

Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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Te Whatu Ora
Health New Zealand
Waitaha Canterbury



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Kupu Arataki – Introduction

Winter wellness applies to us all

Winter is a busy time for the health system because along with the usual health problems people present with, there is an increase in respiratory and viral illnesses. Influenza, respiratory syncytial virus (RSV), COVID-19 and colds all contribute to massive additional pressure on general practices, urgent care clinics and the Emergency Department.


There are numerous campaigns and initiatives underway to keep people healthier and reduce pressure on the health system during the winter months. Some are new, and others are important reminders.

Many of us wait until we become ill before we consider what we should do next and where we should go for advice or treatment. The reality is there are preventative measures we can undertake now and if we do become ill, numerous options available to us to receive support or treatment.

Prevention

Get immunised and boosted

- › Vaccination remains one of the most effective tools we have to protect ourselves, not just through winter, but year-round. It reduces the spread and severity of symptoms in vaccine-preventable illnesses
- › Flu, COVID-19, measles (MMR) and pertussis (whooping cough) vaccines can all be booked through the [Book my vaccine website](#).



Boost yourself

Give your immunity a boost against COVID-19.

To find out more and book your booster go to [BookMyVaccine.nz](#)

Te Aka Whai Ora
Māori Health Authority

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Mask up

- › Although recommended rather than mandatory in most settings these days, wearing a mask helps protect you and others from airborne viruses
- › Crowded places like public transport or gatherings in poorly ventilated spaces as well as medical and aged care facilities where you know there is a greater risk of sick and/or vulnerable people, are the places where it's a great idea to mask up this winter.



Go well

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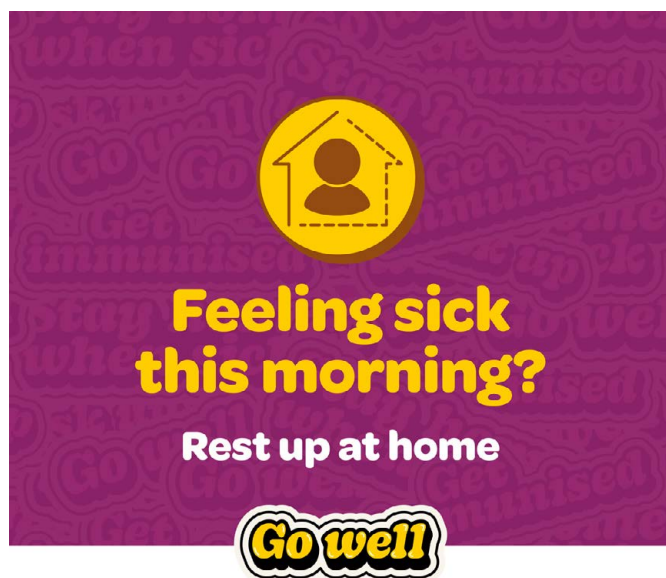
Everyday healthy choices

- › Try to make healthy food choices most of the time and drink plenty of water rather than sugary soft drinks
- › Prioritise yourself and your own time, doing things that make you happy – including getting plenty of rest
- › Get some fresh air where possible. Go for a run, walk the dog; open the windows and let the air circulate through your house.

Advice and treatment

Let your body go to work (stay home if you're unwell)

- › Many minor health conditions can be treated at home with rest, fluids, paracetamol and other over the counter medications
- › You really need to rest and recover, and no one wants you to share your illness with your school or office! It's important to let your body go to work to recover and heal and allow yourself the time you need to get better, at home.



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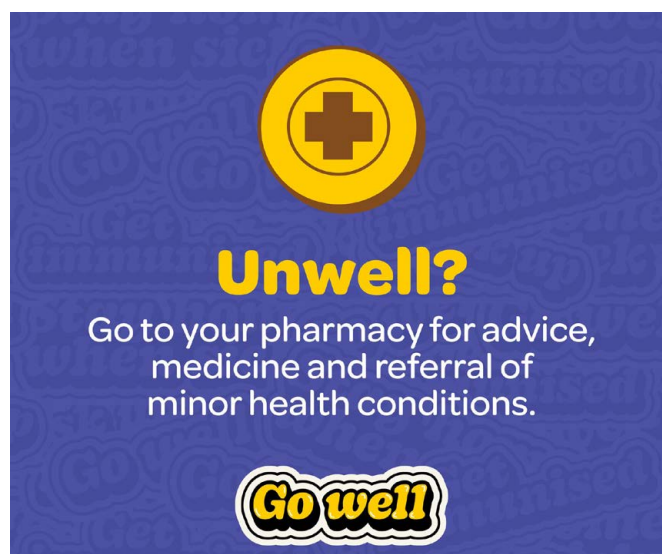
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Healthline on 0800 611 116 for free 24/7 advice

- › If you or someone in your whānau is unwell and you can't get into your usual general practice, give Healthline a call
- › Expert clinicians can offer advice, treatment and even assist with prescriptions.

Your local pharmacy

- › Pharmacists can help with over the counter medications and advice on treating minor illnesses and injuries
- › The Minor Health Conditions Service is an initiative available to children under 14 years, Māori and Pacific people and Community Service Card holders where participating pharmacies provide advice and free medicine for certain minor health conditions.



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General practice

- › Your usual general practice (GP) team can provide advice and treatment for a range of persistent health issues with many offering phone and virtual consultations as well as face-to-face
- › Most GPs will allow you to order repeat prescriptions online or over the phone.

Virtual telehealth consultations

- › When your usual GP is unavailable, consider a telehealth consultation with an expert physician
- › Receive advice and help with prescriptions and treatments from the comfort of your own home via your smartphone, laptop or device
- › Providers are available every day (some 24/7). [More information here.](#)

Remember

- › Get your repeat prescription requests in early – don't be caught short over a weekend or a public holiday
- › You don't need a referral for physiotherapy. Go straight to the physio and they can arrange x-rays and help with ACC claims
- › Tooth pain or damage shouldn't wait. Urgent and after-hours dental services are available and the best choice for any emergency dental needs. More information and [providers available here](#)
- › [Urgent care clinics](#) are there for health conditions that can't wait and need immediate treatment such as broken bones, a bad cut or a prolonged fever. Be aware that patients are triaged and those with the most urgent need will be seen first
- › Don't hesitate; in a critical or life-threatening situation go to the Emergency Department or call 111.

Choose well for you and your whānau this winter

Self-care	Healthline	Pharmacy	General Practice	Virtual appointment	Physio	Urgent dental care	Urgent care	Ambulance & emergency care
Safely manage some minor injuries and illnesses at home – cough, cold, fever, cuts and sprains and vomiting and diarrhoea.	Free health advice and information any time from nurses, paramedics and doctors. Call 0800 611 116. Interpreter and NZ Relay support available.	For a range of advice and treatments – vaccinations, emergency contraceptives, UTIs, pain management & conjunctivitis.	Your first port of call for injury or illness that won't go away, such as persistent pain, cough, earache or long-term conditions.	Try an online provider for medical advice, visual exams, repeat prescriptions and follow-up tests – via the camera on your device.	For an injury or sprain, go straight to a physiotherapist – they can register an ACC claim, arrange x-rays and refer on to other specialists.	For toothache or injury after hours find a dentist who can help at healthinfo.co.nz – some also provide subsidised services.	For issues that need immediate treatment – broken bone, minor head injury, bad cut, or a prolonged fever.	If you have chest pain, difficulty breathing, severe bleeding or bad burns, call 111 or go to the emergency department.

The issue of equity in health care – from Te Whatu Ora Tumu Whakarae | Chief Executive Officer Margie Apa

There has been a lot of coverage this week of the 'equity adjustment tool' being used in Te Toka Tumai Auckland. We know that public interest in issues can lead to questions being asked of you direct. Some people have also received challenging feedback or comments about equity considerations. Please talk with your leader and reach out for support if you need it.

As we all know, clinical need is the greatest determining factor when prioritising our planned care surgery waiting lists. The tool being used in Te Toka Tumai is a booking tool which takes a number of factors into account to help prioritise surgeries that are not urgent and where wait lists exist.

Concern about inequities in health outcomes, and efforts to address them, have been central considerations for the system for a long time. And now, under our Pae Ora legislation, we are required

to actively pursue health equity, bringing a much stronger focus to this important part of our mission under the health reforms.

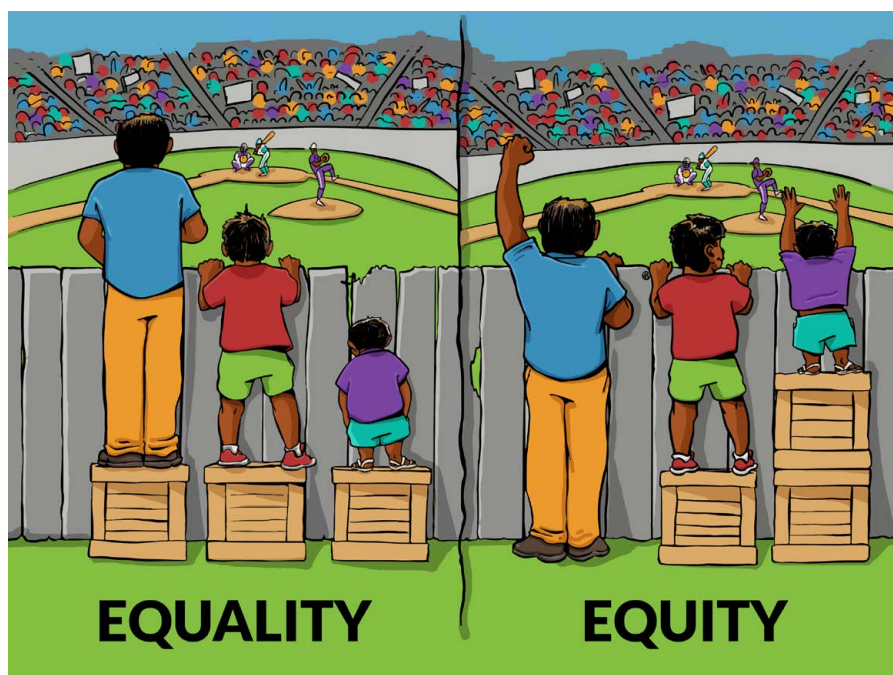
Key health statistics show that some groups of people are not doing as well as others, particularly Māori, Pacific, people with disabilities and those from high deprivation and rural areas. Large differences exist in health outcomes, including life expectancy. As long as this is the case we should be doing what we can to remove these differences in health.

Achieving health equity requires a multi-faceted response, such as ensuring we have an inclusive work environment; embedding consumer and whānau voice in our work; generating insights about what inequities exist and how they might best be addressed; and ensuring we have services that work effectively for different groups of people.

We will also need to keep innovating and learning as we go (such as evaluating the tool that has been subject to public comment this week).

Achieving health equity is a long-term challenge and one that inspires me in my role, and I know, many of you also. I know there are a very diverse range of activities and initiatives across Te Whatu Ora to push us in the right direction; my thanks to everyone involved for your support of this important work. I draw your attention to Dr Ashley Bloomfield's definition of equity which I endorse.

"In Aotearoa New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes."



**"Give our babies
one of the best
defences in life"**

Dhys Faleafaga
Professional rugby player

Prioritise to immunise our children.

Te Whatu Ora
Health New Zealand

A photograph of professional rugby player Dhys Faleafaga, a woman with dark hair, smiling and holding two young babies. She is wearing a black rugby jersey with a green and white logo that says 'RUGBY'. The babies are also wearing similar jerseys. The background is a solid green color.

Project SEARCH continues to change lives

One of Waitaha Canterbury's most popular and successful initiatives, Project SEARCH is an employer-led programme providing a year-long internship to students with learning disabilities, so they can learn new skills in the workplace, supported by a transitional school environment.

This year's interns recently participated in an 'open house' with young people interested in joining the programme in 2024. You can read more on [page 9](#).

Expressions of interest sought for membership to Te Whatu Ora Waitaha (Canterbury) and Te Tai o Poutini (West Coast) Clinical Ethics Advisory Group (CEAG)

All decisions regarding clinical practice and healthcare service provision contain ethical components. The purpose of the CEAG is to value and support clinicians and healthcare workers in situations where the 'right thing to do' may not be immediately clear. Formed in 2020, CEAG has 14 members including clinicians, lawyers, and those with specific ethics knowledge and expertise.

CEAG meets for two hours (virtual or in person) every four weeks on Friday from 12-2pm. The term of office is three years, plus a further three years if mutually agreed. There is no requirement that members have formal ethics qualifications. Members are expected to be able to attend the majority of meetings and meeting papers are to be read before each meeting. Work may also occur between meetings and it is expected that all members can contribute. For expediency in urgent cases, short notice and high-intensity small group work may be required. Membership in these types of groups is based on availability.

A number of members are stepping down and the group is now seeking applications from across the Te Whatu Ora workforce. Expressions of interest can be made directly to CMOOffice@cdhb.health.nz after discussing with your line manager. Applications close on Tuesday 18 July 2023.

For more information go to [page 22](#).

Recapping Energy Awareness Month at Te Whatu Ora

Energy is one of Te Whatu Ora's largest sources of greenhouse gas emissions and for most households, a significant monthly expense. Throughout June, we've been sharing tips for work and home to save energy and money.

- › Give your electronics a break! When you're finished with an appliance, turn it off at the wall or unplug it, otherwise it will continue to draw power even when not in use. Think about your toaster, kettle, bedside lamps, chargers, washing machine, dryer and computer equipment
- › Turn off lights, heaters and fans if you leave the room
- › Only set your thermostat to the temperature required. Blasting the heat pump will not heat the room up quicker and it will use more power
- › Burn calories, not energy! If you are well and able, take the stairs where you can. Lifts are energy hotspots, so you'll not only be saving power, you'll be improving your health and fitness too.

What else can you do to save energy at home and work? If you haven't already, this is your last chance to complete the energy quiz. You can [access it here](#).

Quiz – The NASA Space Program

Founded in 1958, NASA is the stuff of adventure, exploration, heroes and occasional tragedy. The human fascination with space has been driven by the scientists and astronauts who have enabled travel beyond earth. How much do you know about NASA?

1. **What does NASA stand for?**
 - a. National American Space Association
 - b. National Aeronautics and Space Administration
 - c. North American Space Administration
 - d. National Air and Space Association
2. **Who was the first American to travel to space in 1961?**
 - a. Alan Shepard
 - b. Buzz Aldrin
 - c. John Glenn
 - d. Michael Collins
3. **Who was the US President when Neil Armstrong and Buzz Aldrin walked on the moon?**
 - a. John F Kennedy
 - b. Lyndon Johnson
 - c. Richard Nixon
 - d. Gerald Ford
4. **Between the first moon landing in 1969 and 1972 when the last one occurred, how many people walked on the moon?**
 - a. 11
 - b. 12
 - c. 13
 - d. 14
5. **In 1970, the third lunar mission suffered a catastrophic failure and the crew couldn't land on the moon. Tom Hanks starred in a popular movie about it. Which mission was it?**
 - a. Apollo 11
 - b. Apollo 12
 - c. Apollo 13
 - d. Apollo 14
6. **In 1981 the first space shuttle mission launched and successfully completed 36 orbits of the earth. What was the shuttle named?**
 - a. Challenger
 - b. Freedom
 - c. Endeavour
 - d. Columbia
7. **True or false. The highest a space shuttle ever flew was an altitude of 15,000km above sea level.**
 - a. True
 - b. False
8. **The Artemis Program is NASA's most recent mission to return people to the moon by what year?**
 - a. 2023
 - b. 2024
 - c. 2025
 - d. 2026
9. **What will be true about the next planned moon landing?**
 - a. It will carry the first woman to the moon
 - b. It will carry the first person of colour to the moon
 - c. It will carry robots to aid in the exploration of the moon
 - d. All of the above
10. **Why did astronauts leave human waste and rubbish on the moon?**
 - a. If found by aliens, it might help them understand human biology and culture
 - b. It was a different time and they didn't consider the potential environmental impact
 - c. They needed to reduce the weight of the lunar module, so they could collect as many rock samples as possible
 - d. They didn't mean to, they forgot to pick them up

[Check your answers on page 21.](#)

Ā mātou tāngata – Our people

Project SEARCH update

Last week, the 2023 Project SEARCH interns, alongside representatives from Te Whatu Ora Waitaha Canterbury and Enabling Good Lives, held their 'Open House' for next year's prospective interns and their whānau to learn more about the programme.

Nine young people and their whānau heard first-hand from the four current interns who spoke honestly, proudly and confidently of their day to day experience in the programme and what it takes to be a Project SEARCH intern.

Project SEARCH Tutor Linda Leishman spoke of the highs and lows faced over the past five years the programme has been run out of Burwood Hospital and encouraged whānau to support their rangatahi to apply for the 2024 intake.

Project SEARCH interns also recently met with Whaikaha (Ministry for Disabled People) Chief Executive, Paula Tesoriero and Senior Adviser Loren Savage, and Enabling Good Lives Christchurch Co-Director Tom O'Neill.

These guests came to Burwood Hospital to meet the interns and staff, and to understand more about Project SEARCH and how it works at Te Whatu Ora

Waitaha. Enabling Good Lives was developed in 2011 by members of the disability community with the intent of increasing choice and control for disabled people and their families.

The group received a warm welcome from Acting General Manager for Older Persons Health and Rehabilitation Claire Pennington and Pou Whirinaki at Hillmorton and Burwood hospitals Ruru Harepeka Nako Hona before visiting the Burwood Spinal Unit.

There they met the unit's Charge Nurse Manager Maria van den Heuvel and got to see one of our Project SEARCH graduates, Hospital Aide Hayley Butler, at work.

Tom says:

"It was really cool to meet the interns this year and hear about their employment goals and how they are working to achieve that through attending Project SEARCH".

Project SEARCH is an employer-led programme providing a year-long internship to students with learning disabilities, so they can learn new skills in the workplace, supported by a transitional school environment. The then Canterbury DHB was the first in Australasia to offer this programme.



From left, Project SEARCH Interns Chris Goode and Jayden Earnshaw, Whaikaha (Ministry for Disabled People) CEO Paula Tesoriero, Project Search Interns Troy Washington and Thomas Ball, and Enabling Good Lives Christchurch Co-Director Tom O'Neill

Wellbeing support available

Paying attention to your wellbeing is time and energy well spent, and knowing what support is available, and how to access it, is a proactive way to take care of yourself.

Workplace Support would like to remind you that free, confidential, and compassionate support is available to you and your team as a Te Whatu Ora employee.

The following are two new initiatives:

30-Minute Awareness Raisers

These are accessible 'small nuggets' of information on key wellbeing topics, presented onsite by your Wellbeing Supporter(s). They are specifically designed to be delivered in 30 minutes and slotted into busy work schedules.

Reducing the Impact of Stress is the first in the series and it covers how we view stressors, our resources and how what is happening around us affects how we respond to stress. This presentation shares tangible actions that can help reduce the impact of stress, incorporating the Mental Health Foundation's "Three R's – Refuel, Resolve, and Relax."

There is no cost for Awareness Raisers, and you can book one via your Wellbeing Supporter or by emailing office@workplacesupport.co.nz

Weekly Wellbeing Drop-In Sessions

The Burwood Hospital Workplace Support Team has been running 'Wellbeing Wednesday' from 11am to 1pm providing a consistent time and place where staff can drop in without the need to book in advance. Additional drop-in sessions on Waitaha Canterbury sites will be confirmed in the coming month. If a regular drop-in could be beneficial for your department/area speak to your Wellbeing Supporter (note that the feasibility of weekly drop-ins is dependent on appropriate meeting rooms/locations).



Verity Mace
Wellbeing Supporter
veritym@workplacesupport.co.nz

Marie Rossiter
Wellbeing Supporter
marie.rossiter@workplacesupport.co.nz

Paula McFarlane
Wellbeing Supporter
paula.mcfarlane@workplacesupport.co.nz

Meg Logan
Wellbeing Supporter
meg@workplacesupport.co.nz

Here's a summary of Workplace Support's three core wellbeing services:

On-Site Wellbeing Services

Support is available on-site, whether that's informal check-ins, one to one sessions, providing a supportive presence in formal meetings, such as performance discussions, or navigating organisational changes. Workplace supporters can also facilitate informal meetings, providing structure, support, and information to help support wellbeing, with no additional cost for this facilitation.

Off-Site Referred Services

Counselling, financial guidance/planning, and career direction are free specialist services available via self-referral. Each employee can access up to four specialist sessions a year. Workplace Support has a team of experienced, full-time counsellors available in person and online. To book or seek more information call 0800 443 445 or email office@workplacesupport.co.nz

Manager-Approved Services

Training, Professional Supervision, Critical Incident, Alcohol and Drug Intervention, Wellbeing Consultancy and Psychological Services are available via manager approval.

Areas of support may include work-life balance, physical and/or emotional health, personal and/or work relationships, work pressure, anxiety, changing life priorities, family issues, and grief and loss. 0800 443 445 office@workplacesupport.co.nz

One minute with... **Mark Adams,** **Advanced Practice Physiotherapist,** **Stroke Rehabilitation, Burwood Hospital**

What does your job involve?

Predominantly I carry a patient caseload on Ward DG (people aged over 65 who have had a stroke). I love being a physio and neurological rehabilitation is the best area that I've worked in. In addition to this I am leading some service changes across the stroke service and providing education.

What pathway got you to this job?

I started off life as a sports physio but after working with an international team I pivoted to rehabilitation. The global financial crisis led me to New Zealand in 2009. I got hooked on neuro rehab and was lucky to get a permanent role on the Brain Injury Rehabilitation Service ward in 2013. While working there, I completed my master's degree by thesis and several projects to improve the physio service on the ward. My wife, daughter and I then moved to the UK for a few years where one of my roles involved setting up a physiotherapy service in an adult social care service. It was great to be able to show the effect physio can have on patients and on a service. On returning to New Zealand (surviving COVID-19 managed isolation and quarantine with two pre-schoolers along the way), I worked for a private company as their clinical lead. This background helped me be successful when applying for my current role and I'm excited to be part of the changes in Te Whatu Ora.

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

Curiosity, hard work and finding fun in what you do will give you a career that you enjoy and are proud of. Fight against getting stale in your clinical practice. And one thing I like to tell my students is that "Physio's easy. If it's short, make it long. If it's weak, make it strong".

Who inspires you and why?

I've been reading my two daughters some stories about famous women. One lady that I have been inspired by recently is Eugenie Sage, a marine biologist who fought a lot of prejudice to become a top scientist in her field.

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?

Working in the health system you meet people from all sections of society. I endeavour to get to know people, their whānau and to treat them all equitably. I take personal responsibility for people improving and do my best to provide the right environment for them to do so.

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

Somewhere with blue skies and fresh powder snow.

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

I'm going to go big and say Chris Hemsworth. Obviously, the movie will be very loosely based on a true story!

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

We use(d) cloth nappies for our kids which has meant thousands fewer nappies in landfill. Also, we're a one car family and I cycle to work year-round saving 150 km of fuel a week. In addition, we eat mostly vegetarian food.

What are your hobbies/interests outside of work?

Despite having less time since my daughters arrived, I still consider myself a runner. I've completed many trail ultra-marathons over the years. It's a bit more low-key now, but I love getting out in the hills. What I'm enjoying most about this time of life is getting the next generation into the outdoors. My wife and I take our girls camping and for overnights in huts.



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

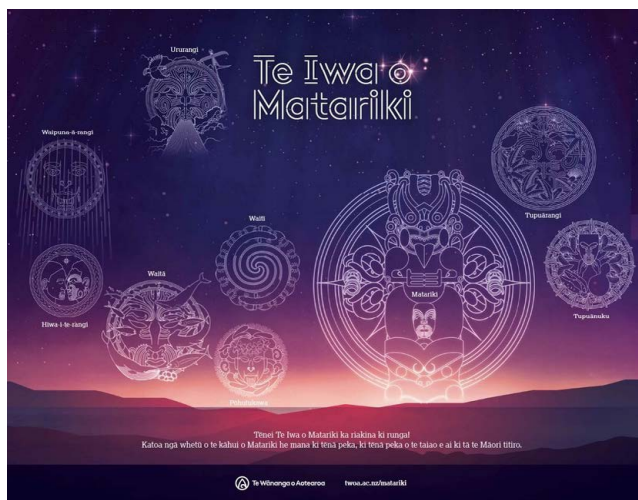
Akoranga reo Māori – lesson #20

He tohu mate – A sign of death

Nau mau, hoki mai anō ki tēnei akoranga reo Māori o tātou

Welcome back to this Māori language lesson of ours.

This week we continue the kaupapa (subject) of Matariki from last week, but this week we will look at some of the features of Matariki that are associated with death.



Pōhutukawa

The Pōhutukawa star has a different role from the others within the cluster because she is not associated with our taiao (environment) or kai (food). Instead, Pōhutukawa is associated with the loved ones that we have lost, and she warns us of the impending losses we will face in the coming year. If Pōhutukawa is easily seen, then this is an indication that there will be few deaths in the coming year. However, if Pōhutukawa is difficult to see or invisible, then this is an indicator that there will be many deaths over the coming year.

Te Waka-o-Rangi

Te Waka-o-Rangi (often referred to as other names according to regions) is a constellation in the form of a canoe with Matariki at the front and Tautoro or Orion's belt at the rear. The waka is captained by Taramainuku who is the guardian of our loved ones that have passed.

Taramainuku has a net called Te Kupenga a Taramainuku (the net of Taramainuku) and every night he gathers the souls of those who have died in the net. For 11 months of the year, those souls are carried along behind the waka until they are taken to the underworld when the constellation sets with the sun in May. When the constellation rises again one month later with Matariki, the souls are released into the sky to become stars.



Whakataukī – Proverbial sayings

Ko Matariki te kaitō i te hunga pakeke ki te pō
Matariki draws the frail into the endless night
Kua whetūrangitia koe
You have now become a star.
(Matamua, R. (2019). *Matariki – The Star of the Year*. Wellington: Huia Publishers.)

He whakapātariari – A challenge

Have you listened to many waiata Māori (Māori songs)? This week, the challenge is to listen to an album by Maisey Rika, titled Ngā Mata o te Ariki Tāwhirimātea, which is entirely inspired by Matariki. See if you can recognise some of the words and themes that you have learnt about in the last two lessons.

If you have any questions or feedback, please make contact via the email below. [Hauora.](mailto:Hauora.Maori@cdhb.health.nz)
Maori@cdhb.health.nz

International winter warmer recipes

Leek and potato soup

Country of origin: France (1869)

Ingredients:

- › 50g butter
- › 1 onion finely chopped
- › 3 leeks (white part only) sliced
- › 1 celery stalk finely chopped
- › 1 garlic clove finely chopped
- › 200g potatoes, peeled and chopped into small cubes
- › 750ml chicken stock
- › 185ml cream
- › 2 tbsp chopped chives
- › Salt and white pepper

Method

Melt the butter in a large saucepan and add the onion, leek, celery and garlic. Cover the pan and cook, stirring occasionally over a low heat for 15 minutes or until the vegetables are softened, not browned.

Add the potatoes and stock and bring to the boil. Reduce the heat and leave to simmer, covered for 20 minutes. Allow to cool a little before pureeing with a blender or food processor.

Return to the clean saucepan. Bring the soup gently back to a simmer and add the cream. Season to taste with the salt and white pepper.

Serve, garnished with the chives and with crusty bread.

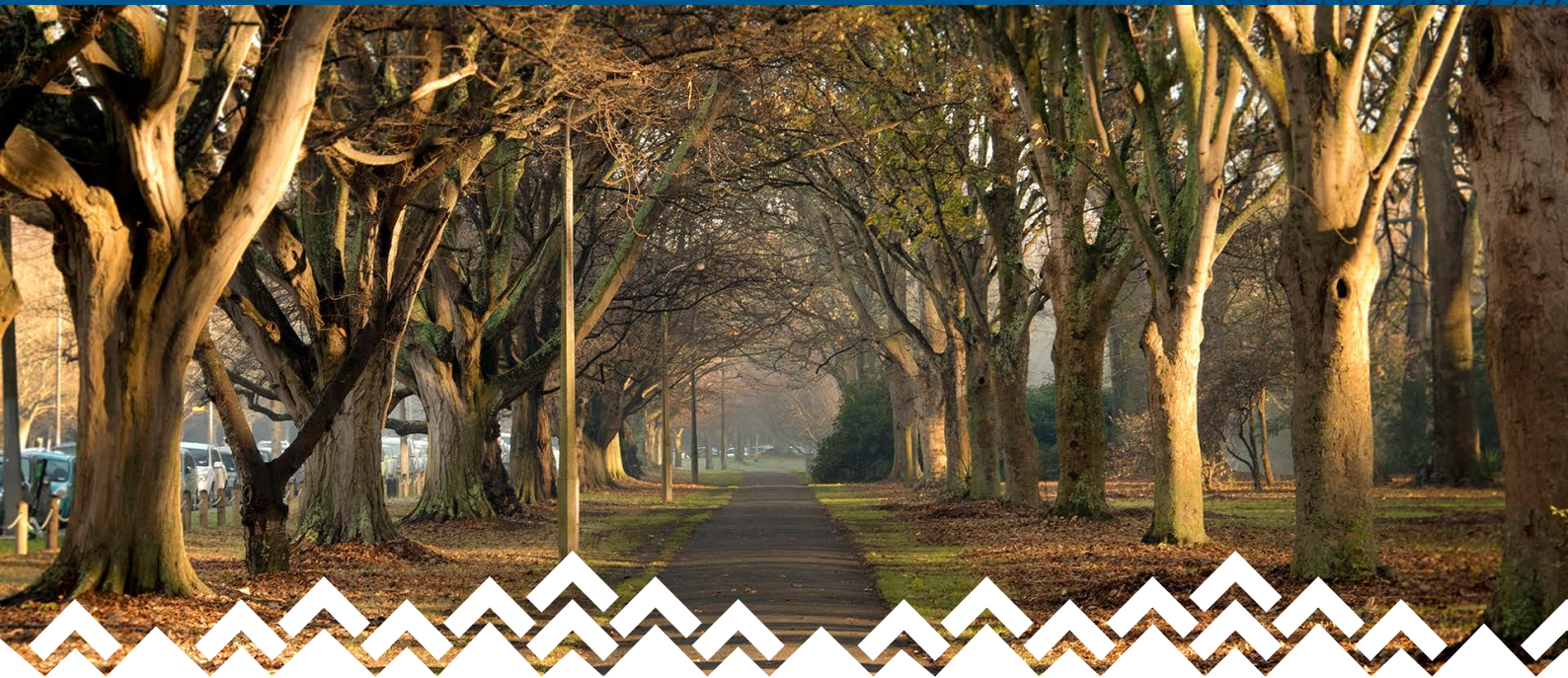


Try some alternative garnishes such as fresh grated parmesan cheese, garlic croutons or some crispy fried leek slices.

**Be prepared this winter.
Stock up on RATs, masks,
prescriptions and anything
else you may need.**

**Stay well
this winter**

Whakamihi – Bouquets



Cleaners, Christchurch Hospital

Thank you for all the hard work keeping the hospital clean and safe for all. Great job.

Ward A7, Christchurch Hospital

I just want to thank you so much for the care my son and I received. The 'One Mother to Another' gift bag was such a treat, the activities room is amazing, the food was delicious, and all the nurses and doctors were so kind and caring. Thank you so much from one grateful mum.

Ward B7, Christchurch Hospital

I cannot thank the nurses of this ward enough for their kindness, compassion and support of myself as a parent as well as taking such good care of my son. These nurses deal with far more than is in their job description and do so to make life better for the patients and their parents. Please know it's appreciated and does not go unnoticed! The way you supported me with all the miscommunications was appreciated more than you know. I see you deal with everyone's stress. I hope this compliment is a small token towards feeling valued.

Children's Emergency Care (CEC), Christchurch Hospital

Pleasant experience being in this ward with my child who is unwell. Caring and professional nurse, Josie. She's patient when dealing with sick children. Well done!

Birthing Suite, Christchurch Women's Hospital

We really appreciate the care that all relevant staff provided to us. Thank you! Our special thanks to Lead Maternity Carer Jessica Nelson for being compassionate and caring throughout our pregnancy journey and labour day. Very special thanks to Registrar Dr Rachel Springer for her great expertise, clear communication and being attentive to our desired type of labour. Your dedication and competency highly reassured us in terms of baby and mum's safety. Thank you also to other staff supporting on the day.

Gynaecology Ward, Christchurch Women's Hospital

I came in full of trepidation. I met a very professional and friendly nurse practitioner who immediately set my mind at ease – just the right amount of information and clear heads-up about what was to follow! The wonderful nurses and gynaecologist who attended my procedure were upbeat, positive and engaging. Another very positive experience at the hospital – thank you all!

WellFood, Christchurch Hospital

The food service was brilliant. A wide range was offered. Catering Assistants Eve and Shannen are an asset. They are both friendly and warm and highly efficient. They have a great sense of empathy, navigating with care 'nil by mouth' and being reassuring and smiling.

Emergency Department (ED), Orthopaedics and Physiotherapy, Christchurch Hospital

I recently broke my arm, and the care I have received from the whole team has been excellent. Of particular note has been my surgeon, Mr Heath Lash. He is clearly a very knowledgeable and capable surgeon. His operation fixed problems from the last time I broke it. I have much better movement of my fingers. Mr Lash is also a great person to talk to and showed me great care and empathy, while remaining positive about my recovery at all times. My physiotherapist Shaan has also been excellent in the same way, showing a great deal of care and skill and helping me back to functional health with simple, and clear exercises to get my wrist moving properly again. She is always bright and positive and that has been much appreciated. Also, of note is the anaesthetic team that took care of me during the operation. They were awesome in all the same ways and kept me fully up to date with what was happening at all times. All of these individuals are an asset to the hospital. They show a great deal of professionalism while remaining personable and developing a relationship with their patients.

Ward A3, Christchurch Hospital

I want to express my gratitude to the wonderful nurses who have looked after me. I particularly want to mention Zara, Kate, Pippa and Katie. Being competent and professional goes without saying but where they excelled was being friendly and kind and sometimes having the odd laugh together. Their tiny interactions make me feel good and contribute to my overall health recovery. They are really important for my mental state. It's been a rough ride for me personally with me feeling vulnerable and lonely and their professional care and engagement are highlights of my day. I appreciate how busy you all are and the pressures you are under so thank you so much. You made my stay bearable. I have nothing but good things to say about the staff and the room. Just lovely!

Rachel O'Sullivan and Long COVID-19 Pilot Programme Team, Canterbury Hauora Coordination Hub

I am emailing to share my appreciation for the Long COVID-19 pilot programme which has been set up in Ōtautahi. To my knowledge there are very few services such as this set up around Aotearoa, with this service desperately being needed. I was pleased to be able to have an appointment with

Jaclyn last week. Her expertise around the area of fatigue and daily functioning was valuable. She was validating of the position I am in and provided some great ideas of things to try.

Ward 11, Christchurch Hospital

The support staff on this ward have been incredible. Orderly Pete offers more than just a transport service, he offers connection, warmth and words to encourage resilience. The hospital aides are wonderful and work incredibly hard to support patients and staff. They are skilled at listening to patients' needs and adapting care. Thanks to Kim for her never-ending smile.

ED and Children's Emergency Care (CEC), Christchurch Hospital

I attended ED with my 13-year-old following an accident where she dislocated her elbow. The staff in the CEC, including those from the Bone Shop, gave us fantastic quick service, they were reassuring and professional at a stressful time for us. Thank you!

Geoff, Clare and team, Cardiac Ward, Christchurch Hospital

I would like to convey my sincere thanks to doctors Geoff and Clare and the team. I'm experiencing a significant improvement. For the first time in years, I have no chest tightness with exertion. Thank you once again to all involved.

Ward 11, Christchurch Hospital

Our family would like to thank Ward 11, especially Frances, Nic and Dr Georgia for their care of our dearly loved father/grandfather at the end of his life. Thank you for the incredible care and support you provided.

Anne-Marie, Plastics department, Christchurch Hospital

I would like to sincerely thank and give a compliment to Team Leader Anne-Marie in Plastics. She was so kind, caring, patient and helpful in organising my surgery. Due to my husband's ill health and myself being his carer it was difficult to organise a time that suited me, and Anne Marie was extremely kind and patient with me to organise my well-overdue surgery. I appreciated all her assistance and empathy. My operation is completed, I feel fine, and know without Anne Marie's persistence to organise this operation for me, it would never have happened. I am very grateful.

Nursing team, Ward 11, Christchurch Hospital

Just wow! You are lucky to have this team of people working for you. I would hire them for their relationship skills and common-sense alone. I have particular respect for the pace they work at and ability to keep people focused. Thank you.

Intensive Care Unit (ICU), Christchurch Hospital

I was admitted to ICU with declining health. The team there were fantastic, especially Lin, my nurse, who went above and beyond and deserves recognition for her caring, hard work, smile, and commitment to her patients. I was completely in safe hands with Lin caring for me and every single thing I wanted or needed was catered for to an extremely high standard. Please pass on my gratitude to Lin, she won't be forgotten.

Acute Bone Clinic, Orthopaedic Surgical team and the Bone Shop, Christchurch Hospital

What an amazing team of health professionals I recently encountered when I had to attend Christchurch Hospital with a fractured lower leg. I was seen swiftly and assessed but what impressed me the most was the care and attention I received specifically from the nurses (one in particular) and the Health Care Assistant. I had to return the next morning to the Surgical Day Unit and again encountered another extraordinary team, from the receptionist to the nurse, and the anaesthetist. They took great care when informing me of the process and possible complications. I felt at ease and confident going into surgery. When I was wheeled out after my operation and recovery I was met by the same nurse who had prepared me for the surgery. This consistency of care was very reassuring and greatly appreciated. I believe Waipapa made a dramatic difference to my patient care with its design and state-of-the-art fixtures and fittings, but most importantly it was the team within this building that needs to be truly acknowledged as without them I would not have received the excellent care I was so fortunate to have received. Thank you, thank you, thank you.

Lorraine, WellFood, Christchurch Hospital

This letter is to compliment Catering Assistant Lorraine. After I came in acutely unwell, Lorraine was very patient and caring, explaining the menus and accommodating me very well during my stay. She was bright, bubbly, always smiling and takes pride in serving us. To me, she is a key asset to WellFood. The only reason I am sad to be leaving the ward is that I will miss her a lot.

Ward 11, Christchurch Hospital

The doctors all introduced themselves and listened. They kept me up to date, described procedures and checked for not only my understanding, but how I was feeling. So grateful to have patient-centred skilled doctors. Thank you. I know our health system is under pressure and still you rock!

Ward 23, Christchurch Hospital

Thank you to the amazing nurse and other staff for taking such good care of my nana. Amazing work!

ED, Christchurch Hospital

Thank you to all the staff, nurses, doctors and volunteers who helped my husband when he was brought in by ambulance. Everyone was calm, reassuring and helpful and I cannot speak highly enough of the professional, caring attention he was given. You are all stars! Thank you.

Ward B8, Christchurch Hospital

Amazing care from all the disciplines. We came from a different region with a family member for two separate admissions to hospital. So relieved and thankful we were in this ward both times. Thank you to everyone.

Ward B4, Christchurch Hospital

Thank you so much for taking care of my father-in-law. You are amazing in what you do. Thank you to the doctor, the nurse, the cleaners and the WellFood staff.

Ward A3, Christchurch Hospital

Thank you to the staff for looking after my wife who was in for about 14 days. Staff were excellent in care. The facilities were great, and everything was clean.

Ward 14, Christchurch Hospital

The staff are tremendous – kind and caring.

Mortuary, Christchurch Hospital

My sincerest and utmost respect and gratitude to the two staff who went out of their way, so I could see my daughter. Thank you.

Simi, Orderly, Christchurch Hospital

Thank you to Simi who took me from the Acute Unit to the Eye Clinic across the road and back again. When she realised she had been told to go to the wrong place (not her fault) she waited with me until she had a phone call redirecting us. Thank you, Simi.

Ā mātou kōrero – Our stories

Kurawaka Waipapa tells unique stories through its design and finishes

Kurawaka Waipapa, Canterbury's new central city birthing unit, will boast a unique and purposeful interior design that reflects the values of our community.

The interior design of Kurawaka is inspired by natural birthing practices, cultural awareness, whānau/family experience, and inclusiveness. The themes also include New Zealand flora and fauna, regional landmarks, and sustainability.

"Everything that whānau see while walking through the centre has been carefully selected to contribute meaningfully to the narrative of Kurawaka, including colour, fabric, texture, design, and artwork," says Norma Campbell, Executive Director of Midwifery and Maternity Services.

"The driving dynamic was to create a 'safe' place, where those giving birth and their whānau could share a special experience in a special place."

The centre's home-like finishes and features, such as welcoming lounges and kitchens, comfortable furniture, timber floors, sound-absorbing carpets and wall panelling, and hand-printed NZ wallpapers, create a warm and distinctly non-clinical atmosphere. The centre will also feature a collection of upbeat art prints from well-known New Zealand artists.

Other inspirations include the Three Kings Vine (*Tecomanthe speciosa*) design used for curtains in the postnatal bedrooms, based on a very rare New Zealand plant species which was saved from extinction and tells a story of new life.

The custom wallpaper mural in the reception area called "Constellations of the Skies Over the Southern Hemisphere" captures the positions, shapes, and names of significant constellations over New Zealand. The Ripeka wallpaper in the whānau room is a contemporary twist on traditional Māori designs and patterns which enables a sense of whanaungatanga (everyone belongs).



Artist's impression of the postnatal room featuring Three Kings Vine (*Tecomanthe speciosa*) design.



Artist's impression of the whānau room featuring The Ripeka wallpaper

"For whānau expecting the arrival of a baby in Canterbury, Kurawaka will be an amazing birthing option for our healthy māmā and a place where special memories are made," says Norma.

The contractors have now completed the drainage and waterproofing works. They are starting to construct the walls, with the installation of cabling, and pipework to follow.

The estimated completion date for the facility is late 2023. The unit will be located at 238 Antigua Street, a few minutes away from Christchurch Women's Hospital.

Coffee ceremony encourages connection

To celebrate World Refugee Day on Tuesday 20 June the Mana Taurite|Equity, Diversity and Inclusion team partnered with InCommon and some special guests from the former Eritrean refugee community to host a traditional Buna – Eritrean Coffee Ceremony.

InCommon Project Manager Holly Griffin invited former Eritrean refugees Freweini Eyob, Atsedo Abrham and Samuel Hidray Equbazgi to treat our kaimahi to the traditional coffee ritual.

Those attending were shown the process of roasting, brewing and straining rich coffee in clay jugs which were then served in delicate china cups, alongside kitcha bread (an unleavened traditional flatbread native to East Africa) and popcorn.

The refugee guests shared the history of the ceremony and our kaimahi took time out to share stories and connect.

The event was a great opportunity to remind us that even though we come from diverse backgrounds with unique lived experiences, there are still many things that we hold in common – such as our love for coffee and korero, says Workforce Development Partner Equity, Diversity and Inclusion Akira Le Fevre.

Samuel, who was born in Eritrea and lived for five years in Ethiopia as a refugee before coming to New Zealand through the refugee quota programme in 2019, says refugees have a wealth of cultural heritage, skills, and knowledge that can be a valuable asset to the society they are settling into.

“By embracing diversity, societies can benefit from the unique perspectives and experiences that refugees bring.”

Refugees also often have a diverse range of skills and experiences that can be beneficial to the local economy.

“For example, refugees may bring skills in areas such as farming, construction, and healthcare that are in demand in their new country. By providing refugees with access to job training and employment opportunities, they can contribute to the local economy and help address skills shortages,” he says.



Former Eritrean Refugee Freweini Eyob pouring the coffee

Samuel is a social work student at present and hopes to one day become a policy advocate lobbying for policies and programmes that support refugees and other vulnerable populations.

The InCommon campaign was created in response to the Christchurch mosque attacks to highlight how similar we are to people who, at first, we may not think we share much in common. It acts as a reminder that our differences are often only skin deep and aims to encourage people to reach out across cultures and faiths to make Canterbury a place where everyone feels they belong.

World Refugee Day is an international day organised every year on 20 June by the United Nations (UN). It is designed to celebrate and honour refugees from around the world. The day was first established on 20 June 2001, in recognition of the 50th anniversary of the 1951 Convention Relating to the Status of Refugees.

There is more information on the [UN website here](#).

The 'Share Kai in the Workplace' initiative that InCommon is promoting celebrates diversity and encourages a sense of belonging. In July they are also hosting a 'Share Kai and Kōrero' at the St Albans Community Centre where cuisines from the Nepali, Eritrean and Afghan communities will be on offer.

There is more information [here](#).

If you would like to know more about Incommon visit their website [here](#).



Delicious coffee from the day

A photograph of a group of people outdoors, with a man and a woman in the foreground smiling. The man is wearing a blue and yellow patterned shirt, and the woman is wearing a pink shirt.

Boost your family

Help protect you and your family from COVID-19.
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Māori Health Authority

Te Whatu Ora
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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.



CPG Hotels – *Fable Christchurch, Hanmer Springs Hotel, Fable Dunedin and Willis Wellington*

Discounted rates when booking directly with the hotel through their website using the discount code found [here](#).

Discount valid at the Fable Christchurch, Hanmer Springs Hotel. Fable Dunedin and Willis Wellington.



MILLENNIUM
HOTELS AND RESORTS

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This unique staff offer has been extended until 31/12/23 by using our special access code.



Heritage Hotel Queenstown – *91 Fernhill Road, Queenstown*

Book directly through the hotel -<https://www.heritagehotels.co.nz/> to access discounted accommodation rates. [See more information and discount code here](#).

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Energy Awareness Month!

June 2023

A Te Whatu Ora initiative providing tips, tricks and fun facts about energy efficiency and conservation.

Te Whatu Ora
Health New Zealand

Pito kōrero hou tonu Latest news



The latest newsletter includes a welcome to the new board chair, deputy chair and three new members; the adverse events report; learning from harm education programme 2023/24, and much more. [Read it here.](#)

QUIZ ANSWERS – The NASA Space Program

1. b. National Aeronautics and Space Administration
2. a. Alan Shepard
3. c. Richard Nixon
4. b. 12
5. c. Apollo 13
6. d. Columbia
7. b. False. Discovery briefly reached an apogee (the point in the orbit of an object orbiting the earth that is at the greatest distance from the centre of the earth) of 621 km (386 miles), the highest altitude ever reached by a shuttle orbiter.
8. b. 2024
9. d. All of the above
10. c. They needed to reduce the weight of the lunar module, so they could collect as many rock samples as possible. There was also a lot of other unnecessary equipment left behind so they could gather more lunar specimens.



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Te Whatu Ora Waitaha (Canterbury) & Te Tai o Poutini (West Coast) Clinical Ethics Advisory Group (CEAG)

Seeking expressions of interest for membership

Background

All decisions regarding clinical practice and healthcare service provision contain ethical components. For that reason, Te Whatu Ora Waitaha & Te Tai o Poutini has established a clinical ethics service in the form of an advisory group – CEAG. The group is available to assist clinicians and the organisation with challenging ethical decisions. Ethical analysis helps reveal or ‘surface’ underlying values, identify guiding principles, and ensure a critical and considered reasoning process to deliver the best healthcare services possible. Ethical theory and analysis offer an approach to help clarify uncertainty, balance competing views and values and provide a framework for the decision-making process, assisting clinicians and others working in Healthcare provision towards a justified decision. Ultimately, ethical analysis may provide the ‘best possible’ answer and sometimes also identify what would likely be a ‘wrong’ answer.

The purpose of the CEAG is to value and support clinicians and healthcare workers in situations where the “right thing” may not be immediately clear. The tenets of Te Tiriti o Waitangi are upheld within CEAG to the greatest extent possible.

Expressions of interest

The CEAG was formed in 2020 and comprises up to 14 members including clinicians, lawyers and those with ethics knowledge and expertise. CEAG reports to the CMO of Te Whatu Ora Waitaha. The current chair is Dr Kate Grundy. A number of members have stepped down and the group is seeking applications from across the Te Whatu Ora workforce.

Expectations of membership

CEAG meets for 2 hours every 4 weeks on Friday from 12-2pm (virtual or in person). The term of office is 3 years, plus a further 3 years if mutually agreed. There is no requirement that members have formal ethics qualifications however past experience with clinical ethics and advice and ethics qualifications would be an advantage.

Members are expected to be able to attend the majority of meetings and meeting papers are to be read prior to each meeting. Work will also occur between meetings and it is expected that all members are able to contribute. For expediency in urgent cases, short notice and high intensity small group work may be required. Membership of these groups is based on availability.

In accordance with the regional structure of Te Whatu Ora, the Group may widen to cover the whole of the South Island at some point. All positions on the group would then be subject to review.

Next steps

The **Terms of Reference** are available from the Office of the CMO and general enquiries should also be directed to that office (email below). Due to the work/time expectations prospective members are asked to discuss this with their **line managers** to ensure that their application is supported and to gain agreement that they are able to be released to attend meetings should they be appointed.

Expressions of interest can be emailed to cmooffice@cdhb.health.nz

Applications close on 18th July 2023



Why Seating Matters

Guest Speaker: Adrian Cominotto, Seating Matters

Tuesday 1st August, 2023

0900–1300

Manawa HP314

Wednesday 2nd August, 2023

0900–1300

Burwood Hospital 2.3a and 2.3b

Topics:

- » Clinical Research
- » Pressure Injury Prevention
- » Seating for Dementia
- » Early Mobilisation
- » Bariatric Seating

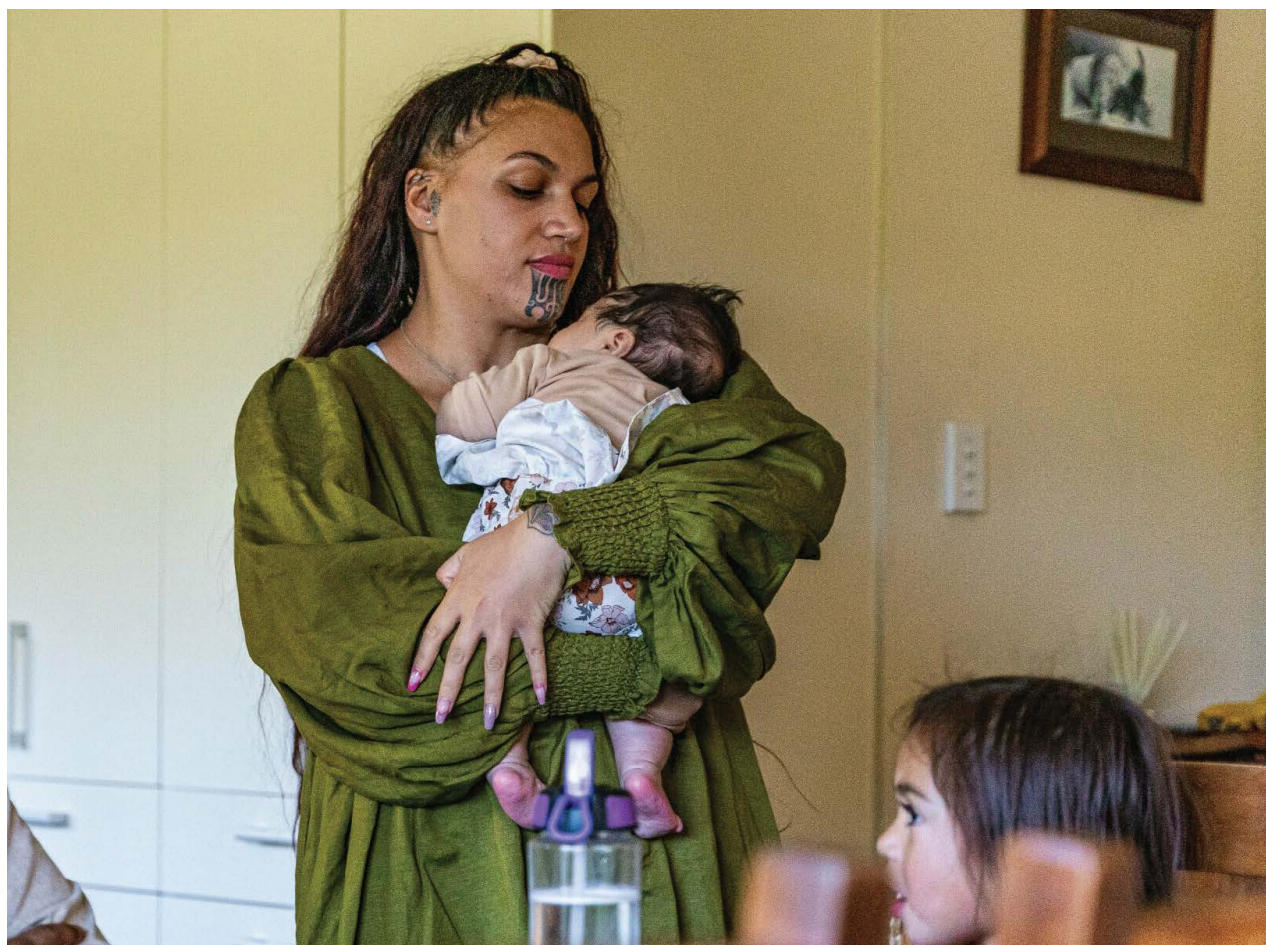
Lunch is provided at the conclusion of the event.

Secure your place:

info.nz@arjo.com

Te Whatu Ora
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Waitaha Canterbury





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New Zealand Government

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Māori Health Authority



Look after yourself and others

Mask up in crowded places



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Te Kāwanatanga o Aotearoa
New Zealand Government

Te Aka Whai Ora
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