

Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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Te Whatu Ora
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Waitaha Canterbury



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Cover photo: Back row from left, Crystal Wildey from Medical Assurance Society, Resident Medical Officers Rebecca Tuckey, Georgia Malcolm, Finn Mahon, Dali Fan, Luke Starr, Chris Kibblewhite, and Calum Fisher, and Krissy Winter from Medical Assurance Society. Front row from left, Resident Medical Officers Jessica Berry, Robyn Miller, Sam Shahbal, Grace Sullivan, Amy O'Neill and Laura Singleton. Absent: Lucy Allison

Kupu Arataki – Introduction

Tū Waka-Waipapa public car park open

A karakia whakamoemiti (blessing) marked the opening of Tū Waka-Waipapa last Tuesday. The public car park is located on the corner of St Asaph Street and Hagley Avenue, behind Canterbury Health Laboratories. Vehicle entry and exit is on Hagley Avenue.

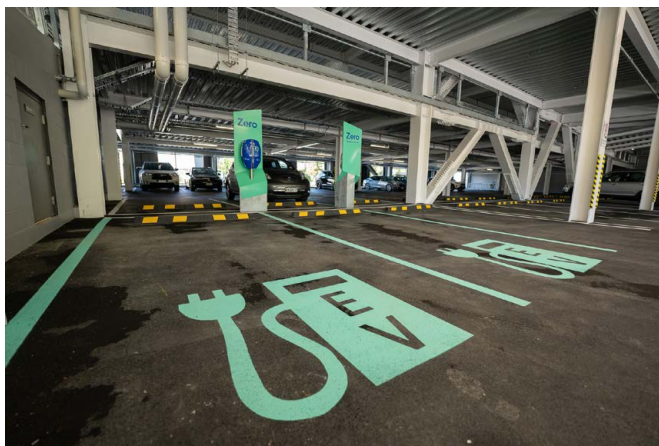
This project is a partnership involving Paenga Kupenga, the commercial arm of Te Ngāi Tūāhuriri Rūnanga, Rau Paenga (formerly Ōtākaro), Ngāi Tahu Property, and Te Whatu Ora Waitaha.

The car park, offering easy access to Christchurch Hospital and Hagley Park, has 463 parking spaces over eight levels. This includes four mobility parks and four fast charging stations for electric cars. There are also bike racks on the ground floor for cyclists to use for free.

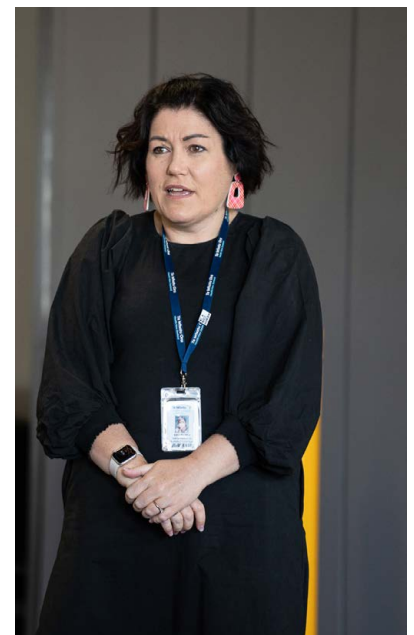
Tū Waka-Waipapa is open 24/7 with no limits on parking times. Wilson Parking is contracted to manage the day-to-day operations and users can pay for parking at the lobby through pay stations using cash or eftpos. Casual parking rates start at \$6 per hour, up to \$24 for the day. The first 20 minutes are free.



The exterior of Tū Waka-Waipapa public car park



EV charging stations are available inside the new Tū Waka-Waipapa car park



Acting Group Director of Operations, Waitaha Canterbury & South Canterbury, speaks at the blessing of Tū Waka-Waipapa

Helpful resources – branding, communications, and plain language

For Te Whatu Ora kaimahi looking for brand assets and templates, including PowerPoint, Word documents, and brand guides, these are available on the [national intranet Te Haerenga](#), along with plain language standards, a cheat sheet, and checklist.

The Plain Language Act 2022 states all public documents must be written in plain language to ensure our services are accessible and content is easier to read and understand. This also serves to improve our patient and consumer experience. The [plain language checklist](#) (printed on [page 21](#)) serves as a good reminder that we should produce content that is clear, concise, well-organised and most importantly, appropriate for its audience.

Reminder to return walking frames

Were you discharged from Christchurch or Burwood Hospital with a walking frame you no longer need? If so, we urgently need it back.

Due to a widespread shortage, we need walking frames on loan from our hospitals returned as soon as possible if they are no longer required. You can return them to reception in the Burwood Hospital lobby or to the main entrance of Christchurch Hospital.

If you are unable to physically return the walking frame, call 03 364 0190 or email: mobilityservices@cdhb.health.nz, and we will arrange pick up.



The ‘mad cow’ blood donation rule is changing

If you lived in the United Kingdom, France or the Republic of Ireland between 1 January 1980 and 31 December 1996, you’ll soon be able to donate blood and plasma in New Zealand.

In August 2023, NZ Blood made a submission to Medsafe recommending the ‘mad cow’ disease, (otherwise known as Variant Creutzfeldt Jakob Disease) restriction be removed. Medsafe has approved the submission. NZ Blood is now updating systems and processes to support this change.

Learn more or [pre-register to donate blood here](#).

Launch of new Health Information and Services website

The new Te Whatu Ora public health website ‘Health Information and Services’ is now live. This site provides one place where people in Aotearoa New Zealand can find consistent and reliable health information. All the information on the site is inclusive, accessible, easy to understand and easy to find.

The site currently includes information about immunisations, vaccine-preventable diseases and conditions (including COVID-19), pregnancy information, and help to access services. Take a look at [Health Information and Services](#) and [provide some feedback](#).

More information will be added over time with the next step to move the consumer information on the Ministry of Health and Te Whatu Ora websites onto the new site.

World AIDS Day

Friday 1 December is World AIDS Day. Since 1988, people across the world have stood together on 1 December, united in the fight against HIV and AIDS. The purpose of the day is to show strength and solidarity against HIV stigma and remember the many lives lost to this terrible disease.

In the 40 years since the first HIV and AIDS cases were reported, the disease has claimed more than 36 million lives worldwide. Although no longer a death sentence, nearly 38 million people (including 3500 here in Aotearoa New Zealand) live with HIV.

Many still experience stigma and discrimination.

Learn more about World AIDS Day and how you can donate to help take positive action in the work towards zero new HIV infections and zero discrimination towards people living with HIV by visiting the [Body Positive World AIDS Day website](#).



New ministers announced for incoming government

With the new government sworn in today, and coalition agreements now finalised, here's the list of key ministerial portfolios for health and related sectors.

- › Dr Shane Reti – Minister of Health, Minister for Pacific Peoples ([read bio](#))
- › Matt Doocey – Minister for Mental Health, Associate Minister of Health, Minister for ACC ([read bio](#))
- › David Seymour – Associate Minister of Health (Pharmac) ([read bio](#))
- › Casey Costello – Associate Minister of Health ([read bio](#))

Related portfolios:

- › Nicola Willis – Minister of Finance, Minister for Social Investment

- › Tama Potaka – Minister for Whānau Ora, Minister for Māori Development
- › Penny Simmonds – Minister for Disability Issues
- › Louise Upston – Minister for the Community and Voluntary Sector, Minister for Social Development and Employment, Minister for Child Poverty Reduction
- › Karen Chhour (outside Cabinet) – Minister for Children

Other key portfolios:

- › Winston Peters – Minister of Foreign Affairs
- › David Seymour – Minister for Regulation
- › Brooke van Velden – Minister for Workplace Relations and Safety
- › Shane Jones – Minister for Regional Development

[Read the full list of ministerial appointments.](#)

Share your Christmas spirit

The countdown to Christmas is on! If you haven't already, we know you're contemplating dusting off the lights, unpacking the plastic tree, and inflating the blow-up reindeer. When you do decorate your workplace or home, please share a photo or two with us so we can publish them in the pānui.

A little cheer goes a long way, and we would love to see your creativity on display.

You can share your photos and complete a short form here: <https://forms.office.com/r/JUxdrxVPqg>. You can upload up to three images.

We can't wait to see your Christmas spirit and you never know, it might be worthy of the cover.



Can you do better than the Infection Protection and Control team's Christmas tree from last year?

QUIZ – Politician or comedian part 2

We're revisiting a quiz from last year. Read the quote and decide whether it came from a politician or a comedian.

- | | |
|--|---|
| 1. "No man has a good enough memory to be a successful liar."
a. Politician
b. Comedian | 7. "If fighting for equal pay and paid family leave is playing the gender card, then deal me in!"
a. Politician
b. Comedian |
| 2. "The greatest lesson in life is to know that even fools are right sometimes."
a. Politician
b. Comedian | 8. "Who are you going to believe? Leading authorities on medical science or 800 memes on your cousin's Facebook page?"
a. Politician
b. Comedian |
| 3. "If you don't stick to your values when they're being tested, they're not values: they're hobbies."
a. Politician
b. Comedian | 9. "If you want a friend in Washington, buy a dog."
a. Politician
b. Comedian |
| 4. "If I were a single man, I might ask that mummy out. That's a good-looking mummy."
a. Politician
b. Comedian | 10. "Democracy is like a tambourine – not everybody can be trusted with it."
a. Politician
b. Comedian |
| 5. "Sometimes I wonder whether the world is being run by smart people who are putting us on, or by imbeciles who really mean it."
a. Politician
b. Comedian | |
| 6. "Once you leave the womb, conservatives don't care about you until you reach military age. Then you're just what they're looking for."
a. Politician
b. Comedian | |

[Check your answers on page 18.](#)

Pānui dates

The last Waitaha Pānui of the year will be published on 18 December 2023. The first pānui for 2024 will be published on 29 January.

Send any content or suggestions for stories to communications@cdhb.health.nz

Ā mātou tāngata – Our people

Waitaha doctors impressive in Corporate Challenge race

Te Whatu Ora Waitaha Canterbury was well represented at the Corporate Challenge Christchurch race held in Hagley Park on the evening of Wednesday 8 November.

The 5km course included the pathways along Park Terrace, Harper Avenue, and Deans Avenue as well as cutting through the centre of North Hagley Park.

Themed around 'teamwork makes the dream work', the Corporate Challenge creates an opportunity for businesses and staff to encourage a healthy lifestyle, strong team bonds, and improved communication. Providing organisations with a fitness goal to work towards, it brings people together outside of their workplace in a friendly competition.

This year's Corporate Challenge Christchurch attracted 1348 entrants including a team of 14 Te Whatu Ora Waitaha resident medical officers (RMOs). Sponsored by the Medical Assurance Society (MAS), the team took the name METU MASSive, METU being the Medical Education and Training Unit.

Participants had the option to run or walk the course, which allowed the event to be a little social as well as competitive, says Medical Education Officer Karen Dreaver.

"It's a very professional and well organised annual event with a fun, supportive atmosphere. Corporates and businesses are also encouraged to bring a barbeque along, which we did. It was a great way for people to socialise outside of work and make the most of a really lovely evening."

As well as having fun, our RMO team impressed in a competitive field:

- › Finn Mahon placed second overall with a time of 16 minutes and 56 seconds
- › Dali Fan placed 20th with a time of 19 minutes and nine seconds
- › Luke Starr placed 33rd with a time of 19 minutes and 34 seconds
- › Lucy Allison was the sixth female and 63rd overall with a time of 20 minutes and 35 seconds



From left, Resident Medical Officers Finn Mahon and Luke Starr with their certificates of merit

- › Amy O'Neill was the 11th female and placed 102nd overall with a time of 21 minutes and 45 seconds
- › Laura Singleton was the 26th female and 187th overall with a time of 23 minutes and 26 seconds.

The Te Whatu Ora Waitaha men's team won the Government/Health division and were overall runners-up in the male division. The women's team were overall runners-up in both the Female division and Government/Health division.

Te mutunga kē mai o te pai! Absolutely brilliant!

Congratulations to all the Te Whatu Ora participants and hopefully we will have an even larger contingent in 2024.

Tūtaki mai ki te kapa – Meet the team

Introducing the Tiaki Whānau – Child and Family Safety Service (C&FSS).

Who is in the team?

- › Clinical Manager (Senior Social Worker) – Natalie Cookson
- › Child Protection Specialist (Senior Social Worker) – Lyn Bamber
- › Family Protection Specialist (Senior Social Worker) – Diane Ries
- › Violence Intervention Programme Administrator – Heather McBrearty
- › Violence Intervention Programme Administrator – Tessa Matthews
- › Gateway Coordinator (Clinical Nurse Specialist) – Cindy Holden
- › Gateway Psychologist – Anna Walker
- › Gateway Administrator – Julia Saunders
- › Gateway Administrator – Liz Tonkin
- › Gateway Administrator – Hilary Nicholas
- › Paediatric Sexual Abuse (Clinical Nurse Specialist) – Lyn FAMILTON
- › Specialist Sexual Abuse Social Worker – Karyn Black
- › Administrator, Sexual Abuse – Leanne Day
- › Infant 2 Teen Assessment Service (Clinical Nurse Specialist) – Joelle DeDannan
- › Infant 2 Teen Administrator – Heather McBrearty



Back, from left, Occupational Therapist/Hospital Liaison Rachel Tinkler, Specialist Paediatric Social Worker Karyn Black, Gateway Administrator Julia Saunders, Clinical Nurse Specialist (CNS) and Gateway Co-ordinator Cindy Holden, Gateway Administrator Liz Tonkin and CNS Paediatric Sexual Abuse and Gateway Lyn FAMILTON

Middle row, from left, Violence Intervention Programme (VIP) and Infant2Teen Administrator Heather McBrearty, CNS Infant2Teen Joelle DeDannan, Gateway Psychologist Anna Pain, and Gateway Administrator Hilary Nicholas

Front, from left, Child Protection Specialist Lyn Bamber, Clinical Manager Natalie Cookson, and Family Protection Specialist Diane Ries

What does the team do?

C&FSS is a multidisciplinary team in Te Whatu Ora Waitaha Canterbury made up of nurses, paediatricians and social workers who provide consultation services and Violence Intervention Programme (VIP) training for health staff, and the delivery of medical and psychosocial assessments for children who are experiencing sexual abuse, physical abuse, emotional abuse or neglect.

They also deliver an eight-hour mandatory VIP training and offer a consult service operated through a duty phone number – 021 954 769.

This covers:

Ages:

- › 0–12 years inclusive – sexual abuse consultation and medical assessments
- › 0–15 years inclusive – physical abuse consultation and medical assessments
- › 0–17 years inclusive – Gateway and Infant2teen assessments.

Consultation services are available for all ages, including antenatal.

Areas of Service

- › Receives referrals from health staff where there are child protection, family violence and elder abuse concerns.
- › Provides guidance, consultation, training, and education to health staff on child protection, family violence and elder abuse matters.
- › Facilitates and coordinates multidisciplinary meetings (Child and Family Safety Review Committee and Neonatal Intensive Care Unit/ maternity care and wellbeing meeting) that support staff to review cases where there is vulnerability.
- › Develops and maintains the Child Protection and Intimate Partner Violence Policies for Te Whatu Ora.

C&FSS works alongside partnering agencies

- › Promotes and supports collaborative interagency practice between Health and other agencies, e.g. Ministry for Children Oranga Tamariki, Police, Cambridge Clinic
- › Participates in the Police Integrated Safety Response to promote immediate safety for families experiencing family violence.
- › Provides children and young people who are referred by the Ministry for Children Oranga Tamariki with Gateway Assessments to address child and young people's holistic health and educational needs.
- › Provides Infant2teen Health Assessments to identify and address children's holistic health and educational needs. Referrals are accepted from community agencies.
- › Involved in the provision of Children's Team Services.

*The team is located on the ground floor of Riverside at Christchurch Hospital and welcomes consults in person.

Read more about the role of Tiaki Whānau team member Clinical Nurse Specialist Joelle DeDanann, in her 'One minute with' on the next page.

Tell us about your team. It's your chance to raise your profile and share what you do.

- › Who is in your team?
- › What do you do? Who are your customers?
- › How do you work with other parts of Te Whatu Ora?

We can't wait to hear from you. Complete the form here: <https://forms.office.com/r/tnFrHQj94y>

One minute with... Joelle DeDanann, Clinical Nurse Specialist, Tiaki Whānau – Child and Family Safety Service, Christchurch Hospital

What does your job involve?

My role is primarily to complete Infant2Teen assessments for children who have experienced adversity in their lives. These assessments are holistic wellbeing assessments looking at all aspects of the child's life and ensuring their health needs are being met.

What pathway got you to this job?

I began working with the Family Safety Team in 2020 and started doing casual hours at Tiaki Whānau in 2021 as a registered nurse helping manage the clinics and other assessments coming through the department. I began doing Infant2Teen assessments the end of 2022. My entire nursing career has been focused on paediatrics, mostly community-based work such as Plunket and B4 Schools.

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

You need a good sense of humour and a poker face! It is also vital to have compassion for all whānau members experiencing adversity, even those who are perpetrating the harm. People who harm others are often victims of abuse themselves. There is no room for harsh judgements in this work, only the desire to help others become the best versions of themselves.

Who inspires you and why?

My mother has been my biggest inspiration growing up, and she continues to inspire me today. The way she has broken intergenerational trauma and done the best she could to give me a life free from the adversity she had experienced has motivated me to want to help others do the same.

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?

My role is to advocate for the wellbeing of my clients. Working in partnership with whānau means ensuring that this advocacy is done with care and respect for those caring for children.

My recommendations are made based on what the child requires, and I value my responsibility to ensure that the whānau has the capacity to follow through with them.

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

On a beach, in the sun, surrounded by all the people I love who are happily playing while I enjoy reading peacefully!

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

Drew Barrymore, as she is down to earth with a good sense of humour.

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

We tend to show the most love for creatures of the planet – insect, arachnid, and mammal alike! We make sure any little creatures that find their way into our home are safely put back outside. My son (age five) wants to be a liaison between the human and insect worlds when he grows up.

What are your hobbies/interests outside of work?

I love reading and learning new things! I am a lover of animals, we have a dog, two cats, fish, snails, and ants that bring us great joy.



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 42 – Lesson #42

Hokinga mahara – Revision

Kei ngā kaimahi kua hoki anō mai kia whakakāi ai i ā koutou kete mātauranga, tēnā anō koutou.

To you, the staff who have returned again to fill your baskets with knowledge, greetings.

How has the learning been this year? Have you reached some goals? Have you surpassed them? Have you seen any improvement? As always, we welcome feedback and input, particularly if there are any particular kaupapa or subjects that you would like to see covered here. And remember, he pai ake te iti i te kore – a little is better than none.

This week we will do a little revision from some of the akoranga from previous weeks.

He aha te tikanga o ngā kupu me ngā kīanga ki raro ino nei? What is the meaning of the words and phrases below?

Huitīma	Mate manawa	Rara	Kei te haere mai a [...]?
Ika	Mokowhiti	Tangaroa	Manawataki
Kauae runga	Popoki	Tohorā	Kia manawa tītī!
Manawa	Pōtitanga	Kua ngū tō reo Tohorā	

He whakapātaritari – A challenge

Did you remember the meaning of all these words and phrases? Start a vocabulary list and try to learn a couple of new kupu (words) a week. Using labels about the house can be helpful, as can using the kupu in your everyday conversations.

I mōhio rānei koe? Did you know?



On 27 November 1849, the formidable and renowned leader of Ngāti Toa died. Te Rauparaha is famed for a great many things including the composition of the haka “Ka mate” now internationally famous because of the All Blacks.

[Death of Te Rauparaha | NZHistory, New Zealand history online](#)

Ngā Whakautu

Huitīma (Teams hui)	Mate manawa (Heart attack)	Rara (Ribs)	Kei te haere mai a [...] (Is [insert name] coming?)
Ika (Fish)	Mokowhiti (Heart beat)	Tangaroa (God of sea)	Manawataki (Heart rhythm)
Kauae runga (Upper jaw)	Popoki (Patella)	Tohorā (Whale)	Kia manawa tītī! (Keep going and don't give up!)
Manawa (Heart)	Pōtitanga (Election)	Kua ngū tō reo (You are on mute)	

Whakamihi – Bouquets



Kaikōura Health

I want to say a quick thank you to the amazing staff of Kaikōura Health, as people are quick to complain and not quick enough to compliment. I was in and out of After Hours with pneumonia and bacterial infections. The staff were thorough and great at communicating everything they were doing and why, but most of all they were compassionate, kind, and professional. My history and previous notes were checked, handover was well done (not having to repeat myself to each nurse) and Dr Trudy even made a call to my specialist. I often feel like a nuisance when I visit because I know there are people far worse off, but your staff made me feel comfortable, welcome, and safe. The follow-up was wonderful, getting phone calls to check my recovery and that the antibiotics were doing their job. I have unfortunately spent a lot of time in hospitals, and this was by far the best care I've received to date so I really wanted to give my appreciation.

Ward A8, Christchurch Hospital

I was recently admitted from Timaru hospital to Ward A8 at Christchurch Hospital for surgery. I had the very best care, the nurses were friendly, polite, and professional. The surgeons, consultants and doctors were brilliant and conveyed what they were to do clearly and matter of fact. They carried out the surgery to the very best outcome displaying a great deal of skill and professionalism. In fact, all staff from the cleaners to the nurse aides, catering staff and orderlies couldn't be faulted. Thank you.

Ward B4, Christchurch Hospital

I found all the staff amazing! Although I am hanging out to get home, everyone has been friendly and very accommodating. This makes it so much easier when already dealing with a bad situation as no one goes to hospital by choice. I have been really impressed and grateful for all the help, advice, and care of me and in dealing with my health issues. I can't fault anything.

Shuttle, Security and X-ray, Christchurch Hospital

The shuttle driver was super helpful and friendly, so was the security guard. The X-ray staff were all friendly and nice. AA+. Refreshing to experience and see. Good job team.

Ward A4, Christchurch Hospital

Excellent care, thank you.

Intensive Care Unit (ICU), Christchurch Hospital

The staff in ICU have all been so kind, so helpful and inclusive to all our family in a difficult situation. Our loved one has had special care here. Thank you.

Emergency Department (ED) and Coronary Care Unit (CCU), Christchurch Hospital

My mother was recently admitted to Christchurch Hospital acutely following a serious myocardial infarction. Her treatment throughout her admission and hospital care was excellent. Her stay on the CCU and the treatment and support she received there was great, very sensitive to her needs, and we are very grateful to all the health professionals and other staff who made her stay so good. Thank you!

Wahi Oranga, Hillmorton

Thanks to Occupational Therapists Jocelyn and Kathryn, and Social Worker Jeff at Wahi Oranga, for taking me to Spencer Park to play mini golf.

Maribel, ED, Christchurch Hospital

Today we arrived at ED and were greeted by Hospital Aide Maribel, asking what she could help us with. We were there to sit with and support our daughter. Maribel found out where our daughter was in the system and updated us. We were very impressed with her friendliness and professionalism. She said it was a new role in ED. We think this new role is great, especially when family come in very distressed and are welcomed with a lovely smile. Thank you.

Ward 18, Christchurch Hospital

My night nurse on Ward 18 was absolutely amazing. She deserves some recognition for her commitment to her job! Very thorough, caring and clearly took her job seriously. Please ensure she knows how much she impacted my stay!

Maddie, Ward 18, Christchurch Hospital

I would like to send a compliment to Nurse Maddie on Ward 18. She is fantastic and friendly and made me feel completely at ease during my stay. Her mahi is greatly appreciated!

Ward B7, Ear, Nose and Throat (ENT) team and Ronald McDonald House

We were looked after really well by all the amazing nursing staff on Ward B7 during my son's admission. The ENT team, including Justine, Mark and Johnny were also amazing and very thorough in their approach and communication throughout our one-week stay and my son's surgery. We would just like to thank them all for going the extra mile.

Minor Plastic Surgery, Burwood Hospital

Dad says thank you very much for the great service.

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

Te Whatu Ora
Health New Zealand

Te Aka Whai Ora
Māori Health Authority



Ā mātou kōrero – Our stories

Pilot colposcopy clinic a success

He Waku Tapu (a kaupapa Māori organisation) and Te Aranga Health (the general practice onsite), in conjunction with our Te Whatu Ora Waitaha Colposcopy team, recently hosted a pilot Wāhine Ora Colposcopy Community Clinic.

The clinic was offered to wāhine Māori and Pacific women who had been referred for the follow up by their general practice or primary care provider.

Charge Nurse Manager Gynaecology Outpatient Services Sarah Marshall and Wāhine Ora Health Worker Wikitoria Kurene started initial conversations with the intention to try to reduce the barriers to access for wāhine Māori and Pacific women who require a colposcopy appointment by bringing the clinic to the community.

Together with the help of Registered Nurse Janice Grant, Gynaecology Fellow Sarah Te Whaiti, Te Aranga Practice Manager Zach Muhrer, Vick Siitia and the wider He Waka Tapu, Te Aranga and Christchurch Women's Colposcopy teams, they were able to coordinate this pilot clinic last week.

The wāhine invited to attend the clinic had missed or deferred their previous follow-up appointments for several reasons, says Sarah.

"Some may have had a negative experience in hospital or with their primary care provider. For others, it could be fear or hesitancy about the procedure itself, or barriers such as transport or needing childcare."



The group of women who ran the Colposcopy Community Clinic



The health centre where the clinic was held

Māori and Pacific women have much higher rates of cervical cancer than women of other ethnicities in New Zealand. A Māori woman is four times as likely to die of the disease than European women, and Pacific women are twice as likely to die than their European counterparts.

“Creating a space where these vulnerable wāhine feel safe and positive about having these gynaecological procedures is not just a game changer, it’s a life saver,” she says.

The clinic provided transport on the day for the women if they required it, and there was an opportunity to enjoy some kai and a kōrero, so everyone felt relaxed and at ease.

Feedback from women who attended the pilot clinic for colposcopy procedures was overwhelmingly positive.

They described the experience as less daunting and scary than the usual clinical environment.

Sarah says that the women also noted that they felt comfortable and physically and culturally safe during the procedure with several expressing their appreciation that the doctor (Fellow Sarah Te Whaiti) spoke te reo.

“We are already planning for another clinic in early 2024 and hopefully we will make it a regular occurrence after that,” says Sarah.

What is a colposcopy?

Colposcopy is a procedure that closely examines the cervix, vagina, and vulva for signs of disease. It is performed by a specially trained colposcopist (doctor or a nurse). A doctor or primary healthcare provider may recommend this procedure after a Pap smear or cervical screening has returned abnormal results.

If your colposcopist finds an unusual area of cells during your colposcopy procedure, a sample of tissue can be collected for laboratory testing (biopsy).

High level of safety in Waitaha Canterbury maternity care, data shows

The Maternity Quality and Safety report gives a comprehensive overview of maternity service activity, clinical performance and quality initiatives undertaken during the last two years.

Analysis of the Ministry of Health’s maternity clinical indicators and local data by the multidisciplinary team show a high level of safety for both māmā and pēpi in Waitaha Canterbury.

This report is also the first year where the World Health Organisation (WHO) Robsons Classification, which is global standard, has been included to better measure and compare caesarean section rates and further identify opportunities for quality improvement.

Data for almost all the indicators show continuing improvement compared to the previous 2018 figures although there are still a number of key areas that need to continue to be worked on which are features of Waitaha’s work programme for 2023/24.

The Maternity Quality and Safety Programme (MQSP) has a dedicated coordinator and provides a governance structure that ensures a systematic review of clinical outcomes and monitoring of key safety measures.

Te Whatu Ora Waitaha Canterbury (MQSP) Coordinator Sam Burke says the programme prioritises good community engagement and ensures that maternity quality activities are planned and developed to continually improve the māmā and whanāu pregnancy and birth journey.

Other key points from the report which was published in August are:

- › Review of the 2018 and 2019 Ministry of Health maternity clinical indicators has identified some areas for further review, and these are included in the 2023/24 priorities and action plan.
- › Community maternity birthing units show increasing birth rates and good birthing outcomes for māmā and pēpi.
- › Consumer engagement is a priority for the maternity service to make sure Te Whatu Ora Waitaha Canterbury is representative of our community. Our Maternity Consumer Council members noted the positive engagement and their desire to increase their role and continue to be involved in maternity services and their clinical governance.

› There are number of quality projects 'showcased' demonstrating significant work. These include:

- » Implementation of the Kōrero Mai family escalation project. Kōrero Mai provides a clear, easy-to-use way to raise the alarm about a change in condition and can prevent delays in providing medical help.
- » Rollout of sepsis bundles across all Maternity and Gynaecology areas and units across Waitaha Canterbury, including the Chatham Islands, for rapid management of suspected sepsis.

[Read more here.](#)



Speakers at the Maternity Quality and Safety annual report hui.

Rear, from left, Maternity Quality and Safety Programme Coordinator Sam Burke, Clinical director, Obstetrics and Gynaecology Emma Jackson, Quality Manager, Women's and Children's Health Roisin McGarr, Executive Director of Midwifery, Te Whatu Ora Waitaha and Te Whatu Ora Te Tāe Tai o Poutini West Coast Norma Campbell, Midwife Manager, Rangiora Health Hub Jen Cunningham, Lead Maternity Carer Violet Clapham, Clinical Director, Neonatal Services Bronwyn Dixon, Associate Director of Midwifery Kathleen Maki, Te Tai O Marokura, Health and Social Services, Kaikoura and Chair, Women's Health Consumer Advisory Council Lisa Kahu, and Vice Chair, Women's Health Consumer Advisory Council Erin Manning

Front from left, Midwife Manager, Ashburton Maternity Centre Julie Dockrill, Information Analyst, Business Intelligence Data & Analytics Matthew Gould, Midwife, PhD student/Research Fellow, University of Auckland/Liggins Institute Esther Caljé, Midwife Manager, Oromairaki Maternity Unit Bronwyn Torrance, and Midwifery Advisor Kaiwhakawhānau ki Aotearoa Claire MacDonald

Other speakers, not pictured:

Information Analyst, Business Intelligence Data & Analytics Thanyamai Bulakul, Nurse Coordinator CCDM Marg Burns, Corporate Solicitor, Te Whatu Ora Waitaha Elizabeth Browne, Midwife, Birth After Thoughts Clinic Heidi Goebbels

Taskforce's collaborative work helps ease pressure in primary care



A group of health system staff and health consumers are pooling their experience and knowledge to address capacity pressures in primary care, which will make it easier for our communities to access care when they need it.

The group, the Primary Care Taskforce (PCTF), was established earlier this year to identify and lead work to ease pressures on primary care. One of their first priorities was to survey general practice teams to gather feedback on what is contributing to the pressure on primary care, and where the taskforce should focus their efforts.

Responses highlighted that to improve general practice capacity in Canterbury it would be helpful to collectively prioritise:

- › reducing and finding better ways to deal with the increasing clinical administration
- › improving communication across the primary/secondary care interface
- › recruiting and retaining General Practitioners (GPs) and Practice Nurses (PNs), and
- › diversifying primary care teams to involve additional healthcare staff, such as clinical assistants, pharmacists, and nurse practitioners.

[View a summary of the results here.](#)

To address some of the key findings from the survey, the PCTF engaged secondary care colleagues to discuss how to streamline pathways and processes that general practice teams identified as particularly problematic.



Hui held with primary and secondary care colleagues to discuss the survey findings and plan a system-wide response including how to improve communication between them

PCTF Chair Kim Burgess says: "It's important for people working across our health system to connect, so we can help streamline the journey for our patients and healthcare teams. The taskforce held a hui with our secondary care colleagues and also met with the Hospital and Specialist Services' Chiefs and Chairs, so we could *kōrero* about the survey findings and keep communication channels open between us."

A recently established group – the Primary Health Organisation Clinical Leads and Hospital and Specialist Services Integration Leads – are meeting to progress a collective response to known issues, including the areas to improve identified in the survey.

The group's first priorities are to improve the patient journey and reduce administration by streamlining referrals and access to community transfusions and orthopaedic referrals.

The PCTF also produced a kete (basket of knowledge) to support general practice teams through the process of employing a person or tasking an existing member of their team to pre-sort and streamline GP/nurse practitioner's clinical inbox tasks, for example, to record and file some tasks according to a set of rules, and annotate outpatient clinic letters or discharge summaries, so GPs can quickly see what needs to be prioritised.

"We've created the kete to assist clinicians to respond to tasks in a timely way, have more time to care for patients and achieve a better work-life balance," says Kim.

The kete is available via [HealthPathways](#) and includes templates, policies, case studies and videos.

St Martins Medical Centre GP Lizzie Loudon, whose practice employs a clinical assistant to manage inboxes, says the response from her team has been overwhelmingly positive and their clinical assistant has become the favourite person in the practice.

"She saves me 40-50 percent of my time on my inbox. The biggest pay-off is the GPs don't dread their inboxes like they used to, so it's not an insurmountable task. From a wellbeing point of view, it's had a big impact."

The PCTF has also recently completed a series of focus groups exploring possible ways to retain the skills and knowledge of GPs and practice nurses who are contemplating leaving or retiring from general practice, and considering ways to increase the involvement of other healthcare workers in general practice including clinical assistants and pharmacists.

To find out more information about the PCTF go to the [CCN website](#).

QUIZ ANSWERS – Politician or comedian part 2

- | | |
|--------------------------------------|------------------------------------|
| 1. a. Politician (Abraham Lincoln) | 6. b. Comedian (George Carlin) |
| 2. a. Politician (Winston Churchill) | 7. a. Politician (Hillary Clinton) |
| 3. b. Comedian (Jon Stewart) | 8. b. Comedian (Samantha Bee) |
| 4. a. Politician (Bill Clinton) | 9. a. Politician (Harry S Truman) |
| 5. b. Comedian (Mark Twain) | 10. b. Comedian (John Oliver) |

Protect against HPV

The HPV vaccine is
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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.



ATL ELECTRICAL – Showroom @ 351 Blenheim Road, Upper Riccarton, Christchurch

Electrical | CCTV & Automation | Solar | Heat Pumps & Ventilation | EV Chargers & more Get 10 percent off heat pumps, home ventilation systems and heaters | 10 percent off EV chargers | 10 percent off all electrical work. See [here for further information](#).



LAYA MASSAGE & AROMA THERAPEUTIC – Ilam Health Room 10, 110 Memorial Ave, Burnside, Christchurch

Get 20 percent discount off all treatments – show your staff ID to redeem. The shop is located inside Ilam Health building with plenty of free car parking. See the [flyer here for more information](#).



MIDNIGHT SHANGHAI – 96 Oxford Terrace, Riverside Market, Christchurch Central

Get 10 percent off your food order for both family and groups, show your staff ID to redeem. Discount applies to both dining in and takeaways, on food only (except salmon and duck), no discounts on drinks; discount not to be used in conjunction with any other promotions/offers.



APOLLO FITNESS – 48 Fitzgerald Ave, Christchurch Central

Get 15 percent off standard membership, two hours of free personal training, free health scan, show your staff ID when signing up.

CHIC newsletter

The latest issue of the Community Health Information Centre (CHIC) newsletter is out now.

The monthly newsletter is produced by CHIC at Community and Public Health Te Mana Ora. The newsletter highlights new and revised free resources available from your local CHIC office.

See it on the [C&PH website here](#).

Plain Language

It just makes sense!



We want our information to be clear and easy to understand.
So people feel comfortable and confident when they engage with our health system.

Plain language is...

Making sure your writing is clear, concise, well-organised and appropriate for its audience.

Why we use plain language

- The Plain Language Act 2022 states all public documents must be written in plain language.
- It makes our services more accessible and improves patient experience.
- It is faster to write and faster to read.

Use active voice

Use the active voice and avoid passive tense.

For example, *the nurse vaccinated the patient*, NOT *the patient was vaccinated by the nurse*.



Organise your information

- Order the information - the important message comes first.
- Make use of headings, lists and blank spaces to organise the information and help the reader scan and understand what's being said.



Tips for writing in plain language

Keep things short and simple

- Sentences should be short, with one idea per sentence.
- Paragraphs should be short, with one topic per paragraph.
- Spell out an acronym the first time you use it and place the abbreviation in brackets.

Give me a "Y." Give me an "E." Give me an "S." Combine those together, and you get Y-E-S!

Yes

Write for your audience

- Use everyday words that are familiar and easy to understand.
- Use personal pronouns, such as - you, we, and our.
- Explain technical words and use them sparingly.
- Avoid jargon



Read the Te Whatu Ora Plain Language Standard on our website:
www.tewhatauora.govt.nz/about-us/our-plain-language-standard

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Health New Zealand

Plain Language – Checklist



Use this checklist to assess your content.

Once you have all 12 yes's you should be good to go!

	Yes	Needs work
1 The most important information is shared right at the start.	<input type="checkbox"/>	<input type="checkbox"/>
2 The purpose (what you want the audience to know, understand or do) is clear from the beginning.	<input type="checkbox"/>	<input type="checkbox"/>
3 The needs of the audience are well understood, and any obvious questions have been answered.	<input type="checkbox"/>	<input type="checkbox"/>
4 The structure is logical (goes from most to least important information) and helps the reader to understand the content.	<input type="checkbox"/>	<input type="checkbox"/>
5 The information is organised using headings, lists and white space where it makes sense to do so.	<input type="checkbox"/>	<input type="checkbox"/>
6 Sentences are short, with one idea per sentence.	<input type="checkbox"/>	<input type="checkbox"/>
7 Paragraphs are short, with one topic per paragraph.	<input type="checkbox"/>	<input type="checkbox"/>
8 I've used everyday words that are familiar to my audience and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>
9 I've explained any technical words and used them sparingly.	<input type="checkbox"/>	<input type="checkbox"/>
10 I've used the active voice .	<input type="checkbox"/>	<input type="checkbox"/>
11 The text is accurate and follows our style guide.*	<input type="checkbox"/>	<input type="checkbox"/>
12 The text has been thoroughly reviewed and proofed .	<input type="checkbox"/>	<input type="checkbox"/>

Read the Te Whatu Ora Plain Language Standard on our website:
www.tewhatauora.govt.nz/about-us/our-plain-language-standard

Te Whatu Ora
 Health New Zealand

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