

Scan scan scan – everywhere you go, everywhere you can.

Last week's COVID-19 situation in Wellington resulted in 2444 people being identified as contacts of the traveller from Sydney who tested positive after a weekend in the capital. Scanning levels had dropped off prior to this case, so it's great to see so many more people are now scanning in using the QR codes.

It's incredibly important that we all keep a record of where we've been as it can help support contact tracers. Scanning

in using the QR code on the NZ COVID Tracer App is easy and with Bluetooth switched on within the app you'll be notified if you've been at a location of interest.

The more we all scan, the safer we'll all be.

And a friendly reminder folks – all staff should scan in at work every day and every time you move to a new building during the day.

Getting out and about – meeting the clerical admin team leads, Maori health, mental health and the Medical Physics and Biomedical Engineering team

I'm really enjoying connecting with a huge variety of teams across the Canterbury Health System. Last week I had the pleasure of meeting the Clerical Admin Team Leads. Frequently working behind the scenes, they are the 'glue' that helps keep our clinical services running smoothly. They do an amazing job interacting with the public as well as supporting our clinical teams.



Attendees at Te Ao Marama meeting

In this issue

- > Regulars – Kōrero ai... pg 5-7
- > Understanding influenza and the flu vaccine... pg 8
- > A beanie bonanza for newborns in Canterbury... pg 9
- > Rethinking rehab at Burwood Hospital... pg 10
- > Improving medication management for consumers... pg 11
- > Burwood volunteers recognised... pg 12
- > Course provides further insight into palliative care... pg 13
- > Award for Christchurch Hospital volunteer... pg 14
- > Former Governor General Sir Jerry Mateparae signs on as Patron for award winning charity... pg 15
- > A Man on a Mission... pg 16
- > One minute with... Loren McPherson, Business Analyst, Information Services Group... pg 17
- > Notices – Pānui... pg 18-21

Another highlight was catching up with our Māori health staff. These are the teams who are helping people navigate through our health system, supporting whānau and supporting patients in hospital. We all need to ensure we're listening to and understanding our patient's cultural needs and making sure they're feeling supported. It was an absolute pleasure to meet this team – I loved the waiata and having the opportunity to learn more about their important mahi.

A meeting with our Specialist Mental Health Service leadership team provided insights into the clinical challenges and some of the constraints of delivering care from outdated facilities. I had a look around the outpatient facility and met the team triaging referrals from General Practice teams and those who support the crisis team. It was good to see the progress on the new facilities being constructed. So again, like every other part of our health system - people every day doing amazing things. There's a huge demand for mental health services so hats off to them for the wonderful care they're delivering.

Another little team I got to meet - I have to admit, I didn't know they existed! But the Medical Physics and Bioengineering team are a little innovation hub within the Christchurch campus, working particularly closely with



From left: Māori Chaplain, Whaea Helen Gray, Kaimahi Māori Oncology, Theona Ireton, Kaiwhakahaere, Eru Waiti

our surgical services. They invent and modify all sorts of medical equipment and devices and use things like 3D printing to improve patient care. They deliver amazing support to their surgical colleagues and make it better for patients by enabling reduced theatre time by ensuring custom-made prosthetics are designed to fit perfectly. It's a hive of activity with lots of fascinating innovations, supporting various services – thanks team for everything you're doing.

It's a milestone week for the COVID-19 vaccination team

A big shout out to the COVID-19 vaccination team. This week we expect to reach the milestone of delivering more than 100,000 doses for our community. Congratulations!

With our vaccination rollout the initial focus has been on making sure our frontline teams are protected – this includes MIQ and border workers and their close contacts. I hope our frontline health staff have managed to have two doses because it's really important that we get our clinical and staff teams safe so we can support our community. We are also starting to vaccinate people in Group 3 – this

is a large group in Canterbury and we expect we will be vaccinating people in this group until mid-September.

Another COVID-19 vaccination milestone this week which will see the first residents on the Chatham Islands receive their COVID-19 vaccinations. There's a small crew going across to the Chathams with the first vaccinations due to be given on Thursday – all going well. Thanks to everyone who's managed some challenging logistics to ensure people living in Aotearoa's most isolated community are offered the protection provided by being vaccinated.

Staff flu vaccinations are starting next week

While we're not seeing a lot of influenza in our communities at present, the reality is with borders opening, it really is just a plane ride away. Our staff vaccinations start next week from 8 July, so look for more information in the Daily Global email, talk to your manager and check the information available on Prism for clinic times.

Finally, take care everyone. I look forward to connecting again soon. I welcome your thoughts, your feedback and ideas on anything that affects you and your role. Ask me anything – you can drop me a line at AskPeter@cdhb.health.nz I'm keen to keep learning, listening, and figuring out what I, with the Executive Team and our Clinical Leaders, can do to support you to do your best work.

Ngā mihi nui



Peter Bramley, CEO
Canterbury District Health Board



Click [here](#) to watch the This week with Peter video

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).

Matariki Te Whetū o te Tau

by Executive Director of Māori & Pacific Health
Hector Matthews

Matariki (Pleiades) is a star cluster containing hundreds of stars, in the constellation Taurus, nine of which are normally visible to the naked eye.

The annual rising of this star cluster occurs, when it first becomes visible above the eastern horizon just before sunrise. It rises in midwinter and heralds the start of a new year.

Iwi across New Zealand celebrate Matariki in different ways and at different times. Some iwi refer to this period as Puanga rather than Matariki. In these parts of the country, Matariki is more difficult to see clearly, so the star Puanga (Rigel), a bright star close to Matariki, is easier to see in twilight. There are also regions where the setting of the star Rehua (Antares) or Whānui (Vega) denotes the change of seasons.

Matariki is a time to acknowledge the past year and reflect on those who have passed, be thankful for the harvest, to celebrate and to share with family and friends and to set goals for the coming year.

The rising of Matariki has been celebrated in cultures for thousands of years throughout Asia and Europe. The celebration of the new year in our current calendar on 1 January, occurs 8-10 days after the winter solstice, which coincides with the rising of Matariki and Puanga

in the northern hemisphere. So Matariki in Aotearoa is reconnecting with nature and seasons in the southern hemisphere.

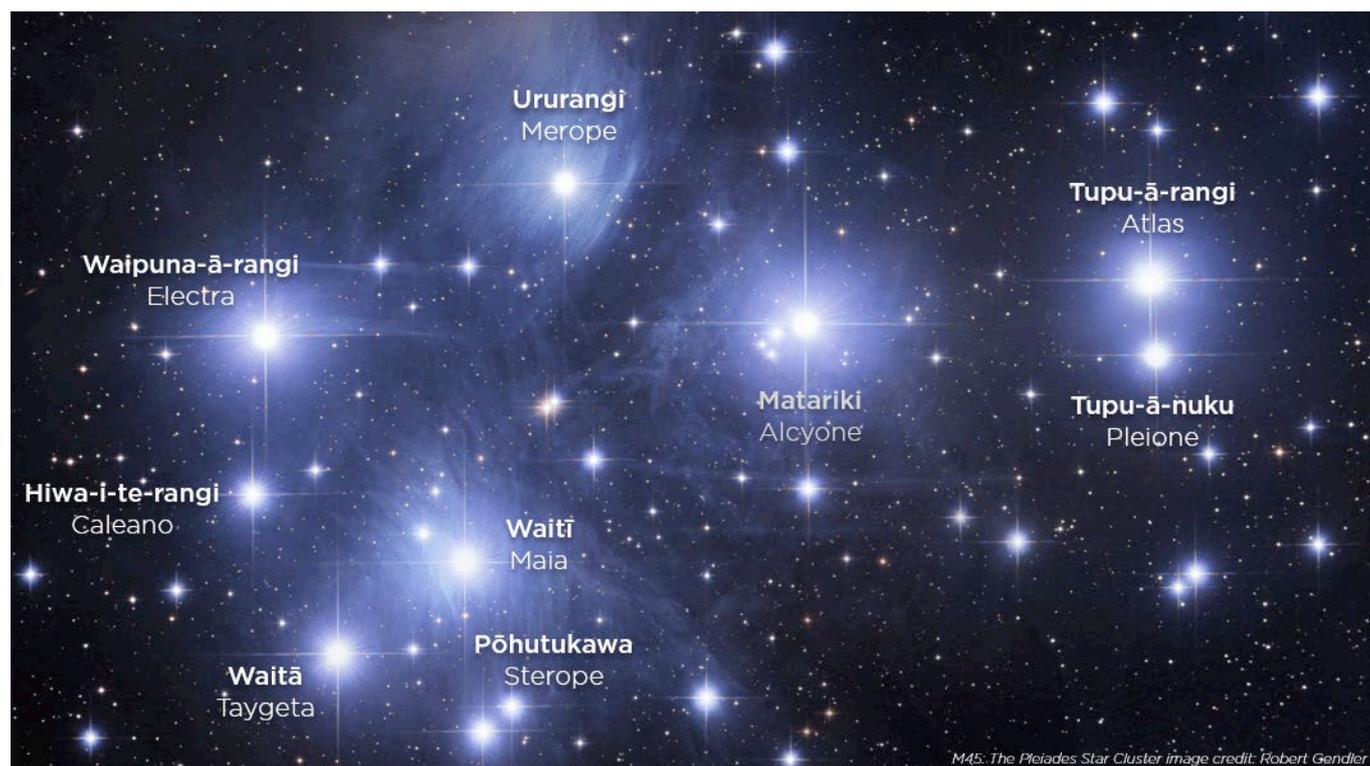
Iwi calculated the season of Matariki differently, according to variations in their local environment, geography and observations of the of the sun, stars and the moon.

The Māori year is a combination of the lunar phases (cycles of the moon) and the annual seasonal cycle of the earth's orbit around the sun. This is why the season of Matariki shifts each year, because both the phase of the moon and the rising of Matariki (or Puanga) herald the season of celebration.

Matariki sets in the western sky during the lunar month of Haratua (mid-May to early June). Matariki reappears in the sky in the lunar month Te Tahī o Pipiri (late June or early July).

The usual time for celebrations of the new year is determined by both the rising of stars and the phase of moon. Therefore, although the stars may be visible in the sky, Matariki celebrations would normally commence during the last quarter of the moon phase, following the rise of Matariki (or Puanga). In 2021 this occurs from 2-9 July.

Ka puta Matariki, ka rere Whānui, ko te tohu o te tau. (Matariki appears as Whānui flees; this is the sign of the New Year).



M45: The Pleiades Star Cluster image credit: Robert Gendler



Bouquets

Belinda, Waipapa Reception, Christchurch Hospital

I would like to acknowledge Belinda for all the help and friendliness she gave me while my husband was in Ward A8. Once she had met me she would ask how I was doing and how my husband was doing. Even when she was busy, just a nod made me feel that someone cared. I never saw her flustered but just calmly helping people. Thank you, Belinda, for smoothing my way at a stressful time. Ngā mihi nui ki a koe.

Ward 25, Christchurch Hospital

My dad was in Ward 25. All the staff are absolutely amazing. So kind, patient and understanding. They have made life for us so much easier during one of the worst times. I can't thank the staff enough for how well they treated not only my dad but everyone who came into their ward. I will never forget who was there for us and what you've done. You are seen, you are appreciated. Thank you.

Child and Family Safety Service

All the staff and nurses who supported [client name] showed amazing care and manaakitanga throughout the visit. Sam, Lyn, Rachel and everyone else who was there, created such a safe and non-judgemental environment. She felt really cared for by hospital staff.

Nuclear Medicine, Christchurch Hospital

I would like to sincerely thank all the staff, nurses and technicians who helped during a scan. I felt well cared for and will always remember the nurse/technician who

stood by my side and helped distract me. I will always be grateful for their care and for Canterbury DHB offering this diagnostic test.

Orthopaedics, Burwood Hospital

I would like to thank all the staff at Burwood Hospital for treating me like a queen while I was there. It's been nearly a week now after surgery for my new hip which Professor Hooper put in for me. I would also like to thank the lovely ladies who fed me extremely good meals. The meals were lovely and very filling. I would recommend Burwood Hospital to everyone. I would also say that your nurses are probably the best I have ever encountered in hospital. I can't thank you enough for a very pleasant stay. A special thank you to Alana who got me everything I needed when needed. Thank you again so much.

Emergency Department (ED), Christchurch Hospital

I would to thank the nurses and doctors who treated me on the two occasions when I visited. I have now had surgery to fix the problem and I am finally getting around to thanking all the departments that helped me along the way. I realise EDs can be chaotic, intense places, especially given current circumstances, but I never felt rushed or not cared for. I was treated with respect and understanding for a condition a lot of health professionals have never heard of, let alone treat acutely. I was very impressed with the level of assessment and care. I presented in total three times and thankfully only once needed to be admitted. Thanks again. You're all superstars.

Gastroenterology, Christchurch Hospital

I would like to sincerely thank you all for your tremendous care and support during the past few years of my health journey. Having two separate gastro conditions meant I felt like a frequent flyer with your department, yet I was always treated with the utmost care, respect and understanding. Every appointment or procedure has meant I got closer to where I am today which is a true miracle. From the lovely administration ladies, to the friendly, knowledgeable and professional nurses to the extremely understanding and committed gastroenterologists who without their commitment, I would be a total wreck.

Their compassion and expert diagnostic skills meant I received the appropriate tests and then treatment which has transformed my life. It feels like a complete 180 degree turn. I can now do things I had once thought would be impossible for me. I am aware I may need to access care again in the future (within the gastroenterology department) and it's so nice and reassuring knowing that I will be cared for so well. Clear communication and a listening ear go such a long way when you're sick and feeling helpless.

I would also like to thank the Inflammatory Bowel Disease nurses (IBD), especially Clinical Nurse Specialist Kirsten Arnold for her commitment, friendly nature and prompt advice for helping me get to where I am today. The gastroenterologists I would really like thanked for their amazing care and compassion are:

Dr Richard Gearry, for not only getting my IBD managed better but getting my Sphincter of Oddi Dysfunction (SOD) diagnosed and sending me to Dr Steven Ding. Without that diagnosis I would likely have suffered for far longer.

Dr Steven Ding, for his extremely impressive commitment to getting my SOD treated. I feel I owe him my life.

Dr Malcom Arnold who got my IBD into remission when I had lost hope and thought I would never have the energy/health to walk up a mountain again! Your personable friendly nature helps make these horrid diseases that bit easier. I am very thankful you are a part of the Canterbury DHB team.

The Gastro department should be very proud of all the staff who work there, they're a fabulous bunch.

Sexual Health Clinic, Riccarton

Thank you so much for this service. Staff are very nice and welcoming. I want to emphasise how important the Sexual Health Clinic is for the younger (20 – 30-year-old) population of Christchurch. Please keep this service available to everyone. Thank you.

ED, Medical Assessment Unit (MAU), Ward A8 and Ward 23, Christchurch Hospital

I recently spent some time in Waipapa and wish to record my appreciation of and admiration for the quality of the clinical treatment and care that was provided universally by every Canterbury DHB staff member I encountered over those four days. I presented at ED early on the morning with intense and crippling headaches and was quickly whisked into a monitoring bed where ED staff were quick to alleviate my distress while triaging me to the next stage after CT scans. When I arrived in the MAU Nurse Annie quickly and efficiently set up IV lines after Dr Avinesh and his registrars had quickly arrived to confirm a treatment plan. From there it was a trip by friendly orderlies to Ward A8 where the ward staff could not have been any more attentive and empathetic to my condition and needs.

This type of professional and caring service was repeated through all my various interactions with staff - MRI, bloods, ultrasound etc – that were required to ensure my recovery. Thankfully I had never seen the full force of the health service harnessed in this way, but despite my pain and discomfort, it was a beautiful thing to behold in full flight.

Not only was I grateful to every kindness and professional expertise offered to me, I was also aware that I was lucky to be in a health system of such competence and capability unaffected by the ravages of COVID-19. While I have no wish to repeat the experience, it was a revelation and I am in awe of the staff and their collective power to heal and change the lives of people in distress. No words can truly express my thanks, but I hope this helps.

Intensive Care Unit (ICU) Christchurch Hospital

Amazing nurses and doctors all caring and treating our friend. In ICU we were overwhelmed with the dedication and respect of all the medical staff. A doctor rang us late that night to inform us our friend was very ill and allowed us to sit with him. He was made comfortable for two days and died. We are grateful for all care he received and it's a credit to all staff. Thanking you.

Craig, Physiotherapist, MAU, Christchurch Hospital

I would like to express our gratitude to Craig the wonderful physio in MAU. He was the perfect mix of compassionate, genuine, humorous and honest with our father/grandfather. He made a lasting impression and his approach was much appreciated. Thank you for your kindness.

Radiology, Christchurch Hospital

I am a disabled person (wheelchair user). I went for some ultrasound scans at Radiology in Waipapa. I found Rachel, the radiologist, who did my ultrasound scans, and her colleague Grace, to be very professional, with a caring attitude and approach towards me, as well as overall providing me with a great experience/service.

Stroke ward, Christchurch Hospital

Fantastic experience. I arrived in an ambulance and after a few minutes I had spoken with a doctor and referred to right person for assessment and CT scan. I was dealt with professionally and with care and empathy at all times. My stay has been so supportive and really understanding, I cannot rate highly enough the care I received in the stroke ward.

Healthline, Kaikoura Hospital, ED and Ward B5, Christchurch Hospital

I recently had cause to be admitted having experienced a stroke event while on holiday in Kaikoura from Christchurch. My experience with Healthline, who called Kaikoura Hospital, the Kaikoura staff who immediately organised an ambulance to Christchurch, and the ambulance staff, is that I was treated and assessed extremely professionally without any sense of panic but with great thoroughness.

From my arrival by ambulance at Christchurch Hospital just before midnight on an obviously busy Saturday night in the ED, to my discharge 48 hours later, I experienced nothing but exceptional care from every hospital employee I encountered. They carried out their duties efficiently in a timely manner and with respect and courtesy. They made time to explain what their tests, assessments and procedures were for and clarified the overall picture and treatment decisions and I was well informed at all times. All staff were supportive to my family and friends which was very reassuring to them at a time of anxiety.

Additionally, the facilities in the new part of the hospital I was in are first-class, with a large single room with ensuite (Ward B5), and ready access to staff if necessary. As a retired health professional myself, I am very aware of the demands of a frontline staff role, and the commitment required to maintain excellent standards. I observed well- functioning staff teams, respectful and supportive of each other's roles and maintaining a cheerful and positive atmosphere. I would like to convey my gratitude to all those involved in my treatment from the time when I called Healthline to when I was discharged, especially those involved in assessment, diagnosis and treatment and all ancillary staff as well.

PUT THE RIGHT THING IN THE RIGHT BIN

Tissues, paper towels,
takeaway coffee cups and
plastic lids can't be recycled.

They belong in the
general waste bin.



Understanding influenza and the flu vaccine

What is the flu (influenza)?

The flu is NOT the common cold. The influenza virus is a serious and contagious illness that can sometimes be fatal. Symptoms include: fever, muscle aches, headache, lack of energy, dry cough, sore throat, a runny nose and upset stomach (vomiting and diarrhoea). Sufferers can experience these symptoms for days or weeks.

People can carry the flu virus and have no symptoms; passing it on and making others very sick. The flu can spread rapidly through schools and workplaces with those infected taking it home with them.

Who is most at risk of dying from the flu?

Influenza is potentially fatal for anyone however the most vulnerable are:

- › Young children and infants
- › People aged over 65 years
- › Pregnant women and their unborn babies
- › People with certain pre-existing conditions

You may not be high risk but someone you know, love, work with or treat will be.

I keep hearing that there is no flu in Aotearoa New Zealand

There has been significantly less flu in 2020 and 2021 due in large part to the New Zealand response to COVID-19. A combination of lockdown, social distancing, closed borders and paying greater attention to personal and hand hygiene has seen a dramatic reduction in the number of flu cases. This does not mean that there is no risk of influenza in our community.

The travel bubble bringing visitors from Australia means we are at risk of exposure. This risk applies all year, not just during the winter months.

Aren't my COVID-19 precautions enough to protect me?

Regular handwashing, coughing and sneezing into your elbow, keeping surfaces clean, staying home if you're sick and social distancing help, but not everyone is as responsible as you are! Your best protection and the most effective way to prevent the spread and keep others safe is to be vaccinated.

Free flu vaccinations will be available to all Canterbury DHB staff from Thursday 8 July. You can receive your vaccination from:

- › An authorised vaccinator on your ward (ask your line manager or look out for notices)
- › A static clinic at a designated site somewhere in your division (look out for notices)

How does the vaccine work?

New Zealand's 2021 flu vaccine protects against four strains of flu virus – two influenza type A strains and two influenza type B strains. The flu vaccine does not contain any live viruses, preservatives, thiomersal or mercury. It does contain harmless parts of four flu strains that cause your immune system to react, making cells and antibodies to protect you against the viruses if you come into contact with them later. The flu vaccine will not give you the flu.

How effective is the vaccine?

It takes about two weeks for the vaccine to take effect in your body and around half to two thirds of vaccinated adults will be protected from contracting the virus. Significantly, although you can still catch the flu once you've been vaccinated, more than two thirds of vaccinated people who do contract the virus (including children and the vulnerable) will avoid serious illness and hospitalisation.

Could I have a bad response to the vaccine?

Most people have no adverse response to the flu vaccine. Some may experience a mild fever, muscle aches or a headache for one or two days. Occasionally the area around the vaccine site becomes red, swollen or sore for a couple of days. These are all common responses to the vaccine.

Can influenza vaccine be given to people with egg allergy or anaphylaxis?

Yes, the vaccine can be safely administered to people with a history of egg allergy or egg anaphylaxis.

What is the time required between having a COVID-19 vaccine and the flu vaccine?

To minimise confusion with any associated reactions, a gap of two weeks is recommended between having a COVID-19 vaccine and the flu vaccine.

For more information, please refer to [influenza.org.nz](https://www.influenza.org.nz)

A beanie bonanza for newborns in Canterbury

Last week a call went out from Christchurch Women's Maternity team for donations of woollen baby beanies. A Facebook post and a mention in the 21 June CEO Update resulted in a flood of beautifully hand-knitted products arriving at the hospital.

Hospital Aide Sandi Kissel who coordinates the donations said they have been overwhelmed by the generosity. "It's been amazing. We've had donations from all over and as far as Hamilton and Tauranga."

In addition to the hats, people have knitted booties, singlets, matinee jackets, blankets and teddies.

Sandi and the whole team at Christchurch Women's Hospital maternity department would like to thank all the people who have donated.

With enough hats for the foreseeable future, the team doesn't need any more but will still accept knitted singlets, booties, matinee jackets and blankets. The products must be made from 100% wool and no synthetic materials.

All donations should be sent to:

Ward 5
Maternity Department
Christchurch Women's Hospital
Christchurch 8011

Sandi also puts together care packages for new mums in need. A typical care package contains:

- › A woollen blanket
- › Another blanket for baby to lie on
- › A knitted hat, booties, singlet and matinee jacket
- › A toy
- › A larger knitted item for the baby to grow into

These packages mean a great deal to babies and their whānau and couldn't happen without generous donors.



Hospital Aide Sandi Kissel with some of the donated knitting



A few lucky babies will be taking teddies home

Rethinking rehab at Burwood Hospital

Following qualitative feedback from the patient experience survey in the Older Persons Health Service (OPH) at Burwood Hospital, patients told us that they were not utilising the facilities and rehabilitation opportunities.

“There was a lot of sitting around”

“I was unsure about the rehabilitation programme”

In response to the feedback, a more detailed study was undertaken to capture and understand what patients actually did during the day. Eighteen patients were followed from 8am – 3pm in 2019. What their day looked like surprised everyone, including the patients.

Fifty-one and a half percent of their day was spent sitting/ lying doing nothing. A ‘Rethinking Rehabilitation’ workshop was held in 2019 to improve opportunities for rehabilitation and to improve the patient experience.

The key aims post the workshop were to have all patients sitting in a chair for meals, patients to be given the opportunity to walk at least three times a day and to spend time during the day in a social space rather than in their bed space.

Burwood recently integrated additional questions into the monthly patient experience audit that the OPH wards at Burwood have been undertaking as part of their improving rehab focus. An audit undertaken in March 2021 showed these results:

- > 82 percent of patients were offered a chance to walk
- > 95 percent of patients were able to walk as much as they wanted
- > 82 percent of patients were encouraged to spend time outside their room
- > 96 percent of patients were offered the opportunity to attend a social/ activity group

It was really encouraging to see the work the ward teams have put in to provide opportunities for patients to move and socialise more.

Clinical Director Sarah Hurring says it is important to ask patients what they think will help them with their rehabilitation. “This has emphasised to us which aspects of our rethinking rehabilitation programme we need to focus on.”

“The staff gave me confidence to realise I could walk with a walker to the toilet and shower without any problem. Someone was always handy if I needed help.”

“Nurses were great giving me as much autonomy and independence as possible. They guided and showed you how to do things easily, instruction on dos and don’ts were great.”

“The people who came to help me walk were just so good - they never growled if I could not get it right the first time, they just helped me along until I got it right.”



Clinical Director Sarah Hurring helping John (Burwood Hospital patient) with his puzzle

Improving medication management for consumers

The Canterbury Clinical Network's Pharmacy Service Level Alliance has established a working group to identify opportunities to improve medication management for consumers as they transfer from the community into secondary care and back home again.

The Transfer of Care workgroup brings together diverse perspectives, including prescribers, pharmacists, and nurses from primary and secondary care alongside the consumer's voice.

Feedback from consumers from the Patient Experience Survey has been useful in informing the working group of themes around medication and how they can improve the flow of information between hospital and the community.

The response from questions around medication are often rated poorly.

In April 2021, only 35 percent of inpatients surveyed said a staff member told them about medication side effects to watch for when they went home.

Only 53 percent of outpatients surveyed told us that staff discussed their medication, what it was for and how to take it in a way they could understand.

Initially, the transfer of care workgroup will focus on identifying opportunities to improve medication management and safety for consumers living independently and aged 65 years or older (55 for Māori and Pasifika).



Burwood Pharmacist Bevan talking to Ward B2 nurses about discharge medications.

The group will draw on a range of different data sources, including inpatient, outpatient and primary care patient experience survey data to support this work.

Data from the patient experience survey will be used to inform the focus of improvement and measure the effects of improvement efforts.

Clinical Leader and Pharmacy Service Level Alliance Facilitator Gareth Frew says the patient experience survey provides a wealth of information on how the medication aspect of transfers of care between general practice, community care, outpatients and the hospital can be improved.

Burwood volunteers recognised

It was smiles all round as Burwood Hospital volunteers gathered in the chapel last week to celebrate their achievements.

The event recognised a number of volunteers who have reached the milestone of five years of service to the hospital, starting when the new building opened, says Burwood Hospital Volunteers Co-ordinator Rachael Walker.

“One has done 10 years and she was presented with a Long Service Award pin to mark the occasion.”

We are extremely grateful for all the work and dedication our volunteers have put in over the years. The celebration was the first event we have been able to safely hold since before COVID-19 and it was a great chance for volunteers from lots of different areas, to catch up with each other,” Rachael says.

Volunteering at Burwood is administered by both Canterbury DHB and the New Zealand Spinal Trust.



Burwood Hospital Volunteer Coordinator Rachael Walker presents Volunteer Susan Bashford with a long service pin to mark her five years of service



Burwood Hospital Volunteer Coordinator Rachael Walker presents Volunteer Jan Austin with a long service pin to mark her 10 years of service



Burwood Hospital volunteers

Course provides further insight into palliative care

Congratulations to healthcare assistants at Waikari Hospital, servicing the Hurunui community, who have just completed a palliative care course and received their certificates.

The 'Palliative Care for Caregivers' course run by Nurse Maude Palliative Clinical Assessor Vicky Telford was made up of four one-hour sessions over a month.

The course was just for healthcare assistants (HCAs) and Vicky visited Waikari to conduct it, says Nurse Manager Waikari Hospital, Helen West.

"The aim was to provide education for HCAs on palliative care as they work as the second nurse in rural hospitals."

Feedback from HCAs was that they enjoyed the course, learned a lot and it also reinforced what they already knew. Previously Nurse Maude provided a palliative care education package for registered nurses and HCAs together, but it is now split due to different requirements, she says.



Proudly holding their certificates, from left, Healthcare Assistants Jan Brocker, Nicky Liang, Lynda Crichton, Coreen Fletcher, and Anne-Marie Bovey. Not pictured, Dorte Duckworth

The Nurse Maude Hospice Palliative team provide education to Age Related Care (ARC) staff and Canterbury DHB rural hospitals have ARC patients as part of their contract.

all right?

**IT'S
ALL RIGHT
TO TALK
IT OUT.**



Award for Christchurch Hospital volunteer

Exceptional dedication to volunteering at Christchurch Hospital, which began when she was a teenager, has resulted in a Community Youth Award for Amy Chung.

The award, from the Waikura Linwood-Central-Heathcote Community Board, is in recognition of significant voluntary service carried out by residents aged 25 years or under.

Christchurch Hospital Volunteers Co-ordinator Louise Hoban-Watson says Amy has shown exceptional ongoing dedication to service at Christchurch Hospital over the past six years.

“In July 2016 when Amy was a Year 10 student at St Margaret’s College she emailed us, offering to volunteer. Throughout her years at high school, she was devoted to helping others. Even now, as a student at Otago University, Amy still volunteers at Christchurch Hospital when she can.”

Amy has done several volunteer roles, including working at the Volunteers’ Gift Shop, assisting with Wayfinding (guiding) for patients, visitors, and staff, and visiting the wards with the trolley selling newspapers, toiletries etc.

“She is very empathetic and can deal with situations sensitively, ensuring that she provides an enhanced experience for those at the hospital. Many staff and members of the public have told us of her very warm attitude towards others and expressed how important her volunteer role has been to them.

“She is among the finest example of a true volunteer with a genuine passion for her work, inspiring others to also enrich the community and broaden their perceptions through giving service, and so deserving of this recognition.”

Amy says since primary school she was always involved with the school choir and had numerous opportunities to sing at retirement homes.

“Through these experiences, I discovered that I have a genuine passion for helping others and making their days a little brighter. I absolutely love engaging in conversations



Youth Service Award Volunteer Amy

and listening to stories from patients of all ages that I meet through volunteering, whether that be at the Volunteers’ Shop or through Wayfinding.

“As a current pharmacy student, I know that past experiences with the healthcare system have a huge impact on patients’ future decisions to seek help from health professionals. Hospitalisation or hospital visits can be an emotional and daunting experience for the patient and the whānau. That is why I really enjoy being able to be the friendly face around the hospital and helping out to the best of my abilities to make the visit less stressful,” she says.

Former Governor General Sir Jerry Mateparae signs on as Patron for award winning Christchurch-based charity

One Mother to Another is delighted to welcome Lieutenant General the Right Honourable Sir Jerry Mateparae as patron of the charity which provides support to parents and caregivers of children in hospital.

What began as two mothers reaching out to care for other parents and carers who were experiencing the pain and trauma they had both felt when their children were hospitalised, is now an established and registered charity. It delivers 2500 care packages to parents and carers in four neonatal or paediatric wards across the South Island, every year.

Board Chair Judge Robert Murfitt says they are delighted to have a man of Sir Jerry's calibre and mana involved with the organisation which encourages parents (particularly mothers) during such a vulnerable and isolating time.

Sir Jerry, a father of five, and grandfather of eight, has himself experienced having a child in hospital.

"It's a heart-wrenching experience watching and waiting for them to recover, especially in the initial stage of hospitalisation"

He has been aware of the charity for several years, followed its progress, and was taken by the passion of its founders.

"As a father and a Koro, I consider it a privilege to support One Mother to Another, a proven charity which supports whānau from all walks of life and helps to ease the distresses of parenting during a difficult time in their child's life."

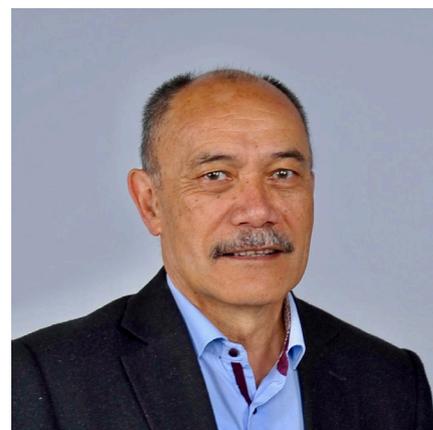
The charity's work is a ray of sunshine in a dark time and encompasses the Māori saying "Aroha atu, Aroha mai – Love given, Love returned", he says.

One Mother to Another Co-Founder and Chief Executive Joy Reid says the charity is excited to work with Sir Jerry to further its footprint in the Canterbury area and continue to support parents and caregivers in hospital with their child/ children.

"The gift bags may seem like a small gesture, but they are a huge encouragement in a stressful and lonely season. Being in the unit (and other paediatric wards) again this year, I've seen first-hand the difference our gift bags are making as I witnessed the moments that they were placed in the hands of tired, stressed and frightened mothers."

One Mother to Another provides gift bags to Christchurch Hospital's Neonatal Intensive Care Unit and Children's Acute Assessment Unit and to Nelson's Special Care Baby Unit as well as Southland's Special Care Baby Unit.

The organisation relies on the generosity of companies donating products (both practical and luxury) to put in a gift bag, along with a hand-written note. Every bag is carefully put together by a team of volunteers and delivered to the hospitals for nursing staff to distribute to those most in need of encouragement.



One Mother To Another patron, Sir Jerry Mateparae



One Mother To Another packing



One Mother To Another gift pack
Photo courtesy of Charlie Jackson

A Man on a Mission

Toby Nicholls is a man on a mission – literally and figuratively.

In August he will be lining up in the Reefton 'Resilience Ultra' – a 62km ultra-marathon designed to test even the toughest of competitors and set himself a goal of fundraising \$10,000 for Māia's Child and Youth Mental Health project.

The project is raising money to help create a modern Child, Adolescent and Family (CAF) Service outpatient facility that is contemporary and welcoming.

Toby's story is one of mental fortitude and resilience, something he feels is not taught well in New Zealand.

"I wanted to challenge myself with something well out of my comfort zone. We're naturally not comfortable with being uncomfortable, and intentionally taking on something like this is a great way to build resilience. The great thing about these events is that they are just as much of a mental challenge as a physical one."

Strong mental health is just as important as physical health, yet there is a massive stigma against talking about mental health in New Zealand, he says.

As a young man in his early 20s, Toby struggled with a period of anxiety. Following a few sessions of professional counselling he began to understand that his anxiety symptoms were the direct result of trauma he had faced.

He wants New Zealanders to understand that it is important to look after mental wellness as much as



Toby Nicholls

physical health and to feel safe to have conversations about it. He now recognises how important it is to seek professional support when you need to.

"I'm passionate about mental health and want to help normalise conversation about it so that people feel safe to open up more. It's ok to ask for help, just as you would go and see someone for a physical injury," Toby says.

To support Toby's brave quest to raise \$10,000 for a new CAF facility please go to <https://givealittle.co.nz/fundraiser/raising-funds-for-a-new-youth-mental-health>.

To find out more about Māia's Child and Youth Mental Health project, visit <https://www.maiiahealth.org.nz/projects/key-projects/youth-mental-health/>.

Scan. Scan. Scan.

Everywhere you go, everywhere you can.

Have you scanned in at work today?
Scan in to every DHB building you enter
with the **COVID-19 Tracer App**.

Unite
against
COVID-19



One minute with... Loren McPherson, Business Analyst, Information Services Group

What does your job involve?

I work on projects to help keep our technology up to date and working effectively for the business. This is done by analysing projects; looking at their parameters and requirements; liaising with vendors, end users and technical specialists to bring the project together; uncovering any risks and blockages; and finding the best solutions to meet the business need. It is about working with stakeholders from all areas to help drive the projects forward, to compete them on time with minimal business interruption.

Why did you choose to work in this field?

I really enjoy solving problems and getting stuck into a challenge, finding great satisfaction in seeing that I have made a positive difference in other people's lives. Making things easier for others is what drives me every day.

What do you like about it?

I enjoy the wide variety of people I interact with.

What are the challenging bits?

Scheduling the timing of changes outside of business-critical timeframes to minimise business impact can be rather challenging on occasion.

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

These provide an important platform of best practice in all the interactions within my role.

Who inspires you and why?

I have had the privilege of working for two truly inspirational technology leaders in my time. Mike Tarjomi, Southern General Manager of Tribe Technology, and Jackie Dawson, former Acting Chief Digital Officer at Canterbury DHB. Their work ethic and genuine passion for what they do has really inspired me to strive for greatness. Their hard work, dedication to the IT industry, along with their genuine desire to make positive change is infectious to those around them.

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

My love for horses.

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

On the back of a horse, riding carefree through the countryside.

What's your favourite food?

Thai green curry or a souvlaki from Dimitris.



What do you do on a typical Sunday?

Quality time with the family, heading out of a walk at the beach or around the rural countryside, quality time with my horses and some relaxed catch up time with friends around the community that I live in.

And your favourite music?

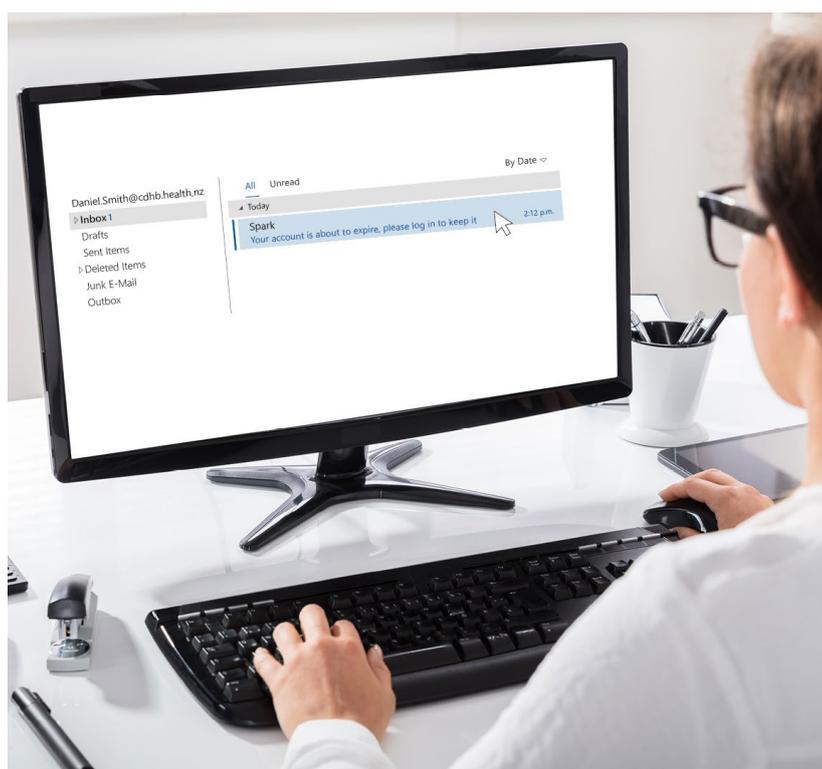
It depends on the mood. Some days I am a closet bogan enjoying some rock tunes like Nirvana, Metallica, or Devilskin, but equally on other days I am a cowboy-boot slinging country music gal enjoying some tunes from Thomas Rhett or Brett Young.

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

Volunteers needed for constipation and irritable bowel syndrome (IBS) research

A research team from the University of Otago, Christchurch is seeking volunteers to be part of a study on constipation. You will be compensated with a \$20 petrol voucher for the initial meeting and a total of \$200 New World supermarket vouchers if you decide to participate.

Volunteers should have constipation or constipation-predominant irritable bowel syndrome (IBS), be aged between 18 and 65 years old and currently live in Christchurch. If you would like to be part of the study, please email HVN.GIstudies@gmail.com or phone 021-279-1519 for more information.



Think before you click.

TOGETHER WE CAN STOP CYBER-ATTACKS

Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.



This week's featured offers are from Torpedo7 and Noel Leeming. You and your whānau and friends can receive some great deals instore and online. See the [Something For You homepage](#) for more information and the discount codes to use.

noel leeming

friends & family deals

Canterbury & West Coast DHB • 28 June - 11 July 2021

get *amazing* deals

on the brands you love

<p>SAMSUNG televisions</p> <p>cost* + 5%</p> <p><small>Crystal UHD</small></p>	<p>SAMSUNG cellular phones</p> <p>cost* + 5%</p> <p><small>(excludes accessories)</small></p>	<p>FISHER & PAYKEL whiteware</p> <p>cost* + 5%</p>
--	---	--

FREE EXPERT tech support For a year with every purchase. Up to 30 minutes per call* **0800 555 989** *T&Cs apply.

You must present a copy of this flyer and get the barcode scanned in store to receive this offer

In store offer available at Noel Leeming nationwide

FRIENDS AND FAMILY - GEAR UP FOR ADVENTURE

Torpedo7

UP TO

40% OFF

OUR HUGE RANGE OF GEAR

REDEEM AVAILABLE IN STORE NATIONWIDE 24TH JUNE – 7TH JULY 2021

HOW TO REDEEM

INSTORE: SHOW THIS FLYER **NO.8** PRINTED OUT OR ON YOUR DEVICE TO ONE OF OUR GREAT INSTORE STAFF

ONLINE: AVAILABLE ONLINE ENTER "49BE-0BF8" AS THE PROMO CODE AT THE CHECKOUT ON THE WEBSITE WWW.TORPEDO7.CO.NZ

*Discounts are off RRP. If the product is already on promotion customer will receive the lower of offer or promo pricing. Not all products are eligible for a discount. Not available in conjunction with any other offer. Excludes Bikes and Frames, Electronics, Freight, Gift Cards and Workshop Services. Valid from 24/06/2021 to 07/07/2021.

New Zealand Hospital Scientific Officers Annual Conference
The Beaven Lecture Theatre, University of Otago, Christchurch
Friday 02 July
Scientific and Clinical interfacing

All staff and students welcome

	Speaker	Title
Session 1: Chair Dr Janice Chew-Harris		
9:00-09:10	Dr Berit Jensen NZHSOA Chair Canterbury Health Laboratories	Welcome
9:10-10:00	Dr Amanda Dixon-McIver Laboratory Director, IGENZ	COVID-19 Saliva testing
10:00-10:45	Prof John Pickering Christchurch Heart Institute & Emergency Department, Department of Medicine, University of Otago	The impact of high-sensitivity troponin on the assessment of chest pain presentations in the emergency department
10:45-11:15	Morning tea	
Session 2: Chair Chris Sies		
11:15-11:45	Dr Reza Nemati Specialist Biochemistry Canterbury Health Laboratories	The clinical significance of vitamins
11.45-12.15	Dr Chris McEntyre Specialist Biochemistry Canterbury Health Laboratories	The measurement of vitamins at Canterbury Health Laboratories
12:15-12:45	Dr Andrew Laurie Genetics (Molecular Pathology) Canterbury Health Laboratories	The good oil on a hypertriglyceridaemia gene panel testing service



New Zealand Hospital Scientific Officers' Association Inc

Home of the Specialist Medical Scientist

Quality Improvement Scientific Symposium in Christchurch, 17 November – call for abstracts open until 10 August

The Quality Improvement Scientific Symposium is on 17 November in Christchurch this year. The call for abstracts is currently open and due to close on 10 August, see the key dates in the table below.

Key dates

17 May 2021	Call for abstracts opens
10 August 2021	Abstract submissions close
15 September 2021	Notify applicants of results
1 October 2021	Deadline for presenter registration

Cost

\$120 + GST per person

Registration

Individual registration: <https://hqsc.eventsair.com/qiss2021/ind>

Group registration: <https://hqsc.eventsair.com/qiss2021/grpreg>

Follow this link for more information [Quality Improvement Scientific Symposium 2021](#)

17 May 2021	Call for abstracts opens
10 August 2021	Abstract submissions close
15 September 2021	Notify applicants of results

2021 PATHA Symposium

The 2021 PATHA Symposium will be held at Tautoru TSB Space, Tūranga Central Library, Ōtautahi Christchurch. We will hold a training day on the 24th before the symposium is held on the 25th and 26th of September.

Register for the 2021 PATHA Symposium [HERE](#).

Register for the Training Day (or the Training Day + Symposium together) [HERE](#).

We are welcoming abstracts and presentation proposal submissions. Please [click here](#) to submit your proposal. Symposium presentation proposals have been extended to 8 July 2021.

Teddy Cook (he/him) has over 15 years of experience in community health and non-government sectors. Joining ACON in 2012, Teddy is currently acting as Director, Community Health where he oversees client services, LGBTQ community health programs, Pride Training and Trans Health Equity. Teddy specialises in community development, health promotion and program delivery.

Acting Director,
Community Health at ACON,
Vice President of the
Australian
Professional Association for
Trans Health

**Keynote Speaker
TEDDY COOK**

“Keeping community at the heart of trans work: Insights from the front lines.”

Ngā Kete Wānanga-o-Ōtautahi
Christchurch City Council Libraries

Pegasus™
partners in health
across the region

mas foundation

PATHA
PROFESSIONAL ASSOCIATION FOR TRANSGENDER HEALTH AOTEAROA

TRANS HEALTH SYMPOSIUM
SATURDAY 25TH & SUNDAY 26th SEPTEMBER 2021

TRAINING DAY
FRIDAY 24TH SEPTEMBER

**TŪRANGA CENTRAL LIBRARY
ŌTAUTAHI CHRISTCHURCH**
REGISTRATIONS OPEN NOW
WWW.PATHA.NZ

He is the Vice President of the Australian Professional Association for Trans Health and is Adjunct Lecturer at the Kirby Institute, UNSW. Teddy joins ACON's senior leadership team as a proud man of trans experience.

Teddy's keynote talk is titled, Keeping community at the heart of trans work: Insights from the front lines.

Please feel free to share this information with your networks.