



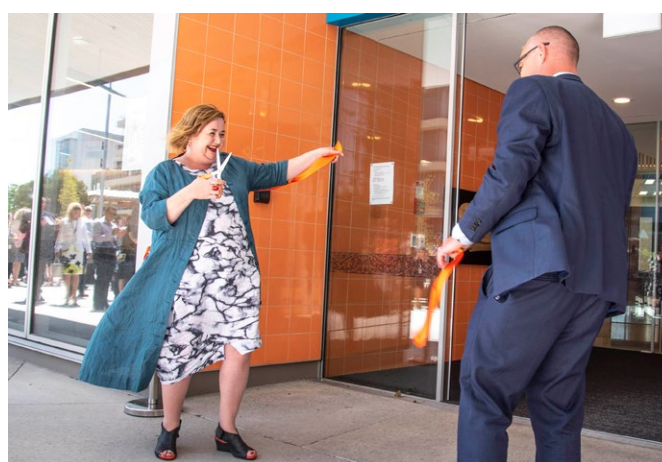
## A double celebration to mark the official opening of Christchurch Outpatients and Manawa, the health research and education facility

We were honoured last Thursday to have three Cabinet Ministers, and hundreds of invited guests – including staff and consumers who had been involved in the development of two landmark buildings in Te Papa Hauora | The Health Precinct – to officially open the new Outpatients and Manawa facilities. It was a fantastic celebratory event.

The Minister of Health, the Honourable Dr David Clark was ably assisted by the Minister for Greater Christchurch Regeneration, the Honourable Dr Megan Woods as they jointly cut the ribbon to mark the official opening of Christchurch Outpatients. The Honourable Chris Hipkins, Minister of Education, and Minister Clark jointly drew back the curtains to reveal the sign marking the entrance to Manawa, signifying the partnership and collaboration between health and education.

For those who weren't there, you missed some great speeches where the Canterbury Health System received high praise for our collaborative and innovative approaches to both design, and finding new ways of working together with our partners – whether it's another organisation, or involving consumers in the design process.

In his speech, Minister Clark recognised that Canterbury has faced some of the toughest challenges of any DHB because of the massive impacts of the earthquakes since 2010. He reminded us that in a few weeks it will be eight years since the devastating 22 February quake and acknowledged the dedication and commitment of Canterbury Health System staff who continue to provide high quality health and disability services to our community, despite facing challenges at work and home due to the ongoing impact of the quakes.



Ministers Megan Woods and David Clark cut the ribbon to officially open Christchurch Outpatients



Ministers David Clark and Chris Hipkins officially open the new Manawa building

## In this issue

- › Regulars... pg 3-9
- › Therapy dogs making a difference at Burwood Hospital... pg 10
- › Morris Minors on a road trip for a good cause... pg 11-12

- › Pharmacy department welcomes new interns and staff... pg 12
- › Community and Public Health Leadership Team model commuters... pg 13
- › "We go where we're needed": Volunteer driver service for oncology patients... pg 14

- › Clarification re accessing subsidised smoking cessation nicotine replacement therapy at community pharmacies... pg 15
- › One minute with... pg 16
- › Notices... pg 17-22

David Clark recognised our integrated model of care, and in the case of Christchurch Outpatients, the benefits of having so many services located together and the importance of joined-up services to provide a seamless experience for patients.

With regard to Manawa, he talked about how our health system needs a well-trained workforce to ensure we can continue to offer high quality services today and in the future. He said Manawa was a first-class educational facility built in collaboration with the Ara Institute of Canterbury and the University of Canterbury and thanked the leaders for their foresight and perseverance to bring this project to life. Minister Clark recognised the benefits for all organisations and how important it was to work together to train top quality people for our future health workforce. He also congratulated the students for their interest in joining our health system.

Megan Woods spoke about what a fantastic achievement it was to be opening two landmark buildings in the Health Precinct. As a historian, she also acknowledged the Scottish ties to the former St Andrew's church site which is now home to our Outpatients building. She talked about the name Manawa and how fitting it was, as it means heart, patience or breath, and these two buildings had breathed new life into this area of the city which links with the start of the Ōtākaro Avon River Promenade along Oxford Terrace.

Minister Woods praised the Canterbury Health System for the leadership shown in innovation and designing and planning new health facilities and services. She spoke about her personal experience being part of the co-design process at the Design Lab when we brought all the decision-makers together, set out the challenges, and together came up with workable solutions. Mane Ake was the result – our mental health and wellbeing support in schools programme that was launched last year. Minister Woods also talked about the various mock-ups used as part of refining our facility designs and involving staff and consumers.

She said it was a great example of our people leading regeneration in Christchurch.

Minister of Education Chris Hipkins was impressed to see first-hand the benefits of bringing together the education providers, Ara and the University of Canterbury and the potential future employer: Canterbury DHB. Closing the gap between organisations resulted in meaningful training that would ensure well-prepared health professionals of the future.

During a tour of Manawa, he could see students in the various simulation suites and training rooms undergoing their hands-on scenario-based studies.



The Minister of Health observes students in action through the one-way glass window in one of the simulation suites at Manawa



Ministers of Health, Education and Greater Christchurch Regeneration tour the simulation suites at Manawa



Anatomical models provide teaching aids at Manawa

The rooms are very realistic, and the simulations so life-like, including a virtual reality childbirth experience – to ensure today's students will be well-equipped to face a range of situations in their careers.

And finally, from me, a heartfelt thank you to everyone involved in both of these projects. I know the process to



get to the right patient or student-centred design is never straightforward or easy, but because of your determination and creativity, we have two magnificent buildings we can all be very proud of.

And for the team behind these events, the next openings on the horizon will be the Akaroa Health Centre around the middle of the year, and Christchurch Hospital, Hagley – formerly known as the Acute Services building, which, if all goes to plan, will be in use during September this year.

## More than 100 health system and cross-sector leaders came together last Friday

After a decade of working to make it better for Cantabrians, via our Canterbury Clinical Network district alliance, last Friday was an opportunity to reflect on where we came from, what we've achieved, and importantly talk about and agree our future priorities to ensure continuous quality improvement; co-designing ways of working to ensure we remain on track to provide person-centred care; measure outcomes to make sure we're achieving planned results and providing value for money.

There were some thought-provoking presentations and workshop sessions. We have some significant challenges. We also celebrated our successes and took pride in the fact we have a solid track record of making the impossible possible, and making it look easy, so watch this space.

Thanks to everyone who took part as I know your time is precious. Your ideas were captured as part of the process and will be fed back to the group as plans are brought to life.



## Waitangi Day

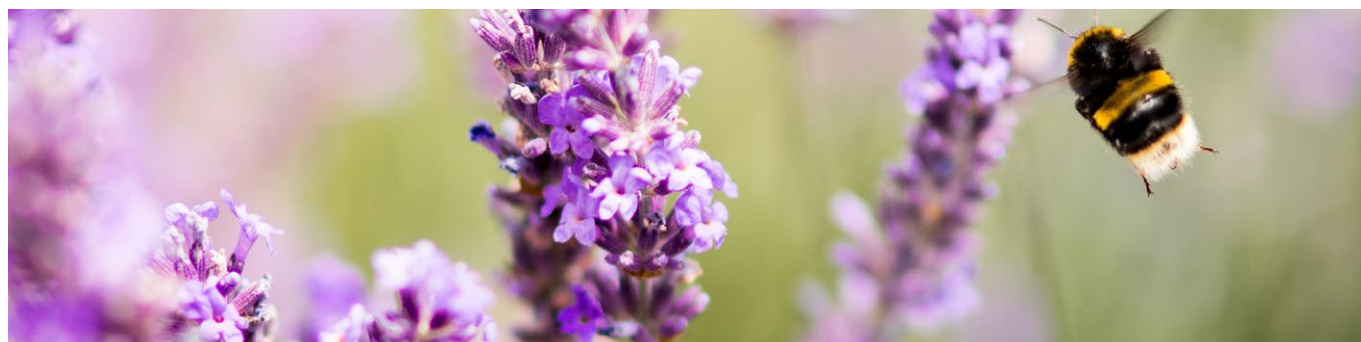
If you have Waitangi Day off this Wednesday, make the most of the time to do something that makes you happy. Whether it's attending one of the many commemorative events on throughout Canterbury, connecting with others or relaxing with a good book, enjoy the holiday. And thanks to everyone who is working to ensure our community has access to 24/7 health services.

Haere ora, haere pai  
Go with wellness, go with care

**David Meates**  
CEO Canterbury District Health Board

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 a non-staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).



## Bouquets

### **Birthing Unit, Christchurch Women's Hospital**

It's been difficult deciding how we could possibly put into words how much of an impact our recent experience with your team had on us whilst bringing our baby into the world on 17 January. From the minute we arrived at Level 3, everyone we came in contact with didn't just help us, they blew us away. Labour, as we found out, can be a little challenging, a little stressful, and a time when important decisions need to be made. Your team helped us feel completely safe, confident we were in the best hands, relaxed, and perfectly supported through decision making. We thought you all delivered the perfect balance between informing us, supporting us and doing what you need to do to keep us comfortable. Generally you find one person in a team who stands out, but we have never experienced an entire team where every individual had a huge impact on us. Thank you so very much.

### **Joanne and Annabel, Ward 18, Christchurch Hospital**

I have had a beautiful nurse Joanne looking after me – very caring and we had a few laughs. She is awesome. I would also like to thank Annabel, my nurse aide – she was so kind and warm. I don't think I could have handled the situation I was in without her. She has the kindest heart and is perfect for this position.

### **Julie and Jackie, Lincoln Community Dental**

Please accept my gratitude towards these two wonderful individuals. They both went above and beyond their duties by working on my child's teeth and coming in early for two appointments. They did this when it became clear my child really trusted the two of them. These two ladies are superstars to me as it has meant my child will not need hospital treatment. Thank you.

### **Outpatients, Christchurch Hospital**

The staff were very polite, helpful, and above all happy.

### **Kitchen staff, Christchurch Hospital**

I want to pass on my compliments to the chefs for the wonderful meals they prepare for the patients. They are full of flavour and a great variety each day. Always fresh and hot when delivered. Congratulations to the chefs on a job well done, they are definitely contributing to the recovery and welfare of the patients.

### **Ward 28, Christchurch Hospital**

Thank you so much for all the thorough check-overs for my son. From a grateful mum.

### **Intensive Care Unit, Christchurch Hospital**

Awesome staff, thank you.

### **Ward 19, Christchurch Hospital**

Thank you to all the wonderful Ward

19 staff who have cared for my mother with such compassion and respect. You are amazing.

### **Caroline, Oncology Outpatients, Christchurch Hospital**

Caroline, awesome person, amazing spirit and smile.

### **Gastroenterology Outpatients, Christchurch Hospital**

Thank you so much for the exceptionally prompt gastroenterologist appointment I was given when I recently became unwell. I received an appointment within two weeks of a referral. Given the time of year I wasn't expecting an appointment for some time. This level of service and care is wonderful and I am very grateful for it. Thanks heaps to Canterbury DHB staff, especially the gastro team. You do a great job, it's much appreciated.

### **Ward 15, Christchurch Hospital**

Lovely nurses on the ward, thank you.

### **Gastroenterology, Christchurch Hospital**

I needed care, you are all very kind.

### **Andrew, Ward 11, Christchurch Hospital**

Nurse Andrew has been very helpful to my non-English speaking grandmother. He has gone extra miles for her, even taking her out on walks when he can. My grandmother is very pleased with Nurse Andrew and she can't stop complimenting him.

### **Kitchen staff and caterers, Ward 28, Christchurch Hospital**

I wish to compliment the kitchen staff on the lovely meals. The food has been excellent, well presented, tasty and varied. Difficult to do such a high standard when catering in bulk. The food and service by catering staff has been excellent.

### **Ward 28, Christchurch Hospital**

All staff, from consultants to ward staff, and cleaning staff, have been wonderful. Terrific service, friendly, happy, willing and very knowledgeable. I just want to thank them and the hospital for the wonderful treatment I have received while here in Ward 28. Total professionalism. Wonderful service.

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

Unfortunately I had to spend a few days here just before Christmas. One nurse in particular, Joanne Saab, made my stay pleasurable. Each day she would come in and say "hello", even when she wasn't my nurse. Joanne was always smiling and lifted everyone's mood.

### **Ward 23, Christchurch Hospital**

As an 81 year old, I commend all the staff – the hospital aides, orderlies, nurses and doctors, for the wonderful care they have given me. I have had many laughs which I put towards making my health better. I hope in the future I see you less (for my health). I can't say thank you enough Ward 23.

### **Day of Surgery Admissions, Christchurch Hospital**

Staff in the ward were very caring, reassuring and very nice. Made us feel so much better than when we came in. Also Mark Coates and staff. Thanks so much.

### **Emergency Department, Christchurch Hospital**

Thank you very much for attending to my mum.

### **Ward 14, Christchurch Hospital**

I would like to praise the standard of care I received from everybody on this ward. Their empathy and good humour was very gratifying. Two that stand out to me were Jenna and Shade, what a pleasure they were and devoted to patients. I was very impressed with the quality of the meals. Very enjoyable and appetising.

### **Ward 27, Christchurch Hospital**

Credit to the amazing nurses. They've made my dying grandmother as comfortable as possible and been so caring and compassionate with our family.

### **Brent, nightshift security, front desk, Christchurch Hospital**

Over the past five months I have been staying at Christchurch Hospital and I would like to say a huge thank you to Brent, nightshift, front desk, security. I have witnessed Brent go above and beyond to help people. He has also helped me so much during my journey here. Such a nice, friendly guy, always willing to help.

### **Bone Marrow Transplant Unit, Christchurch Hospital.**

Thank you for making my nanna better. She is always happy and you made her happy again. Thank you so much.

### **Ward 17, Christchurch Hospital**

Thank your staff for the great treatment and help that has been offered to me over the last 14 days. They have been wonderful. Thank you all so much.

### **Surgical assessment review area, Christchurch Hospital**

Hospital staff were friendly and professional. I was very well cared for. Thank you.

### **Emergency Department, Christchurch Hospital**

Please accept my personal thanks to all the people who assisted me when I had a fall in Countdown Ashburton. Special thanks to Sharon and

Germaine, St John, and the doctors, nurses, and office staff at the Emergency Department. Thanks for your happy, professional service and for the watch and care of my wife too during this traumatic time.

### **Emergency Department, Christchurch Hospital**

Please pass on to the Emergency Department staff my grateful thanks for the compassionate care given to my husband this year... I am very aware that every visit we were most impressed with the empathy, skills and attention of all the staff involved with his care. As an observer I became very aware of the cramped conditions in which the staff work and the pressures magnified by the numbers of patients and the wide range of their health issues.

### **Emergency Department, Christchurch Hospital**

I wish to thank the Welsh doctor and her nurse who took care of me (blind 94-year-old rest home resident who had a fall). Having worked in the nursing field myself I was delighted to find a Welsh woman stitching me up! Thank you very much for your very good care.

### **Chris, Plaster room, Christchurch Hospital**

I had such a lovely experience today at the Bone Shop. Your nurse Chris was very kind, caring and took her time to chat and go above and beyond her role as a nurse. She even remembered me from a few years back. Chris is a great asset to your team.

### **Ward 15, Christchurch Hospital**

Thank you so much to all of the lovely staff in Ward 15 who looked after me so well! It's so different being on the other side of the healthcare system (as I am a nurse myself) but everyone who was involved in my care was so lovely and compassionate and patient, you are all wonderful people.



### Acute Medical Assessment Unit and Ward 24, Christchurch Hospital

I was treated with respect and professionalism. I couldn't ask for more and would like to thank everyone involved with treating me.

### Oncology outpatients and Ward 26, Christchurch Hospital

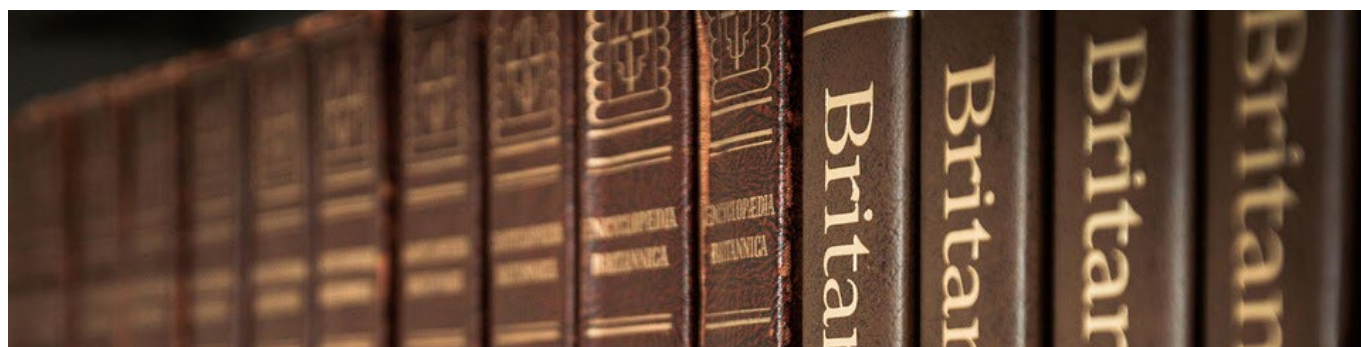
Everyone I have met so far is just amazing. The professionalism, kindness, and respect I get treated with is second to none. This is such a difficult time in my life and everyone in the Oncology team tries their best to make it a little bit easier. The chemotherapy nurses are amazing, the triage nurses on the phone are amazing, and Ward 26 nurses are amazing. God bless you!

## Big Shout Out

### Outpatients building entrance

The security guy who works on the door of the Outpatients building is the most courteous, helpful and kind person. He deserves to be acknowledged for going above and beyond the call of duty. We work in the building opposite and our hearts are warmed by the way he interacts with patients and how helpful he is.

#carestartshere



## The Library

Browse some of the interesting health-related articles doing the rounds.

["Navigating Loneliness in the Era of Virtual Care"](#) – This article discusses the challenges physicians face to stay connected in a modern world where they are increasingly moving away from routine interactions with patients and colleagues and towards a more isolated and individual working model. It suggests opportunities for more meaningful interactions. From *New England Medical Journal*, published online: 24 January 2019.

["The Forest and the Trees: Evidence-Based Medicine in the Age of Information"](#) – With the increasing amount of information available to clinicians, and limited time to find and appraise primary studies, this article looks at what clinicians need to focus on to make evidence-based treatment decisions. From *Journal of the American Academy of Child & Adolescent Psychiatry*, published online: January 2019.

["Exercise benefits brains, changes blood flow in older adults, study finds"](#) – Some evidence suggests blood flow to the brain increases in adults who are experiencing mild cognitive impairment (MCI). This may exacerbate the symptoms so researchers are now looking at ways to decrease the cerebral blood flow, finding that exercise can improve brain function in people who already have MCI. From *ScienceDaily*, published online: 31 January 2019.

If you want to submit content to **The Library** email [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz).

To learn more about the real-life library for Canterbury DHB:

- › **Visit:** [www.otago.ac.nz/christchurch/library](http://www.otago.ac.nz/christchurch/library)
- › **Phone:** +64 3 364 0500
- › **Email:** [librarycml.uoc@otago.ac.nz](mailto:librarycml.uoc@otago.ac.nz).

# Facilities Fast Facts

## Spinal Unit at Burwood Hospital

Work is continuing on the Spinal Unit Upgrade and Extension Project. This includes upgrading the building's firewalls, installing patient hoist rail supports and fitting new exterior doors on the existing north bedrooms. Work to the unit's new extension is also progressing well, with timber walls now standing, external faces being lined, and the roof trusses being moved into position.



Colourful safety decking in the Spinal Unit's extension



Eastern view of the extension showing the roof trusses going up

## Control Room closes its doors on Wednesday

The changing environment behind Christchurch Hospital means The Control Room café on the lower ground floor of Christchurch Hospital will be closing its doors. It's been a great three years for the café, which came into being to meet the increasing demand to feed hungry construction workers working on the Acute Services building.

The café was installed in what was the old store room for pharmacy fluids. Nicky Moore, Service Manager, Food and Beverages, says the venue was a cost-effective solution to a growing problem. "We needed food available for hundreds of extra workers on site," says Nicky, "so finding this room was perfect. It's the perfect location. It also had the right feel with its exposed beams and pipes that worked with a great photo we found for the walls. Its name, The Control Room, became an extension of that."

Project Manager William Hill says the organisation acknowledges the effort Canterbury DHB went to to set up the cafe.

"We appreciate the support from WellFood to set up the Control Room initially. We have had nearly 650 workers on site and we could see that the café was a busy and popular place. I know there are some people who will carry with them fond memories of the paninis and pies they used to have for lunch from The Control Room."

The Control Room closes its doors on Wednesday this week (6 February) and WellFood thanks everybody for their loyal patronage over the years.



Jayne Robertson (and Lisa Okely under the hat) behind the counter at The Control Room shortly after the café opened





## Christchurch Outpatients now officially open

On Thursday 31 January, and in recognition of the site's Scottish connections, a bagpiper led Minister of Health, the Hon Dr David Clark, Canterbury DHB Chair Dr John Wood and Canterbury Chief Executive David Meates to the front of our new Outpatients building, after which Minister Clark was ably assisted by the Hon Dr Megan Woods, Minister for Greater Christchurch Regeneration, to cut an orange ribbon to mark the building's official opening.

The distinctive new Christchurch Outpatients building brings outpatient services back under one roof, after being dispersed widely across the hospital campus and the city since the 2011 earthquakes. Five storeys high, the new building provides 10,500m<sup>2</sup> of state-of-the-art facilities for more than 20 different outpatient services at Canterbury DHB.



Canterbury DHB Chief Executive David Meates welcomes Health Minister David Clark



Duncan Webb, Ruth Dyson, Megan Woods, David Clark, John Wood and David Meates at opening of Christchurch Outpatients



David Clark with Christchurch Outpatients Operations Manager Felicity Woodham



A bag piper leads Ministers Clark and Woods and David Meates to the entrance of Christchurch Outpatients





## Virtual Desktop Infrastructure (VDI)

### Our virtual desktop environment

Canterbury DHB operates a virtual desktop environment for staff that provides 'end user session portability' – the ability for a staff member's desktop and running applications to shift to another computer being used by that staff member.

It is a simple and effective way to access your desktop from anywhere within Canterbury DHB or even from home.

ISG is very conscious that this environment no longer meets our performance standards with some staff experiencing slow applications and excessively long login times. This is due to the number of users exceeding the environment design, as the environment was designed for 1,000 active users, and now regularly exceeds 2,000.

### Improving your virtual desktop experience

Over the last six months, ISG has run a programme of work to improve the existing environment where possible while considering how to best meet current and future needs. Now the programme has been completed, we're ready to move ahead with replacing the existing environment.

We have set a five-year strategy to move more clinical and operational users to a new virtual desktop environment so that we can support the reduction in the use of paper – by having access to a ubiquitous desktop and applications at any location, on any device (tablets/ phones, desktops and laptops).

We anticipate that we will start rolling out the new environment from April this year with completion planned for the following year (sooner if possible).



VDI Imprivata Reader

### Tips and tricks

In the meantime, ISG has the following tips when using the existing virtual desktop environment:

- › When you first log-in, your session is loading and this can take several minutes. Only log off when you are finished for the day. Tapping off and on with your ID card on the VDI Scanner during the day will always be faster than logging in to a new session each time. You can still sign in using your traditional username and password.
- › Your details are attached to your Canterbury DHB ID, so for security purposes, please ensure that you do not leave your account signed in for others to use. If you need to leave your workstation, simply tap your ID card on the VDI Scanner to sign yourself out and tap it again on the scanner to sign back in when ready.
- › When a user is already logged in, you can sign in over top of their session without them losing their work by using your ID Card. However, if that doesn't work the Shift+F4 keys will take you back to the login screen.
- › If a user has locked their desktop and you're stuck on the Ctrl+Alt+Del screen, press Alt+Ctrl+F12 to get back to the login screen.

Your login is only valid for one session (10 hours), so please be sure to save your documents and close all your programmes at the end of your day. If you're still using VDI after your session has expired, you will be automatically signed out and your session shut down, including everything you have open.



# Therapy dogs making a difference at Burwood Hospital

Every week patients at Burwood Hospital are visited by some very special volunteers of the furry canine variety.

Pet therapy dogs come to the hospital each week to visit patients on the various wards. The dogs are specially chosen for their temperament and behaviour to be able to interact with patients easily and safely.

Geoff, from dog training organisation KURI, currently visits with Nala, a five-year-old rescue dog who is a favourite of many of the staff and patients at Burwood.

It is amazing to see the smile on the faces of the patients when they see the cheerful face of Nala or one of the other dogs peeking around the corner, says Burwood Hospital Volunteer Coordinator, Rachael Walker.

"Nala is a very friendly, gentle and patient dog who brings so much joy to our patients."

Pet therapy has been reported to help with many physical and mental issues. It can help reduce blood pressure and improve overall cardiovascular health. It can also release endorphins that produce a calming effect, which can help alleviate pain, reduce stress, and improve a person's overall psychological state.

Some patients who were previously very quiet and restrained will open up; their face will light up and they will talk more freely when they interact with the therapy dogs.

"This means that whenever the dogs visit the wards, they help with the rehabilitation of patients, while also bringing cheer to visitors and staff," says Rachael.

It often takes Geoff quite a while to leave as he introduces Nala to many of the staff around the hospital, and she becomes an increasingly popular volunteer with each visit!



Nala and her handler Geoff stop by to visit Burwood Hospital Spinal Unit patient Ellie Stokes



# Morris Minors on a road trip for a good cause

Myrtle, aged 67 and Audrey, 60, will soon be taking off on a new adventure, hitting the road to one of the country's tourist hot spots.

The two Morris Minor cars, and their owners, are travelling approximately 850km to Rotorua to raise money for the New Zealand Spinal Trust.

Burwood Spinal Unit Registered Nurse Jane Yellowlees will be at the wheel of 1952 'postbox red' convertible Myrtle with her colleague Registered Nurse Anita van der Velden navigating.

"We will be hurtling along with the wind in our hair," Anita says.

Anita's husband, Brian, is going to be driving 1959 'sage green' Audrey, a 948cc Morris Minor saloon, commonly known as a 'Morrie 1000', with teenage son Metin as navigator.

It will be an exciting and challenging endeavour, says Anita. The idea came about after, knowing that she owned a "lovely Morris Minor", she invited her colleague Jane to a classic car rally.

Anita has worked at the Spinal Unit for nearly 20 years and Jane for six years.

"Jane flippantly said she might drive her car, Myrtle, to the Morris Minor convention in Rotorua and I casually replied 'I will be your navigator'."

After reading about a young woman who drove her Morris Minor from Aberdeen to South Africa to raise money for those afflicted by cancer, they decided to do something similar.

"We are paying for the trip ourselves but hope to spread the word about the wonderful work the people of the New Zealand Spinal Trust are achieving and raise some much-needed funds in the process."

Anita says when she told her husband Brian about their plans he wanted to go too.

"But our two Morris Minors, Shrek and Monty, weren't really up to it. I said to Brian, 'Well we have got some money set aside to paint the house – why don't we buy another Morrie instead?' And so we got Audrey."



From left, Burwood Spinal Unit registered nurses Anita van der Velden and Jane Yellowlees, Anita's husband, Brian and teenage son Metin



From left, Burwood Spinal Unit registered nurses Jane Yellowlees and Anita van der Velden

Brian picked up the car from Oamaru and at times wondered if he was going to make it home. It turned out Audrey's brakes were binding (sticking) and she backfired several times. However, after "quite a bit of tinkering" Audrey is now ready to tackle the long trip.

Their journey begins on 15 April, leaving from Pukeko Junction, south of Amberley, and returning 25 April. Top speed on the open road will be about 80km.

Anita says her uncle, who passed away a few years ago, spent many years in a wheelchair after sustaining a T4 level injury at work.

"He was always helping others and is an inspiration to me. Compared to the challenges he faced, and the challenges that many with a spinal cord injury still face every day, any small hiccups along our little trip will be just a wee bump in the road."

If you would like to make a donation visit <https://nzspinaltrust.org.nz/campaigns/morris/>



## Pharmacy department welcomes new interns and staff

The Christchurch Hospital Pharmacy Department held a Mihi Whakatau to welcome two new interns and new staff who have started recently.

It was an opportunity to acknowledge the increasing number of Māori who are entering the workforce and working in the Canterbury Health System and welcome all those new to the department.

One of the interns is Renee Spriggs whose Iwi is Ngai Tahu. 2018 Pharmacy intern Hemi Mckechnie's Iwi are Nga Puhi, Ngati Hine, and Te Ati Haunui a paparangi. Hemi is now a registered pharmacist.

Executive Director Māori and Pacific Health Hector Matthews, told those gathered "it's all about working toward making sure the health workforce looks like the people who use its services".



From left, Pharmacy Interns Renee Spriggs and Bridgette Thwaites, Registered Pharmacist Hemi Mckechnie, Community Pharmacist and member of the Māori Pharmacists Association, Brendon McIntosh, and Executive Director Māori and Pacific Health Hector Matthews



# Community and Public Health Leadership Team model commuters

The Community and Public Health Unit's Divisional Leadership Team (DLT) are doing their bit to become Healthy Commuters.

Public Health Physician, Anna Stevenson, says that almost all of the DLT are making use of some form of public transport to get to work each day.

"The team use a range of active transport methods from cycling, to busing right through to the more technologically advanced e-bikes."



Did you know:

The team showcase their modes of transport

- › 49 percent of Canterbury DHB staff live within 800 metres of a bus stop that can drop them almost to the front door of the Christchurch Hospital campus.
- › Christchurch has 31 kilometres of separated cycleways, linking cyclists to the central city.

So why not be like the Community and Public Health DLT and give biking, taking the bus, carpooling or walking a go?

Staff can also put the pedal to metal this month and join up to the Aotearoa Bike Challenge. The challenge is a fun, free competition that's all about seeing which workplaces can get the most people to ride a bike for just 10 minutes or more. You can win awesome prizes, like a brand new e-bike, just by taking part!

Staff are encouraged to register for the challenge under the Canterbury DHB's team at: [www.lovetoride.net](http://www.lovetoride.net)



# “We go where we’re needed”: Volunteer driver service for oncology patients

Patients receiving cancer treatment in Christchurch are able to access a free volunteer driving service, which has been run by the Cancer Society for about 40 years.

The service, funded mainly through community donations, supports people who cannot drive themselves, who may not have family and friends available to help them, or who may struggle with access to the hospital.

“The service ensures people arrive at their appointments on time, in an unflustered state and driven by an empathetic person,” says Cancer Society Chief Executive Officer Elizabeth Chesterman.

In the last financial year Cancer Society volunteers transported more than 4000 patients to oncology-related appointments in Christchurch, Timaru and Ashburton, covering tens of thousands of kilometres. The service operates on weekdays from 9am – 4pm.

Most patients are referred to the service from Oncology, as well as via allied health such as social workers, and general practice team services.

Wendy Barker is Cancer Society's Volunteer Driver Coordinator and is based in the Oncology Service at Christchurch Hospital. She started out as a volunteer driver for five years, juggling the role around other work commitments, before she accepted the role of coordinator. That was seven years ago.

“Our volunteers are mostly semi-retired or retired people who drive for us once a week. Their key motivation is a desire to help others,” says Wendy.

Most of the patients accessing the service need radiation treatment; others may have chemotherapy, blood infusions, medical or radiation oncologist appointments, post-treatment follow-up visits, scans or surgical appointments.

Coordinators try as often as possible to match drivers and patients from the same area so drivers offer local knowledge as well. Drivers phone the patient the night before to let them know what time they'll be picked up for their appointment.



Bob Weir, a volunteer driver, with Julie Day, a member of Cancer Society's Information and Supportive Care team

If the appointment is at Christchurch Hospital, their driver then brings them to the main entrance. If the patient needs a wheelchair or other assistance, the wayfinding volunteers and orderlies can help.

“Whether it's for treatment at Christchurch Hospital, or to a range of oncology-related appointments at locations throughout Christchurch, Timaru and Ashburton, we drive where we're needed. It's a privilege to work with the patients and drivers, and the great team here in Oncology.

“Patients really appreciate the service – we receive many cards and letters from grateful patients, which makes the work so worthwhile.”

Like many volunteer programmes, the service has a core group of long-serving volunteers. However, people's circumstances change and there is always a need to replenish the pool.

If you are interested in becoming a volunteer driver, please contact Cancer Society Manager Volunteer Services Jane Condell on 379 5835 or email [jane.condell@cancercwc.org.nz](mailto:jane.condell@cancercwc.org.nz), or Cancer Society Volunteer Driver Coordinator Wendy Barker on [wendy.barker@cdhb.health.nz](mailto:wendy.barker@cdhb.health.nz).


Volunteers are interviewed by the volunteer manager first before going on to have a driving assessment and orientation.



# Clarification re accessing subsidised smoking cessation nicotine replacement therapy at community pharmacies

January's Smokefree Bulletin in the *CEO Update* published on Monday 28 January commented that some pharmacies do not charge the \$5 pharmaceutical co-payment on supplying subsidised nicotine replacement therapy, and named a specific pharmacy chain. The intention of the article was to promote smoking cessation initiatives and services. It was, however, seen by some as a DHB endorsement and as promoting that particular pharmacy over others, whereas in fact all pharmacies are valued partners of the DHB in helping people in the community to access medicine, to make the safest and best use of their medicines, and to stay well in their own homes.


The \$5 co-payment, where it applies, is a matter of Government policy. A small number of pharmacies are discounting the co-payment for all service users as a strategy to attract customers. Other pharmacies may do so, or offer alternative payment arrangements, for certain people they know well to be struggling to afford essential medicines. In either scenario the pharmacy is voluntarily giving up income at their own discretion.



## CARE AROUND THE CLOCK

**Call your GP team 24/7 for health advice**  
If it's after-hours a nurse is available to give free health advice

**Canterbury**  
District Health Board  
Te Pōwhiri Hauora o Wairarapa



**#carearoundtheclock**

# One minute with... Joanne Poulson, Community Pharmacist

## What does your job involve?

I started off as a pharmacist at Palmerston North Hospital in 2006. I moved to Christchurch in 2011 and worked at an industrial compounding pharmacy, before finding my niche in community pharmacy at St Martins Pharmacy, mid-2013 until now. My work involves dispensing medicines for community patients, providing restricted medicines, warfarin monitoring via the Community Pharmacy Anticoagulation Service, Medication Management Service (MMS) reviews, and administering influenza vaccinations. I also arrange medication disposal and wherever possible I send returned medicines for reuse in the Pacific via Medical Aid Abroad.

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

I originally studied and worked as a molecular biology research technician but found the work a tad solitary. I have found pharmacy to be a perfect combination of science and interpersonal relationships, with the satisfaction of seeing applied science benefit real people right now.

## What do you like about it?

I enjoy the long-term relationships with customers, especially the elderly. My favourite activity is interviewing customers in their homes for the MMS. Asking open-ended questions often leads to real and beneficial changes. One 80-year-old active gardener felt consistently faint and dizzy in the mornings due to taking all three antihypertensive medicines at breakfast. With her GP's permission, we blister-packed one antihypertensive for taking at lunchtime instead. This has resulted in a reduced falls risk and significant improvement in her morning functioning and dizziness.

## What are the challenging bits?

Seeing loved customers suffer with terminal diagnoses or suicidal thoughts/attempts and trying to offer comfort and support through those times. It is also often challenging to empathise and problem-solve with customers who are angry, especially those who have co-existing psychiatric or cognitive conditions.

## Who inspires you?

Mother Teresa and her beautiful quotes, such as: "Not all of us can do great things. But we can do small things with great love." Also my grandmother, who raised 11 children on the family farm in sometimes challenging circumstances. Her strength, love and grace were unswerving.

## 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?

I like to imagine patients as my family members. This motivates me to give the very best care and service I can, and to respect each person, regardless of differences. Integrity means standing behind my work, answering queries, and being honest if I make an error.

Responsibility means complying with the regulatory requirements of the services we provide, and preserving patient privacy. Most of all it's taking care to ensure every customer has the medicine they need. Occasionally this can mean doing last-minute home deliveries.

## One of the best books I have read was...

*Telling yourself the truth* by William Backus and Marie Chapiro. It's a beautiful book that guides us through dealing with the negative emotions we all face at times.

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

Rome, in the sun, gelato in hand. Bliss!

## What do you do on a typical Sunday?

Worship, walk in nature with family, and ferment my sourdough and kombucha cultures.

## One food I really like is...

Gelato. About a year ago a great place called The Gelato Lab opened on Opawa Road. Top flavours and quality. I can recommend the saffron rose.

## My favourite music is...

Jazz and classical music. Currently leaning towards classical, having enjoyed a magical Christmas concert of Handel's Messiah.



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



## 501 & 502: Application of the Hui Process/Meihana Model to Clinical Practice for Health Professionals

This course is designed to support health practitioners be informed and confident in developing Hauora Māori competencies. Specially the course delivers this by teaching the Hui Process and Meihana Model, the course is tailored to assist learners apply these models within their clinical practice alongside Māori patients and/or whānau. These models promote positive engagement, appropriate care/treatment and health advocacy that supports Māori health equity.

This course combines online learning modules (beginning 5 April 2019) and a full day face-to-face training (20 May 2019). It is expected that the course will take learners between 22-28 hours in total, to complete.

For more information and to register on line link to:  
[otago.ac.nz/continuingeducation/about/otago678016](http://otago.ac.nz/continuingeducation/about/otago678016)



## CATHOLIC HEALTH CARE MASS

 catholic diocese  
of christchurch  
to sanctify - to teach - to care for



**Bishop Paul warmly welcomes all those  
who work in health care in Canterbury.**

This is an opportunity for all those involved in health care; nurses, doctors, rest home staff, pharmacists administrators etc. to celebrate this healing ministry and to acknowledge and pray for the challenges faced.

Afterwards please stay for refreshments in the narthex at St Mary's to enjoy the company of others who work in this field.

For more information contact:

Paula Avery, email [averypaula@gmail.com](mailto:averypaula@gmail.com)

Mike Stopforth, email [mstopforth@chch.catholic.org.nz](mailto:mstopforth@chch.catholic.org.nz), ph 027 539 8542

**Sunday 24 February 2019 ▪ 5:30pm ▪ St Mary's Pro-Cathedral, 373 Manchester Street**

CANTERBURY DHB 2019

# Māori and Pacific SCHOLARSHIPS

Māori and Pacific Scholarships are for Christchurch-based tertiary institution student who is studying a health-related NZQA accredited course and has whakapapa with Māori communities and/or cultural links with Pasifika communities, and is also planning to work in the Canterbury district.

- Applications close 5pm Friday 29 March 2019
- Online applications to be forwarded to:  
[manawhenuakiwaitaha.kaiawhina@gmail.com](mailto:manawhenuakiwaitaha.kaiawhina@gmail.com)
- Any queries, please contact :  
Ruth Chisholm, Kaiawhina 0274434532  
For more information please visit:  
[www.cdhb.health.nz/maorihealth](http://www.cdhb.health.nz/maorihealth)

**Canterbury**  
District Health Board  
Te Pori Hauora o Waitaha





*Expression of Interest to join the:*  
**South Island Alliance  
Palliative Care Workstream (PCW)**

**VACANCY:** We are looking for a professional to join the South Island Alliance Palliative Care Workstream (PCW) who has a strong understanding of palliative care and desire to drive service improvement, integration and equity. We are specifically interested in someone who can bring a service planning, integration and funding perspective to the Workstream.

You may be in a DHB planning and funding, or programme management team, or from a PHO – the main thing is that you are committed to working in a collaborative, cross-sector alliance to achieve the Palliative Care Workstream's vision:

*“High quality, person centred, palliative and end of life care available to the population of the South Island, according to need and irrespective of location.”*

The PCW operates within the South Island Alliance framework, and exists to support South Island (SI) district health boards, primary health care and other community based health and social services to improve end-of-life care for South Island people. The PCW brings together palliative care stakeholders from around the region including representatives from primary care, hospice, community care, aged residential care, secondary and specialist care, as well as members with paediatric, consumer and Māori health perspectives.

This is an opportunity to help shape the development and delivery of regional palliative care services.

More information about the PCW can be found on the South Island Alliance website:

<https://www.sialliance.health.nz/our-priorities/palliative-care/>



## Community Education Seminar

Tuesday 12<sup>th</sup> February 2019

### LEGAL ISSUES AND DEMENTIA

*Wills, Enduring Powers of Attorney, Welfare Guardians and Property Managers*

Fleur McDonald, Senior Associate at Pier Law, will talk about how these matters affect families and friends of people with dementia, and about the roles and responsibilities of Enduring Power of Attorneys, Advance Directives, Wills, and Residential Care Subsidies. There will be time at the end for questions.

***Please ensure you register, as spaces are limited.***

***Ph 03 379 2590 or 0800 444 776 or email  
admin@dementiacanterbury.org.nz***

**NOTE:** There is limited Dementia Canterbury car-parking on site.

<b>DATE</b>	Tuesday 12 <sup>th</sup> February
<b>TIME</b>	10.30 -12 noon
<b>VENUE</b>	Dementia Canterbury Unit 3, 49 Sir William Pickering Drive, Burnside, Christchurch (off Roydvale Avenue – behind “Café 43 Degrees”)

**Address:** 3/49 Sir William Pickering Drive, Burnside, Christchurch **Postal Address:** PO Box 20567, Christchurch 8543  
**Ph:** 03 379 2590 or 0800 444 776 **Email:** admin@dementiacanterbury.org.nz **Website:** www.dementiacanterbury.org.nz





# NZPS 19

## NEW ZEALAND PAIN SOCIETY ANNUAL SCIENTIFIC MEETING

RYDGES LATIMER HOTEL  
CHRISTCHURCH, NEW ZEALAND

6 March 2019 **PAEDIATRIC PAIN SYMPOSIUM & GPS EDUCATION DAY**

7 — 9 March 2019 **NZPS CONFERENCE**

[www.nzps2019.nz](http://www.nzps2019.nz)



## FROM WHERE WE STAND



Professor Jane C. Ballantyne



Professor Fiona Blyth



Professor Rachelle Buchbinder



Professor Ian Harris



Professor Michael Nicholas



Professor Keith J. Petrie



MT KILIMANJARO CLIMB IN MEMORY  
OF DR STEVE WILLIAMS TO RAISE  
MONEY FOR CHARITY  
RADIATING HOPE

BAKE SALE AND SECONDHAND BOOKS

MONDAY 11 FEBRUARY

9.30AM – 11.30PM

Main Entrance  
Chch Hospital  
(opposite ATM)