

Health New Zealand Te Whatu Ora Canterbury Waitaha Pānui

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Health New Zealand
Te Whatu Ora
Canterbury Waitaha



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Cover photo: From left, Paediatric House Officers Lucy Peebles and Sophie Dhyberg taking part in the Paediatric Boat Race on Christchurch’s Avon River earlier this month

Kupu Arataki – Introduction

Healthcare over the holiday weekend

Going away for Easter weekend? There are plenty of ways you can access healthcare and advice if you need it during the holiday period. Here's how to get help over the long weekend:

- › You can find general health information and advice online at [info.health.nz](https://www.info.health.nz) or [Healthify](https://www.healthify.govt.nz).
- › If you prefer to kōrero: call Healthline on 0800 611 116. Interpreter and NZ Relay support is available. They can also help you find health services if you're away from home.
- › A rural after-hours clinical telehealth service is available. Call 0800 2 KA ORA (0800 252 672)
- › For tamariki under five, call Plunketline on 0800 933 922 for free health advice.

Your local pharmacy can give advice on medicines and common issues like coughs and colds, bladder or eye infections, minor cuts and grazes, and emergency birth control. They can suggest over-the-counter treatment, fill prescriptions, and some can give immunisations.

www.healthpoint.co.nz provides up-to-date information about healthcare providers (GPs, pharmacies, social services, hospitals, testing and vaccination sites, mental health support) and their opening hours and services.

In an emergency dial 111. Hospitals across the motu will continue to provide critical and emergency care 24/7 as usual.

You can find more info on [healthcare for you and your whānau here](#).



Te Kāwanatanga o Aotearoa
New Zealand Government

Te Aka Whai Ora
Māori Health Authority

Health New Zealand
Te Whatu Ora



Turn down for Autism awareness

April is Autism Awareness month – and businesses, workplaces, schools and organisations are being encouraged to take part in a national ‘quiet hour’ at 10am on Wednesday 10 April. Turn down the lights, turn down the noise and turn up for the autistic community of Aotearoa.

Autism is a neurodevelopmental condition that affects approximately 93,000 New Zealanders. The traits associated with autism span a wide spectrum and lead to a different way of seeing the world and interacting with others.

Autism New Zealand has worked continuously with the community to deliver thousands of educational programmes that increase public understanding of autism. We assist autistic people and those who make up their support network to learn about autism and find the supports and services they would like to access. Find out more at [Autism NZ](https://www.autismnz.org.nz).



Medical students matched to jobs nationwide

More than 500 first-year house officers have started in hospitals across Aotearoa New Zealand this year – ready to make a difference in local communities after completing six years of study.

All 543 graduates have been placed in roles following a national graduate matching process, Advanced Choice of Employment (ACE), which was used to place medical graduates in roles across the country.

Applicants fall into one of three categories – New Zealand citizen residents who are graduates from Aotearoa, New Zealand citizen residents who are graduates from Australia, and international graduates who studied in New Zealand.

The ACE matching process prioritises New Zealand graduates, taking into account their location preferences and overall application numbers.

Graduates who are ‘unmatched’ are put into a talent pool to be contacted for graduate opportunities that become available following the match.

“This year we made enough positions available to allow applicants in all three categories to be offered places in the first round. No-one went into the talent pool, which hasn’t happened in previous years,” said Director Workforce Planning and Development John Snook.

“This is a positive step to growing our medical workforce and meeting the health needs of New Zealanders.”

New mental health initiative planned for emergency departments

Mental Health Minister Matt Doocey has announced a new mental health and addiction peer support service to be introduced in hospital emergency departments.

Peer support specialists are people who have lived experience of mental illness or addiction and have experienced recovery. They support others going through similar experiences on their journey to wellness.

“This initiative is aimed at improving outcomes for those who seek crisis support for mental health issues at EDs while freeing up more time for clinical staff to deal with clinical work,” Minister Doocey says.

It is expected that the first peer support ED service will begin in July. In its first year, this initiative will be rolled out to four large hospitals with a further four in the second year.

A \$1 million workforce fund over two years has also been set up to provide Level 4 NZ Certificate in Health and Wellbeing (Peer Support) training and specific training for working in emergency departments. If this proves to be a success, we see this initiative rolling out to all hospitals.

New national training for cardiac ultrasound

Health New Zealand | Te Whatu Ora and University of Auckland have launched the country’s first domestic training programme for cardiac ultrasound.

Until now, New Zealand has not had a domestic training programme for cardiac sonographers, which has meant students have had to go overseas for training, and Health NZ has had to recruit overseas talent. This has proved costly and created potential barriers to training.

Cardiac ultrasound plays a critical part in the diagnosis of heart conditions for patients.

Interim National Chief Allied Health, Scientific and Technical Lead for Health NZ Sue Waters says this initiative will fill an important gap in New Zealand’s health workforce and ultimately help patients gain better access to the care they need.

“Having a course in New Zealand helps ensure we can train our own domestic workforce and improve how Māori and Pacific peoples are represented in our cardiac sonography workforce,” she says.

As part of the [Health Workforce Plan](#), Health NZ is seeking to increase training numbers in these professions, which includes cardiac ultrasound. To achieve this, the plan outlined Health NZ would seed-fund and invest in new training programmes and pathways.

Hui Tapuhi Māori – Māori nurses/midwives meeting

If you are a nurse or midwife who identifies as Māori and are working anywhere within our healthcare system (Canterbury Waitaha or West Coast Te Tai o Poutini), then this rōpū (group) may be for you.

Our second hui for 2024 will be held on Wednesday 10 April from 2 – 4pm at He Waka Tapu, 161 Pages Road, Wainoni, Christchurch.

Please contact Kylie.Clark@cdhb.health.nz if you would like to come along or if you have any questions. Nau mai, tauti mai.

Introducing the Disability Steering Group

The Health New Zealand | Te Whatu Ora Canterbury Waitaha Disability Steering Group (DSG) plays a key role in monitoring and supporting the implementation of the Transalpine Health and Disability Action Plan 2020-2030.

This Plan incorporates various actions to improve the experience of the health system for disabled and Deaf people and their whānau.

According to Stats NZ around 24 percent of our community have an impairment of some kind, including an increasing number with hidden impairments such as neurodiversity.

The DSG consists of local Health NZ staff and representatives from the disability and Deaf communities.

They work together to find solutions to resolve social and environmental barriers that the disability and Deaf community face within the local health system.

Some of the DSG's successful initiatives have included the work of the Accessible Information Work Group to improve access to information and communication for disabled and Deaf people; successfully advocating for disability responsiveness training for all staff including clinical staff; providing feedback on the Covid Response and the impact on the Disability and Deaf Community; and working with specific health services on how to become more responsive to the needs of the disability and Deaf community, for example the Emergency Department and other services.

Over the coming weeks we will be running a series of interviews with various DSG community representatives, telling their story about the supports that make a difference in the health system with their impairment and their lived experience.

Grant Cleland, Independent Chair

Tell us a bit about yourself

I was born with my physical impairment and have used a wheelchair for mobility from childhood. For more than 30 years I have worked in the health and disability sector in a range of senior management and other roles, so bring both lived and professional experience to the DSG. I grew up in Taranaki and I am married to Nicky and dad to Tim and Jack who have recently turned 21.

In 1997 I developed Creative Solutions and I now provide disability-related advice, support and training for the private, state and non-government organisation sectors, and the disability community.



Grant Cleland, Independent Chair

Tell us about your impairment/disability and the support you need in relation to health services

As a result of my physical impairment, I have a range of access and medical needs. As well as the obvious, wheelchair access, I need health professionals who recognise that with my lived experience from birth I have lots of knowledge about my impairment. When they work in partnership with me to find solutions to my medical needs, that take into consideration my lifestyle and the fact that I have a busy travelling job and an active family life, we get the best health outcomes.

Can you reflect on a time you received good support from a health service and what that meant for you

I have really good support from my GP, their practice nurses, and specialists such as my urologist. What makes this good is the fact that we work in partnership to resolve my health issues and they don't assume that my health issues are always related to my disability or impairment. We also spend time discussing solutions to prevent or reduce the impact of issues such as bladder infections.

Reflect on a time you didn't have a good health experience and what could have been done differently for a better outcome

It's difficult when health professionals think they know best and don't work in partnership or communicate with me or take into consideration the knowledge that I have through many years of lived experience. Fortunately, this doesn't happen very often these days because I don't let it, but it happened a lot when I was growing up and my parents had to advocate within the health system for my needs to be met and for them to be listened to.

What advice or recommendations would you give health professionals when dealing with disabled and Deaf people?

Make sure you work in partnership with disabled and Deaf people and take into consideration the knowledge that they have gained from their lived experience. Also think about the barriers disabled and Deaf people may face within your health service, such as inaccessible information and communication, unconscious bias of staff, physical access issues, or noisy waiting rooms that don't consider the need of those with neurodiversity and other hidden impairments.

Reduce the risk and the waste – Return unused medicines to a pharmacy.

Return Unused Medicines

READ | REMOVE | RETURN
PĀNUI | TANGO | WHAKAHOKI

Array of characters take part in annual boat race

The annual Paediatric Boat Race took place in Christchurch on Friday 15 March with 24 brave competitors dressed in an impressive array of costumes, taking part despite the inclement weather.

Ward staff and patients enjoyed the procession of Barbie and Ken, sumo wrestlers, penguins, turtles, crazy cat ladies and more on their way from Waipapa to the Antigua Boatsheds, who kindly donated kayaks for the event.

The race was fast and furious with Registrars Grace Douglas and Oana Onisie paddling their way to glory. Due largely to the actions of a senior member of the team, most participants ended up taking an unexpected swim in the Avon River at the finish line.



Registrars Grace Douglas and Oana Onisie with their winner's trophy

Thanks to all for those who took part, to the Antigua Boatsheds and the support of the University of Otago.



Competitors in the Paediatric Boat Race get into character in preparation for the event

More from the Paediatric Boat Race



Competitors on the water in the annual Paediatric Boat Race

One minute with... **Renee Smith, Radiation Therapist**

What does your job involve?

My job is treating cancer patients using radiation therapy. This role has many different aspects, such as Computed Tomography (CT) scanning, planning and treatment. CT involves positioning and scanning patients to prepare for their treatment. Planning is quite technical, in which computer software is used to plan where the radiation treatment will go using the CT scan. Lastly, treating patients and supporting them throughout their cancer treatment on a daily basis. My job involves a lot of challenges, problem solving and fun.

What pathway got you to this job?

I was always interested in science/health at school, and my careers advisor suggested both nursing and radiation therapy. I went on a tour around my local Radiation Therapy department and was instantly sold on radiation therapy. I have worked in Christchurch since I qualified, and I love it.

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

Be a team player and have fun! Be prepared to think on your feet and problem solve. Be adaptable, kind and empathetic. Morning coffee time is a highlight for most staff, be prepared to like it (or at least fake it until you make it!).

Who inspires you and why?

My Nana. She raised me from the age of six, she is my everything. She has found the perfect balance between supporting me and motivating me to do better. I owe her the world.

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 play into my role in many ways, showing care and respect for others extends to both patients and the large multidisciplinary team I work with. As radiation therapists, we show integrity by being safe, honest and utilising a no-blame culture so we can ensure our processes are robust. Lastly, responsibility for outcomes is really important,



as we are delivering radiation, we have to feel confident in our abilities, and have good attention to detail. We always strive for excellence, by learning from our mistakes.

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

Some sort of tropical island, reading a book, drinking an iced tea and eating raspberry licorice bullets. What a dream!

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

Rachel McAdam, she's such a phenomenal actress. I love all her movies, such as The Notebook, I mean come on!

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

We try to be as waste-less as possible. No receipts, no print-outs, we keep things digital! I bike to work every day, and we have two or three vegetarian dinner nights per week. I am also an avid beeswax wrap user.

What are your hobbies/interests outside of work?

I am a massive crafter. I love scrapbooking, crocheting, card marking, baking and decorating. I also love a good (but short) run, and some good tunes!

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

Whakamihi – Bouquets



Intensive Care Unit (ICU), Christchurch Hospital

The team at ICU are incredible. My mother had been taken off life support and the nurses were so lovely. They treated her with all the love, respect and dignity she deserves. Thank you for giving my mum some beautiful last hours.

Dental, Christchurch Hospital

As I was getting ready for a stem cell transplant, my teeth needed attention. I can't thank the two dentists I saw enough for their friendly and non-judgemental nature. They made me feel at ease and were very professional.

Parkside Ground Medical (PGM), Christchurch Hospital

My husband has received wonderful care on this ward. The team is first class, we cannot thank you enough.

Christchurch Hospital

To the nurses who have helped me recover, the surgeon and his assistants for my operation; thank you all for doing what was needed to make my life normal.

Emergency Department (ED), Christchurch Hospital

Ruth McNulty is incredible, she is kind and caring, and I am so grateful for her.

Medical Assessment Unit, Christchurch Hospital

To all the staff, thank you all so very much for your kindness and patience. May you all be abundantly blessed.

Ward B5, Christchurch Hospital

All the staff on Ward B5 are amazing! Super friendly and genuine.

Ward 24, Christchurch Hospital

Thank you so much for your incredible care of our dad. You all showed him so much respect and compassion. We thank you for accommodating our large and loud family. We always felt welcome and treated with respect. It's amazing how our difficult journey was made easier by your empathy. He is now resting, reunited with his soulmate, our mum.

Ward 11, Christchurch Hospital and Burwood Hospital

I was admitted to Ward 11. The Head and Neck Surgeon was Allan Keast and the Plastic Surgeon was Blair York. A few weeks later I had a skin graft at Burwood Hospital and then many follow-up visits to Plastics for check-ups and dressing changes. I appreciate that there were many people behind the scenes that I did not see who helped with my procedure and recovery, including administration staff, theatre staff, cleaners, and cooks. I was in good hands and was well cared for by all. There were some true superstars and unfortunately, I cannot remember all their names. I very much appreciate the challenging jobs being done by our health care providers at New Zealand hospitals. They need to know that they are greatly appreciated by myself and most other New Zealanders.

Gastroenterology, Christchurch Hospital

I had a colonoscopy today. Jay and his team were fantastic, from the receptionist to the farewell. Everybody was so friendly and helpful, and they interacted well with each other. They are to be congratulated. Thank you all very much.

ED, Christchurch Hospital

I was admitted to ED by ambulance having sustained a fall. I had cut my head and broken my wrist. The care I received from Dr Amy O'Neill and her colleagues was exemplary. I was seen quickly by the clinical nurse specialist Lewis and X-rayed by Radiographer Rowena. Dr O'Neill reduced my fracture and it was put in a cast by Sam the plaster technician, then scanned. The team could not have been kinder and more respectful, and I had complete confidence in their clinical professionalism. Two medical students were in attendance, and both were pleasant in their interactions with me. Please pass on my heartfelt thanks. I am a holidaymaker from the UK and very impressed with your healthcare service.

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

We would like to acknowledge and thank the staff involved in our son's hospital stay. Our adult son has Down Syndrome. We arrived at SARA and were given a bed for our son straight away. The nursing staff were lovely and very helpful, in particular Evelyn who came on at 11pm, despite a clearly demanding workload. The wait to see the registrar was a long one, but we totally understood how 'under the pump' he was. Throughout the almost 24 hours we spent in SARA, Ward 11 and surgery, the staff were without exception respectful, patient, helpful and professional, and helped our son to maintain his dignity through a difficult and confusing procedure.

Cathy and Nicky, Community Dental Service, Rangiora

I am sending this email to say a massive thank you to Cathy and Nicky in the Rangiora dental service. My boys had an appointment for their first ever check-ups this morning. Cathy and Nicky were incredibly kind and made it a really great experience for the boys. I had complete confidence in the treatment, the advice, and the way my boys were being treated. They both left feeling very confident and not at all concerned about having to go back to the dentist next time. I really think patient care makes such a world of difference in terms of ongoing phobias and we simply could not have asked for more professional or kind treatment.

Wesley, Christchurch Hospital

I had a procedure done recently and was in recovery for several hours. I want to thank Wesley, the nurse assigned to me that day. His care was outstanding and made my stay in recovery a really positive experience. So much so, I was disappointed when I had to move to a different ward. I know all your nurses are fantastic, caring and helpful, but I want to ensure that Wesley knows how much his upbeat attitude and cheery smile were appreciated. Thank you and thank you Wesley.

Cardiology, Christchurch Hospital

Dear Dr Puri and Cardiology team, the fact that I am here today, able to write this note of appreciation, brings me immense happiness. Earlier in February, I faced a spontaneous coronary artery dissection, and your team's swift and skilled intervention saved my life. I would like to extend my deepest gratitude to the nursing and medical professionals who provided me with exceptional care during that trying time. I am currently recuperating at home with the care and support of family and friends.

Big Shout Out

To: Sue Wright and Evelyn Latuselu, Community Support Workers, East Community team, Specialist Mental Health Service (SMHS)

I wish to send a huge compliment to both Sue and Evelyn of the East Community Team at SMHS. They are fantastic community support workers and have made a huge difference to my client since they began working with him. He has spoken in a positive light about both ladies, has been able to get out into the community weekly, and attend all medical appointments, when previously he was limited to his home. I have no doubt about the huge positive impact Evelyn and Sue are having in the lives of the people they are working with.

From: Jasmine Cottle, Registered Nurse, Hillmorton

#carestartshere

Ā mātou kōrero – Our stories

Dr Rabbit joins the festivities at Polyfest 2024!

Colourful character Dr Rabbit was a huge hit with people attending Canterbury Polyfest at Christchurch's Hagley Park on Saturday 16 March.

The purple doc joined the Community Dental team, who had brought the screening and preventative dental van, which was set up to offer examinations to school-aged children on the day.

It was a great opportunity to break down some of the barriers people face in accessing community-focused dental care.

As well as giving out free toothbrushes and toothpaste, the team also had a stall promoting free dental care for under-18s, offered oral health advice and encouraged people to access dental care.



Dr Rabbit at Canterbury Polyfest



Rear, from left, Dental Therapists Jasmine Buller and Jenny Kim, front, Dentist Tule Misa at Polyfest

Public health team celebrate International Women's Day

Purple was the colour of the moment for staff at Te Mana Ora | Community and Public Health as they celebrated International Women's Day recently.

The team wore purple to show support for gender equality as purple is the tone created when pink and blue are mixed, says Health Promotion Advisor, Losana Korovulavula.

Staff were encouraged to come to work with an item or picture of a woman in their lives who has been significant to them, inspiring and nurturing, and that they look up to as a 'shero'.



Some of the kaimahi from Te Mana Ora | Community and Public Health celebrating International Women's Day

FIVE WAYS TO WELLBEING



Give
Your time,
your words,
your presence



BE ACTIVE
DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD



KEEP LEARNING
EMBRACE NEW EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF



CONNECT
TALK & LISTEN,
BE THERE,
FEEL CONNECTED



TAKE NOTICE
REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY

INTRODUCE THESE SIMPLE STRATEGIES INTO YOUR LIFE AND YOU WILL FEEL THE BENEFITS.



Waitaha Canterbury Refugee Health Service launched

Pegasus Health recently launched its Refugee Health Service, a confidential and free health service helping former refugees access healthcare in Christchurch and Ashburton.

General Manager Patient and Provider Services, Pegasus Health Lisa Brennan says the service has a community-based approach.

“At Pegasus we aim to reduce inequity and remove barriers by having competent and well-funded wrap-around services. The service is based on the feedback we received from the former refugee communities and those who support them in health and social services.”

The service has set a national benchmark, expanding the eligibility criteria to include refugee groups beyond the annual quota refugees, ensuring broader access to health services, including for harder-to-reach populations, she says.

CALD (culturally and linguistically diverse) Health Manager Ester Vallero and Refugee Health Service Team Lead Sahra Ahmed from Pegasus Health urged other refugee services nationwide to adopt this benchmark eligibility criteria, replicating the success achieved in Christchurch and Ashburton to benefit former refugees across the country.

Hauora Maori Manager at Pegasus Health Kimi Jackson shared a touching whakataukī at the launch, highlighting the challenges faced by former refugees who did not choose to leave their homeland.

Korihi te manu, takiri mai i te ata.

Ka ao, ka ao (The day has broken). Tihei mauri ora.

The bird sings, the morning has dawned.

The day has broken. Behold there is life.



The Waitaha Canterbury Refugee Health Service team and guests at the launch of the service

Just like manu (birds) that are sure to sing when morning breaks, so does the life and everyday activities of all those that are here in Aotearoa, Kimi says – an appropriate sentiment to launch the service for those who are beginning again.

“What a wonderful service we have in our Refugee Health team to have kaimahi that can help taurewa (refugees) create a life of their choice in a whenua that is new and not necessarily their first choice.”

Over the last five years, the Refugee Health Services team has grown from one to 10 members. The team offers a confidential and free service for six months, or longer if necessary. The support includes help with general practice (GP) enrolments, guidance through initial GP appointments, interpretation services, and assistance in accessing various health services including pharmacies, labs, maternity care, optometry, dental care and other health-related support as needed.

The Refugee Health Service marks an important step in supporting former refugees in their journey here in Aotearoa. There are more details on the service on the [Pegasus website here](#).

This story is in Pegasus Health’s newsletter, the Tōtara Pegasus Health Pānui. You can [read more of the newsletter here](#).

Pānui – Notices

Employee benefits

Our regular Something For You section here will be unavailable for the time being. Health New Zealand | Te Whatu Ora kaimahi can still keep up with the latest employee benefits, deals and discounts through the portal on the Waitaha Canterbury intranet. Just look for the Something for you button on the PRISM home page.



**FREE
PUBLIC
EVENT**

Living well & ageing well research talks

**Tuesday 9 April, 10.30am-12pm
MainPower Stadium, Rangiora**

Registrations essential
visit www.healthprecinct.org.nz/events



Starry Night – fundraiser for Rānui House

An enchanting blend of music, exquisite wines and delectable cuisine is in store at Starry Night, a fundraising event in support of the Bone Marrow Cancer Trust and Rānui House.

Prepare to embark on a degustation journey like no other, meticulously crafted by a group of exceptional Chefs led by Darren Wright, who will tantalise all five of your senses. The unique experience of this cocktail function guarantees a memorable night filled with culinary delights and entertainment.

Starry Night will help to support patients of all ages and treatment types, who along with their families, call Rānui House their home-away-from-home when they must travel to Christchurch for life-saving medical treatment.

The event will be held at the black box Theatre, Christchurch, on Thursday 27 June. For more information and to [book tickets visit here](#).

