are so lucky to have this facility and this admission was far less stressful having a facility that was within walking distance to the hospital.

## Big Shout Out

#### To: Alex, Ward 24, Christchurch Hospital

Nurse Alex has been incredibly nice to work with. She is always very upbeat and kind, while being extremely professional. When I was having an awful day last week, Alex was very quick to ask if I wanted to talk, despite having no obligation to.

**From: Anonymous** 

#carestartshere

# Big Shout Out

#### To: Scott Dew, Manawa

I would like to send a huge thank you for all the support that Scott Dew at Manawa provides to me. He is always happy to help with a smile. When I ask if he can find meeting/training rooms for me, he does so quickly and efficiently. When I run seminars in the building I never have to worry that it will all be set up on time.). I suspect that he is probably one of those unsung heroes that quietly goes about his day, so I would really like his mahi to be acknowledged.

From: Kini Piper, Health Promoter

#carestartshere

# Ā mātou kōrero – Our stories

# Take your online security to the NEXT LEVEL with CERT NZ this Cyber Smart Week

As the time we're spending online increases, so do the security risks. CERT NZ's latest data shows that online security incident reports are up 48 percent from this time last year. These incidents are impacting our finances, our friends, family and workplaces. But the good news is that CERT NZ's Cyber Smart Week is back with four simple steps to help you and your workplace take your online security to the NEXT LEVEL.

With these steps in place, the risk of experiencing an incident is much lower, and if you are impacted, having these steps in place will help reduce the impact.

#### 1.Strengthen your password game

Long, strong and unique passwords are harder to crack.

Up your online security game with long, strong and unique passwords for each account – 15 characters or more is key!

It can be tricky coming up with strong passwords, so try making passphrases instead – a random phrase of four or more words. They're easy to remember but hard for attackers to crack. How to create a good password



**Take it up another level:** Keep your passwords secure, with a password manager – it's like an online vault that keeps all your logins in one secure place. That way you only need to remember one strong password – what could be easier?

Find out more about password manager – www.cert.govt.nz/individuals/guides/keep-your-data-safe-with-a-password-manager/

# 2. Power up by turning on two-factor authentication

Keep attackers out of your online accounts with a second layer of defence.

Double down and protect your online accounts from attacks with two-factor authentication (2FA).

It's like a secret key for your online accounts that's used on top of your password.

It's usually a unique code sent to your phone or taken from an app that only you have access to. Having 2FA turned on means even if an attacker gets your login details, they still won't get in. Turn on two-factor authentication



#### 3. Update to full strength

Activate auto updates on apps and devices to dodge security weaknesses.

Updates help keep your apps and devices healthy. Updates aren't just about getting the latest features

available on apps and devices, they also protect you from any weaknesses that could let attackers in. The easiest way to do this is by going to settings and turning on automatic



updates – then you just let it do its thing. <u>Update</u> your devices and software

#### 4. Boost your privacy defence

Switch social media settings to private to protect your personal info.

Your personal information is gold for attackers. Make sure your social media privacy settings are switched over to 'Private' or 'Friends only' – this way,

you can control who sees what information you share and who you're sharing it with. This not only protects you, but also your friends, family and followers from scams. Protect your privacy



#### Report it

If you, or someone you know, experiences an online security incident, report it to CERT NZ. They're here to help New Zealanders protect and recover from online security threats and incidents. <a href="https://www.cert.govt.nz/individuals/report-an-issue/">www.cert.govt.nz/individuals/report-an-issue/</a>

CERT NZ's official Cyber Smart Week page: <u>www.cert.</u> <u>govt.nz/cybersmartweek</u>

# Air flow altered to increase energy efficiency

It's the Maintenance and Engineering team's job, across all campuses, to not just maintain our facilities, but provide continuity and assurance that they are suitable for clinical and patient use.

"This includes ensuring that each facility uses energy efficiently and we maximise the lifecycle of equipment", says Services Engineer Mark Byers.

Thanks to a continued Maintenance and Engineering initiative, energy use and carbon emissions from Christchurch Hospital's 11 operating theatres in Parkside are being reduced.

The ventilation of operating theatres in some of our older hospitals that don't use heat recovery, is energy intensive.

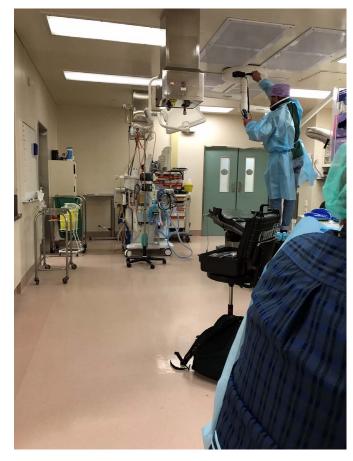
"This is measured by our Building Management System (BMS). Airflow rates were measuring higher than the minimum requirement, when the theatres were not in use. With the operating theatres being unoccupied almost every night, it gave an opportunity to further improve our Parkside Theatre energy usage", he says.

The excessive airflow was not only wasting energy and increasing operational cost, but also producing more carbon emissions, says Energy Efficiency Engineer Andy Lui.

"As a government agency, it is our responsibility to reduce carbon emissions through implementation of energy efficiency projects and measures in order to contribute to the government carbon neutral goal.

"We have decreased the unoccupied airflow rate so that when the theatres are unoccupied less energy is used."

By implementing this initiative, the total supply airflow rate has been reduced by 2,800 liters per second during unoccupied periods. The air change rate can be set back to 'occupied mode' immediately in an emergency by using automatic occupancy sensors.



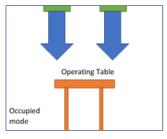
A technician testing the air quality

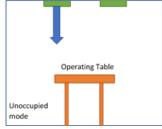


A typical air handling unit for an operating theatre in the Parkside plantroom

"The expected combined coal and electricity savings are estimated to be 300,000 kilowatt hours per year, which will reduce the annual carbon emissions by 95 tones, and our utilities cost by approximately \$18,000 a year," Andy says.

# Diagram showing how the airflow has changed per theatre





Further on-going work is being carried out by Maintenance and Engineering using analytical software called 'Copper Tree' which monitors key buildings,

"This software is identifying and producing databased evidence of energy savings and predictive maintenance opportunities to continually improve our capability to effectively utilise our Waitaha Canterbury assets." Mark says.

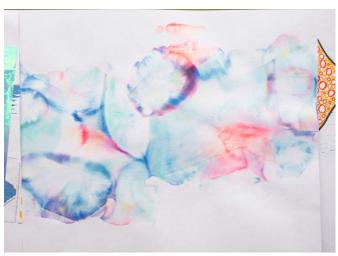
# Artwork tells story of COVID-19 response

The team at Te Mana Ora Community and Public Health have come together to create a shared artwork that reflects individually and collectively, on the roles they have played over the past two years in the COVID-19 response and captures those stories in a unique way.

For over two years, our Te Mana Ora staff were at the heart of our COVID-19 response for Canterbury, South Canterbury and the West Coast and were rostered to work seven days a week, through all lockdowns, levels and traffic light settings.

Their work involved contact tracing, working at the air and sea borders, supporting marae and Pasifika church networks, partnering with the Managed Isolation Quarantine Facilities, promoting community wellbeing, advising community leaders, activity in all aspects of the vaccine rollout, managing case contacts - the list goes on.

Throughout the pandemic, Te Mana Ora's leadership has worked hard to support staff wellbeing through good communication, celebrations and a programme of arts and wellbeing initiatives. For this project, they partnered with the very talented Audrey Baldwin, an Ōtautahibased artist <a href="www.sharedlines.org.nz">www.sharedlines.org.nz</a>/audreybaldwin whose expertise and enthusiasm made it easy and fun for them to be part of this project.



As a result, Pūtahitanga was created. Pūtahitanga can be translated to mean a confluence, junction, joining place, or convergence. It implies He Toa Takitini - the strength of many - as we navigate the waters of life together.

Some of our staff shared their feelings on what taking part in creating the artwork meant for them.

"This project really helped us all to have a space to have a creative outlet to play and work collaboratively, bounce ideas off each other, and draw together experiences that we had together," says Health Protection Officer Kara Seers.

"Some of the artworks speak directly to the COVID-19 experience at Te Mana Ora, and some of talk to what got people through, like gardens and bees and flowers. We tried to keep connected and this work has been a way of keeping connected," says Public Health Specialist Lucy D'aeth.

"My work reflects on the madness and the mayhem as it got a bit hectic for us at times but then the strategies that personally I used and that we used as an office at Te Mana Ora to help us," says Team Leader Bek Parry.

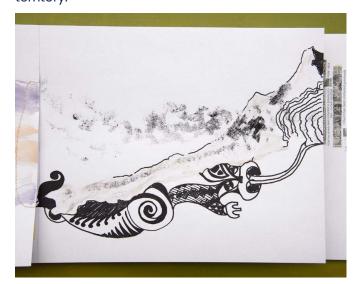
"Sometimes there was a feeling of 'when will this be over?' and now that we've come through the other end, this is a good celebration of what we have been through," says Receptionist Maree Thomas.

"All together we have a stream of all of our experiences and beliefs and ways that things happened which I think tells a really powerful story," says Workforce Development Co-ordinator Samuel Anderson.

Over 30 kaimahi (staff) took part in creating the artwork (around a quarter of Te Mana Ora's staff). Artists ranged from administration staff, health protection officers, analysts, health promoters, managers, nutritionists to specialists and physicians.

The work includes a taniwhā shaped from Te Tai Poutini coal dust and a Fijian mat woven from women's magazines. Tea bags, horse hair, masks and hand sanitiser were some of the unusual materials used.

Diverse topics such as the plagues of the Middle Ages, 19th century Japanese woodcuts, divorce, gardens, climate change and washing lines are referenced in the work. Together the artwork tells the story of a diverse, hardworking, passionate and kind whānau who have paddled hard to keep the waka going over rough seas and uncharted territory.





The artwork created by Te Mana Ora Community and Public Health staff

# Christchurch Hospital Chapel reopens

A service and blessing marked the reopening of the Christchurch Hospital Chapel last Tuesday.

Closed for around 12 months to install a new firewall, the chapel has been painstakingly restored with the existing materials and taonga (treasures) intact.

Te Whatu Ora Waitaha Canterbury Project Manager Simon Hemmings says that installing the firewall and some additional work securing the ceiling were the final renovation steps after earthquake reinforcement work was previously carried out. Keeping the existing Canadian maple timber cladding the walls and ceiling and returning the taonga (including a new pounamou) to the display cases, were key.

Our own Te Whatu Ora chaplains, including Moega (Moe) Lasei, Donna Reid, Helen Sturgeon and Helen Gray spoke and led prayers and waiata during the service. Bishop of Te Waipounamu Richard Wallace also participated in the proceedings, speaking and leading the blessing.

All described the chapel as a special place within the campus; a place of refuge and calm reflection for people during difficult times.

Helen Gray reminisced about significant incidents like the Christchurch earthquakes and mosque shootings when the Emergency Department and Intensive Care Unit were both located nearby, and the chapel was an important place for people to meet and gather. Although the chapel has seen its fair share of trauma, Helen told the group that there had also been happy events, including a couple of weddings.



Chaplain Moega (Moe) Lasei welcomes attendees to the service



Service attendees singing waiata

To visit the Christchurch Hospital Chapel, proceed to Parkside East from inside the main hospital entrance. It is only about 30m up the corridor.

# Malnutrition Week - Monday 10 - 14 October 2022

Up to 40 percent of people admitted to hospital are thought to be malnourished.

One of the challenges of malnutrition is a lack of awareness, both among clinicians and the public.

Malnutrition Week ANZ (Australia and New Zealand) aims to bring attention to the staggering rates of malnutrition in Australian and New Zealand communities and healthcare settings. It is an opportunity for health professionals to collaborate with dietitian colleagues and raise awareness.

Could you be a nutrition champion in your department? Start the conversation with your multidisciplinary health care colleagues and spread the word: malnutrition impacts lives. We need to make a difference.

The campaign spotlights the shared responsibility of healthcare staff, whānau and patients to identify, treat and prevent malnutrition. We hope you'll stand with us in acting to diagnose and treat malnutrition – or better yet, prevent malnutrition altogether.

Keep an eye out for our malnutrition booths around Christchurch hospital during the week. There will also be a Malnutrition Week quiz which will put you in the draw for a hamper of goodies – spot prizes will also be available.

More information and access to resources available on Prism.



Malnutrition Week ANZ

October 10-14, 2022 #malnutritionweekanz

# 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. <u>Click</u> here for more deals on Home Maintenance. You can find similar offers here.



## **OPSM**

#### **OPSM**

- > \$100 off a complete pair of prescription glasses and prescription sunglasses. Minimum spend \$350.
- > 20 percent off contact lenses
- > 50 percent off Ultrawide Digital Retinal Scan.

Offer is valid from 10/10/2022 and ends 31/10/2022. See the <u>Flyer here</u> for discount code and terms and conditions.



#### **HYBRID THEORY**

117 Durham Street South, Christchurch

All Waitaha Canterbury staff get a seven-day pass to come try Hybrid Theory, plus 15 percent off membership prices. Just need proof of your staff ID to get these. See the <u>flyer here</u> for more information.



#### **BRIDGESTONE SELECT AUTO SERVICES**

512 Wairakei Road, Russley, Christchurch, 55 Moorhouse Avenue, Addington, Christchurch

Pay only \$109 (Usually \$129) and get \$1,100 worth of car servicing! Please read the detailed service package, discount code and terms and conditions here. You can contact Michael at 0273957445 if you have any questions. Pay no labour on these services. Pay for parts and oils only.



#### **RENTSURE PROPERTY MANAGEMENT LTD**

- Christchurch Central and Riccarton

A six percent flat rate management fee for any investor who would like Rentsure to manage their property. They offer no advertising fee for selling properties and get the top buyers in the market by incentivising and working with other agencies –bringing the best buyers in the market to the seller. They also look for rental properties for tenants. Please see here for more information.



# You are invited to the next Christchurch Alcohol Action Plan Community Forum.

Date: Tuesday 25 October 2022

Time: 9am - 12pm

Venue: Spark Place, Tūranga, 60 Cathedral Square, Christchurch

The Christchurch Alcohol Action Plan Working Group is excited to extend an invitation to you and your colleagues to attend our half-day forum. The goal of the day is to share, learn and build on the momentum we are seeing for advancing the vision of a safe, vibrant, healthy Christchurch free from alcohol-related harm. Featuring:

- > Inspector Hamish Milne, Manager: Alcohol Harm Prevention, Police National Headquarters
- > Amanda Dodd & Martin Witt, Cancer Society
- > Maria Smolar, Healthy Families initiatives to reduce alcohol-related harm
- > and more!

#### To attend register here by Thursday 20 October.

A calendar invite will be sent within a week of registration.

Please feel free to share this invitation and attached flyer across your networks.

For further details on the Christchurch Alcohol Action Plan visit <a href="www.cccweb.cwp.govt.nz/the-council/plans-strategies-policies-and-bylaws/plans/alcoholactionplan">www.cccweb.cwp.govt.nz/the-council/plans-strategies-policies-and-bylaws/plans/alcoholactionplan</a>

Masking for this in-person event is encouraged. Presentations will be recorded.

## QUIZ ANSWERS – Queen Elizabeth II

- 1. b. 25
- 2. c. Mechanic
- 3. d. He broke into the Queen's bedroom in Buckingham Palace
- 4. a. She (apparently) parachuted in from a helicopter
- 5. c. 15
- 6. a. True

- b. Dorgi a breed invented when one of the Queen's corgis impregnated a dachshund owned by Princess Margaret
- 8. a. April
- 9. d. French
- 10. b. Eight (each of her four children had two of their own)

# Enhancing CALD Cultural Competence

Cultural diversity in the New Zealand Population is growing, leading to increasing cross cultural interactions between clinicians and patients and between employees.



#### eCALD® 80th News Edition October 2022

This edition brings you the following news:

#### Free webinar

» eCALD® Cross-Cultural Interest Group (Tuesday) 18th October 2022 Webinar | "Dying Well with Dementia"

#### Resources

- eCALD® Newsletter CCIG #109 |"Are the Kids Alright?" – Impact of COVID on the Mental Health of Young People
- "The Inbetweeners, it is okay to be in both worlds"
   [Documentary] | Asian Family Services and
   Ministry for Ethnic Communities

> Positive Parenting Programme | RASNZ

#### **Research opportunities**

- > Trans and Non-binary Health Survey | Counting Ourselves
- Self-harm among Indian parents/family membersI UOA Research

Read it on the eCALD® website here

A CANTERBURY CLINICAL NETWORK (CCN) **WEBINAR** 



# Introduction to Kia Kotahi Partnership in Design

MONDAY 17 OCTOBER, 7PM-8PM



IRIHĀPETI MAHUIKA
Director of Hauora Māori and

Equity - Pegasus Health



NGAIRE BUTTON

Hauora Māori and Equity Lead Canterbury Clinical Network



KORAL FITZGERALD
Senior Project Facilitator/ Programme
Management - Canterbury Clinical Network

Nau mai, tauti mai ki tēnei hui e whakamārama ana i tētahi rauemi hei āwhina i te mahi mana taurite o ngā kaupapa hauora.

Join the team who have developed a new framework, Kia Kotahi Partnership in Design (KKPID), to design programmes and services together with our communities and improve equitable outcomes for hauora (health and wellbeing) services.

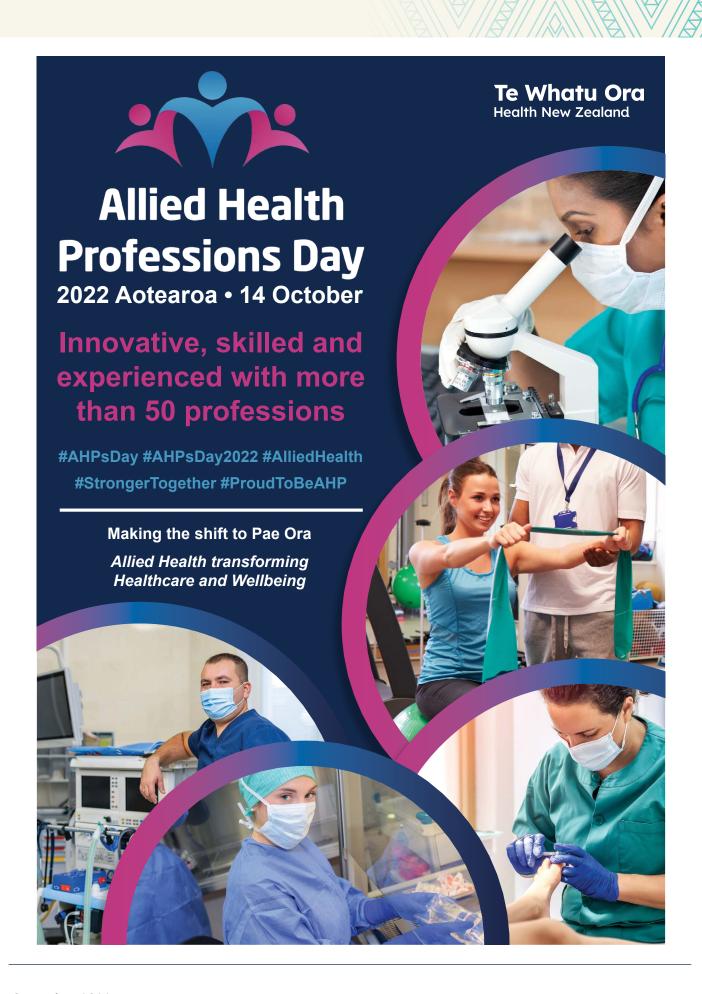
This webinar will help you learn how to use the KKPID framework and start the journey to creating more accessible and equitable services for your community.

#### Webinar will cover:

- Whakapapa of how the framework was created.
- Why it is important we change how we design services.
- Ngā uara (values) woven throughout the framework.
- The six steps in the framework.
- Tauira (examples) and case studies of how to use the framework when you're co-designing services.

REGISTRATIONS REQUIRED
Use the link:
https://tinyurl.com/KiaKotahi







In Association with





# we're talking health...

Your health, the health of your whānau

Come and join us for an evening of talks from Canterbury researchers who are improving healthcare for us all. **Registration essential.** 

Wednesday 26th October, 5.30pm – 7.30pm Attend in person at Manawa Foyer, 276 Antigua Street or join us online.

For more information on our speakers and their topics, visit our website www.healthprecinct.org.nz

Supported by Te Papa Hauora's Partners

**Te Whatu Ora**Health New Zealand
Waitaha Canterbury





