

# Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

Issue No.17 | 7 November 2022 | 7 Whiringa-ā -rangi 2022



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





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Cover photo: From left, Registered Nurses Jane Rutab and Gemma Hickson, Charge Nurse Manager Margaret Griffiths and Hospital Aide Arun Devi with an end of life comfort box

# Kupu Arataki – Introduction

## Have your say on new proposed reporting lines for some staff

A proposal to shift reporting lines for core enabling services and some delivery services is now open to all kaimahi (staff) for consultation. This proposal 'Unify to Simplify' is intended to further enable changes to the way we work, break down the inequities across the system, and unite us across the motu so we can deliver on behalf of all New Zealanders.

The consultation is open **until 5pm Thursday 24 November**.

The enabling functions affected by the proposals are People & Culture, Data & Digital, Finance, Legal, Emergency Management, Communications & Engagement, and Sustainability.

The district delivery functions affected by the proposals are Commissioning (Planning & Funding), Innovation and Improvement, and Pacific Health.

Shared service agencies (SSAs) are also affected by the proposals.

### How to have your say

Please visit our new [Consultation Hub](#)

From here, you'll be able to register to take part in the consultation using our online tool What Say You.

What Say You lets you:

- › read what's proposed in the discussion document
- › ask questions
- › say what you think about the proposal
- › read and comment on what others think about the proposal.

You do not have to read or comment on the proposed changes, this is optional.

**Please note:** once you register, it will take a day or two to receive your log in. In the meantime, you can read the [consultation document here](#)

There is a PowerPoint presentation setting out the [proposed changes here](#)

## Well-deserved recognition for our people

A huge congratulations to our Paediatric Diabetes Clinical team who have recently been awarded an international prize for most improved service. The award is from SWEET, a global network of certified paediatric diabetes centres. The registered charity's goal is to improve the quality of, and reduce inequalities, in paediatric and adolescent diabetes care.

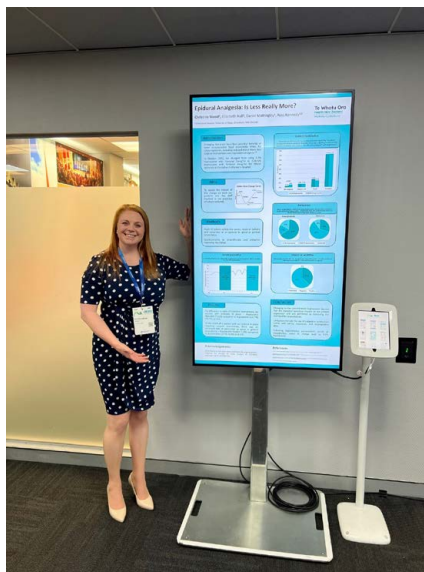
Our winning team wrote guidelines for newly diagnosed patients that provide consistent messaging and better health outcomes. You can read more about the paediatric team on [page 8](#) and about Diabetes Awareness Month on [page 22](#).



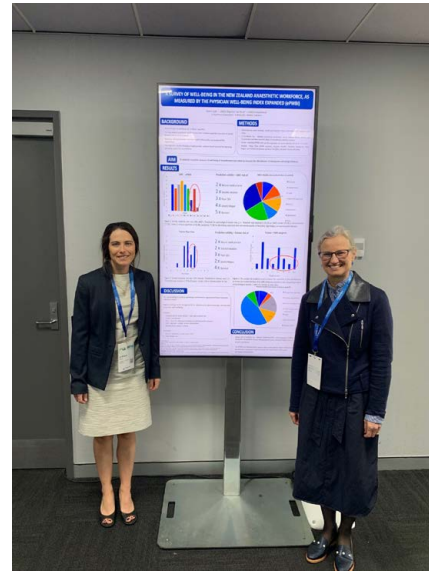
From left, Clinical Nurse Specialists Sharon Walsh and Olivia Sanders, Paediatric Endocrinologists Karen Mackenzie and Martin de Bock and Clinical Nurse Specialist Neil Owens



At the recent Combined Scientific Congress of The New Zealand and Australian Societies of Anaesthetists held in Wellington, Christchurch Hospital's Department of Anaesthesia impressed. Our talented team was evident as both presenters and prize-winners – you can see the full list on [page 10](#).



Registrar Christine Wood



Registrar Robyn Scott and Specialist Anaesthetist Susan Nicoll

## The Talking Café

This week, I learned about a fantastic initiative being run out of St Martins Medical Practice. It's called the Talking Café and is designed to address the negative health outcomes caused by social isolation and loneliness.

The café provides a place for patients of the practice have a cuppa, engage with others and participate in activities, including exercise, education and even cooking tips.

There's a wonderful article and video on [page 20](#). Hopefully this will catch on and we will see more Talking Cafés set up across the region.



A group participates in exercises at the Talking Café

## COVID-19 antiviral treatment options

With COVID-19 cases still in our community and many people contracting the virus for the second or even third time, it is a timely reminder for us all to understand the treatment options available. While most will experience moderate cold and flu-like symptoms, some will need to seek medical advice.

Vulnerable people with pre-existing conditions such as diabetes, asthma, kidney or heart disease, along with those who are immune-compromised, may be eligible for therapeutic antiviral medicines.

You can read more on the [Ministry of Health website](#) but it is important that people who have questions or concerns about their COVID-19 symptoms speak to their primary health practitioner/general practice.

# Change can be hard – talk to someone if you need extra support

Being part of the biggest transformation in health care in our lifetime is a bit of a big deal.

If you're feeling out of the loop, or out of sorts, please talk to someone about how you're feeling. A friend, colleague, or one of the many support people available through our wellbeing programme. You'll find all of the links, resources and contact details on [this page on max](#).

The Mental Health Foundation also has loads of practical tips to boost your wellbeing at work, based on the 5 ways to wellbeing. [Check them out here](#).

You can keep up with the latest news and newsletters providing updates on our transformation and we nationalise health services throughout the country. There's a dedicated spot on the intranet home page. All the newsletters and updates for various workstreams are housed here, so it's a one stop info shop.

Keep an eye on the Daily Global for reminders about upcoming hui, and links to hui with our Chief Executive and other members of the Te Whatu Ora leadership team.

Now's also a very good time to talk to your manager and team about booking some leave so you have something to look forward to over the festive season/New Year.



Have a great week.  
Kia pai tō koutou rā

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

## Know Your Risk

November is Diabetes Action Month, so we encourage all New Zealanders to learn their risk for diabetes by taking the [Know Your Risk test](#). If you are at risk of diabetes, talk to your doctor.

# Quiz – Flags of the world

Can you identify these flags from around the world?



- a. Cook Islands
- b. Kiribati
- c. Fiji
- d. Jamaica



- a. Mexico
- b. Bolivia
- c. Colombia
- d. Cuba



- a. Romania
- b. Belgium
- c. Germany
- d. Netherlands



- a. Iraq
- b. Yemen
- c. Jordan
- d. Egypt



- a. South Korea
- b. North Korea
- c. Taiwan
- d. Bangladesh



- a. Spain
- b. Portugal
- c. Tunisia
- d. Ghana



- a. Monaco
- b. Poland
- c. Czech Republic
- d. Malta



- a. China
- b. Morocco
- c. Singapore
- d. Vietnam



- a. Sweden
- b. Iceland
- c. Norway
- d. Denmark



- a. Greece
- b. Uruguay
- c. Finland
- d. El Salvador

Check your answers on page 25.

# Ā mātou tāngata – Our people

## Christmas is just around the corner

Christmas is just weeks away and we would love to know what you're looking forward to. What's important to you this Christmas and holiday season?

Perhaps you have a trip planned, or you can't wait to spend time with friends and whānau you haven't seen for a while. Maybe there's a book on the shelf you've been longing to find the time to read.

Let us know this and any fun or interesting Christmas traditions you have. It will take just a minute and all submissions are anonymous.

Click on [this link](#), before 30 November, to share what will be special for you this holiday season.



## KEEPING YOURSELF SAFE FROM LEGIONNAIRES' DISEASE

**Here are 6 steps you can follow when working with bulk loads or bags of compost and potting mix**

**Work outside**



Always work outdoors when using compost or potting mix. A fine day with light wind is best.

**Mask up**



Put on a well-fitting face mask with clean hands. An N95 or respirator is best.

**Wear gloves**



Wear gloves when handling compost and potting mix.

**Cut (don't rip)**



Open bags of compost and potting mix carefully using scissors and open them away from your face.

**Damp it down**



Wet the compost or potting mix before handling to reduce dust.

**Wash your hands**



Wash your hands thoroughly with soap and water after the work is done.



# Christchurch Paediatric Diabetes team wins international service improvement award

The Paediatric Diabetes Clinical Team have won an international prize for most improved service.

You can see what the team put in place and the improvement in outcomes by watching their [short video submission for the award here](#).

"We were really proud of the results achieved, especially as this award came from an international benchmarking organisation that includes data from 154 diabetes centres around the world and 84,000 people with diabetes," says Paediatric Endocrinologist, in the University of Otago's Paediatrics Department, Martin de Bock.

The award is from SWEET, a global network of certified paediatric diabetes centres. The registered charity's goal is to improve the quality of, and reduce inequalities, in paediatric and adolescent diabetes care. The SWEET network consists currently of 154 centres in 62 countries.

The Paediatric Diabetes clinical team at Christchurch Hospital wrote the guidelines to ensure consistent messaging and better long-term outcomes for newly diagnosed patients, Martin says.

"The guidelines are for those newly diagnosed with diabetes aged 0 to 16 years old. They were written by the team and designed to improve outcomes.

"We decided that if we can't get it right when young people are first diagnosed and being cared for in hospital, then we can't expect things to go well in the long-term."

One year post-diagnoses, the median blood glucose of 70 consecutively diagnosed young people with diabetes has dropped significantly compared to before the guidelines were put in place.

"This will go a long way to protect these young people from developing complications of diabetes," he says.



The Paediatric Diabetes team, from left, Clinical Nurse Specialists Sharon Walsh and Olivia Sanders, Paediatric Endocrinologists Karen Mackenzie and Martin de Bock, Martin's son who appears in the video, and Clinical Nurse Specialist Neil Owens  
Absent: Dietitian Caroline Griffin, Clinical Psychologist Chloe Hudson and Paediatrician Janet Ferguson



The key aspects of the new inpatient guidelines are:

- › Learning to count the amount of carbohydrates in food, from the very first meal they get in the hospital after being diagnosed
- › Flexible insulin dosing where whānau are educated on how to calculate the insulin dose based on the carbohydrates in the meal, and the child's current glucose level
- › Consistent messaging from the team and ward staff that healthy glucose levels are between 4 – 8mmol/L irrespective of time of day
- › Corrections of overnight blood glucose >12mmol/l, so that in the morning glucose levels are more likely to be in target, and teaching whānau that high glucose levels overnight are unhealthy
- › Promotion of continuous/intermittently scanned glucose monitoring, despite these devices not being funded by PHARMAC.



### Best Improvement Prize Award

is presented in 2022 to the Diabetes Team of

**University of Otago and Canterbury District Health Board**  
New Zealand, Christchurch

For their achievement of significant quality improvements and for progress in the delivery of service

  
Prof. Dr. N. Bratina | SWEET Peer Review Director

  
Prof. Dr. T. Danne | Chairman of SWEET e.V

Ward staff were trained and supported on the new guidelines to ensure they were well known and translated into clinical care, Martin says. The guidelines also benefit staff as they promote consistent care, including for patients admitted after hours or on weekends.

## Volunteers ensure piano hits the right note

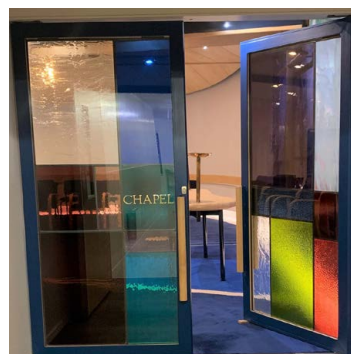
When Christchurch Hospital's volunteers heard that the Christchurch Hospital Chapel was reopening but its piano needed tuning after being in storage, they were happy to help out and pay for this to be done.

The volunteers say it is lovely to hear the piano being played again and that they will now have to find another excuse for singing out of key!

The chapel reopened last month after being closed for about a year to install a new firewall. It has been painstakingly restored with the existing materials and taonga (treasures) intact.



Chaplains, from left, Romeo Apache, Moega Lasei, Donna Reid, and Helen Gray, Volunteer Chaplain Assistant Karen Hawkins and Chaplain Helen Sturgeon with the freshly tuned piano



The beautiful entrance to the newly renovated and reopened Christchurch Hospital chapel



The piano which is finally out of storage and being played again

# Congress success for Christchurch Hospital's Department of Anaesthesia researchers

Well done to Christchurch Hospital's Department of Anaesthesia who did us proud in Wellington over Labour weekend at the 2022 Combined Scientific Congress of The New Zealand and Australian Societies of Anaesthetists.

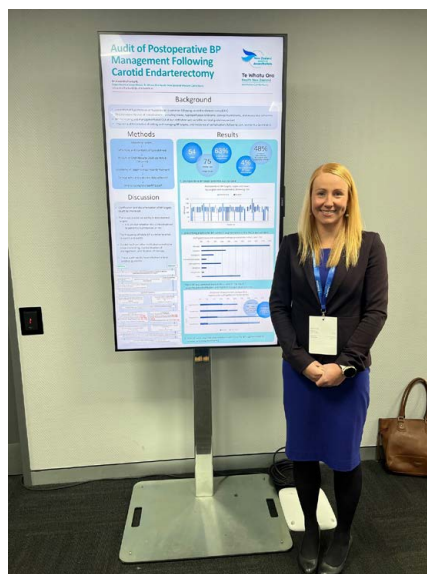
Our talented team was well represented as both presenters and prize-winners! Congratulations to all the following:

## Trainee Audit/Survey Prize session:

- › **1st prize – Robyn Scott** 'A survey of well-being in the New Zealand Anaesthetic Workforce, as measured by the Physician Wellbeing Index-Expanded (ePWBI)'. (Co-author Susan Nicoll).
- › **Commendation – Alexandra Frankpitt** 'Audit of postoperative blood pressure management following carotid endarterectomy at Christchurch Hospital'. (Co-authors Jon Jarratt, Mehreen Farrow).

## Combined Best Poster Prize session:

- › **Runner-up** – Christine Wood 'Epidural analgesia – is less really more?' (Co-authors Beth Hall, Daniel Mattingley, Ross Kennedy).



Anaesthetist Alexandra Frankpitt



Provisional Fellow Dilraj Thind and Anaesthetist Ben van der Griend

## BWT Richie Scholarship Winner: Holly Edmonds

**Anaesthesia and Intensive Care Junior Researcher Award:** Dilraj Thind 'Coolsense® versus EMLA® for peripheral venous cannulation in adult volunteers: A randomised cross-over trial'. (Co-authors Stephen Roberts and Ben van der Griend).

## Others taking the stage included :

- › **Wayne Morris** who presented in the Sunday main plenary session as an international authority on Global Anaesthesia
- › **James Dalby-Ball** who presented on paediatric video laryngoscopy,
- › **Rachelle Williamson** who presented 'Optiflow Switch™ in bariatric patients' for the Fisher & Paykel Clinical Research Forum, and
- › **Veronica Gin** who chaired the Neuroanaesthesia SIG meeting and the Neuroanaesthesia Lecture Series.
- › **Ross Kennedy** presented his poster 'Twenty-one years exploring fresh gas flows at Christchurch Hospital' whilst juggling a remote oral presentation to the ASA Conference in New Orleans, USA, and
- › **Christian Brett** was represented by Sylvia Song for their poster 'Microbial contamination of propofol syringes – Is refilling worth the risk?' (work which was carried out while Sylvia was a medical student in the Department of Anaesthesia).

Not a bad line-up and a commendation for the quality of research coming out of our department. **Well done team!**



# Nurse passionate about caring for children

Alison Duggan is known as an enthusiastic and dedicated nurse who has spent 29 years of her 30-year career at Christchurch Hospital caring for children and their families.

The Clinical Nurse Coordinator was farewelled recently as she has left to take up a role with the Whānau Āwhina Plunket Parent and Infant Relationship Services.

On graduation Alison worked at the (former) Templeton Centre with disabled children before moving overseas, working in Neurosurgery and Neurology in Sydney and in London.

This created a passion for caring for children with surgical and developmental conditions that she enjoyed sharing with her colleagues over the years, Alison says.

On her return to New Zealand Alison secured a job in Ward 23 before transferring to Ward 21 in 1993.

During her time in Child Health Alison was an engaged member of the team, her colleagues say. She was a dedicated CPR instructor and an active Health and Safety representative.

Alison became Chair of the Women's and Children's Wellbeing Health and Safety Committee over eight years ago, a role that she undertook with passion and dedication, ensuring that all the areas had representatives and the support was given to allow them to undertake their role.

She was part of the team that piloted the clinical nurse coordinator role in Child Health and became a valued and respected member of the after-hours team once the role became permanent.

During her time in this role she developed strong ties with team leaders outside of Child Health to improve the outcomes of children, no matter where their health journey began. As a Child Health Nurse Educator, she was part of the team that won the inaugural Baxter Award for a medication safety education programme.



Alison Duggan with her new granddaughter Olivia. Alison says having a grand baby has been the inspiration to refocus her career on the care of well children, hence the move to Plunket

More recently Alison has worked a second stint as a Nurse Educator in Child Health, has relieved in the Professional Development Unit, and completed a fixed term role as a Clinical Nurse Specialist with the Neurodevelopmental team.

"I have loved my time looking after all of the tamariki and their whānau over the years, I particularly enjoyed my years in Ward 21 (now B7)," Alison says.

"The staff there have always been an awesome team working so hard for children having surgery and children with cystic fibrosis. It has been a pleasure to be part of Child Health for so long. I now look forward to working with well babies and whānau as part of the Whānau Āwhina Plunket team."



# South Island get-together for mental health occupational therapists

Mental health occupational therapists/kaiwhakaora ngangahau from across Te Waipounamu (the South Island) gathered to attend the inaugural South Island Occupational Therapy Mental Health Symposium and celebrate World Occupational Therapy Day.

Regional meetings were held in Nelson, Christchurch and Dunedin with participants also zooming in from the West Coast, Invercargill, and Cromwell, connecting occupational therapists from Te Whatu Ora, Stepping Stones, Pegasus Health, Odyssey House, and Whakarongorau.

Delivered by occupational therapists from around the country, the programme included topics such as Cognitive Remediation Therapy in forensic mental health services, social skills training for people with psychosis, and sensory modulation in the management of dementia symptoms.

The morning was organised by Clinical Lead for Occupational Therapy, Specialist Mental Health Service, Waitaha/Canterbury, Alice Groves, Professional Leader, Southern, Karen Blackwood, and Professional Leader, Nelson Marlborough, Richard Savill.

“We received excellent feedback with people keen to introduce new ideas into their practice. People also valued the opportunity to re-connect with colleagues after a couple of years out due to COVID-19. We are really keen to hold the symposium annually,” says Alice.



Mental Health Occupational Therapists gather for their first South Island symposium

# Te Reo Māori Akoranga 9 – Lesson 9

## Whakataukī/Whakatauākī/Tongikura

*Ki a koutou e hapa hapa ana i te mauri o te mana Māori, tēnā koutou katoa.*

*Greetings to you who are championing the life force of the Māori existence.*

This week we are going to learn about proverbial sayings which are very commonly utilised in te reo Māori.

**Whakataukī** – a proverbial saying where the speaker, context and audience is unknown.

*Kia mate ururoa, kei mate wheke.*  
*Fight like a shark, don't give up like an octopus.*

*He manako te kōura i kore ai.*  
*Wishing for a crayfish does not bring one.*

**Whakatauākī** – a proverbial saying where the speaker, context and audience is known.

*Ko te reo te mauri o te mana Māori. Ko te kupu te mauri o te reo Māori – Tā Hēmi Hēnare.*  
*The language is the life force of the Māori existence. The word is the life force of the Māori language.*

*Kua tawhiti kē tō haerenga mai, kia kore e haere tonu. He nui rawa o mahi ki a kore e mahi tonu – Tā Hēmi Hēnare.*  
*You have come too far not to go further. You have done too much not to do more.*

**Tongikura** – a type of whakatauākī specific to the Kīngitanga (Māori King movement) whereby the saying has been spoken by a Kīngi or King.

*Amohia ake te ora o te iwi, ka puta ki te whei ao – Kīngi Tūheitia*

*We must find ways to look after the wellbeing of the people, and we will get through this.*

*Ki te kotahi te kākaho, ka whati; ki te kāpuia, e kore e whati – Kīngi Tāwhiao*  
*When a reed stands alone it can easily break, but when bound together they are unbreakable.*

### He Whakapātariari – A Challenge

Consider each of these sayings and some circumstances when you might use them. The next time you see someone preparing to give up on a difficult challenge, you could use the phrase “Kia mate ururoa, kei mate wheke” or simply “Kia mate ururoa”, as an encouragement for them to keep trying.

**E whakamiha ana i ā koutou titikaha ki te kaupapa whakahirahira nei.**

**Acknowledging your commitment to this significant topic.**

If you have any questions or feedback, please make contact via the email below.

[Hauora.Maori@cdhb.health.nz](mailto:Hauora.Maori@cdhb.health.nz)

## Choose Well

If you're unwell choose the option that's best for you and your whānau

### Self Care



You can treat colds & fevers at home.

### Healthline



Call 0800 611 116 24/7 for FREE health advice.

### Pharmacy



See your local pharmacy for advice on medication and minor health concerns.

### Family Doctor



See your family doctor for all non-urgent health concerns.

### Urgent Care



If it's urgent & needs attention today go to an Urgent Care Clinic.

### Hospital



If it's a life threatening emergency call 111.



# Meet my pet

## Mr Miyagi and Allie

**Mr Miyagi (larger) is a ShihTzu cross Poodle and Allie is a ShihTzu cross Maltese, both are 1 year old.**

These two are siblings, born one day apart (they share the same father). Mr Miyagi is super playful and likes to throw things (often my socks) up in the air and chase/catch them. He runs around like a nutter dancing with his squeaky turkey. All the while Allie (the little one) looks at him like: "What are they feeding you?"

They are both super loving but love to do WWE smackdown in the middle of the lounge. The little one definitely wears the pants... But she also wore the socks on this particular day (top right) lol!

**Samantha Proctor, Registered Nurse**



## Eden and Maple

**Eden (larger) is a Pug cross Mini Fox Terrier, 4 years and Maple is a Pug cross Shih Tzu, 9 months**

They love to run around the house, chasing after each other and egging each other into zoomies, and just being cute in general

**Debbie Mirambel, Medical Laboratory Scientist**





## Nahla

### Swiss Shepherd, 4 years old

A well-travelled dog, she came with me from Australia a few months ago. She's deaf in one ear so she's always tilting her head to focus her hearing – very cute indeed. Amazing companion and great biking trail dog!

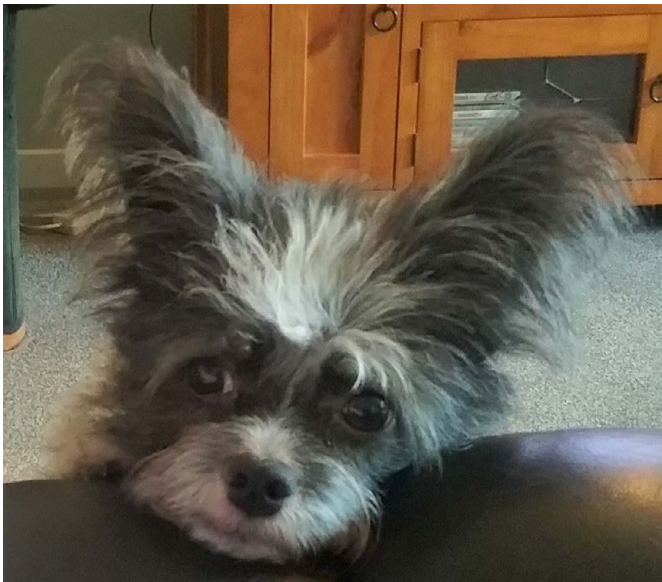
**Emilio Retamales, Physiotherapist at CREST**

## Gizmo

### Papillon cross Chinese Crested, approximately 8 years old

We got Gizmo from a kennel as she wasn't wanted by her original family. She tended to find all the weak spots in our fencing for the first year and take off. I spent many an afternoon chasing her around our local area. Luckily she now seems extremely settled.

**Chris Langley, Administrator**

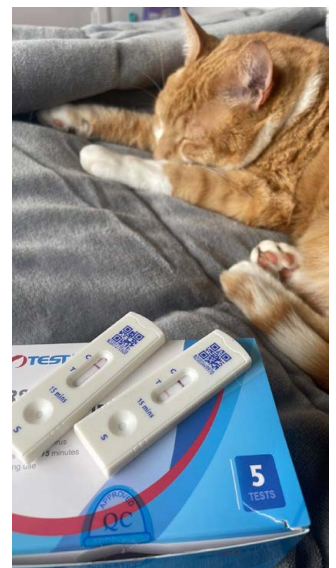
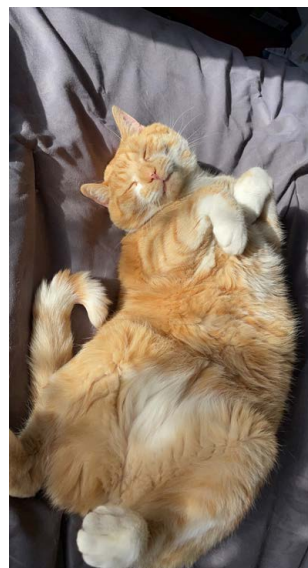


## Ted

### Cat, approx. 3 years old

Ted is one big ginger cat, he's lazy and cuddly, he loves his treats and relaxing in the sun. He was a stray that turned up and never left, I adopted him two years ago, so I don't know his true age. He acts like an old man but is the best. Also turned out to be the best company during my COVID-19 isolation.

**Isabella Brown, Operating Theatre Nurse**



Due to overwhelming interest, we can't accept any more 'meet my pet' submissions. All pet introductions already received will feature in upcoming pānui.

# One minute with...

## Benjamin Tainui-Knox, Payroll Officer

### What does your job involve?

I'm pretty new to the role (only about two months), but it is anything to do with pay preparation, reports, deductions, parental leave and arrears.

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

Be open to learning a lot of new information, take your time to learn, it's completely okay to make mistakes because you will be supported by a fantastic team and have fun!

### Who inspires you and why?

To this day it would still be my late grandmother! She was the most amazing and beautiful woman, who travelled the world, raised two children on her own, worked in various community-based and volunteer roles and had the kindest heart and the brightest mind.

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

I think it means to be kind, respectful and understanding to our peers and workforces and to be a team player in such a large workforce. Every person is so important in who they are and what they do.



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

I would love to be in Rarotonga. My husband and I went there for our honeymoon this year and it is the most wonderful place!

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

I would say Eddie Redmayne, I think he's an incredible actor.

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

I have been a makeup artist for about 15 years so that has definitely been a hobby of mine and I love being able to spend time with family and friends – and of course shopping!

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).



# Whakamihi – Bouquets



## **Gardener, Christchurch Hospital**

I am very impressed with the hospital gardens. The Gardener must be complimented for their efforts.

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

We'd like to express our heartfelt gratitude for the impeccable level of care extended to us during my night at Christchurch Women's Hospital. I had our baby in Rangiora and was transferred to Christchurch that night. We were so well taken care of by everyone involved, from the Midwifery team (Rochelle and Maryam), to the Surgical team (Anaesthetist Helen, Surgeon Maddie and the three wonderful other staff in the Surgical team that night, apologies I've forgotten their names!) Everyone was overwhelmingly kind, gentle, patient and helpful, both with myself and my partner and baby. We had just come out of 30 hours of labour and were absolutely exhausted and we couldn't have been better taken care of! We are just so grateful for the level of care from everyone that night. Please pass on our heartfelt thanks!

## **Gastrointestinal Endoscopy Unit, Emergency Department (ED), Ward A3, Christchurch Hospital**

I'm writing to give feedback on my experience of a short stay in Christchurch Hospital a few weeks ago. From the time I presented at ED, to being discharged the following Sunday, there was no hesitation in having full trust in staff and the fantastic hospital system. Being swept along passing through several sets of very capable hands that day to the next set of capable hands and onwards. Being surrounded all the time by awesome people was very reassuring. I spent some time in a surgical critical care unit, cared for by the highly skilled team. I wish I could remember all their names. One nurse, Marion I think was her

name, helped me handle a scary situation. Her professional skill and expertise was outstanding. I felt she was always working to the best outcome for me or any patient in her care. She even gave up her lunch break to escort me back from another colonoscopy. I was later transferred to a gorgeous room with a view and again cared for magnificently – thank you. Thanks to doctors and their team in Gastro – Gary Lim, Kurt Sandford and another doctor named Mike and all the very capable, caring nursing staff. The Gastrointestinal Endoscopy unit in Christchurch Hospital provides incredible services. I'm very grateful for the opportunity to be well. Warm regards and grateful thanks.

## **Ward B3, Christchurch Hospital**

I would like to compliment all the staff during my recent stay in Ward B3. I was extremely well looked after by very professional staff. Having never been in hospital before, I was never scared by the experience, also the hospital was clean and modern. Credit to you all.

## **Sally Hoskin, ED Acute Orthopaedics, Christchurch Hospital**

Please pass on my thanks to nurse Sally in ED Orthopaedics who helped me when I ruptured my Achilles. Sally was amazing and made me feel safe, taken care of and clear about the process regarding next steps. Many thanks.

## **Ward B1, Christchurch Hospital**

An enormous thank you to everyone on Ward B1. Your compassion, professionalism, good humour and skill has gotten me home again. In my 93 years, I am just so happy to again be in my comfy chair with my cat!



## Big Shout Out

### To: Burwood Day Clinic staff

If I wanted a positive role in my retirement that ticked all the boxes, then the Day Clinic role is it. I find the staff to be incredibly caring for both the attendees at the clinic, the volunteers (us) and themselves. I look forward to Tuesdays, knowing that my role there is important for me and the Day Clinic.

From: Day Clinic Volunteer Alan

#carestartshere

### Child Health Services, Christchurch Hospital

My 10-year-old and I have just spent the day in Children's Surgical Outpatients for a minor surgery. When I had the pre-op phone call, I made them aware that my child had anxiety and new things are quite a big deal. They gave feedback and said it would be passed on. Well, as soon as we arrived we received nothing but smiles and cheerful voices. Nurse Bridgit was amazing. She was lovely, calm and relatable. She gave us plenty of time for the information process and offered opportunities for my child to ask questions. Helen the Anaesthetist was also amazing. She had a very similar manner and we both felt positive and informed about what was going to happen. The rest of the process went incredibly smoothly. I had a very relaxed and calm child who chatted away to the anaesthetists (I think it was Helen, Dominic and Sam) while they did the IV prep. Recovery went as well as could be expected and I was reassured with the feedback I received. Both ladies popped down later in the day to say hi, which wasn't expected but definitely appreciated. I am so incredibly proud of my champ and thankful that these people made the first hospital/surgical experience for us as a parent and child so positive.

### Sharon, Gynaecological Procedure Unit, Christchurch Hospital

I just wanted to leave Sharon from Level 4, Riverside, a compliment as she made me feel so comfortable, and settled my nerves during my procedure. Thank you, Sharon.

### Day Clinic, Burwood Hospital

Having spent several weeks in Ward AG, I graduated to the Day Clinic. I was initially very frightened to attend the weekly outpatient clinic. I thought that I'd had enough of medical care which had explored every possible avenue to find a solution to my pain problem. At first the clinic was traumatic because I did not know what to expect, but I needn't have worried because of how helpful the staff were. Patients sit around in a lounge, meeting each other and the staff. I found that I enjoyed meeting a whole lot of people that I would never have encountered otherwise. They were at various stages of recovery, from beginners like me, to old timers.

I certainly did not want to discuss why I was there because the depression just hit me out of the blue and I did not know how to handle it: nothing in my whole professional life prepared me for what was to come. Very frightening! But I kept coming back because the treatment that I got was so amazing and rewarding. I was able to overcome my fear using talk and lots of tissues. The nurses were so devoted to their cause that we were inspired by their enthusiasm and how we could improve our own lives. Their empathy and closeness were invaluable. Each nurse had their own expertise in improving body and mind. The standard of care was world class!

I want to specifically mention and thank the following people: Belinda (especially), Mary, Yoke, Gillian, Jane, and Michelle (who kept her eye out for cheating at games!) and Virginia, the volunteer host who kept up the supply of coffee, tea and biscuits, which kept the lounge group ticking. And I must mention our driver, Scotty, who transported me there and back. Each week I looked forward to his cheerful conversations.

I was a slow learner, or maybe I had a lot to learn, because I stayed for eight months. I needed lots of tuition in pain management before I felt ready to leave. The hole I fell into was deeper than I thought so it took me a long time to claw my way out of it. Gentle guidance, mindfulness, meditation and exercise were the things that I valued most. Burwood elder care services are amazing and made life worth living.

# Ā mātou kōrero – Our stories

## Construction underway on new Canterbury mental health facility

Structural strengthening has started on Kahurangi – Canterbury’s new child and youth mental health community outpatient facility.

Hann Construction has begun strengthening work on the building, which is on the outskirts of the Hillmorton campus. The former laundry building is being transformed into Kahurangi, meaning blue skies, a modern, purpose-designed facility for children up to the age of 18 to access specialist mental health community outpatient support.

The structural strengthening of the foundations and core of the existing building is expected to take six months. At the same time, the detailed design of the internal spaces and the extensive, therapeutic landscaping plan is being finalised.

“With the builders on site, our vision for a better space for our children and young people is coming to life. While we still have a way to go to reach the \$6 million required to finish this project, having the strengthening begin sends a strong signal to our young people and our community that this promised new space is on the way,” says Māia Health Foundation Chief Executive Michael Flatman.

Māia is working alongside Te Whatu Ora Waitaha Canterbury to develop the new youth outpatient facility.

Māia’s \$6 million commitment is enabling a state-of-the-art fit-out, specialised treatment areas, and a separate entrance for emergency presentations, which will provide security and privacy to those who are most vulnerable. So far Māia has raised \$3.5 million towards its \$6 million goal.

The tender for the main contractor for the fit-out of the building will be released once design is completed and it is expected construction will begin on this next phase of the project in 2023

Te Whatu Ora Waitaha Canterbury Executive Director Infrastructure Rob Ojala says seeing work start on the new facility is very special for everyone working in mental health and those they care for.



Hann Construction Managing Director Jake Hann and Māia Chief Executive Michael Flatman outside the former laundry building that will be transformed into Kahurangi

“Our Specialist Mental Health Service team has worked tirelessly to support the increasing number of young people who need our help. Seeing work begin on this fabulous new facility fills us with excitement and hope for what the future will bring, and the difference this facility will make.

“Māia’s support has meant that we have been able to really enhance this facility, adding features such as the sensory room and outdoor area which will support our clinicians as they deliver care to our children and young people,” he says.

Kahurangi will replace existing facilities, which are split across two sites at The Princess Margaret Hospital and the Hillmorton campus. The current facilities are old, run-down, and outdated and do not support modern treatment.

Kahurangi is due to be completed in the first quarter of 2024.

# Talking Café connecting patients in St Martins

A cuppa, cookie and a natter doesn't sound like your normal prescription, but it's proving a winning combination for patients of St Martins Medical Practice who are attending a newly established 'Talking Café'.

The café is run by the practice's Te Tumu Waiora Health Coach, Rachel Kirkbride, to address the negative health outcomes caused by social isolation and loneliness.

Ron, a patient at the practice, decided to go along for a look and has now been attending for several weeks. Ron enjoys the companionship and appreciates everybody sharing their interests with the group.

"We get a bit from everyone and learn from each other. We have a lot of laughs and I've made some good friends," says Ron.

Pam lives two minutes from the practice, so enjoys walking to the Talking Café rather than taking the car.

"Rachel suggested the café was a good place to meet new people, especially after the isolation brought about by the COVID-19 pandemic," says Pam. "You meet nice people and learn about areas of interest to keep fit. I tell people about the café, and they think it's a wonderful idea, so more people should be doing it."

General Practitioner for the practice Dr Lizzie Loudon had read about a similar initiative in the United Kingdom and decided to set up a local version. As well as Rachel, Tasha Wilson from the practice's administration team runs the Talking Café.

"We had a vision of starting the Talking Café three years ago and thanks to Te Tumu Waiora it has become possible. I go to the café as much as possible and it's fabulous to see the patients smiling and their confidence increasing. I also find it reduces the time this group of patients spend at the practice, because I can informally connect with them at the café," says Lizzie.



Patient Ron (left) participates in activities at the Talking Café.

"Each week there is a talk on an aspect of wellbeing. Sometimes Rachel does this, at other times members of the group will share something. There are often guest speakers, such as our Health Improvement Practitioner, Physio and Occupational Therapist and topics have included Tai Chi, Laughing Yoga, Mindfulness, breathing exercises, nutrition, exercise and gratitude."

"At present most patients attending the café are retired. The next step is to engage younger people. We would love to build a space for generations to mix, which would benefit all."

Rachel says the aim of the Talking Café is to build people's confidence, so they can move on to join other established groups. She believes the is a simple concept that can be replicated in any environment.

"We've also done a diabetes and 'Ageing Well' group and I'm looking at doing a group for young mums who may be socially isolated," says Rachel.

View a video about the [Talking Café here](#).

***This article originally appeared on <https://www.tetumuwaioracanterbury.co.nz/> and was written by CCN Communications and Documentation Coordinator Natasha Capon.***



# Last days of life comfort boxes

In late 2019, the Burwood Hospital Palliative Care Resource Group developed Comfort Care Kits funded by the Burwood Hospital Volunteer group grant. These were placed into several wards for use with patients on end of life care (EOLC) and the Te Ara Whakapiri (TAW) pathway. The group wished to bring a more comforting sense of the home environment to the hospital setting for those who will stay in hospital to palliate.

The kits include a variety of items to promote holistic care, such as essential oils, aroma diffuser, blanket(s), toiletries and portable CD player. They also contain a door sign called He Tohu Aroha (the token of love) which acts as a signal to notify staff that the patient is at the end of stage of life.

The bereavement team on the Christchurch campus identified a similar demand and supported an initiative to develop comfort boxes for patients on EOLC in the hospital. Thanks to hard work and donations from the Funeral Directors Association of New Zealand (FDANZ) and hospital chaplaincy team, comfort boxes are now available to Ashburton Hospital and Christchurch Hospital's Parkside Ground floor, the surgical floor and wards 23, 24 and 25.



From left, Registered Nurses Jane Rutab and Gemma Hickson, Charge Nurse Manager Margaret Griffiths and Hospital Aide Arun Devi examine the contents of an end of life comfort box

The comfort box contents bring a sense of home to the hospital environment, helping the patient, their loved ones and whānau during what can be an anxious time; very much a token of love.

You can read more about care for dying patients and comfort boxes on the [end of life care and bereavement Prism site](#).



The He Tohu Aroha door sign

# Supporting people with diabetes

**The theme for World Diabetes Month, 2022 is 'Education to protect tomorrow' and 'Access to diabetes care'.**

100 years after the discovery of insulin, millions of people with diabetes around the world struggle to access the care they need. People with diabetes require ongoing treatment and support to manage their condition and avoid complications.

Fundamental components of diabetes care include:

- › Access to insulin: people with diabetes cannot access the insulin they need.
- › Access to oral medicines: Some people with diabetes need oral medicines to manage their condition. These remain unavailable or unaffordable for many.
- › Access to self-monitoring: Blood glucose monitoring is a fundamental component of diabetes care. Many people with diabetes do not have access to the equipment and supplies they need.
- › Access to education and psychological support: People living with diabetes need ongoing education to manage their condition.
- › Access to healthy food and a safe place to exercise: People living with or at risk of diabetes need access to healthy food and a place to exercise. Both are fundamental components of diabetes care and prevention.

Founded in 1956, Diabetes Christchurch offers support, information, advocacy and non-clinical education to Cantabrians with diabetes, as well as their whānau and friends.

The organisation has a substantial library of pamphlets, books and magazines about food, exercise and other related diabetes issues. All members receive a copy of the Viewpoint newsletter which includes information and education on all aspects of diabetes and updates on local events, as well as local, national and international diabetes research.

Membership with Diabetes Christchurch offers people contact with others who have diabetes, exercise and activities with age-related support groups and discounted shop products, among other services.

**EVENTS COMING UP:** See more updates on the Diabetes Christchurch website.

**Monday, November 20th:** Waipara Lions will have a **"Lap the Map" at the Wairapa Domain** starting at 10.30 with a walk through the Waipara Valley Vineyard Trail. Sausage sizzle, fire engine demo and rides for kids.

**Many other Lions Groups are hosting other "Lap the Map" events so keep a lookout to join in one of these events.**

**Wednesday, Thursday and Friday, November 8th, 9th and 10th:** The society will also be at the A and P Show with a Diabetes Information Table in the Retailers Pavilion.

**Friday, November 17th starts at 1.00pm:** The Diabetes Christchurch "High Tea Party: OBE Awards

**The society shop is open Monday to Friday from 9am to 4pm.** For more information call in or phone 03 925 9972 or contact Lynne, the manager at [ltaylor@diabeteschristchurch.co.nz](mailto:ltaylor@diabeteschristchurch.co.nz)

The diabetes shop has a wide range of medical products, including blood glucose testing meters, blood glucose test strips, lancets, fingerpickers, ketone test strips, diabetes cookbooks, continuous glucose sensors, hypo treatments, medical grade shoes and socks, insulin travel bags, Jok 'n Al jams and sauces, sugar free treats and diabetes/gluten free recipe books.

Diabetes Christchurch has a new exercise group for people living with all types of diabetes and of all fitness levels. A fantastic opportunity to connect with others living with diabetes, move your body, and most importantly have fun! Contact Personal Trainer Charlotte for more information or to register your interest 021 0876-0834 or [charlotte.lockhart85@gmail.com](mailto:charlotte.lockhart85@gmail.com).



# Te Rā Haumaru Tūroro o Aotearoa/ Aotearoa Patient Safety Day – coming soon – Thursday 17 November 2022

## Can we improve Medicines at Discharge for patients?

The Health Quality Safety Commission (HQSC)  
Patient Safety Day is aligned with the World Health  
Organization's 2022 Theme of 'Medication without  
Harm'.

Key messages for staff are to focus on 'the three Ps' for  
medicines on discharge or transfer:

- › **Provide** a complete list of medicines, including  
indications for the medicines and any changes made
- › **Patient** and whānau understand their medicines, any  
changes and side effects
- › **Practicalities** of accessing the medicines are  
considered before discharge

One tip for making it better for patients:

*The reason for using a medicine is the indication.  
By entering the indication for a medicine, you have  
communicated the reason/s for using that medicine  
for everyone involved in the future care of that patient.*

Keep an eye out for further information on what you  
may like to do to make it better.



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND  
*Kupu Taurangi Hauora o Aotearoa*

# Pānui – Notices

## Something For You

Something for You is the Te Whatu Ora – Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.

Please see below offers for you.



## Torpedo7

**Torpedo7** – Friends and Family Offer from 02-15 November 2022

Torpedo7 is offering up to 50 percent off on huge range of gears for Te Whatu Ora Staff and their family from 2-15 November. Show this flyer instore printed out or on your device or enter the promo code mentioned in the flyer at the [checkout on the website](#). [Torpedo7 Flyer](#)



**Noel Leeming** – Friends and Family Offer, from 31 October-13 November 2022

From 31 October, till 13 November 2022, you and your friends and family can get amazing discounts on a huge range of products from Noel Leeming. And 2.5 percent of total sales is donated to Christchurch City Mission. See the flyer for more information: [Noel Leeming Flyer](#).



**Hybrid Theory**

– 117 Durham Street South, Christchurch, Christchurch 8023, New Zealand

All Waitaha Canterbury staff get a seven-day pass to try Hybrid Theory, plus 15 percent off our membership prices. Just need proof of your staff ID to get these. See the [flyer here for more information](#).





## Latest news from CCN

# The latest CCN newsletter is out now.

Read about the Introduction to Kia Kotahi Partnership in Design' (KKPID) [webinar](#) presented by CCN on Monday 17 October; re-establishment of Oxford Provider Group and [more here](#).

## QUIZ ANSWERS – Flags of the world

- |    |                |     |            |
|----|----------------|-----|------------|
| 1. | c. Fiji        | 6.  | a. Spain   |
| 2. | a. Mexico      | 7.  | b. Poland  |
| 3. | c. Germany     | 8.  | d. Vietnam |
| 4. | d. Egypt       | 9.  | c. Norway  |
| 5. | a. South Korea | 10. | b. Uruguay |

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





# INTERNATIONAL PATHOLOGY DAY NOV 9 #IPD2022

*Pathology- dedicated to discovery,  
committed to care!*





# Interprofessional Education and Practice Showcase

**Friday 18 November 2022**

Join your colleagues!  
Manawa Campus  
Room 311

Attendance is free!

**REGISTER TODAY**

[admin@healthprecinct.org.nz](mailto:admin@healthprecinct.org.nz)



## **IPE Showcase 2022 – Manawa, Christchurch**

**The Auckland University of Technology and University of Auckland combined Interprofessional Showcase, Creative Approaches to Interprofessional Education and Collaborative Practice in 2022 and Beyond, is taking place Friday 18th November 2022.**

**Come and join us at Manawa, 276 Antigua St, Room 311 to watch sessions streamed live from Auckland together, network over lunch and take part in local discussions on IPE showcase topics. Attendance is free.**

**If you would like to join us (full day, half day or specific sessions), please register your attendance to [admin@healthprecinct.org.nz](mailto:admin@healthprecinct.org.nz) for catering purposes.**

**Supported by Te Papa Hauora Health Precinct**



**For more information on the showcase:**

**<https://anzahpe.org/resources/Save-the-date-Showcase-Flyer-2022.jpeg>**



# ‘How to talk about death, when life is just beginning’

1.12.2022

7pm via zoom

**Karyn Bycroft**

Nurse Practitioner

Paediatric

Palliative Care



SHARING AYA ADVANCES



AYA INNOVATION



COLLEGIAL COLLABORATION

FREE webinar on  
AYA Palliative Care  
for all health care  
providers



Scan the QR code to register