



## Our hearts go out to everyone in Westport

**Last week I spent a day visiting our teams on the Coast. I'm sure most of you will be aware that the Buller District has been severely impacted by a major flood event, with Westport hardest hit.**

We have 147 staff who live in and around Westport and 22 have been severely impacted, in terms of having their homes red or yellow-stickered. Others have friends and family living with them, and all have been impacted by the evacuation of Buller Health and having to work in different ways to provide treatment and care to a population whose wellbeing needs are only going to increase over time.

A massive thank you to everyone who has been working to support the Coast to ensure continued access to health services for those who need them. The team are slowly starting to move back into the Buller Health facility this week, with the kitchen staff moving in today.

To support our DHB colleagues on the Coast, today we're launching 'Care for Coasters' where Canterbury DHB staff are invited to donate items for care packs to be distributed to our people in need on the Coast. You can read more about it on [page 4](#).



## Award winning care

On Friday night several Canterbury DHB staff were invited to an event in Christchurch to launch the Christchurch Invitation: Mahia Te Aroha. The Christchurch Invitation comes from members of the city's Muslim community and is described as a pathway of hope in the wake of the shootings that claimed 51 lives on 15 March 2019.

During the event, the Governor General of New Zealand, Dame Patsy Reddy presented seven awards from The Royal Humane Society, and one was awarded to Canterbury DHB staff for the part they played in response to the Mosque Terror attacks. To everyone who was involved in any way as part of the health response, including those in primary care and the private sector, this is for you too.

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It recognises every Canterbury DHB staff member who assisted either in a visible clinical way or behind the scenes in a support role. This award is for you all in recognition of the tremendous efforts of everyone. Warmest congratulations on this most deserved award.

This [video from Frank Film](#) reminds us of the remarkable team effort that took place on the day of the Mosque attacks and the weeks and months afterwards.

I should also mention that our surgical team also received the Excellence in Surgery award at the Royal Australasian College of Surgeons (RACS) 2020 Convocation Ceremony. The ceremony was delayed last year and recently took place in Melbourne with a virtual hub in Wellington. This rather prestigious award recognises their efforts since 2011, predominantly related to the high standard of surgical care provided to people injured in the earthquakes and Mosque attacks. We'll have more about this award in an upcoming *CEO Update*.

## RSV and back to school

It was after another incredibly busy and stressful week on the acute-demand RSV front last week, I'm pleased to report that the number of acutely unwell patients presenting across our health system has reduced – it's still busy, and we are still seeing staff sickness impacting on rosters, but there are some promising indicators that hopefully things are settling. It will be a matter of wait and see with children heading back to school this week.

## Out and about around the rohe

Last week I got to connect with some of the community health leads out at Rangiora and Oxford. The population has grown significantly in the Waimakariri district and is now up to 66,000 people. The population continues to grow and quickly. With a mix of urban and rural people, from a healthcare perspective there are opportunities and challenges in ensuring we get the right access to the right mix of service for people in that community, including exploring options for telemedicine.

I also met with our Child and Family Safety Service last week - they are doing amazing mahi every day in support of some of the most complex family situations which involve harm to some of our most precious little ones. Thank you for hosting me and providing some insights into your daily challenges.

I was honoured to connect over coffee and a muffin with a fellow called Jackson. Jackson works in our security services and attracts large volumes of 'bouquets' and thank you letters. I was keen to meet him and hear about some of his experiences. He's gone above and beyond so many



From left: Chief of Surgery Greg Robertson, ICU Nurse Manager Nikki Ford, Governor General Dame Patsy Reddy, Social Work Services Team Leader Keryn Higgs and Orderly Spencer Friese

## Get protected – vaccinations can protect you against influenza and COVID-19

A reminder to all staff to get protected from both COVID-19 and influenza. Free vaccinations are available for both and I encourage you to take up the opportunities to book in for these two important vaccines. Details of flu vaccination clinics are on PRISM, and anyone in Group 1, 2 or 3 can now book appointments by calling 0800 28 29 26.



Security Guard Jackson and CEO Peter Bramley

times, so whether it's de-escalation in a tense situation, or unexpectedly carrying out CPR in the carpark, he goes about his work with such a positive 'can do' attitude that exemplifies our values every day. I enjoyed connecting with you Jackson and absolutely love the way you go about your mahi.

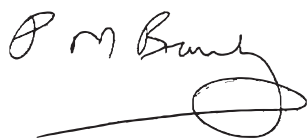
## Accelerating our Future – your savings and sustainability ideas are welcome

Finally, with everything else going on now, I want to ensure that Accelerating our Future remains on the radar. I have loved all the ideas that you've sent in to me, particularly ways that we can improve the health system, and ways we can make savings. The organisation is doing a fabulous job as we make progress towards financial sustainability.

I thank you all for your contributions to date and welcome your ideas. The reality is everyone every day can make a difference. So, ideas welcome, please. Let's keep figuring out how we can use the resources we have to deliver the best care we can. You can drop me a line at [AskPeter@cdhb.health.nz](mailto:AskPeter@cdhb.health.nz)

I trust the week goes well for you.

Ngā mihi nui



**Peter Bramley, CEO**  
**Canterbury District Health Board**



## ACCELERATING OUR FUTURE

Hapaitia te ara tika pūmau ai te rangatiratanga mo ngā uri whakatipu

Click here to go to [PRISM](#)



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

Please email us at [AskPeter@cdhb.health.nz](mailto:AskPeter@cdhb.health.nz) you have any questions for Peter.

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](mailto: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](#).

# Care for Coasters - we need your help!

We're collecting items to send across to our colleagues at West Coast DHB following last week's devastating floods. As they now face recovery, Cantabs know more than anyone how hard and tiring that can be, and how a little kindness and aroha can have a big impact.

We're looking to put together a mega care package to be shared by staff in Buller and other areas of the coast where the impact has been felt.

Some ideas for items to be donated for West Coast DHB staff include:

- › New World and Countdown vouchers or Prezzy cards
- › A journal or diary
- › Kids toys and colouring books
- › Non-perishable groceries, healthy treats, meal kits, gourmet treats, pet food, hygiene products
- › Internet data sticks or data cards (these are hard to come by and there are internet issues)
- › Glossy magazines and paperbacks
- › Pampering treats from the chemist - hair care products, hand cream, dry shampoo, toiletries, body wash & bath products, a nail kit, moisturiser
- › Relaxing aromatherapy/essential oils and diffuser
- › A fresh set of bath towels - or a one size fits all towelling robe and slippers
- › Packaged sweet treats and healthy treats
- › Herbal and fruit teas, specialty teas and a tea pot
- › Coffee and a plunger
- › A set of cups or mugs
- › Beanies, scarves and woolly socks
- › Any other non-perishable items you think would be useful and appreciated to brighten someone's day.

Please drop items to the Communications team on the first floor of the Corporate office before 5pm on Monday 2 August. Pick up from other facilities can be arranged. Please email [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz) with *Care for Coasters* in the subject line.

To donate to the wider community in Buller, there is a Mayoral Relief Fund and details about how you can donate are available [here](#).







## Bouquets

### Ward 1, Ashburton Hospital

Thank you all for the great care my mother received while in Ashburton Hospital. Ward 1 welcomed the whole family, some of us stayed during the night. It was a lovely way to spend the last few days of her life surrounded by her five children and grandchildren.

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

I wish to express my sincere gratitude and appreciation to ED staff for their care of me on two occasions within a three-week period, for unrelated reasons. On the first, I was cared for by Registered Nurse (RN) Teresa and Dr Andrew. They provided comfort and compassion to me in my state of misery and transferred me on to the MAU for ongoing exemplary care, including RNs Emily and Pya. On my second visit I was cared for by RN Nicole and Dr Issy. This was the darkest day of my life and I don't remember much of what they said, and I have had to retrospectively find out their names, but I remember how they made me feel. Their professional non-judgmental yet personal care of me in my greatest hour of need will never be forgotten. They respected my privacy, protected me from embarrassment, and cared for me as an individual. This I am sure would have been a routine shift for them but a major life-changing event for me. The acknowledgment of this is belated due to my recovery time, but the gratitude remains fresh and always will.

### MAU, Christchurch Hospital

Just wanted to say thank you to the doctors and nurses working today who cared for our sick son. Everyone did a tremendous job and we were very saddened to see a member of the public abusing the staff. A special thanks to Dr Stuart. Keep up the good work, we certainly appreciate all that you do.

### ED, Surgical Assessment and Review Area (SARA) and Wards A3 and B3, Christchurch Hospital

I want to compliment all the incredible doctors and nurses who saw me. I was violently vomiting, crying and in an incredible amount of pain and the staff treated me so amazingly, especially the nurses on Ward A3 and B3. I really feel for the team in ED. I am so appreciative of the time and attention they gave me. They are so under pressure and this was evident every time I went in. I want to pass on my thanks to the amazing doctors and nurses who you employ. Their care and compassion really helped me, beyond what words can describe at a time when I was most vulnerable and scared, and I'll forever be grateful for that.

### Radiology, Cardiovascular department, Christchurch Hospital

Absolutely fantastic. You have made an almost cripple old fogey into a bustling/hustling 79-year-old. Superb, God bless you all.

### ED and Children's Acute Assessment (CAA), Christchurch Hospital

We presented to ED with our very unwell eight-month old baby who had respiratory syncytial virus (RSV). From the moment we arrived in ED, we were cared for, listened to, and reassured. We were impressed with the efficiency and thoroughness of the department; a plan was made for our baby within 30 minutes of arriving in ED. A big thankyou to Dr Kati Smith and the lovely nurse whose name we didn't quite catch. You took the weight off our shoulders when you took care of our son. We then transferred to CAA and once again the care we received was faultless. Such genuine caring people, who were clearly very busy yet made us feel like our son was the only patient they had to look after. A big thankyou to Nurse Elizabeth and House Officer Iona for their wonderful care, communication and skill set. We know you're busy, we saw the hard work being done, we know it can be thankless. So, thank you for caring, it means the world to parents like us.

### Christchurch Women's Hospital

I came to the Colposcopy department after an abnormal smear result and was a little nervous. I was fortunate in having three of the most wonderful women with me and wanted to say thank you and to pass on my most sincere compliments for their professionalism, kindness, encouragement and support. Jill explained everything with warmth and understanding. She had a student with her, Caroline, who was enthusiastic and engaging. My nurse (whose name I missed much to my dismay) showed me such kindness and understanding. All three were fantastic at explaining what was happening, what was needed from me and why it was being done. They were all generous with their kind words of encouragement while I tried to stay calm and made me feel so supported. Their small talk was excellent, and they managed to balance distracting me with giving the essential information. I've never felt so connected to medical professionals and felt so incredibly lucky to have met them all and to have such amazing medical support through the public health system. Please pass on my gratitude for what they did for me today. I won't ever forget it.

### Kristina Russell, Dietitian

For the first time it genuinely felt like someone (you) understood where I'm at right now. It was really nice to not get huge expectations placed on me and for you to meet me where I'm at. You were super knowledgeable, and you understood me and the disorder well.

### Crisis Resolution (CR) Team, Specialist Mental Health Services

We were visited by the CR team this morning and the Māori clinical team. They were respectful, kind and treated the whānau with aroha.

### Surgery and Ward 11, Christchurch Hospital

I would like to thank the team at Christchurch Hospital after my recent surgery. Anne, the nurse who admitted me was very empathetic and helpful. The anaesthetists, Douglas (great sense of humour) and Martin helped calm my nerves, as did Summer, in the room prior to going into theatre. Surgeon Heath Lash and his assistant explained all that was going to, or possibly going to, happen clearly and again, showed great empathy. I was well looked after in recovery by Kay and Anne (the same nurse who admitted me) and was whisked quickly and efficiently by Glen the orderly to Ward 11. I can't remember who I was looked after initially there - very good - but I would particularly like to mention the excellent care given to me by Navi the nurse. He was everything you would want in a nurse - kind, efficient, caring, empathetic, explained everything well and he was like that with all patients I saw or heard him dealing quietly with. Thanks also to Tracey who helped get my discharge paperwork together and then Navi started his next shift and assisted me out. The food was good, thank you kitchen staff, and thanks also to the nurse who buttered my toast as soon as she realised my plight! I returned again for cast/bandage removal and was again well looked after. TJ in the Physio department was excellent.

### Ophthalmology, Outpatients, Christchurch Hospital

Our first appointment here since we moved from CMDHB, South Auckland, was the best. Top staff, wonderful service and non-hurried attention from the registrar. Thank you, Macular Degeneration Department.

## Big Shout Out

### To, Alisha Newton-Rudhru and the learning designers from People and Capability

I would like to express gratitude to Alisha Newton-Rudhru and the learning designers from People and Capability. Alisha and colleagues helped us update and redesign our orientation material for all the doctors that rotate through the Emergency Department. Her expertise and capabilities as well as patience was demonstrated at every step of the process and the current resource would not exist without her help. It's been a pleasure working with her and we now have a great resource we are very proud of. Thank you very much Alisha!

### From Emergency Physician Jacques Loubser and the ED team

#carestartshere

### Ward 27, Palliative Care, Christchurch Hospital

Jess, and all the nurses of Ward 27, Palliative Care, and Nigel. Thank you so much for the care and consideration that you all gave and for maintaining [patient's name] dignity in his last days before his passing. Thank you also for your kindness to us during this very difficult time.

### Ward 24, Christchurch Hospital

Nurses, hospital aides, doctors and all other staff. Our heartfelt thank you for looking after our mum. Your excellent care, communication and respect to Mum is something we are very lucky to have. Regards to each and every one of you.

### Orchard Road Vaccination Clinic

I just wanted to write to your team at the Canterbury Vaccination Clinic at 100 Orchard Road to just say how utterly impressed I was with my experience today. Every staff member from the amazingly friendly security guard (was on at 2:05pm) to the admin staff, to the nurses, to all the support people. It was nothing short of excellence.

Congratulations to the team there, to the staff running the place and the staff on the frontline. I simply cannot fault it.

### ED, Christchurch Hospital

I brought my daughter in with RSV and Nurse Amy looked after us. She was amazing, so accommodating and went above and beyond to make sure my daughter was comfortable. We had a number of other nurses and doctors come and look after her and they all were amazing and so accommodating. Despite being busy and short staffed they were so fantastic, and I couldn't have asked for anything more while being in there with my poor sick little girl.

### Abbie and Helen, Dental Outpatients, Christchurch Hospital

Thanks to Abbie and Helen at the Outpatient Dental Service. They were so kind and patient with me and my daughter today. Both of them are superstars.

## Big Shout Out

**To: Security team members Chris Pope and Duane Asoau, Hillmorton Hospital**

Thank you for your assistance to a staff member when her car's side window was hit accidentally by a stone from the ride-on lawn mower, helping to clean up all the glass and create a 'makeshift' clear plastic window to secure her car. Great work and very much appreciated.

**From: Clinical Manager, West Community Team, Specialist Mental Health Services, Anne Kerr**

#carestartshere

## Big Shout Out

**To: Community Clinical Nurse Specialists (CNSs), Specialist Mental Health Service**

The CNS often acts as the glue that connects community and inpatient care to ensure we are providing integrated, cohesive and individualised care for the consumers we work alongside. They are expert problem solvers, great at supporting the whole team and in-between their daily work, they are always looking for opportunities to improve the care we provide and the way we do things. We have a mix of experienced and newer CNSs who all bring something a bit different to the role, I really enjoy working with them and just wanted to acknowledge them, and the work they do.

**From: Acting Service Manager, Hillmorton Hospital, Megan McQuarrie**

#carestartshere





## On Behalf of the Committee

# This week we introduce the Burwood Dementia and Delirium Steering Group

The Burwood Dementia and Delirium Steering Group provides expertise and guidance for staff on the prevention of delirium and the care of those with dementia and/or delirium.

They aim to:

- › promote a person-centred approach to the care of people living with dementia and/or experiencing delirium
- › inform and encourage improvements in the prevention of delirium
- › provide clinical leadership for staff around the management of dementia and/or delirium
- › put in place changes and initiatives
- › review and monitor initiatives once they are in place.

The group's initiatives and education programmes foster a delirium aware and dementia friendly service, to minimise harm and improve the experience of our care. The group links with the Christchurch Hospital Delirium Management and Assessment Group.

"We know that we make a difference", says Memory Assessment Clinic Registered Nurse and committee member Lara Hitchcock.

"For older people who have difficulties with memory or understanding (cognitive impairment) the hospital environment can be particularly stressful, but we can work to create a dementia-friendly environment at Burwood Hospital.



Back row, from left, Pharmacist Nicky Jonker, Personal Assistant Lynn Brice, and Associate Director of Allied Health, Rowena Woolgar; Front row, from left, Nursing Director Older Person's Health Caroline McCullough, Memory Assessment Clinic Registered Nurse Lara Hitchcock and Lead Researcher, Older Persons Mental Health (OPMH) Susan Gee  
Absent: Nursing Director and Committee Chair Jo Townsend, Nurse Consultant OPMH Anna Williams, Charge Nurse Manager Ward D1 Nicki Burke, Dementia Educator Tracey Hawkes, Nurse Educator Fiona Graham, Clinical Nurse Specialist (CNS) OPMH Mackenzie Ebbett, CNS Jane Foster, Nurse Educator/ CNS and Acting Ward Manager Dinesh Lal, and Nurse Coordinator Projects Yvonne Williams

"Likewise, we know that delirium is a common and serious illness among older people in hospital, but we also know that we can help to prevent delirium. Because Burwood Hospital focuses on the assessment, treatment, and rehabilitation of older people we are a very special environment where these issues are particularly relevant."

The committee meets quarterly to oversee its work plans in delirium and dementia, with smaller working groups meeting in between. It is a very active group, and there are always plans for initiatives and improvements.



Projects the committee has done so far include:

- › Laying the ground work that saw Burwood Hospital become the first hospital in the country to be accredited as working towards 'Dementia Friendly' status by Alzheimer's New Zealand.
- › Improving access to activity and sensory resources for inpatients through activity trolleys and sensory sleeve initiatives.
- › Developing the Kowhai Companions programme that will use trained volunteers to help provide person-centred emotional support, enhance meaningful occupation, and practical assistance to vulnerable patients in hospital.
- › Offering staff education initiatives – from brief sessions to full days, including the "See me, not my dementia" study day, and the 'Care with kindness and dignity' course for hospital aides
- › Planning the popular annual 'Brain Week', which incorporates 'World Delirium' and Alzheimer's Awareness days
- › Developing an intranet Sharepoint 'hub' for dementia and delirium information available to all Canterbury DHB staff.

"As you can see, members of the committee are actively involved in making things happen, Lara says.

The group also shares initiatives and recommendations with other services.

"We are a group of very passionate and enthusiastic members with a can-do attitude. The meetings are fun, and it is great to see the progress we have made over the last few years in developing new initiatives and improving the care of those at Burwood Hospital living with dementia and/or experiencing a delirium."

If you have a question about the Burwood Dementia and Delirium Steering Group, please contact:

[Lynn.brice@cdhb.health.nz](mailto:Lynn.brice@cdhb.health.nz) or go to the committee's intranet page: [Delirium & Dementia - Home \(cdhb.health.nz\)](#)

### What is dementia?

Dementia is the term used when a person experiences a gradual loss of brain function due to physical changes in the structure of their brain. There are many causes of dementia, but the most common is Alzheimer's disease. Other causes include vascular dementia, dementia with Lewy bodies and fronto-temporal dementia. Each cause tends to affect particular areas of the brain and will cause different changes in a person's behaviour.

### What is delirium?

Delirium is a confused mental state that causes disorientation (confusion). It starts suddenly and can come and go. It is common in older people and people with other health conditions. Symptoms include quickly changing mental states, problems with attention, awareness, thinking, memory, feelings or sleep.

# 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



# World Head and Neck Cancer Day

July 27 marks World Head and Neck Cancer Day.

The day aims to raise awareness of head and neck cancer. This includes oral cancers (tongue, palate, gums, floor of the mouth, inner cheeks and lips), laryngeal (voice box), thyroid, pharyngeal (throat), salivary gland, nasal and various skin cancers.

Ear, Nose and Throat/Head and Neck Surgeon Rob Allison says they see more than 200 new patients each year with these types of cancer in Christchurch Hospital's Otorhinolaryngology department. He shared some insights into these lesser recognised but common cancers.

Like most cancers, those of the head and neck are more likely to be successfully treated if caught early, he says.

"Unlike most cancers, however, the symptoms can present in many ways and may not be obvious."

Symptoms include:

- › A one-sided sore throat
- › Hoarse voice
- › Ulcer on the tongue or in the mouth
- › Difficulty swallowing
- › Lump in the neck

These may be symptoms of benign illnesses but if they last more than a few weeks, could be a sign of something more serious. Surgeons like Rob rely on general practitioners and dentists to identify these symptoms and on patients themselves to act on them.

Up to a third of the patients that the Otorhinolaryngology department treats have oropharyngeal (mid-throat) cancer.

"In New Zealand and most western countries, this cancer has doubled in the past ten years. The group most affected is men aged between 40 and 60."

A lot of these cancers in the past have been related to smoking and drinking but as smoking has become less common, about 80 to 90 percent are now caused by the human papillomavirus (HPV).

HPV, the same virus that causes cervical cancer, can be prevented through vaccination (Gardasil). A combination of vaccinations, a thorough cervical screening program and widespread publicity and education has resulted in cervical cancer rates dropping in New Zealand.



"Throat cancer caused by HPV, however, is increasing and is now about three times more common than cervical cancer," he says.

Boys and young men who are not vaccinated are at a much higher risk of contracting oropharyngeal cancer after the age of 40. Alongside a healthy lifestyle and not smoking, the HPV vaccine is the best prevention for throat cancer which is four times as likely to affect men than women.

**"There needs to be increased promotion of Gardasil for boys. There's been great promotion to girls and women about the Gardasil vaccine and cervical screening, but much less attention on how this applies to boys and men."**

Head and neck cancers tend to impact people's lives even long after they have recovered. Affecting speech, swallowing, eating, breathing, and even the appearance of the face, the long-term consequences can be devastating.

**"Of all the cancers in the body, this is the one where the treatment has the greatest impact on quality of life"**

Rob credits multi-disciplinary care (surgery, radiation and chemotherapy as well as support from dieticians, speech therapists and dentists) for providing outstanding ongoing patient support. In addition, nursing staff, such as Clinical Tracheostomy Nurse Specialist Wendy Mann, see patients through the whole treatment and recovery process. Despite the help they receive to manage their lifestyle adjustments, many head and neck cancer survivors struggle socially and psychologically once they have recovered. This can be due to ongoing difficulty talking or swallowing or a change in their physical appearance after treatment.

To understand more about head and neck cancers, visit [www.headandneckcancer.org.nz](http://www.headandneckcancer.org.nz) or [www.cancer.org.nz](http://www.cancer.org.nz)

Make an appointment with your general practitioner if you wish to discuss the Gardasil vaccine for anyone aged nine years or older.

# Richard's head and neck cancer story

After several rounds of inconclusive tests, 67-year old Richard Mostert was finally diagnosed with throat cancer on his birthday.

"No-one is prepared to hear that they have cancer, but in New Zealand one person wins Lotto each week and 500 get cancer, so what are your odds?" asks Richard.

"People ask you how you feel about it – but you haven't had time to process it. You have too big a cloud in your head. Sorting out my family overseas in Wales was a challenge - I didn't want to tell them at first, but I'm glad I did. Even a phone call from people in Wales is great medicine."

**"Don't be afraid to reach out to others, you find out things. You find out how much people care."**

Richard says that self-care is challenging, given that he lives alone.

"It was, and it is difficult. Every day is a battle and you've got to win them all.

I'd always been an independent, private person but I realised I was going to need some help."

Richard describes the Cancer Society as "a flock of angels, every single one of them."

Richard has received support from Catherine in the Cancer Society's Christchurch-based supportive care team. He also used the Cancer Society's Volunteer Driving Service to transport him to his daily hospital appointments for treatment.

"I couldn't have done it without them. When you're really sick it's impossible getting to the hospital with the parking and the walking – you have no idea how long it is going to take," says Richard.

Having throat cancer has brought particular challenges for Richard in terms of difficulties eating and drinking.

"I've had to learn to eat different foods – I lived off soups for a long time but now I don't think I could eat soup ever again," he says.

Chemotherapy and radiation treatment have also changed his taste buds so that he can no longer stand the taste of many of the foods and drinks he used to enjoy. Unsurprisingly Richard has lost a lot of weight – 20 kgs in fact, but he has managed to put 2kg back on.

Richard says that needing to have all of his teeth removed



Throat cancer survivor Richard Mostert

due to the damage they would have suffered from his cancer treatment was "a big blow".

"It changes you – you have to get used to what you look like."

Richard says that he is currently four months along on a two-year journey to recovery. He says that while sometimes it feels as if his progress has moved at glacial pace, he is definitely getting better.

"Healing takes time, you just have to accept that."

At first, he could only stand and do things for 10 minutes before getting exhausted but now he says he tires after about six hours. He describes that as "a great thing to wake up to."



# World Hepatitis Day

World Hepatitis Day is being marked on Wednesday with 'pop-up' hepatitis C testing clinics around the country to make it quick and easy for at-risk Kiwis to get tested for the virus.

**In Christchurch point-of-care testing for hepatitis will be available on Wednesday at The Hepatitis C Community Clinic at 10 Washington Way, Sydenham from 1:30pm to 4pm.**

World Hepatitis Day is observed on July 28 every year and aims to raise global awareness of hepatitis — a group of infectious diseases known as hepatitis A, B, C, D, and E — and encourage prevention, diagnosis and treatment. Hepatitis affects hundreds of millions of people worldwide.

This year the theme is 'Hepatitis can't wait.'

Regional Co-ordinator Hepatitis C Services Southern Region Rob Hallinan says provision of hepatitis C services in the southern region has been based on a collaborative model involving harm reduction services, primary care and secondary care.

"The development of new diagnostic tools for antibody and viral load testing is helping to transform the way we deliver service and we now have the capability to test in previously hard to reach, high risk populations. We are excited to be launching a mobile service later this year which will further increase our ability to provide services throughout the South Island."

Around 45,000 New Zealanders are living with hepatitis C. However, due to symptoms often not appearing for many years, half of them may be unaware they have it. Hepatitis C is a blood-borne virus that attacks the liver and can lead to cancer.

Hepatitis C is the leading cause of liver transplantation in New Zealand and the second leading cause of liver cancer (behind hepatitis B). The virus is a major public health threat in New Zealand. Around 1,000 people contract hepatitis C every year and 200 people die from it.

While there is now a highly effective treatment that can cure up to 98 percent of those with chronic hepatitis C, to achieve elimination we must ensure that everyone who has the virus is diagnosed so they can receive this treatment.

At risk people include those who have received a tattoo or body piercing using unsterile equipment, been in prison, received medical treatment in a high-risk country, had a blood transfusion before 1992, been born to a mother with hepatitis C or ever injected drugs.

World Hepatitis Day will also see the launch of the National Hepatitis C Action Plan for Aotearoa New Zealand which focuses on awareness raising, prevention, testing and treatment of hepatitis C. The Action Plan will be published on the Ministry of Health website on Wednesday.

# HEPATITIS CAN'T WAIT



**HEPATITIS  
CAN'T WAIT**

#WorldHepatitis Day | 28.07.2021  
worldhepatitisday.org

# Friendly smile and positive attitude will be missed

Work in a busy hospital environment is about to finally come to an end for Resident Medical Officer (RMO) Co-ordinator John Gallagher.

John retires on Friday, for the second time, after almost a decade in roles in Christchurch Hospital's Emergency Department (ED) and more recently in the Resident Doctors' Support Team (RDST) office.

"Some of my varied duties in ED included greeting patients, both walk-in and those arriving via ambulance, plus assisting doctors, nurses and other ED staff with the clerical duties of a very busy ED," he says.

"There have been some challenging moments, with mass trauma events such as bus accidents, and the Christchurch mosque event, where I assisted where I could in a non-clinical capacity. However, I have thoroughly enjoyed working in ED with professional, friendly and caring ED doctors, nurses, multi-disciplinary team and clerical officers."

John worked for 14 years at a national District Nursing agency before taking up a job in 2012 as a Christchurch Hospital ED clerical officer. Fifteen months later he was appointed to the role of ED Administration Assistant to former ED Clinical Director, Angela Pitchford and the ED consultants.

"When she retired, I became Personal Assistant (PA) to Dr Scott Pearson and then PA to Dr David Richards

and the ED consultants. During Dr Scott's time I also took over the task of looking after the ED RMOs' leave and rostering and instigated an electronic rostering programme for the ED doctors called 'Core Schedule'."

In February 2020 he 'retired' but was contacted a few months later to ask if he could come back to help out in ED.

"A part-time position then came up in the RDST office and this is where I've worked for the past year in the mornings, going to Waipapa in the afternoons to manage ED RMO leave, rosters, orientation etc."

RDST Team Leader Manda Challenger says John's return to Canterbury DHB was met with "open arms".

"We have loved having him as part of the team, the ED family also warmly welcomed him back. We wish John the best for his second attempt at retirement and will miss his colourful shirts and friendly smile."

Service Manager David Brandts-Giesen says John comes to work every day with a positive, can-do attitude and is always thinking about how he can help others.

"He will be missed in ED and the RDST and by many people who he helps across the hospital."

Consultant Emergency Physician Scott Pearson says John quickly acquired the skills needed to "keep the place running"



John Gallagher

"It wasn't long before he became indispensable. Every busy department will have people that seem to be excellent problem solvers. John was that person for ED – efficient, hardworking, diplomatic, caring, and always with good humour.

"He succeeded in being solution-focused and trying to view problems from all perspectives. If the work became burdensome, he never showed it! We are so grateful for John's dedication to the ED over many years. He deserves an opportunity to put some energy into other leisure activities."

# Update on Māia's 5th Birthday fundraising appeal

Māia Health Foundation and our community have raised over \$12,500 for six new Maternity chairs, including a generous gift from MainPower.

MainPower has donated \$2,200 to Māia Health Foundation for a lie-flat sofa chair to be purchased for Kaikōura Health Centre Birthing Unit.

MainPower General Manager Customer and Corporate Relations, Penny Kibblewhite, heard about Māia's fundraising appeal and said they felt compelled to respond.

"We recognise the value this will bring, just as we had with the donation for the ultrasound machine and believe it's important to continue supporting the Kaikōura community."

New māmā, Arahia Allen from Kaikōura, supports Māia's fundraising appeal for lie-flat sofa chairs because she knows the difference it will make.

"The whole time I was in Christchurch Women's hospital I wanted my mum's help, but there was no space for her"

Arahia was exhausted. She and her baby both needed medical support and her partner could barely keep his eyes open after being up for 48 hours supporting her during a long labour. They needed sleep but sleep was hard to find.

"It was awful. We were both so sleep deprived, and I hated the fact that my partner Nathan had a blue vinyl mat on the ground to sleep on. It was so uncomfortable - he could hardly stand up because his back was so sore," says Arahia.

Read about Arahia's experience here [Arahia Allen's story \(maiahealth.org.nz\)](https://maiahealth.org.nz) and please, #GiftItForward on Māia's 5th birthday to help support families with a new pēpi.



Arahia Allen and her son Saiperia

all  
right?

IT'S  
ALL RIGHT  
TO TALK  
IT OUT.





# One minute with... Emily-Rose Sullivan, Registered Nurse (RN)

## What does your job involve?

Supporting and nursing women through a variety of procedures, losses (including miscarriages and ectopic pregnancies), illnesses/infections and surgeries.

## Why did you choose to work in this field?

I was particularly interested in women's health throughout my training, I personally know a lot of women in my life who have had health issues, and this career allows me to help make a positive difference in women's hospital experiences.

## What do you like about it?

I enjoy being a part of a patient's journey, beginning to end. I get great satisfaction helping patients recover and sending them home feeling like themselves again.

## What are the challenging bits?

I find it difficult helping patients through medical events that cannot be cured. Miscarriages are an unfortunately common example and can be emotionally draining.

## Who inspires you and why?

The senior nurses on my ward, who have been there through lockdown, and have endless knowledge surrounding women's health. I appreciate their answers to my endless questions, as a newly graduated RN, and admire their abilities and skills in emergency situations.

## What do Canterbury DHB's values mean to you in your role?

All our care is patient-centred and focused. It is imperative that we do not make personal judgments about our patients' decisions, and do everything we can to maintain their dignity, while keeping our own integrity intact.

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

I don't have one... Should I have one?!



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

Anywhere warm! I love summer, and really miss the sun in winter.

## What do you do on a typical Sunday?

Sleep in, catch up with people I don't get to see throughout the week, lie in the sun or go for a walk, then go home to my parents' house for a family dinner.

## What is your favourite food?

Anything potato e.g fries, mashed potato, hash browns, roast potato, wedges, stuffed potatoes, the list could go on.

## And your favourite music...

My favourite artists include Dua Lipa, Cat Stevens, Justin Timberlake, Neil Diamond, Don Mclean, Queen, The 1975, Ziggy Alberts and Noah Cyrus.

If you would like to take part in the column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

## 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.



### PB Tech

Get a free helmet (valued at \$69) when purchasing an electric scooter at PB Tech – make sure you take your CDHB ID instore with you!



### Porters Alpine Resort

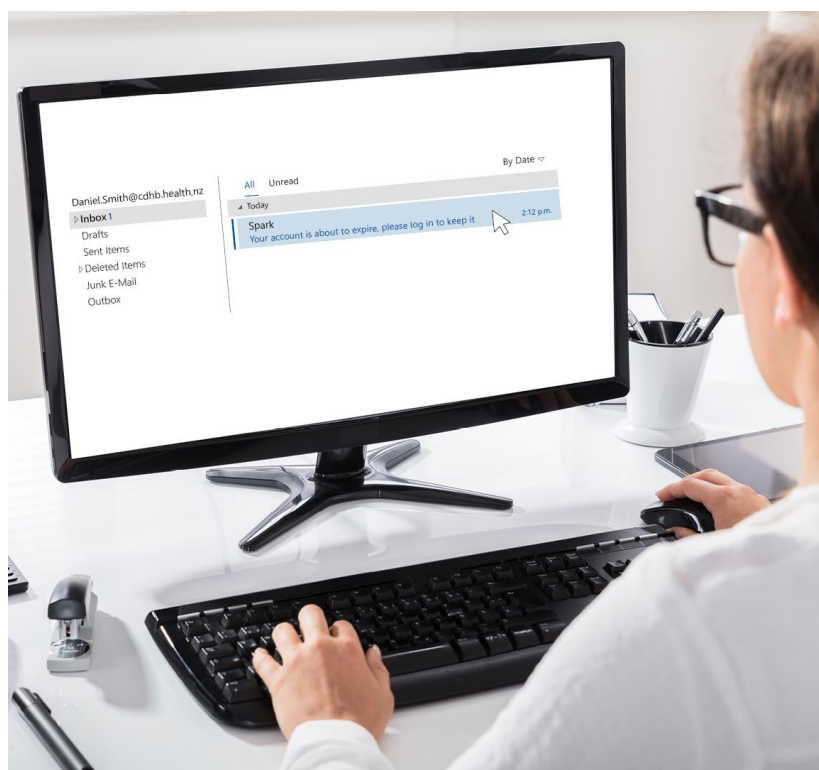
Head up the mountain and get 50 percent off day passes (valid Monday-Friday, excludes school holidays). Show your CDHB ID to redeem.



### Natural Paint Co

Get sustainable, natural and beautiful paints from the Natural Paint Co and receive 10 percent off all purchases (online store only) and free shipping on orders over \$99. Find the promo code under the 'Home Life and Maintenance' tab.

We also have plenty of other great deals from local businesses, check them out [here](#)!



## Think before you click.

TOGETHER WE CAN STOP  
CYBER-ATTACKS



# Quality improvement scientific symposium 2021

*Whakahohe, whiria te muka tangata  
Recharge, inspire and connect*

Rydges Latimer Christchurch, 30 Latimer Square, Christchurch  
17 November 2021

The Health Quality & Safety Commission is excited to be hosting its 7<sup>th</sup> annual scientific symposium for health care quality improvement practitioners in Christchurch on 17 November 2021. This year's theme, 'Whakahohe, whiria te muka tangata | Recharge, inspire and connect', focuses on taking time to connect with your colleagues to reflect on the inspirational work done over the past 18 months in an environment with a high degree of uncertainty and complexity.

## Share your work – the call for abstracts is open!

The call for abstracts is open until 10 August 2021, so there is still plenty of time to submit your abstract. Share an improvement initiative where you have used improvement science. The project outcome does not necessarily need to have been successful – failures provide valuable learning opportunities as well as successes. There are three categories open for abstract submissions: 'seeds', 'sprouts' and 'plants'. [Click here](#) to view the criteria and submission guidelines, and get started on your submission.

## \*Pre-Symposium tour of Waipapa, Christchurch Hospital, 4pm on Tuesday 16 November

Join a guided tour of the new Christchurch Hospital building, [Waipapa](#), which opened in November 2020. It is the south island's largest hospital building and is home to many of Canterbury DHB's acute services. It has been built to IL4 (Importance Level 4) standards, the highest level for a building designated to an essential facility that needs to be up and running after a disaster.

- > Waipapa building, Christchurch Hospital
- > Tuesday 16 November
- > 4pm – 5pm
- > Guests must check in at 3.45pm.
- > \*Conditions apply

Attendees will get an tour of the new building in groups of ten. The visit is limited to 30 symposium delegates and availability is on a first-come, first-served basis. A minimum of ten attendees is required for the tour to go ahead.

**We look forward to seeing you in Christchurch in November!**



## Pegasus 2025

*Kia atawhai ki te tangata*



Pegasus 2025 showcases the work being done in primary health care supported by Pegasus Health and its partners.

The latest newsletter includes stories on:

- › Multi-agency approach to suicide prevention
- › Scholarship leads to positive force in Māori health sector
- › Hikitia programme supports new approach to high attenders
- › Support to migrate to new practice management system
- › New Clinical Nurse Leader for 24HS

Read more on the Pegasus website [here](#).

# The latest edition of the CALD news is available now.

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.

Read about a new 'CALD Cultural Competency in a Psychiatric Context' training programme, a newly released study 'Supporting Equitable Perinatal Mental Health Outcomes for Asian Women' and more [here](#)

