

Keeping our Community Healthy

WellNow

Canterbury

WINTER 2017

Canterbury

District Health Board

Te Poari Hauora o Waitaha

 our health system

INSIDE:
Introducing Sparklers,
a new online resource
that supports young
people in building
positive mental health

A CANTERBURY HEALTH SYSTEM UPDATE FROM THE CHIEF EXECUTIVE



David Meates

Welcome to the winter edition of *WellNow*. I hope you find the stories interesting and the information useful.

It's been a busy time since my last update, with the North Canterbury quakes last November, the Port Hills fires in February and construction of new health facilities going full-steam ahead.

Featured on our cover is Jaelah Taueki, from Riccarton Primary School. She's one of thousands of children who benefit from the *AllRight?* 'Sparklers' wellbeing initiatives and tools for teachers and parents. You can read more about Sparklers on page six.



Around the regions

We celebrated the opening of new facilities in **Ashburton**: the Acute Assessment Unit and Day Procedure Theatre are huge assets allowing more people to receive care closer to home. These facilities were made possible by a generous donation from the Ashburton community of \$1.5m. More than \$8.7m in improvements have been completed, including refurbishing ward areas. In addition, Ashburton Health Services in partnership with Advance Ashburton and Otago University have developed a Rural Health Academic Centre at Ashburton Hospital. They can provide training, high-fidelity simulation experiences and research opportunities for clinicians interested in working in a rural area. This too has been possible due to generous donations from the local community.

Progress is being made on the new **Akaroa Health Hub** with the planning and consent process underway. This will see the new facility take shape over the coming year. The new facility

will allow a number of providers to come together and provide services from one location.

At **Burwood** staff and patients are enjoying the many benefits of their purpose-designed new facilities, which formally opened in September last year.

In the **Health Precinct**, which covers a few central-city blocks near Christchurch Hospital, road cones, cranes, concrete trucks, and an ever-increasing number of new buildings dominate the landscape.

The new **Acute Services Building** due for completion next year will be the South Island's largest hospital building. With more than 3,000 rooms and a footprint of 10,450 square metres this is a significant facility built to meet 180 percent of the building code.

The new **Christchurch Outpatients Facility** is rapidly taking shape. It's located across the road from the Christchurch Hospital Emergency Department. Also due for completion next year, this facility will see around 20 different services come together to provide a one-stop outpatients centre, where more than 450,000 outpatient appointments are expected to take place each year.

Right next door, the **Health Research Education Facility** will become the new home for Ara's nurse training programme. Canterbury DHB and the University of Canterbury are also co-locating some staff in this new facility. As well as catering for undergraduate health professionals, it will provide a focal point for post-graduate and professional development as well as teaching and research support activities.

With so many services in one area, **parking** remains a challenge. For staff, we are leasing some additional parks within walking distance, and exploring options for a staff park and ride that will run along similar lines to our popular **patient and visitor park and ride service**. More than 500,000 people have now used the shuttles between the Deans Avenue car park and the hospital.

We urge you to plan your trip to hospital and allow extra time for parking. Our website has the latest parking information. Please take care if you are driving, cycling or walking in the vicinity of Christchurch Hospital as it's an ever-changing landscape.

Rangiora's Health Hub is in for a new addition: When the current Hagley Outpatients building is deconstructed, a large section will be relocated to Rangiora to provide additional space for health services.

Thankfully **Kaikoura's new Health Centre** stood up to the November quakes in North Canterbury and provided a sanctuary (complete with free wifi) on top of the hill in the days after the quake. With only minor damage, the new health centre proved its worth and remains a busy hub for general practice, hospital and rest-home level care along with a range of other health services.

Mental Health

With everything Canterbury has been through it's no surprise that there are still increasing numbers of children, young people and adults in need of care and support from our mental health teams. This includes counselling in the community, support through school or being referred to one of our

specialist inpatient services. We are seeing more and more people in need every month. Remember it's ok to ask for help – talk to your General Practice team first.

Keeping yourself and your family healthy over winter

If you get sick or are worried about one of your family, encourage them to seek health advice sooner rather than later – don't wait for things to get worse.

Free health advice after-hours

You can get free health advice when your own General Practice is closed by calling your usual General Practice number. After-hours your call will divert to a registered nurse who can provide advice over the phone. If it's urgent and you need to be seen, the nurse will tell you where to go and what to do. Load your General Practice number in your phone and advice will be a phone call away. *Note: Some General Practice phone systems require you to press a number to be put through to a nurse. Follow the instructions on the answerphone and within minutes your call will be answered by an experienced nurse.

Care around the clock means you can access health advice when you need it – 24/7.

If you don't have a family doctor, it pays to enrol or register with a General Practice team. You'll pay less, you'll be reminded of important screening tests



Visuals of the children's play-space in the new Acute Services Building

and immunisations and when you need to be seen urgently you'll have a better chance of being seen sooner. If you're enrolled with a General Practice team, prescriptions will be cheaper (or free if you're under 13).

Enrolling or registering with a General Practice team doesn't cost anything – you'll receive continuity of care and have a team looking out for your health. Even if you're on a work visa – you can still register. To find a family doctor, visit www.cdhb.health.nz and search for 'Family Doctor'.

Māia Health Foundation

The Māia team are working with Architectus and RCP project managers to create a great new play-space for kids in Christchurch Hospital's new Acute Services Building. Check out the artist's impression above on this page. If you'd like to be involved in taking our new health facilities from good to great, learn more by visiting Māia's website – www.maiahealth.org.nz

David Meates

Chief Executive, Canterbury DHB



We welcome feedback to
communications@cdhb.health.nz
or write to Communications Team,
Canterbury District Health Board,
PO Box 1600, Christchurch 8140
www.cdhb.health.nz

Take our short survey to tell us what health services information you need

What do you need to know – guidance on how to get the most from your health system perhaps? Information about new health services, or service changes? We want to improve the health information and services on the Canterbury DHB website and we need your help to make it better.

Take our short survey to let us know what you think and to make suggestions: <http://svy.mk/2o0BMus> ■

CONSUMER EXPERIENCE

Strong consumer voice in health service planning and delivery



Canterbury Health Consumer Council (Zhiyan and Gary back row, 4th and 7th from left)

Canterbury DHB has a Consumer Council to help ensure the people who use the health system have a real say in how it works.

Its slogan is “nothing about us, without us” and members take an active role in influencing policy to better reflect consumer needs. They also provide input into how services are developed and delivered based on their own experiences.

The council has 16 members who are frequent users of Canterbury’s health services.

Their experiences cover Māori and Pacific health, mental health, long-term conditions, physical, intellectual or sensory disabilities, rural communities, different ages, genders and ethnicities,

sight and hearing impairment and drug and alcohol addictions.

The council meets once a month and individual members also take part in different projects, giving the consumer’s point of view.

Gary Endacott is the Intellectual Disability Representative. He is employed by the Ministry of Education as a Disability Facilitator and serves on many groups ranging from New Zealand Conductive Education to the Kiwi Able recreation network.

Gary also has first-hand experience of

disability as he was born with Cerebral Palsy over 40 years ago.

“I joined to help make a positive difference,” Gary says.

“It’s about giving ideas on how things can be done better. There are many examples where we have been able to influence things.”

Zhiyan Basharati is the Refugee and Migrant Representative. Originally from Kurdistan, Zhiyan arrived in New Zealand 15 years ago as part of the New Zealand refugee quota.

She is studying for a PhD in Forensic Psychology at the University of Canterbury, is Health Coordinator and spokesperson for the Canterbury Refugee Resettlement and Resource Centre (CRRRC) and has several other roles.

“I want to create a more harmonious, welcoming and inclusive environment through building a shared respect, connecting our common experiences and celebrating our differences,” Zhiyan says.

“In spite of the work being done by health providers there can be a disconnect between them and refugee communities. By being a part of the Consumer Council I hope the gap can be bridged in some way as I bring a grassroots perspective.”

You can contact the Consumer Council by email at consumer.council@cdhb.health.nz ■

Disability action plan update

A steering group for the implementation of the Trans-Alpine (Canterbury and West Coast) Health Disability Action Plan, launched in July last year, is making good early progress. The formation of the group completed the first of the Plan's promised actions.

The purpose of the group is to ensure people with disabilities in the Canterbury and West Coast District Health Board areas have the health services they need, when they need them, and feel included in decisions about their health care.

The group has been selected to ensure the right balance of representation and to gather round a single table a wide range of relevant knowledge and expertise. It promises to be a major driving force for the implementation of the Action Plan.

Since forming last year, the steering group has been looking at the best ways of keeping people who work or use health services in Canterbury and on the West Coast informed of progress, and consulted in the right way and at the right time.

Gordon Boxall, independent chair of the Steering Group, says he anticipates some robust discussions.

"I look forward to turning the commitment and passion of our members into tangible actions that will benefit people with disabilities and their families/whānau."

One of the key tools in achieving this is the accessibility of information through the Internet. Thanks to the input and advocacy of the group,

a business case for the upgrade of the Canterbury and West Coast DHB websites to bring them up to international accessibility standards has been approved. Work on this is already underway.

Gordon says work will be done on the principle that people with disabilities should be able to acquire the same information, engage in the same interactions and enjoy access to appropriate support and services as easily as any other consumer.

As a community representative on the steering group, Prudence Walker identifies as a disabled person after acquiring impairments through injury and illness in her teenage years.

"I feel strongly about access to health for everyone. Disabled people are the largest minority group in our communities and often under-represented. I am keen to share my insight into the needs of 25 percent of

our population who live with impairment," she says.

Paul Barclay is also a community representative on the group:

"I believe my unique experience of living with an acquired sensory disability for nearly 30 years and working in the disability/health sector for over 20 years qualifies me to contribute to the implementation of the Trans-Alpine Disability Action Plan."

Paul went on to say that making health facilities, information and employment opportunities fully accessible in Canterbury and on the West Coast will lead to healthier and happier communities.

Read about the steering group members at www.cdhb.health.nz ■



Gordon Boxall



At the launch of the Disability Action Plan

Sparklers: Helping tamariki live brighter

Canterbury's had more than its fair share of challenges over the past six and a half years, and many of us are still struggling to come to terms with all we've been through.

For many of us, dealing with things like broken homes, insurance claims, and constant road works has been exhausting and at times, overwhelming. For many young Cantabrians who have lived through the quakes, the impact has also been felt strongly.

Dr Harith Swadi, Canterbury DHB's clinical director for Child Adolescent and Family, says that since the earthquakes, schools have reported increased anxiety, reduced coping skills, relationship problems and behavioural issues in the classroom.

"Our School-Based Mental Health Team (SBMHT) and health promoters working with schools were often being asked for tools to help them support the anxiety and mental health issues many students were facing," says Harith.

"To come up with something that would help schools better support the wellbeing of their students, *All Right?* and Canterbury DHB's SBMHT put our heads together and came up with Sparklers."

Sparklers is an online wellbeing toolkit full of activities proven to help young people be calmer and ready to learn. The 36 activities take between 10 minutes and one hour, and cover topics such as tummy breathing, managing worries and kindness.

In addition to the classroom activities, Sparklers also includes six parenting



These boys know their three 'Aaars'

guides containing information on how parents can support child wellbeing at home. Sparklers also contains information on parenting courses and other available supports.

Sue Turner, *All Right?* Manager, says Sparklers pulls together wellbeing activities that are simple and easy to implement in the classroom and proven to work.

"The activities help young people discover ways to be calmer, more empathic, and more aware of their emotions. By teaching skills that help them to look after their own wellbeing, Sparklers helps tamariki build positive mental health and cope with life's challenges," says Sue.

Sparklers has been extensively piloted in Canterbury schools and the feedback has been overwhelmingly positive. Pilot participant and teacher Vicki McKenzie used Sparklers with the 116 tamariki (children) and five kaiako (teachers) in her Pegasus Bay School learning community.

"We loved the activities we tried and will continue to use them next term. I tried the My Amazing Brain activity and the tamariki were really engaged and loved learning about their brain and how they have the power to change it!" says Vicki.

Sue Turner says that while Sparklers had its genesis in the greater Christchurch earthquakes, its content is relevant to tamariki throughout New Zealand.

"We think of Sparklers as a kind of gift to the nation. It's a really positive thing that's come out of the earthquakes, and its benefits will extend far beyond Canterbury," says Sue.

Sparklers has been made possible thanks to funding from the Canterbury Earthquake Appeal Trust and Canterbury DHB and support from Canterbury DHB's Community and Public Health and School-Based Mental Health Team.

To find out more about Sparklers visit www.allright.org.nz/sparklers ■

Making good habits stick

Throughout May the *All Right?* campaign has been encouraging Cantabrians to give their wellbeing a boost by making tiny changes to the things we do every day.

All Right? manager Sue Turner says doing more of the little things that make you happy and healthy can make a big difference.

"Habits can seem completely insignificant in isolation, but when we do them day in and day out, year after year, their impact can really add up. Small things like taking time to appreciate the view, or eating your lunch away from your screen, can have big benefits," says Sue.

So how do you make a good habit stick? With a Habit Stick of course! Grab yours at allright.org.nz/habits

"The revolutionary new *All Right?* Habit Stick makes it easier to make a good habit stick," says Sue.

"Just write down the tiny habit you want to adopt and then give yourself a tick every time you achieve it. Before you know it, your Habit Stick will be full of ticks and your new habit will be something you do every day without even thinking about it!" ■



How to make a good habit stick:

1. **Keep it small:** It's important to make your habit achievable, and for most of us, that means starting small. If you like the thought of meditating for half-hour bursts, start by doing just a few minutes a day. Then grow your good habit over time.
2. **Writing it down:** Writing your new habit down makes it clearer and helps you focus on what you're trying to achieve.
3. **Doing it daily:** Another advantage of starting small is that the more often you do your habit, the quicker it will take hold. Regular 'wins' help us feel good and build momentum.
4. **Monitoring progress:** This is where the *All Right?* Habit Stick comes into its own! When we track how well we are doing towards achieving a habit, we dramatically boost our chances of success. ■

Now's a good time to get your flu shot and stay well this winter

Each year we encourage people to get their flu shot early, before this serious illness starts to get a grip on our communities.

Canterbury Medical Officer of Health, Dr Ramon Pink, says it's important everyone gets immunised early to stay healthy and well. "Getting your flu shot is still your best protection against influenza, and once you are immune, you can't get it and so can't pass it on. You will be protecting yourself, as well as your whānau and community.

"It takes two weeks for your immune system to prepare its best defences, which is why you shouldn't wait until influenza is making people around you sick."

The flu vaccine is available now, free from your General Practice team for anyone aged 65 years or over, people of any age with a serious chronic illness such as a heart or serious respiratory condition, and pregnant women. This year for the first time many pharmacies can also vaccinate people who are 65 and over and pregnant women (but not those with serious chronic illness) free of charge.

As one of the additional measures to ensure people most affected by the North Canterbury earthquakes are supported to stay well, children under the age of 18 enrolled in General Practices in the Hurunui and Kaikoura districts can also get their flu shot free this year.

For everyone else, the vaccine is also available at a cost similar to a GP visit.

"Most people who have had influenza before will tell you that even if you have to pay for your vaccine, it's a small price to pay to avoid becoming severely unwell. You will also avoid the very real cost of taking a significant amount of time off work,



Flu vaccinations are free for pregnant women

either to look after yourself or sick members of the family. Having flu would be bad enough, but imagine having to watch those you love suffer, knowing you brought it into your home," Dr Pink says.

Flu will also stop your winter sports plans in their tracks, ruin special occasions such as the school formal or weddings and generally make you too ill to socialise.

"People wrongly assume they can tough it out. All that will do is make you feel worse and spread it around your school or workplace," Dr Pink says.

"Influenza is a serious illness that will confine you to bed for a miserable week or more, incapable of doing very much at all. All too often though, influenza can lead to hospitalisation, especially for those who are vulnerable – people with a chronic illness or an elderly person.

Each year hundreds of New Zealanders die from flu-related illness.

"The good news is it's so simple to avoid getting the flu – ask your General Practice team for advice or just make an appointment to have your flu shot." ■



Breathing easier together

People with breathing problems are receiving vital support, encouragement and motivation to exercise at a weekly coffee group.

The Better Breathing Coffee Group was set up by Pauline Mohi for people who have breathing difficulties, and their family and friends.

Pauline, who is the chairperson of the Better Breathing Consumer Group, says creating it “just made sense”.

“Building each other up and backing each other up is very important.”

Many of those attending have chronic obstructive pulmonary disease (COPD), while others have asthma or bronchiectasis – a lung condition that causes a persistent cough and an inability to clear mucus.

The first half hour of each meeting is spent on exercise and the other half having a chat over a cup of tea or coffee, discussing “anything we think of”. Sometimes they have an educational presentation from an invited speaker.



Even gentle exercise promotes better breathing



For people with breathing problems, one of the most difficult things to get over is that exercise which makes them breathless is good for them, Pauline says.

“When you exercise you are helping yourself, even if you get breathless while doing it. Recognising that can be one of the biggest hurdles for people.”

Reassuring each other and being together while exercising is a huge part of what the group is about.

“We all understand each other huffing and puffing when we exercise so it’s not embarrassing and we encourage each other.”

Community Respiratory Nurse, Louise Weatherall, says the group provides a place to go for people to talk to others with the same breathing problems and help to get to know their condition well. The coffee group also increases awareness of respiratory conditions and the benefits of exercise.

Up to 20 people regularly attend the group which meets every Thursday morning 10.30-11.30am in the meeting room at the rear of the CanBreathe office, 196 Hills Road, Shirley, Christchurch.

A gold coin donation is requested to offset costs. ■



Manager Jennifer Kippenberger (right) pictured with owner Mandy Heasley (left) at Under The Red Verandah

Smokefree outdoor dining – that’s a breath of Fresh Air!

The Fresh Air project’s ‘Smokefree outdoor dining pilot’ came to an end in April and it has been a busy six months.

A partnership between Cancer Society Canterbury West Coast Division and Canterbury District Health Board, ‘The Fresh Air Project’ supported hospitality venues in Christchurch and Selwyn to go smokefree in their outdoor dining spaces. Face to face support, guidance and promotional resources helped venues to spread the word about their smokefree status.

One of the first venues to sign up to the pilot was Linwood-based ‘Under The Red Verandah’. A cosy venue serving a menu of brunch and global lunch dishes, their large outdoor seating area made it a good ‘wish list’ venue for the Fresh Air project team.

Café Manager Jennifer Kippenberger, says their motivation for joining the pilot was the importance of family. Jennifer had become a mother and

owner Mandy Heasley had recently become a grandmother. Seeing people smoking around children at their venue increasingly concerned them.

Owner Mandy had talked about going smokefree but the pilot had given them a nudge in the right direction. “The best thing about the Fresh Air pilot was the support from the project team, they were really encouraging. It was also great to look at the list of other venues taking part, knowing we were all in it together,” says Jennifer.

Jennifer admits that the team were a bit apprehensive at the start of the pilot “As an ex-smoker, I wondered what confrontations may come our way, but it wasn’t nearly as bad as I had thought.

“The first time you have to let someone know it is a smokefree venue

you are a bit anxious but this changed as we gained confidence...you know, going smokefree has been good for business. Most of our feedback has been really positive with literal pats on the back from customers who think it’s a fantastic move.”

Under The Red Verandah is remaining totally smokefree now that the pilot has come to an end and Jennifer and Mandy would encourage other venues to go smokefree in their outdoor space. “It is definitely not as hard as you think, the Fresh Air signage provided helps notify customers and gives you confidence in talking to people about the move to go totally smokefree... the whole branding of Fresh Air has been really positive.”

If you would like to find out more about the Fresh Air project visit <http://freshairproject.org.nz/> ■

Green food oasis in the heart of Christchurch

If you are driving through the central city you may be surprised to see a flourishing green vegetable garden replacing a stark, gravel covered piece of land in post-earthquake Christchurch.

Amid the usual office buildings, shops and car parks will be Te Kakano Café and Cookery School, on the corner of Cashel and Manchester streets. The popular eatery is moving there from its previous location on Peterborough Street.

Kakano means 'seed' and the café and cookery school, believed to be the first of its kind in the South Island, engages families and school students, teaching them how to grow and cook affordable, nutritious food.

The café is open to everyone and sells traditional Māori kai (food), served in a contemporary way. Much of it is grown organically on site from ancestral seeds in raised vegetable beds or supplied by local producers and grown as sustainably and ethically as possible.

Items on the menu include mutton bird, raw fish, flounder, Manuka-smoked eggs, vegetable soup and Peru Peru potatoes. The seeds for the potatoes were handed down to Jade through previous generations.

In evenings and at weekends the cookery school caters for all cooking abilities, from basic to skilled. Popular classes include learning to grow, how to save seed, preserving and pickling, the value of raw food and how to ferment foods.

Kakano's founder is Jade Temepara, New Zealander of the Year finalist for her work with families, a winner of New Zealand Gardener of the Year in 2011 and silver award recipient at the Ellerslie International Flower Show 2012.

Jade founded the charity, Hand Over a Hundy, which helps people learn to grow their own vegetable garden with a sponsored 'hundy' – \$100. She is passionate about teaching people how



Jade Temepara is passionate about affordable, nutritious food

to improve their health and wellbeing with good food, and helping those struggling to afford to feed their families.

Jade, who is of both Māori and Paheka heritage, grew up in Invercargill and worked in the community for over 12 years.

A mother of five children, Jade's eyes fill with tears when she remembers a mother who thought doing the best for her young baby was feeding him cold spaghetti from a can. After advice from Jade about making food for her son, that young mum almost started a fire because she did not know that water had to be added to the pan to cook pumpkin on the stove.

The Kakano team aims to provide vital support that is often missing.

"People want alternatives to the fast, processed foods readily available but

need to acquire the knowledge. There is a disconnection in our communities, precious learning time and teaching has skipped the generations," Jade says.

"It saddens me that our people are at the top of the list of every preventable lifestyle disease. I have lost lots of whānau to things they shouldn't have died from."

Kakano, funded by Te Pūtahitanga o Te Waipounamu, is part of the answer to that issue, empowering whānau, and the wider community, to reconnect to those missing links and help shape a better future.

Visitors are welcome, and people often stop by for no other reason than they want to chat, ask advice or hang out.

If you are interested in mentoring a family you can contact Jade at www.kakanocafe.co.nz ■



The team at Eastern Pharmacy, Christchurch

Making homes safer by clearing out old medicines

Virtually everyone has expired or surplus medicines that they are not quite sure what to do with. Keeping them in the home puts you and your family at risk. There's always the chance they will be taken by the wrong person by mistake, that people will forget what they are for, or worse still a child might get hold of them. They may also be ineffective or even harmful because they are old.

There is also a danger in disposing of them incorrectly – they definitely don't belong in the household rubbish or down a sink or toilet.

So, what should you do with them? The answer is simple – take expired or surplus medicines back to your local community pharmacy for safe disposal, free of charge.

Some medicines involve people using needles, lancets or syringes – particularly for conditions such as diabetes and multiple sclerosis. Once used these items, also known as 'medical sharps', must be stored and disposed of safely to avoid the transmission of blood-borne disease. Your local community pharmacy can

help you with this – just ask them what to do. They will explain how they can help you safely store these hazardous items at home and transport them to the pharmacy for disposal.

This service by your community pharmacy is available with the support of Canterbury DHB and the Canterbury Community Pharmacy Group, working together as part of the Canterbury Clinical Network.

Aarti Patel of the Canterbury Community Pharmacy Group recommends people have a clear-out of their old medicines and used medical sharps at the earliest opportunity. "We fully expect at first there will be some substantial

quantities returned. That's just fine because it makes homes safer.

"Before you bring anything back to your community pharmacy, talk to a member of staff first about what you want to bring back, and how to do so safely." ■



Always use medicines as prescribed

PREVENTING HARM



Making medicines education memorable for children

The classic card memory game has been popular with children for many years and has featured everything from flags to shapes, animals and flowers.

Now an adapted version, created by Louise McDermott, a Paediatric Pharmacist at Christchurch Hospital, is helping children with cystic fibrosis (CF) remember their medication.

Children with CF take a range of medicines regularly. Depending on their diagnoses and symptoms they may be on up to 13 different types a day in multiple doses, she says.

Providing drug information to patients and their caregivers is one of the fundamental professional responsibilities of a pharmacist. Making sure this information is appropriate for children can be challenging.

“One child with CF created a chart of all of her current medicines over one school holiday. She was taking so many medicines it was hard to remember all the names, let alone what each one does.”

“So I decided to develop a game to engage younger children to learn

about their medicines and equip them to take ownership of their medical therapy,” Louise says.

Although online computer games and quizzes are available, she wanted to provide a fun learning tool that each child could take home and play with, alongside their parents/caregivers in any setting.

The game was individualised for each child aged 3-10 years with CF that was admitted as an inpatient for extended antimicrobial treatment.

An education session was held first to find out what they knew. During the following visit, the game was played and the child's medicines knowledge assessed again. A third session was then held when possible.

The results showed that all children improved their medicines knowledge after playing the game. One child went from knowing just three, to ten

out of eleven of their medicines. The pharmacist was able to adapt the learning session for each child as they became more knowledgeable.

“All the children were excited about having their ‘own game’ to take home. They engaged with the pharmacist and in all cases their knowledge improved.”

The plan is to play the game with the children on an ongoing basis, making adjustments as medicines change.

There is “enormous potential” for the game to be used for children with other chronic conditions, Louise says.

The Making Medicines Memorable project won the People's Choice Award at the Canterbury Health System Quality Awards 2016 and Louise won Best Paper in Medication Safety/Innovation at the NZHPA (NZ Hospital Pharmacists) conference last year. ■



Smokefree Warriors

Canterbury's newest rugby league club is tackling unhealthy sideline behaviours head on.

The Rolleston Warriors were established last year, and president Nui Ririnui says from the beginning they've had a real focus on creating a safe environment for families.

"I wanted to create a place which was healthy for my kids, and being

smokefree, and alcohol free, is a big part of that," says Nui.

Nui says being a smokefree club has been much easier than he expected.

"Everyone has really bought into it, it hasn't been hard at all. In fact, many

parents have selected us as a club because we're smokefree.

"Even opposition teams have been supportive. The other day a dad from one of the teams we were playing came over and thanked me, even though he was a heavy smoker. He was about to light up, saw our signs, and went off elsewhere, out of sight of the kids. So even though he was a smoker, he was helping support us to have a smokefree environment for our kids and families."

Nui hopes that other sporting clubs throughout Ōtago follow suit, and that soon being a smokefree club is just seen as the normal thing to do.

To find out more about creating smokefree outdoor places, visit www.smokefreecanterbury.org.nz ■



Healthy active kids have smokefree role models

EQUITY – HEALTHCARE FOR ALL



St John's new central city hub

New hub set to improve ambulance response times

St John's newly opened operational hub, serving the Christchurch metropolitan area, is aiming to increase the efficient use of its vehicles and free up its ambulance officers to treat patients.

Like many organisations in Christchurch, the 2010-2011 earthquakes had a massive impact on St John. The not-for-profit ambulance service provider had seven stations pre-earthquakes – this reduced to one. And, like many organisations, they took this challenge as an opportunity to rethink how they were operating and consider a better way.

The solution was to create a “hub and spoke” model for their operations, based on similar models in the UK and Australia. In practice, this meant building a new central facility that would act as the “hub”. The hub, which officially opened in March this year in the Christchurch CBD, serves as the hitching post for the bulk of its ambulance and emergency response fleet. The \$5m space provides decontamination, cleaning and restocking facilities manned by

dedicated staff tasked with maintaining the vehicles.

St John District Operations Support Manager Kerry Mitchell says of the new model: “Previously, we had highly trained clinicians cleaning their vehicles rather than out in the field. Now, instead of a paramedic spending an hour cleaning up after a cardiac arrest, we can redeploy them so they’re responding to patients. It also means we have staff coming in that can straightaway start working in a clean, well-stocked ambulance and deliver their service in a healthier environment that’s warm and comfortable.

“In addition its dramatically improved the standard of infection control, reducing cross contamination between patients and staff exposure.”

The hub has over 120 permanent ambulance officers rotating through

on an eight-day basis and eight staff, including those maintaining the vehicles, based on site. All ambulance officers now start and end their shift there, allowing St John's to better manage where its vehicles are and where floating coverage is required so they can be more responsive, and reducing staff overtime. St John's South Island Clinical Excellence Centre, which runs staff courses, is also co-located on site.

The “spokes” are small posts for ambulances in the community that can respond to local emergencies.

“This hub gives us the chance to really look after the community by being more available to respond and means we can take care of the donor dollars that go into our vehicles by making sure they are well serviced and maintained and out doing what they were designed to do,” says Mitchell. ■

Moving together towards healthier families

You might see four-year-old Izzy and her mum out running around or kicking a ball at the local playground. The pair are enjoying a new lease of life thanks to a free service to help them get active and healthy.

Izzy was referred to the new Healthy Lifestyles Coordination Service after her B4 School Check, and her mum Sarah couldn't be happier.

"It's been great ... my daughter definitely enjoys getting active. I get in and give it a go too."

Their story will be familiar to many - their family used to be active, until their busy lifestyle got in the way.

"Life can get too much when you're studying and doing the preschool run. That's where I really quite struggled: finding that time since my life got busier."

Justin is the Active Families Coordinator at Sport Canterbury. He supports families like Sarah and Izzy to make changes that will help them live a happier, healthier life.

"Izzy and her mum really work together as a family to motivate each other and have fun while getting active. When I first met them we had a really positive and honest chat about their current lifestyle and how we could work together to make a few changes that would make a big difference."

As part of the new service, Izzy and her mum are visited by Justin every week.

"He's not judgmental at all," Sarah says. "When you think about being active, you often think you have to be outside. Justin introduced us to random things that we can do outside, and indoor games for the wet weather."

One of Izzy's favourite games is the Butterfly Game. Her mum says she's taught everyone she knows how to play.

"I quite like it too. It's like a game at the same time as exercise."

Izzy and Sarah are more active than ever, but admit there is still room for improvement to transform their lifestyle, particularly with diet and healthy eating. Justin has told them about correct portion sizes and Sarah now checks the sugar content by reading labels before putting anything in her supermarket trolley. She's also started a free Triple P Healthy Lifestyles parenting course to add to her family's newfound skills.

"I quite like doing it. It refreshes the mind. I've found it very helpful."

Justin urges anyone who wants to be healthier to find ways that the whole family can get active together. Setting simple activity goals like getting to the park regularly to kick a ball around and doing them together can make a really big difference."

There's lots of help for families wanting to lead a healthier lifestyle – it might even be free! Speak to your family doctor or contact the new Healthy Lifestyles Coordination Service by phoning 03 374 1603 or emailing healthylifestyles@pegasus.org.nz ■



Izzy keeps busy

The Butterfly Game

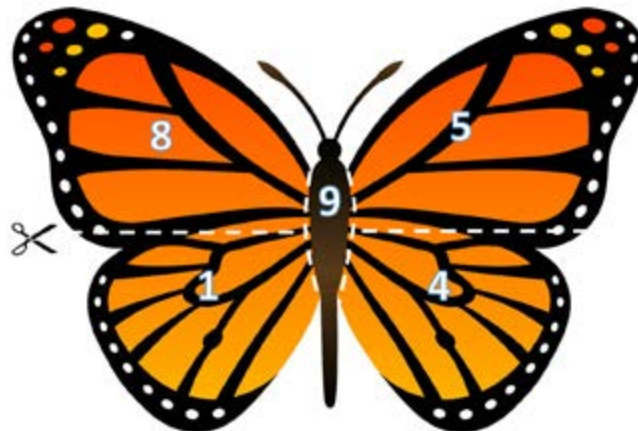
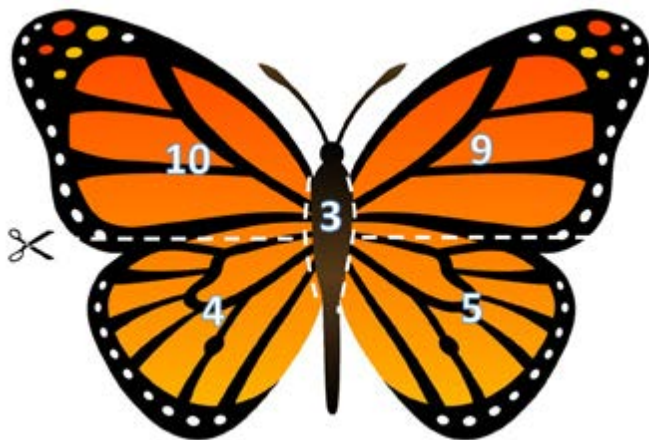
Want to play along to Izzy's favourite rainy day game? One person can play by themselves but it's a lot more fun with other people. So get the whole family involved!

First, get everything ready.

1. Visit www.sportcanterbury.org.nz/new-zealand/Resources/ to download and print everything. Look for the 'Butterfly Game'.
2. Cut out each butterfly which has a dotted line around it. There are enough for three people so simply print more copies if you have more than three wanting to play.
3. Cut along the dotted lines shown in the butterflies. You will end up with five pieces per butterfly.
4. Next, roughly cut around each of the activities on the last two pages.

Now, let's play!

5. Each player will need a full picture of the butterfly. Put this on the ground near you.
6. Scatter all of the cut out pieces (butterfly and exercises) upside down on the ground so you can't see what's on them.
7. It's time for the first player to take their turn. Turn over one butterfly piece and place it in the correct position on top of your butterfly image. Take note of the number on this piece.
8. Then turn over one activity card. Complete the activity shown for the number of times on the butterfly piece (this can be done individually or everyone together).
9. The next person takes their turn, doing steps six and eight.
10. Repeat until everyone has completed the butterfly on their sheet. ■



The images on this page are to show you how the game works – you'll need to get the exercises from Sport Canterbury's website.

ACUTE CARE

New location for Pegasus Health 24 Hour Surgery

Anyone visiting the new 24 Hour Surgery (24HS) will notice quite a few differences.

Foremost is its new location. The surgery moved from its site on the corner of Bealey Avenue and Colombo Street on 10 May to its new location at 401 Madras Street. It now occupies the ground floor of Pegasus House which has been the new headquarters of Pegasus Health (Charitable) Ltd since late last year.

The new facility was officially opened by the Prime Minister, the Rt Hon Bill English, on Friday 5 May and the last medical equipment was moved in over the following Tuesday overnight. The move was a huge logistical exercise, made all the more complex by the need to make sure patient care was not interrupted.

So how do you move a service that never sleeps?

"With a lot of coordinated planning!" says Claire McQuilken, Operations Manager for the 24HS.



The new 24 Hour Surgery at Pegasus House

Simon Brokenshire, Clinical Director for the 24HS says the move was all about providing better care for their

patients, from the reception right through each part of their journey.

"We'd been on Bealey Avenue for nearly 30 years and had outgrown it. We now regularly see around 1,600 patients per week. With winter upon us, it's a timely reminder that your first port of call when you're unwell should be your usual general practice."

Patients can call their general practice any time of the day or night for free health advice. The 24HS is there to provide patient care when your general practice is closed or at capacity and you need to be seen by a nurse or doctor more urgently, says Simon. ■



Getting the tour. From left Prof. Les Toop, Prime Minister Bill English, Hon Nicky Wagner, Associate Minister of Health, David Meates CEO CDHB and (seated) Simon Brokenshire, Clinical Director, 24 Hour Surgery

FACILITIES DEVELOPMENT



The front of the new Burwood Hospital. Photo: Jason Mann Photography

More home than hospital

One year on, Canterbury District Health Board staff and public have embraced the new Burwood Hospital facilities and are finding their new spaces therapeutic and welcoming.

Our new clinical areas for rehabilitation, elective surgeries, older persons' health and outpatient areas, including radiology and pharmacy areas, were designed in close consultation with clinical teams, staff, and consumers. The aim was an environment for rehabilitation and wellness that is as stress-free as possible.

The idea was to incorporate a look that was more home than hospital and factor patient safety into the design from the start of the design processes. This is where the Design Lab, a Canterbury DHB facility that allows for new layouts to be mocked up to scale, has played an absolutely critical role for the designers, health planners and clinical staff. Equipment and furniture placement, bed heights, lines of sight for clinical teams, and even the orientation of the toilets have all been carefully considered and worked through in detail at the Design Lab.

This collaborative and innovative design effort coupled with a concerted focus on falls reduction is already paying dividends.

Since moving to Burwood, our data shows there has been a huge 22 percent reduction in falls in just six months – which equates to 121 fewer falls – in comparison with the same period over previous years. This is a significant achievement for safer care for often frail elderly people with much improved health outcomes; even minor accidental falls can have major consequences for a person's health and require extra clinical time and longer hospital stays.

Canterbury already has one of the highest proportions of over 65 year olds in New Zealand. The new facilities at Burwood are designed to future proof our health services to meet anticipated demand in years to come. ■

Shuttle celebrates half a million users

Christchurch Hospital's Park and Ride shuttle passed the 500,000 user mark in March. We celebrated the half-million milestone with flowers and cupcakes and special thanks to our wonderful drivers, security and volunteers who help make the trips as stress-free as possible for our patients and visitors.

Parking and access in and around Christchurch Hospital is going to remain challenging over the next few years, with six major construction projects happening in the area around Christchurch Hospital. Canterbury DHB remains committed to working with a range of parties to find appropriate parking solutions. ■

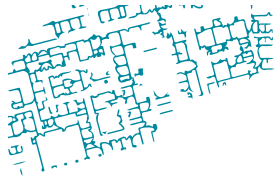


Peter Parr is one of six shuttle drivers who receive regular praise for their constant cheery attitudes and helpfulness

Acute Services Building

With a
BUILDING FOOTPRINT of
10,450m²

the new Acute Services Building will be the South Island's largest hospital building.



3,000 ROOMS

The building is fitted with

BASE ISOLATORS



which brings it up to IL4 (Importance Level 4) standards, or 180 percent of building code. This is the highest level for a building designated as an essential facility that needs to be up and running after a disaster.

Spare a thought for the team working on the Fittings, Fixtures and Equipment. The new Acute Services Building will need:

1,200 
PAPER TOWEL DISPENSERS

1,807 
SOAP DISPENSERS

428 
TOILETS

1,153 
HAND BASINS

New thinking on ward layout

There will be a mix of bed layouts in the ASB. Around 50 percent of the beds, mostly in speciality areas such as paediatrics and haematology, will be single rooms with ensuites. The remaining beds are in one of two layouts – either a linear multi-bed layout with eight beds separated by sliding doors so each bed can be partitioned off from the others as required, or pods of eight beds around a central staff station. The bed layouts were agreed upon after extensive work in Canterbury DHB's Design Lab exploring new processes and systems, and mocking up a ward to test clinical scenarios. ■



A mock-up of the new linear multi-bed layout

Christchurch Outpatients



There are 49 steel columns that will create the framework for the Christchurch Outpatients

Work is progressing quickly on the site of the Christchurch Outpatients building. The first of the 27m high steel columns are in place. Getting these unusually long columns on site required some careful planning to make sure the trucks had no tight corners to navigate around, and an early 5:30am start to beat the traffic.

Once all the columns are in, Leighs, the contractors for the main build, use them as a base to attach the steel beams to create the frame for the building, like a giant Meccano set. Once the framing is in place, Leighs move onto putting in concrete floors and then externally

putting in the panels and glazing before starting on the internal fit out.

With large quantities of steel on site, there will be regular noise monitoring to ensure that noise levels stay within permitted limits. ■

Teaming up

With more than 450,000 outpatient appointments anticipated every year, the new Christchurch Outpatients will be a busy area. More than 20 different services come together in the building so the repetitive floor plan of the area will ensure consistency and create shared spaces for health services that are patient-centred, accessible, multidisciplinary and collaborative.

A range of users from clinicians to consumers have had a high level of involvement in the design of the building to ensure the space is well utilised. The design will allow people to deliver a high standard of health care in a planned, timely and efficient way while making the maximum use of our resources.

The new facility opens in 2018. Planning for the big move is already underway. ■

Keep track of us

Watch the progress of the Christchurch Outpatients on the webcam
www.cdhb.health.nz/What-We-Do/Projects-Initiatives/Facilities-Development-Project/christchurch-outpatients/Pages/Webcam.aspx ■

Meeting the needs of our disabled community

Equitable access to healthcare is key for keeping our communities well. To ensure we create an environment that is inclusive and supports people with disabilities, Barrier Free New Zealand Trust completed an audit of the Christchurch Outpatients design based on early developed design drawings. Its recommendations were included in the Detailed Design process. Some of these specific design features include:

- Hearing loops in Outpatients areas – the appropriate product was identified in consultation with the Hearing Association.
- Consideration of pavement design that included width, products and textures.
- Talking lifts in all new builds to help the visually impaired.
- Canterbury DHB's new wayfinding strategy for signage complies with New Zealand and international standards around designing for

access, mobility and colour vision impairment. There is no red or green, there is appropriate luminance contrast, font type is easy to read and there are differentiating colours and contrast between background and messages. ■

Christchurch campus surrounds

While we focus mainly on the Acute Services Building and the Christchurch Outpatients, it's impossible to miss several other health-related construction projects also underway around the hospital. This is a very busy area at the moment with lots of heavy machinery entering and leaving sites. Please take care if you are driving, cycling or walking in this area and make sure you follow the signs.

Health Research Education Facility (HREF)

The Health Research Education Facility (HREF) is a flagship entity for the Te Papa Hauora/Health Precinct. This will be a facility where the health education and research activities of Ara and Canterbury DHB are co-located to share infrastructure and to create further opportunities for collaboration. The facility will cater for undergraduate health professionals and a wide variety of postgraduate and professional development activities, as well as teaching and research support activities.

Canterbury DHB, Ara and University of Canterbury will be tenants in the building, which is being built by NewUrban Group – a Chinese/Canterbury business partnership led by former Christchurch mayor Sir Bob Parker. ■



Metro Sports Facility

At over 30,000m², the Metro Sports Facility will feature a 50 metre, 10-lane competition swimming pool and a separate diving pool, a large aquatic leisure area, five hydrosides, fitness spaces and nine indoor courts for sports such as netball, volleyball and basketball. The facility will cater for the needs of the recreational, educational and high-performance sporting communities and will be the largest aquatic and indoor recreation and leisure venue of its kind in New Zealand. ■



Accessible City – City Promenade

Once the major buildings in this area are complete, Ōtakaro will finish work on the City Promenade section of the Avon River precinct along Oxford Terrace between Montreal and Antigua Streets. Current plans are for the road to be closed to all but a single lane of traffic with speed restricted to 10km/h. This eastern side of the river will become a broad, paved area where pedestrians and cyclists will take priority. Once completed, the promenade will extend more than two kilometres from Christchurch Hospital to Manchester Street. More information is available on the Ōtakaro website. www.otakaroltd.co.nz ■



MedCar

This five-storey private development will feature space for a car dealership on the ground floor, parking spaces above, and then medical offices on the top three floors. The building is expected to be completed in April 2018. ■



Heading to hospital? Plan your trip!

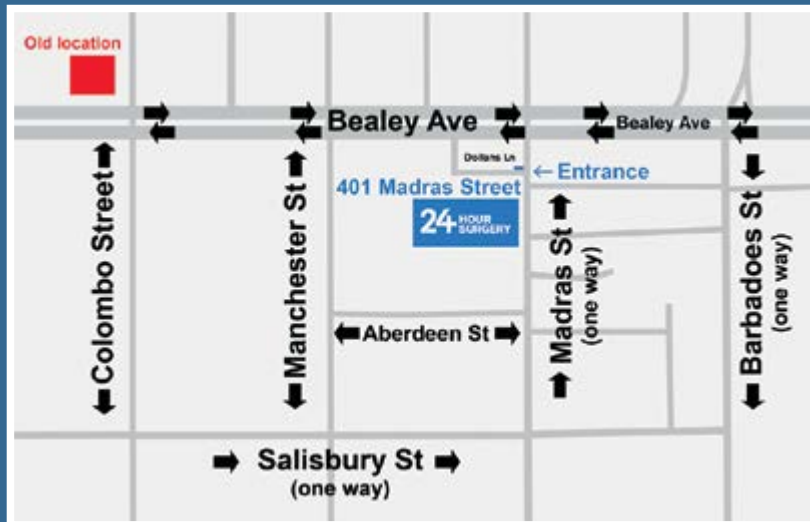
If you are coming to the Christchurch Hospital campus, please remember that parking in this area is extremely challenging. Plan your trip and leave plenty of time to get your appointment. You can:

- Use the CCC on-street parking and Wilsons parking but be aware that space is at a premium.
- Use the bus if this is appropriate for you.
- Arrange with a family member or friend to drop you off and pick you up outside Hagley Outpatients or the main entrance at Christchurch Hospital.
- Patients and visitors can park at the Deans Ave car park and use the free Canterbury DHB shuttle.

Parking is going to be a challenge for the next two years with all the building projects underway around Hospital Corner. To help ease some of the stress of coming to hospital, please plan your trip! ■



Pegasus Health 24 Hour Surgery



24 Hour Surgery Facts – in 2016:



80,251
patients seen
at 24 Hour Surgery



3024
referrals to the Acute
Demand Community
Nursing Service



5086
presentations to
the Fracture Clinic



45
patients presented in
a single hour and 418
total presentations –
both on 27 December,
last year's busiest day



We welcome feedback to communications@cdhb.health.nz
or write to Communications Team, Canterbury District Health Board,
PO Box 1600, Christchurch 8140 www.cdhb.health.nz

URGENT AFTER HOURS CARE

Call your General Practice first.

For health advice after hours call your
own General Practice team. Your call
will be answered 24/7.

If you need urgent care:

Pegasus 24 Hour Surgery,
401 Madras St
– Open every day

Tel: (64) 3 365 7777

www.24hoursurgery.co.nz

- Urgent accident & medical care
- Specialist-led fracture service
(X-Ray & plaster service on site)
- Five bed observation unit with
attached whānau room
- Free treatment and care for enrolled
under 13s after hours
- Sports injuries

Moorhouse Medical,
3 Pilgrim Place
– Open 8am – 8pm every day

Tel: (64) 3 365 7900

www.moorhousemedical.co.nz

- Free ACC wound care for everyone
(no surcharge)
- X-Rays and fracture clinic on site
- Free treatment and care for enrolled
under 13s after hours
- Minor surgery – sexual health
– traveller's health – immigration
medicals
- Pharmacy open till 8:00pm daily.

Riccarton Clinic, 6 Yaldhurst Rd
– Open 8am – 8pm every day

Tel: (64) 3 343 3661

www.riccartonclinic.co.nz

- Resuscitation room, plaster room, minor
operations room, treatment and triage
rooms along with GP consulting rooms
- Specialist travel doctor and nurses
- Free treatment and care for enrolled
under 13s after hours
- X-Ray, physio, optometry, podiatry
also on site.

Emergency mental health services
– 24 hours, every day

Freephone: 0800 920 092

In an emergency, call 111.

SICK CHILD?

Make your GP team your first call 24/7

Even after-hours a nurse is available to give free health advice
Phone your usual General Practice number 24/7



#carearoundtheclock