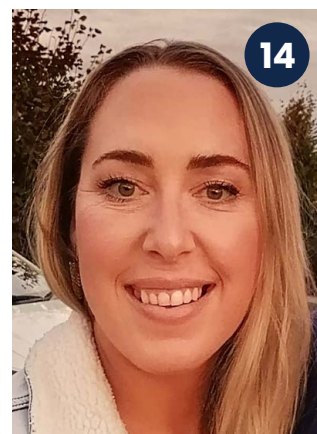


Health New Zealand Te Whatu Ora Waitaha Canterbury Pānui

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Health New Zealand
Te Whatu Ora
Canterbury Waitaha



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Cover photo: Christchurch Hospital Volunteer Noelani Ritchie, whose dedication to New Zealand Sign Language (NZSL) has been recognised with a NZSL Local Champion Award from Deaf Aotearoa

Kupu Arataki – Introduction

International Day of the Midwife celebrates vital role

Almost 6,000 babies are born in Waitaha Canterbury every year – and for each one a midwife will be closely involved in the healthcare of māmā, pēpē, and their whānau.

Midwives play a vital role in supporting families on the journey from pregnancy to parenthood. In Waitaha Canterbury the care from midwives is predominately provided by community-based midwives, supported by those working in our four community units and Christchurch Women's Hospital.

In this issue we're celebrating the work of midwives, as part of marking International Day of the Midwife which was celebrated internationally on Sunday 5 May.

This year's theme, 'The workforce we need for a warming world', celebrates our contribution to the continuation of care during local climate catastrophes, along with the sustainability of our planet and of our profession.

It also acknowledges both the importance of normal birth, close to home when possible, and the role midwives play in educating and influencing whānau on sustainability and whānau health.



Thank you to all midwives for your dedication and invaluable contribution to whānau and communities.



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Read the story of the support one new mum received from Midwife Lara Williams on [page 12](#), and meet Oromairaki Maternity Unit Midwife Danielle Patchett in One minute with ... on [page 14](#).

Ākū mihi nui kia a koutou, many thanks to you all.

New Zealand Resident Doctors Association (NZRDA) strike 7 – 8 May

At the time of publication, the 25-hour strike by registered medical officers (RMOs) who are NZRDA members and employed by Health New Zealand | Te Whatu Ora was planned to go ahead from 7am Tuesday 7 May to 8am Wednesday 8 May.

The NZRDA has also notified a second strike, to take place for 49 hours from 7am Thursday 16 May until 8am Saturday 18 May.

Contingency planning is well-progressed around the country. This will ensure we have life-preserving services available and can provide safe care for

patients in our hospitals and those coming into our emergency departments.

Unfortunately, we may need to defer some planned care. Those patients whose surgery or appointments have to be deferred will be contacted by local teams. Our message for the public is that, unless contacted, people should continue to attend their pre-booked appointments.

We respect the right of our staff to take industrial action and remain focused on trying to achieve a settlement of this bargaining.

NZ Sign Language Week – signing is for everyone!

Around 4,600 Deaf people in New Zealand are among 23,000 Kiwis who regularly use New Zealand Sign Language (NZSL).

NZSL became an official language in New Zealand in 2006, alongside Te Reo and English, and is one of only two native languages in the country.

This week (6–12 May) is New Zealand Sign Language (NZSL) | Te Reo Turi Week – an opportunity for people of all backgrounds to learn and engage with the language.

On [page 9](#) you can read the inspiring story of Christchurch Hospital Volunteer Noelani Ritchie, who has been recognised by Deaf Aotearoa for her commitment and dedication to protecting and promoting NZSL.

We also have a useful guide to using NZSL every day in the workplace – check it out on [page 11](#).

Visit nzslweek.org.nz for more information, resources, and activities.

The Health New Zealand | Te Whatu Ora Disability Strategy Team will also be making resources available for kaimahi on the Deaf and Hard of Hearing page on Te Haerenga.



Smokefree May – we’re backing you!

May is World Smokefree Month and Health New Zealand | Te Whatu Ora and Hāpai Te Hauora Māori Public Health are highlighting the range of options available to support people who want to quit smoking.

The national theme ‘We’re backing you’ is about supporting all New Zealanders to become smokefree and live a life free from the harms of tobacco.

“We know that it can take a number of attempts for people to stop smoking, and so we encourage people to try different tools and support to work out what works for you,” says Health NZ Director Northern, National Public Health Service Dr Hayden McRobbie.

“You’re at least four times more likely to quit with support from a local quit coach, compared to going it alone. The support of family and friends is also really important, so we also encourage people to share their quit journey with those around you.”

A great place to start for anyone interested in quitting smoking is to call Quitline or check out a local community service.

People can call Quitline free on 0800 778 778 or text 4006 for free advice and non-judgmental support to stop smoking. Many Quitline advisors have smoked previously themselves and have experience with quitting.

Phone, text, online and face-to-face support are available 24/7. This includes help developing a stop

smoking plan, and someone to talk to at the times you would normally smoke.

Individual and group-based support is also available through local community programmes run by marae, churches, non-government organisations, and other community providers.

Check out the [World Smokefree May website](https://www.worldsmokefree.org.nz).

Find out more or sign up for Quitline at quit.org.nz

You can also find a free Quit Coach at quitstrong.nz/coach



World Hand Hygiene Day – focus on training and education

Every year on 5 May, the World Health Organization (WHO) runs the Save lives: Clean your hands campaign to promote hand hygiene in healthcare facilities.

At the heart of the World Hand Hygiene Day is the message “all health care workers should clean their hands at the right time and in the right way.”

The WHO sets a different theme each year – and this year’s focus is on promoting knowledge and capacity building for healthcare workers through training and education, on infection prevention and control, including hand hygiene.

Read more about how we’re promoting hand hygiene in Waitaha Canterbury on [page 20](#).

Marking International Nurses' Day

This Sunday is International Nurses Day – observed on 12 May each year to mark the birth anniversary of Florence Nightingale, the founder of modern nursing.

The day serves as a reminder of the crucial role nurses play in the healthcare industry, and emphasises the importance of showing equal respect to nurses worldwide and encourages people to express their gratitude towards these brave and hardworking professionals.

To support the event in Waitaha Canterbury, international charity Rapid Relief Team (RRT) is kindly offering free meals for Health New Zealand | Te Whatu Ora nurses, as a way of marking the contribution of nursing staff.

RRT will be providing meals for nurses at both the Christchurch and Ashburton hospital campuses.

For Specialist Mental Health Services (SMHS) locations and Burwood Hospital, a lunch will be provided at a later date – watch out for details.

Ashburton

The Ashburton event is on Tuesday 7 May. The invitation is extended to include all staff.

When: Tuesday 7 May, 11.30am – 1.30pm

Where: District Nursing parking lot

Food: Gluten-free options will be available

Christchurch

In Christchurch the event will be on Friday 10 May and will cover both breakfast and lunch/dinner.

When: Friday 10 May

Breakfast from 6 – 7.30am (this should cover night shift finishing and morning shift starting)

Lunch from 12 – 2pm – this should cover all daystay/outpatient/senior nurses. Boxes will be available for PM shift to pick up if they wish to come in early to do so

Where: Lower Ground Floor entrance of Waipapa. There will be one-way pedestrian traffic under the overhang so that rain or shine people can pick up their food under shelter.

Food: Both meals will consist of hot and cold options and will cater for gluten-free, vegetarian etc. Bottled water and barista tea/coffee will also be provided.

Thanks to the team at RRT, we really appreciate this very kind gesture and all the effort you and your team are putting into this nationwide.

SMHS and Burwood Hospital – details to come.

International Nurses Day presentation in the Nurses' Memorial Chapel

Executive Director of Nursing Becky Hickmott will be giving a talk in the Nurses' Memorial Chapel at 11am on Sunday 12 May, International Nurses Day.

Her talk, titled 'The fundamental role of nursing', will address the role of nursing as a safety critical occupation which in times of challenge, scrutiny and crises rises to the challenge. We often have deficit based measuring or reporting systems and risk mitigations, but there is a need to move towards proactive fundamental care and how it positively contributes to care and improves patient outcomes.

All welcome.



International Nurses Day 12 May 2024



Health New Zealand
Te Whatu Ora

Pink Shirt Day is coming up

Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying! Kua rite koe? Are you in?

Pink Shirt Day 2024 is happening on Friday 17 May.

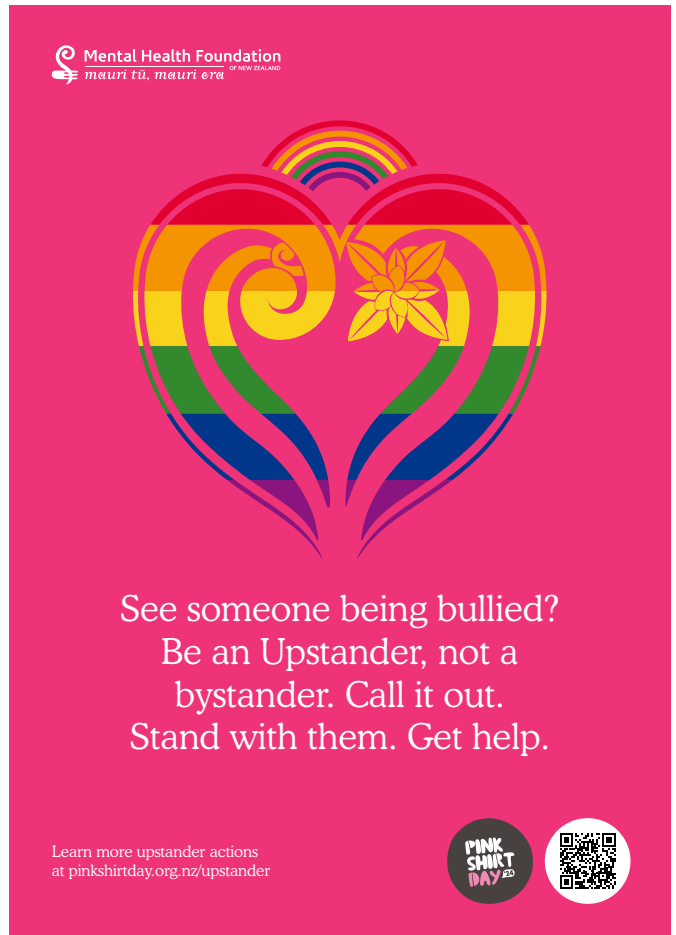
Research shows 91.3 percent of workers have experienced at least one form of bullying in the past 12 months. Frequently bullied workers are at least 10 times more likely to face job burnout, anxiety, or depression.

Pink Shirt Day is one way we can raise awareness and help eliminate bullying by celebrating diversity and promoting kindness and inclusion.

Start planning now for how you and your team can take part. Here are some ideas for starters:

- › [Download free resources](#), including posters, compliment cards, bunting, cupcake toppers, photo props and more.
- › [Download the workplace toolkit](#). This toolkit outlines common questions around identifying bullying, how you can be an [Upstander](#) and ways you can build a positive working environment.
- › Embrace diversity through kōrero. Embracing diversity and allowing people to bring their whole selves to work helps create a mentally healthy workplace culture that has zero tolerance for bullying. The [Diversi-tea Kōrero Starter activity](#) is an easy way to begin a kōrero and learn more about your hoamahi/colleagues.
- › Host a [Pink Shirt Day fundraising event](#). Help your colleagues become kinder and more inclusive, while supporting your workplaces to be places where people feel safe and valued.

Check out more ideas and resources at [Pink Shirt Day](#).



Send us your photos! If you're holding an event for Pink Shirt Day, share it with your colleagues. Send us your photos and we'll include a selection in an upcoming edition of Pānui. Email communications@cdhb.health.nz



Pulse survey – for having your say

Thanks to all those Health New Zealand | Te Whatu Ora staff who took part in our second Ngātahitanga Pulse Survey, which closed last week.

Over 33,400 or 32.5 percent of kaimahi participated in the survey, an increase of over 5,000 people compared to 2022.

Kaimahi will be able to find the high level results on Te Haerenga from today.

Going through all the responses will take some time. At the end of May, we will share district and business unit results across the motu. From June, we will be able to share the major themes that came through in the survey.

If you have any questions about the survey please speak to your manager in the first instance, check the Pulse Survey Information Hub on Te Haerenga (our national intranet), or contact the Pulse Survey team at employeevoice@tewhatauora.govt.nz.

Thanks once again for helping to make Health NZ a better place to work.

Protecting your
pēpi from
**Whooping
Cough** starts
during pregnancy

Te Whatu Ora
Health New Zealand

Te Aka Whai Ora
Māori Health Authority



Ā mātou tāngata – Our people

Inspirational teen hospital volunteer recognised by Deaf Aotearoa

Christchurch Hospital Volunteer Noelani Ritchie has been recognised by Deaf Aotearoa for her dedication to New Zealand Sign Language (NZSL).

The 18 year-old, who was born Deaf and has a cochlear implant, received the NZSL Local Champion Canterbury award in Wellington today. The award recognises Noelani's passion and outstanding commitment to protecting, promoting, and preserving NZSL.

Noelani's volunteer role at Christchurch Hospital involves collecting wheelchairs and making sure the drinks at the gift shop are topped up.

"You might wonder why I chose this hospital. Well, it's because I believe it's a wonderful way to connect with people and share my knowledge of sign language.

"My main goal is to help Deaf individuals who come to the hospital feel more comfortable and less overwhelmed by the environment. I love to see people smile, and I'm always ready to share a smile of my own."

One of Noelani's favourite tasks is collecting wheelchairs.

"Not only does it keep me fit, but it also allows me to explore the hospital, interact with patients, and spread some joy along the way. I have to say, the staff here are amazing. They've been incredibly supportive and patient with me. I never feel rushed or pressured, which makes me feel safe and valued in my role. I'm grateful to be here."

Christchurch Hospital Wayfinding Team Leader Maria Flores says what she loves about Noelani is her attitude.

"She is always ready to step out of her comfort zone and lend a helping hand to others. Her empathy knows no bounds. She has been teaching me sign language, and recently I had the chance to put it into action.



Christchurch Hospital Volunteer Noelani Ritchie

"Yesterday I encountered a lovely elderly Deaf lady and was able to communicate with her, guiding her to Ward B6 for her appointment. The gratitude in her eyes and the way her face lit up when she saw me signing was absolutely heart-warming. Noelani's impact is truly remarkable."

Deaf Aotearoa say Noelani has a strong understanding of who she is in her Deaf identity and is willing to advocate for her needs in a positive way. She always has a smile and supports and encourages her peers in a range of situations.

Noelani has won several leadership awards and the National Pruden Deaf Culture Award, created in honour of Cyril and Norah Purden who were both Deaf and attended the first Deaf School in New Zealand – van Asch School for the Deaf in Sumner.

She is a keen skier and an ambassador for Mt Hutt, where she works on the lifts (known as a 'lifty').

Noelani was among a group of Christchurch secondary school students who completed a seven-day leadership trip to Queen Charlotte Sound which involved sea kayaking and mountain biking.

Every May, Deaf Aotearoa takes centre stage to organise New Zealand Sign Language Week, a vibrant celebration of one of the country's official languages.

This year's theme is "An Aotearoa where anyone can sign anywhere" – which aims to inspire widespread adoption and celebration of NZSL throughout New Zealand.

NZSL Week is a moment for the Deaf community to stand tall, embracing their identity and heritage. It's a time to showcase the richness of NZSL and the diverse culture it represents. NZSL Week serves as a platform to dismantle barriers, dispel misconceptions, and foster greater inclusion.

The journey to NZSL's official recognition in 2006 was a testament to the tireless advocacy efforts of the Deaf community, championed by dedicated individuals such as former MP Ruth Dyson.

Since its inception in 2007, NZSL Week has become a cherished tradition, bringing together people from all walks of life to celebrate NZSL.

For more information go to the [NZSL website here](#).

NZSL Week is a great time to learn some simple phrases in sign language. Check out the poster on [page 11](#) for some everyday phrases you can use in the workplace.



Get your FREE flu vaccine

Protect yourself, patients, colleagues, and whānau.

We're fighting flu together

FLU2024

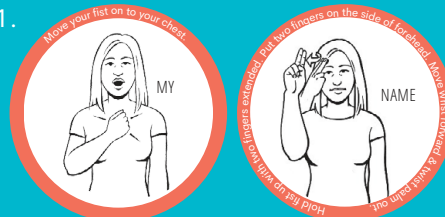
Health New Zealand
Te Whatu Ora

NEW ZEALAND SIGN LANGUAGE AT WORK

Have fun with your colleagues and friends. Learn some basic phrases and help NZSL thrive.

NZSL grammar structure is different to English, remember - it doesn't have to be perfect, just give signing a go!

1.



1. "My name is..." (then finger spell your name!)
2. "Nice to meet you"
3. "How are you?"
4. "Coffee" or asked as a question with eyebrows raised.
5. "Want a coffee?"
6. "I love you"
7. "Want help?"
8. "Awful weather" or "Beautiful weather"

2.



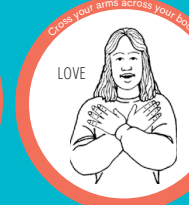
3.



4.



5.



6.



7.



hands up — if you're ready to sign with us!



LEARN MORE AT [NZSLWEEK.ORG.NZ](https://nzslweek.org.nz)

@DEAFAOTEAROA



Such a great experience! Canterbury mum's praise for her midwife

Suzi Close has nothing but good things to say about her recent experience with Waitaha Canterbury midwife Lara Williams.

Suzi gave birth to her second child, a beautiful baby girl named Storm, 12 weeks ago, and was incredibly impressed with the care she received from Lara throughout her pregnancy.

"Lara was recommended to me by my best friend who was pregnant at the same time as me. As soon as I met with Lara, there was an instant rapport and I trusted her completely," says Suzi.

As this was Suzi's second child, she was more relaxed and knew what to expect this time around, and she really appreciated Lara's relaxed and open approach to her care.

"I had such a great experience with Lara as my midwife. She was very open and let me guide my way through my birth plan, and she was always on hand for any questions or concerns I had."

Suzi's labour was prolonged, with her initial contractions starting 10 days before active labour kicked in. Once things got moving, the natural birth went smoothly, with Lara on-hand to safely deliver Storm.

"Lara was actually looking after another birth at the same time as mine – she's a superwoman! I don't know how midwives do it!" adds Suzi.

Lara continued to support Suzi and Storm in the weeks after the birth until she was discharged from her care after six weeks.

"Lara was always so flexible and accommodating to meet my schedule as I adjusted to becoming a mother of two, says Suzi.

"I would recommend her to anyone who's expecting a baby. In fact, it was quite fortuitous that on the day I was discharged, I found out one of my friends was pregnant, so I quickly recommended Lara as her midwife!"

**Celebrating
International Day
of the Midwife**
5 May 2024



Suzi with baby Storm

Three decade-long career in medicine draws to a close

Medical Officer Pippa MacKay retires this week after 34 years working part-time for Health New Zealand | Te Whatu Ora and its predecessors at Lyndhurst Hospital and later the Gynaecology Procedure Unit.

"When I started doing abortions at Lyndhurst in 1989 it was a bit secretive. Protestors were outside there most days, and often at my general practice in Ilam too," she says.

At the time abortion was a crime under the Crimes Act and legal only if two consultants agreed that the pregnancy would seriously harm the woman's physical or mental health, or that there was a substantial risk the child would be born seriously disabled.

As a certifying consultant her role was as an impartial administrator of the law, she says.

Pippa had previously provided abortion services when she was working in the UK, and after being asked to do the same not long after returning to Christchurch she said yes.

"I had strong views about women's reproductive rights. I am proud of my abortion work. It's something that needs to be done."

Pippa, along with others who provided abortion services, had to appear in court a couple of times due to subpoenas from anti-abortionists.

"They believed I was not being impartial and was 'pro-abortion'.

It was essentially a form of harassment and designed to have me lose my Certifying Consultant status," she says.

The constant protests at Lyndhurst included a person who would play the trumpet outside the gates. In another incident which ended up in court, a protestor dug a tunnel under the hospital and broke through a space under the floorboards.

It was later revealed in court that he had, at least four times, crawled through the tunnel to deposit firelighters, matches, candles and kerosene-soaked string. He had also begun to disable the clinic's sprinkler and alarm system.

He was caught when a security guard noticed the tunnel entrance outside the hospital fence.

"We had noticed a pile of soil on the ground sometimes but didn't think much of it. To think that he could have blown the place up," says Pippa, who was the first woman chair of the New Zealand Medical Association.

The team's last day of work at Lyndhurst was 22 February 2011.

"We got quaked out of there and moved to the Day Surgery Unit for about a year and then to the Riverside block of Christchurch Hospital."

Pippa's first job as a doctor was as a casualty officer in a hospital emergency department



Medical Officer Pippa MacKay

in Tunbridge Wells, England. She worked in radiotherapy in Merseyside and did her obstetrics and gynaecology diploma training at the Whittington Hospital in London.

Pippa worked in New Zealand and Australia before moving back to the UK to do a year as a GP trainee (registrar) in Bath. She then returned to New Zealand where she and her former husband bought the Ilam Medical Centre in Christchurch. Pippa has stayed working in New Zealand ever since.

"Medicine is a wonderful job and I have really enjoyed my interactions with my patients. There's a friendly environment at the hospital and I enjoyed working as a team with the nurses.

"The former Canterbury District Health Board and its predecessors have been great to work for, enormously supportive of me and of the unit – I really appreciate and value that as a doctor," she says.

Pippa retires on Thursday.

One minute with... Danielle Patchett, Midwife, Oromairaki Maternity Unit, Rolleston

What does your job involve?

Providing primary labour, birth and postnatal care to women, whānau and pēpi; supporting midwifery colleagues; mentoring student midwives and new colleagues; educating and empowering women and whānau. I love primary care midwifery, and love working at Oromairaki as I get to work across the entire scope of midwifery and utilise my skills every day.

What pathway got you to this job?

I am fortunate to have worked in many roles over the years, ranging from remote rural midwifery on the West Coast to tertiary midwifery care in Australia. I came back from Australia in 2015 and worked as a Lead Maternity Carer midwife in the Selwyn district. Many of my clients birthed at the lovely old Lincoln Maternity Unit, and so I became close with the team of midwives there. I returned from maternity leave in 2022 after having my second baby and was offered a role at Oromairaki.

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

Studying the Bachelor of Midwifery takes a lot of dedication and a good degree of time management, so make sure you have a strong support network! If you have a passion for women's health and wellness it definitely helps!

Who inspires you and why?

I am inspired by my daughters Leah and Frankie, who are a reminder to me to be the best version of myself. They are the light of my life!

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?

These values really are central to me in my role and the care I provide as a midwife. I am grateful to be a small part of the life-changing journey of a whānau, so approaching my role with professionalism, humility and respect for the process is so important. I realise the impact midwives can make on the

outcomes for whānau, so I don't take my role for granted, and I always try to empower and support women and their whānau, so their experience is positive. I feel that when these values are also upheld within our collegial relationships, it positively reflects in the care we are providing.

If you could be anywhere in the world right now, where would you be and why?

In the Shetland Islands (where I am from originally) with all my family, having a bonfire on the beach watching the sunset.

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

This is the hardest question to answer! Maybe Kate Winslet or someone funny like Kirsten Wiig.

What are some of the ways you and your whānau show their aroha/love for our planet?

Being plant-based, composting, recycling, growing some of our own veggies.

What are your hobbies/interests outside of work?

Life is busy, but I enjoy being outdoors, spending quality time with family and friends, gardening, going for long walks, running, and I have discovered a love for weight training!

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



**Celebrating
International Day
of the Midwife**
5 May 2024



Whakamihi – Bouquets



Ward A4, Christchurch Hospital

I was in the high dependency area of Ward A4 following a fall from a horse. It was a frightening and painful time. However, every single person I interacted with, from the Westpac Rescue Helicopter crew to the discharge a week later, was wonderful. I would like to record a special note of thanks to Nurse Hannah who looked after me on several shifts before and after my operation. Of all the nurses she was the most caring and professional and did much to keep my spirits lifted. A second special thank you to Nurse Billy who felt like my constant night shift companion and who was so gentle and understanding.

Surgical Assessment and Review Area (SARA) and Ward 11, Christchurch Hospital

I just wanted to reach out and say what an amazing stay I had at Christchurch Hospital recently. I was in SARA to start with and then Ward 11 for most of my stay. The nurses were absolutely phenomenal, (massive shout out to Grace in particular, I can't remember the others' names!). I felt so well looked after, so safe and they were very patient with me. I'm usually very anxious in hospitals, especially with needles etc, but felt completely comfortable and supported the entire time. The food was lovely, and all the orderlies and catering staff were epic too. The surgeons and the nurse who looked after me straight after surgery were some of the kindest people I've ever met! Just wanted to make sure they get credit where it is due. Keep up the amazing work.

Danyon, and Wards A3 and B3 nursing staff, Christchurch Hospital

My elderly and frail mother was recently hospitalised. I wish to thank House Surgeon Danyon Graham very much for his time and interest in my mother. Both nursing and medical care was to a high standard on this occasion. Danyon was patient, an active listener, and followed up with both my father and me. My father immediately responded to Danyon's attitude, and the stress that he had been carrying visibly reduced. This illustrated the impact that medical staff have, particularly in terms of respect and empathy. He shows all the attributes of a great doctor. Please pass on my thanks to both him and the nursing staff in A3 and B3.

Christchurch Hospital

Professional staff, very helpful. Thank you.

Emergency Department (ED), Christchurch Hospital

Thank you all (plus ambulance crew) for wonderful care of my husband.

ED, Christchurch Hospital

Thanks to the ED team – Registrar Rosemary Jukes, Rebecca, and the whole team. God bless you. Keep it up!

Intensive Care Unit and Urology, Christchurch Hospital

Staff were amazing and so kind.

Oncology, Christchurch Hospital

Very happy with the treatment. The radiation therapists were amazing, friendly, and supportive. The additional follow-up with Dr Junya, and the dietitian and nurses, was excellent. They always took the time. Thank you.

Ward 12, Christchurch Hospital

Absolutely amazing treatment and service from everyone who works in this place. My husband and I have been so impressed by every part of his stay. Many, many thanks.

ED, Surgery, X-ray, and Ward A5, Christchurch Hospital

I would like to offer my thanks and appreciation for the treatment I received in your wonderful hospital, having broken my leg and being operated on. I feel truly humbled by the kindness, consideration and support I received, from entering the hospital to leaving. The staff were absolutely fantastic. Coming from the UK and Wales I felt a long way from home but that was short-lived. Once again, I would like to convey my respects to an amazingly wonderful professional group of people. Thanks again.

Tarlie, Nursing Support Team, Christchurch Hospital

Tarlie's manner was kind and compassionate towards the patients. Nothing appeared to be too much trouble and she was willing and able to engage to help the other patients in the multibed room. She was actively interacting with the patients, talking to them for the shift.

Kirsty and doctors, Children's Emergency Care, Christchurch Hospital

Special thanks to Kirsty who was incredibly kind, caring and gentle with my 14 month-old. Thank you so much for ensuring we were well looked after and going the extra mile to make us comfortable. It is obvious that you practice to a high standard of care, have a wealth of knowledge and are passionate with the work that you do which makes so much difference to the patients and families you look after. The doctors were also amazing, very thorough and kind. Thank you so much.

Children's Surgical Ward B7, Christchurch Hospital

We would love to thank all the nurses and Paediatric doctors for all their hard work and care for me during my stay.

Children's Surgical Ward B7, Christchurch Hospital

Amazing, caring, helpful, safe, clean, supportive. Incredible people. Very much appreciated all the care you provided for my daughter when she broke her arm. Keep up the amazing things you do!

Helen, Neonatal Intensive Care Unit (NICU), Christchurch Women's Hospital

Helen in NICU is really informative, pleasant, helpful and caring. She seems to genuinely care about my and my partner's issues with baby and even listens to me having a whine about our problem outside of hospital. Thank you for everything.

Birthing Suite, Christchurch Women's Hospital

Staff were amazing. Every midwife and nurse did a fantastic job. Even with a two-day labour and emergency C-section, the staff made the right decisions and took great care of us. Everything was a bit of a blur, but if I could remember everyone's names, I'd thank you all personally! Keep up the great work!

Colposcopy Suite, Gynaecology Ward, Christchurch Women's Hospital

The doctors explained everything very nicely and went out of their way to make a very uncomfortable situation feel as comfortable as possible. The kindness from the receptionist to the doctors, and especially the nurse, on this appointment was above and beyond. I was really anxious, and I appreciated their kindness during this time. Thank you from the bottom of my heart so much for extending such kindness to a very scared and anxious person.

Akoranga WHĀ – Lesson 5

Te rā o Whaea/Māmā – Mother's Day

E ngā kāwai nui, e ngā kāwai roa, tēnā koutou katoa.

To the great lines of descent, to the long lines of descent, greetings.

On 12 Mei (May) we celebrate te rā o Whaea/Māmā here in Aotearoa, so this akoranga is going to be related to this special day.

He Perehana/Gifts

Tunu parakuihi	Cook breakfast
Whawhaki putiputi	Pick flowers
Kapu tī/kawhe i te moenga	Cup of tea/coffee in bed
Tiakarete	Chocolates

Mihi/Acknowledgements

Ko koe taku orange	You are my rock
E kore e mimiti taku aroha	My love for you will never wane
Me kore ake koe	We are so lucky to have you
E whakaaro nui ana ki a koe, e Mā	Thinking of you Mum
Hari rā Māmā	Happy Mother's Day
Ki a koe e Mā me te aroha nui, nā [tō ingoa]	To Mum with love from (your name)

Whakataukī

Ko te Whaea te takere o te waka – Mothers are like the hull of a canoe – they are the heart of the family.

Ko tōu kahuwai ā-rangi hei whakaruruhau, ko koe hoki te hua o te kākano i whakatōhia – Your mother's positive caring influences provide shelter for you, the sacred seed that was nurtured within her.

He Whakapātaritari – A Challenge

If you encounter a mother at work on te rā o Māmā, acknowledge it by wishing them a “hari rā Māmā”. Or, maybe you could use one of the mihi above when you write in a card to your own Māmā to acknowledge the day.

Tēnā koutou, ā, ki ngā Māmā katoa – nāia te mihi maioha ki a koutou i ā koutou mahi mutunga kore.

Thank you and to all of you Mums out there, we acknowledge you for all of your ceaseless work.

I mōhio rānei koe? Did you know?

On 10 May 1960, amidst enormous protests, an 'All White All Blacks' team left Aotearoa on a controversial rugby tour bound for South Africa where people were segregated according to race. This was on the background of a 1928 tour where although Māori were eligible to be selected to represent Aotearoa, no Māori were selected to play in South Africa. No players identifiable as Māori would be selected to play in South Africa until 1970 at which time they were only allowed to play as 'honorary whites'.

[All Black- Maori protest poster | NZHistory, New Zealand history online](#)



If you have any questions or feedback, please make contact via the email below.
Hauora.Maori@cdhb.health.nz

Ā mātou kōrero – Our stories

A chapter closed: Riverside Wards 23, 24, and 25 remembered in moving farewell

A whakawātea (farewell ceremony) held last week for Riverside Wards 23, 24, and 25 was a moving occasion, steeped in reminiscence and gratitude.

Māori Chaplain Maui Stuart acknowledged the collective efforts of past and present staff members who had tirelessly served within these wards, fostering an environment of healing and solace. In his prayers, he paid homage to those who had passed on, and their contribution.

Staff members, many of whom had devoted a significant portion of their professional lives to these wards, shared recollections of their time there, including friendships made and the transformative impact of good patient care.

They spoke with nostalgia about how for years the wards were a place of healing.

From humble beginnings to their final days, each anecdote painted a picture of dedication and camaraderie and recounted the evolution of the wards, from their beginnings in 1980 to their eventual decommissioning.

Riverside Wards 23, 24, and 25 will now be decommissioned and General Medicine and Respiratory Services now have a new home in the recently refurbished Parkside Wards 17, 16 and 19.



Chaplain Moegauila Lasei



Māori Chaplain, Maui Stuart



From left, Executive Director Nursing Becky Hickmott, Nursing Director Mark Crawford, Charge Nurse Managers Jo Goodwin, Margaret Griffiths, Pip Crowther, Donna Galloway and Allison Partridge



Charge Nurse Manager Margaret Griffiths with Chaplain Donna Reid

New violence reduction role to support and train kaimahi

Health New Zealand | Te Whatu Ora is piloting an initiative to help address the critical health and safety risk of violence and abuse that many of our kaimahi face.

Waitaha Canterbury is one of three regions across the motu that are introducing Violence Reduction Specialists.

These new roles, part of the Violence at Work programme, will provide essential support, information, and training opportunities for Health NZ staff.

In Waitaha Canterbury, Koko Yokojima is taking up the Violence Reduction Specialist role full time, based in Christchurch and supporting the wider region.

Koko's key responsibilities include running training sessions for the Safety Intervention Foundation Training programme.

This comprehensive training, developed by the same provider as our e-learning module Prevention First, covers de-escalation techniques, personal safety, and disengagement.

Koko says the programme is being trialled to become a national standard.

"The trial will help us establish a consistent approach to de-escalation training across Health NZ. We hope to see positive results and eventually have permanent specialists in place nationwide."

Koko says she is excited about the new role and the opportunities to contribute to reducing the risks to kaimahi.

"The most rewarding part of this role is to be part of strategies that prevent and reduce the harms from violence at work, by leading, informing, educating and supporting kaimahi who experience incidents of violence at work.

"It's also about ensuring that tagata whaiora, whānau and visitors who display escalated behaviours are safe and feel supported, and respected," Koko says.

The pilot is also being trialled in the Bay of Plenty and Te Toka Tumai Auckland.



Waitaha Canterbury Violence Reduction Specialist Koko Yokojima

To take part in the training you must have completed the mandatory Prevention First e-learning module. If you haven't completed it yet, you can access it through [healthLearn \(& Te Whariki a Toi\)](#).

Secure your spot in a *Safety Intervention Foundation Training* session [by clicking here](#) and you'll be directed to the training page on healthLearn.

If you have any questions about the pilot or the Safety Intervention Foundation Training, please email koko.yokojima@cdhb.health.nz.

World Hand Hygiene Day 2024

Why is sharing knowledge about hand hygiene still so important? Because it helps stop the spread of harmful germs in health care.

Sunday 5 May was the annual World Health Organization (WHO) Hand Hygiene Day.

The theme of the day is 'Save lives – clean your hands'. It focuses on promoting knowledge and capacity building of healthcare workers through innovative and impactful training and education on infection prevention and control, including hand hygiene. Building a culture of safety and quality in which hand hygiene improvement is given high priority.

The day highlights the ongoing importance of all health workers, consumers and whānau uniting to ensure they clean their hands in the right way, at the right time, every time, keeping everyone safe.



Maintaining hand hygiene is one of the most effective ways of reducing the spread of bugs (pathogens) and preventing infection and illness. The collective effort and adherence to hand hygiene continues to play a crucial role with the ongoing effects of the respiratory illness such as COVID-19 and with the upcoming winter season, the need to minimise risks from the spread of viruses such as the influenza.

Waitaha Canterbury and Te Tai o Poutini West Coast will celebrate and promote improvements that support hand hygiene practice across the week of 6 to 10 May, including daily promotions in the staff global communication.

Gold auditors will receive promotional items from both Hand Hygiene NZ and hand gel suppliers to support the ongoing promotion of hand hygiene.

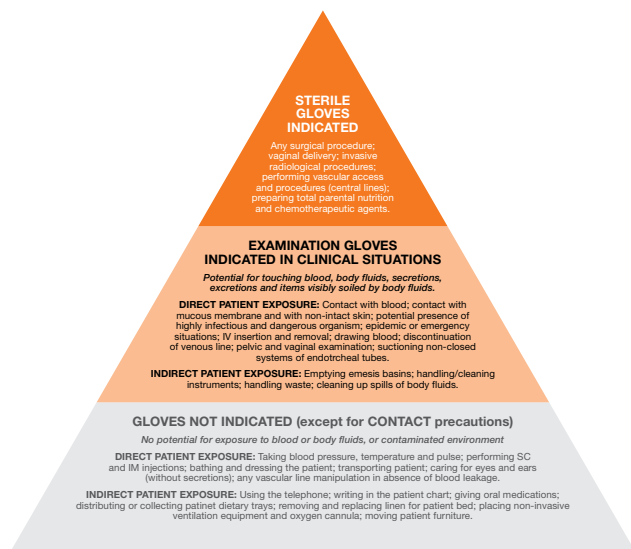
Links to hand hygiene promotional materials will also be available via the [Hand Hygiene Intranet page here](#).

For resources see [Hand Hygiene intranet page](#) – The WHO Hand Hygiene Day 5 May 2024.

In keeping with the WHO theme, there are a number of activities made available by Health Quality & Safety Commission | Te Tāhū Hauora to promote a culture of good hand hygiene, these include:

- › Quiz – to test your knowledge of the 5 moments for Hand Hygiene. Why not promote these within your wards/areas and suggest using resources shared for prizes to give out to team members? [Online version](#)
Or
[printable version](#)
- › [Crossword and Word find from Australasian College for Infection Prevention & Control](#)
- › **Inform and educate** – The WHO developed [My 5 Moments: The Game](#) to combine the fun, engaging and enlightening side of gaming with the scientific and theoretical approaches to hand hygiene improvement. It is designed to keep patients and health workers safe by improving hand hygiene practice in the real world.
- › Online learning and hand hygiene training web pages have links to the Hand Hygiene Australia education modules, which include training in the [5 Moments for Hand Hygiene and a module on hand dermatitis](#).
- › Using gloves – At times gloves are used inappropriately and can be a barrier for good hand hygiene practices. World Hand Hygiene Day provides an opportunity to promote the correct use of gloves. Source information on this topic from the [WHO glove use information leaflet](#).

- › Use the WHO Glove Pyramid to aid decision-making on when to wear (and not wear) gloves.



What are our patients telling us? Our Waitaha Canterbury Inpatient Patient Experience data – Question: *Did staff use hand sanitiser or wash their hands before they touched or examined you?*

Patients tell us that staff do not consistently clean their hands before touching them (Moment 1 and 2). The result for a “yes always” response is slightly higher compared to the Gold Auditor Programme (**84.2 percent**) compared to **82 percent** from national data for similar period.

Enabling Patients Hand Hygiene Improvement Project is continuing to promote the spread of the tabletop holders and 500ml bottles of alcohol-based hand rub (ABHR) to be available for all patients across Waitaha Canterbury inpatient areas. Following patient feedback, this project was launched to ensure patients always have easy access to product to clean their hands while in our care, reducing the opportunity for infection.

See the ‘[Enabling Hand Hygiene for Patients Procedure](#)’ linked here: [Are you Glove Aware](#)

A [Video](#) on how to put on and take off gloves correctly is also available.

What can you do?

- › Enable our patients to self-manage hand hygiene by providing access to alcohol-based hand rub (ABHR) within arm’s reach of their bed space and/or access to soap and water
- › ‘Take a Moment’ and have those conversations with your colleagues, for hand hygiene improvements
- › If you find the ABHR dispenser is empty, have it replaced.
- › Review your local results and action plan; champion hand hygiene in your workplace



Pānui – Notices

CHIC newsletter

The latest issue of the Community Health Information Centre (CHIC) newsletter is out now. The monthly newsletter is produced by the National Public Health Service in Te Waipounamu. The newsletter highlights new and revised free resources available from your local CHIC office.

[You can see it here.](#)

we're talking hauora...

The future of health

An evening of talks from Canterbury researchers

Wednesday 15th May, 5.30pm – 7.30pm. Manawa Foyer, 276 Antigua Street.

**FREE
PUBLIC
EVENT**

Presented by:



In Association with



More info:
healthprecinct.org.nz

'The Future of Health'

A friendly reminder our research talks is just two weeks from now! **May 15, 2024**

We'd like to invite you to come and join us for a evening of talks from leading researchers in Canterbury who are improving healthcare for us all.

This year we join [Ōtautahi Learning Days](#), encompassing their theme **Future of Learning**.

This free public event will be held at Te Papa Hauora's Manawa, 276 Antigua Street, Christchurch.

Refreshments from 5pm, talks begin at 5.30pm.

Registrations essential

For more information on the presentations, [click here](#) to visit the health precinct website.



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STAND TOGETHER
STOP BULLYING

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FRIDAY 17 MAY 2024

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[#PINKSHIRTDAYNZ](https://twitter.com/PINKSHIRTDAYNZ)

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