

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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Cover photo: From left, Clinical Midwife Manager Oromairaki Bronwyn Torrance, Maternity Ward Kaitohutohu Cultural Advisor Zak Newport and Associate Director of Midwifery Kathleen Maki

Kupu Arataki – Introduction

Minister of Health visits Christchurch Hospital

Health Minister Hon Dr Shane Reti visited Christchurch Hospital earlier this month. After meeting the leadership team he took a first-hand look at a number of services including the Emergency Department (ED) where he was also able to chat with some of our new security guards, and the Cancer Services team. Throughout his visit he thanked staff for their work and was interested to hear about the wide range of services provided in Canterbury for our own community, regionally and nationally.

He was also interested in hearing about some of our challenges and new initiatives planned to improve health outcomes for New Zealanders.

Minister Reti said workforce was one of his top priorities and that included looking after the wellbeing of the staff we have and recruiting more to ensure full rosters. Minister Reti was particularly interested to hear how staff were coping with the ongoing busyness in our health system, and said it was invaluable to be able to get out and hear from staff first-hand.



Minister Reti meets one of our new Security Guards in ED, Lancy McKay



Minister Reti in the ED with, from left, Interim Group Director Operations Jo Gibbs, and Interim Clinical Director ED Sarah Carr



Minister Reti in the Children's ED at Christchurch Hospital. From left, Interim Chief Medical Officer Richard French, Director of Nursing for ED Joanne Aston, Minister Reti and Interim Clinical Director ED Sarah Carr



Minister Reti with some of the Cancer Services team, from left, Service Manager Lesley Long, and Director of Training and Clinical Director Melissa James

Hillmorton visit by new Minister for Mental Health

Minister for Mental Health and MP for Waimakariri Hon Matt Doocey visited the Hillmorton Campus earlier this month, taking the opportunity to look through the recently opened facilities, including Child Adolescent and Family (CAF) inpatient services, as well as adult mental health inpatient services. He also met with staff from a range of services.

He was accompanied on the visit by Ilam MP Dr Hamish Campbell, who is also Deputy-Chair of the Health Select committee.



From left, Ilam MP Hamish Campbell, CAF Allied Health Consultant Tracy Boon, Minister Doocey and Clinical Director CAF Valerie Black



Minister Doocey meets with staff in Adult Community Services



Minister Doocey with leaders from the Adult Community Services team at Hillmorton. From left, Allied Health Consultant Sarah Austin, Clinical Director Christine Dudek, Minister Doocey, Ilam MP Hamish Campbell, Service Manager Megan McQuarrie, Nurse Consultant Anne-Marie Wijnveld, Nurse Consultant Jo Barry and Allied Health Consultant Maggie Orr

Midwife Manager appointed for new Kurawaka Waipapa birthing unit

The development of the Kurawaka Waipapa birthing unit in central Christchurch has taken a big step forward with the appointment of Kelly Kara to the role of Midwife Manager.

Kelly has most recently been working in the Equity, Diversity and Inclusion team, providing leadership in designing, implementing and evaluating the introduction of a Maternity Kaiāwhina role within the Te Whatu Ora Waitaha Canterbury Maternity setting.

Kelly is a highly qualified and experienced midwife with strategic and clinical leadership experience. She is passionate about providing culturally safe primary birth options for whānau to support positive birthing experiences and outcomes, recognising the importance of this for all whānau and the wider community.

Kelly has worked across the full scope of primary, secondary and tertiary settings, and as a senior academic in midwifery tertiary education. She has also authored international textbook chapters about midwifery clinical practice, water birth and midwifery sustainability.

Kelly begins her new role on 26 February. Kurawaka Waipapa is currently in the final stages of construction, and is due to open early this year.



Kurawaka Waipapa Midwife Manager, Kelly Kara

Waitaha clinician appointed co-lead for Female Pelvic Mesh Service

Te Whatu Ora Waitaha Canterbury Clinical Director of Urology Giovanni Losco has been appointed one of two National Co-Leads of the New Zealand Female Pelvic Mesh Service.

Giovanni takes up the role alongside Waitematā colleague Eva Fong. They bring with them a wealth of specialist urology expertise, with experience gained both internationally and in New Zealand.

These appointments mark a significant step towards developing and delivering a national specialist service for women experiencing complications from pelvic surgery, as well as creating national clinical leadership across key services.

The brand-new service has been designed from the ground up, Giovanni says. “This is an incredible opportunity to create something to help women that have suffered from complications of mesh. The co-design process involved clinicians from many disciplines as well as consumers. The service sees women with any problems that may relate to mesh surgery for either urinary incontinence or pelvic organ prolapse.

“My hope is that we can be a light at the end of a long tunnel for many women who have struggled to be heard about their complex and challenging problems. It’s an exciting opportunity, but also a real privilege to be able to help guide this new service.”



Giovanni Losco, newly appointed as National Co-Lead for the New Zealand Female Pelvic Mesh Service

New appointment to Hospital and Specialist Services

Mark Newsome has been appointed to a fixed term role as Programme Director within Hospital and Specialist Services for Waitaha Canterbury until January 2025.

The role will be focused on Acute Flow, including work that is under way to improve the acute patient journey. Mark will work with operational teams across the system to support new initiatives and new strategies.

Mark will be three days a week in this role and will continue his work as a Project Director for the Mental Health Infrastructure Programme as part of the Infrastructure and Investment Group for the balance of his time.



Programme Director Hospital and Specialist Services Mark Newsome

Pacific terminology for Te Whatu Ora staff

When talking about or engaging with Pacific communities, the following principles should be applied to all communications and media activities:

1. Use **Pacific** as the generic term to describe/refer to a group of Pacific nations.
2. Use **Pacific peoples** when referring to multiple population groups.
3. When talking about or to a small number of specific communities then use the correct Pacific island nation name(s).
4. Avoid Pasefika or Pasifika if the audience/subject is the general Pacific population.
5. If one specific Pacific community is the sole audience then you can use the relevant translation of the word 'Pacific'. For example, Pasefika for Samoan audiences and Pasifiki for Tongan audiences.
6. Pacifica is not acceptable.

Background

The term 'Pacific' is often used as a broad descriptor for the peoples and cultures originating from the Pacific islands, a diverse and culturally rich region that includes Polynesia, Micronesia and Melanesia.

A number of terms are often used interchangeably in New Zealand when talking about Pacific peoples, including Pasefika, Pasifika, Pacifica and Tangata o le Moana. While this provides flexibility and inclusivity, it also presents challenges. For example, there is no 'c' in any of the Polynesian languages, however, Pasefika is derived from the Samoan language and is not recognised as a word in the Niuean or Tongan dictionaries.

It is important that as an organisation we use respectful and inclusive language in order to avoid misrepresentations and uphold the dignity of Pacific peoples, especially when communicating and engaging with Pacific communities.

20 December 2023

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

Te Whatu Ora
Health New Zealand

Te Aka Whai Ora
Māori Health Authority



Waitangi Day – what does it mean to you?

Waitangi Day is commemorated on 6 February. In the lead up to the day, we asked two of our local Māori health leaders to reflect on what Waitangi Day and Te Titiriti o Waitangi mean for them, both personally and professionally, and for Te Whatu Ora.

Acknowledging our history

Hector Matthews, Director Consumer Engagement and Whānau Voice | Kaihautū i te Hohenga Kiritaki me te Reo ā-Whānau, Service Improvement and Innovation.

Aotearoa is a young nation and all people that call these islands home are, or were, migrants. The signing of Te Tiriti in 1840 allowed European settlers to make their home alongside Māori, and enabled the establishment of government and other mechanisms of nationhood. European colonisation is now tainted as unpleasant histories are revealed but we are attempting to acknowledge this history and move forward.

The question for us in 2024 is whether as a nation we will acknowledge our history and our commitment to Te Tiriti and heal the dishonours of our past. My mokopuna are both Māori and Pākehā and when they ask their tūpuna/grandparents, are we an honourable nation that accepts its errant past and works to be better for the future, we want to say yes. That's what honouring Te Tiriti means to me, my whānau and my country.

Te Whatu Ora, similarly, is working to honour its treaty obligations and ensure it can deliver optimum health services to all New Zealanders, while working to address inequities. This is not an easy pathway and there are many differing opinions – but if we lead with aroha and integrity and follow the evidence, we will find a consensus that meets our nation's needs.



Hector Matthews



**Your time,
your words,
your presence**



**DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD**



**EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF**



**TALK & LISTEN,
BE THERE,
FEEL CONNECTED**



**REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY**

FIVE WAYS TO WELLBEING

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

 **Mental Health Foundation**
OF NEW ZEALAND
mauri tu, mauri ora

Hope for the future

Dr Lloyd Carpenter, Ngāti Apa Ki Te Rā Tō | Te Ātiawa o Te Waka-a-Māui | Ngāti Toarangatira ki Whakatū: Regional Learning and Development Lead Te Waipounamu, Te Mana Ora National Public Health Service.

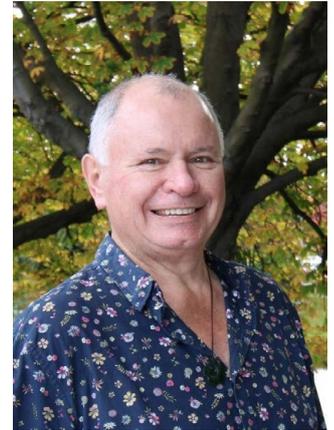
History shows us that despite the promises of equity enshrined in Te Tiriti, as a population group, Māori have on average the poorest health status of any ethnic group in New Zealand. Life expectancy of Māori males at birth is eight years fewer than that of non-Māori, and nine years fewer for Māori women. Māori also experience higher rates of avoidable hospitalisations and mortality. Other statistics are equally dire, with total cardiovascular disease mortality 250 percent higher for Māori; stroke mortality 200 percent higher and 300 percent higher for heart failure mortality, to note just a few.

I and other Māori have hope for the future though. The tide is turning and it's thanks to kaimahi hauora health professionals like you that we are seeing change in our health statistics which represents the partnership that the treaty originally promised. Studies show that interventions designed to support Māori self-determination in health, also benefit our Pacific communities, the disabled, our refugee and migrant communities and other marginalised

groups such as LGBTQI+. A rising tide lifts all waka!

In 2023/24 in Te Whatu Ora Waitaha – Te Tai o Poutini we have seen significant wins in terms of increased engagement, with the Whakamana Whānau onboarding of Māori and Pacific non-degree healthcare workers and Kaiāwhina, the Tū Tāngata Tū Rangatira Māori Leadership Development Programme, the Kotahitanga Cultural Development Workshop Programmes, and many other programmes. You are proving your commitment to be genuine partners under the principles of the Treaty and I'm proud to call you colleagues.

Ka pu te ruha, ka hao te rangatahi | The old net is cast aside, the new net goes fishing. Let us not forget who we are, where we have come from and what our ancestors have left us as we approach Waitangi Day 2024. Kia manawanui – be steadfast.



Lloyd Carpenter

Stay cool and well this summer

- 1 Drink plenty of water
- 2 Stay in cool places out of the sun
- 3 Wear light, loose cotton clothing

GO WELL

Te Aka Whai Ora
Māori Health Authority

Te Whatu Ora
Health New Zealand

New Year Honour for Rose Henderson

Director of Allied Health at Te Whatu Ora Waitaha Canterbury
Rose Henderson has been appointed as an Officer of the New Zealand Order of Merit (ONZM) in the 2024 New Year Honours for services to social work and health.

Rose has been a Director of Allied Health at Te Whatu Ora Waitaha Canterbury since 2009 and has made significant contributions to social work as a profession in New Zealand and internationally through voluntary governance roles.

She has been a member of the Aotearoa New Zealand Association of Social Workers (ANZASW) since 1993 and served as National President from 2003 to 2010 and again in 2016. During her tenure, she was instrumental in the establishment of the Social Workers Registration Board in 2003. Rose was awarded Life Membership of ANZASW in 2010.

From 2014 to 2022, she represented New Zealand within the International Federation of Social Workers (ISFW) where she held several roles, including Vice President and President of the Asia-Pacific Region. Rose was International Vice-President from 2020 to 2022, supporting the formation of the ISFW Indigenous Commission in 2020 which strengthens and supports indigenous social work practice and issues internationally.

Rose held the role of Director of Allied Health Specialist Mental Health Service for the former Canterbury District Health Board from 2009 to 2016. As current Director of Allied Health for Te Whatu Ora Waitaha Canterbury, she played a key role in incorporating social work as a core component of the COVID-19 response to support the community while isolating.

Rose says she feels humbled by the appointment and very grateful for the many opportunities she has had to work at local, national, and international levels.

She is especially pleased that through her honour, the profession of social work as a whole is recognised, and she hopes that all social workers will celebrate this acknowledgement.

“Social workers work within multiple government departments and non-governmental organisations and often work with people at the most difficult times in their lives, and in contexts which may be invisible or are misunderstood by others.”

“In receiving this honour, I especially acknowledge my very long-suffering and supportive partner and whānau who many times have had to rearrange plans to accommodate my various commitments.



Director of Allied Health Rose Henderson

“Such an honour cannot be achieved by one person working alone, and I very much pay tribute to the many inspiring and supportive colleagues who it has been my privilege to work with over the years, both within the profession and across the multi-disciplinary teams that I have been a part of throughout my career.

“I hope they see a part of themselves reflected in this. I also hope they see a reflection of who I try to be in the following whakatauki (Māori proverb).

Mā mua ka kite a muri; Mā muri ka ora a mua
Those who lead give sight to those who follow; Those who follow give life to those who lead.

Tribute to Natasha Smith

It is with deep sadness that we farewell our treasured friend and colleague, Natasha Smith, who has recently died.

Natasha was a Geriatrician at Burwood Hospital.

She grew up in Christchurch, was a proud 'Rangi girl' and was always destined to work in health given her love of people, intellectual ability, and interest in the world around her.

Natasha studied at the University of Otago and returned to the Christchurch School of Medicine for her clinical years. She graduated in the class of 2001 and was one of the small handful of people to graduate her degree with distinction from a class of 190.

Her academic prowess was noted by classmates, but they most remember her as a bright, funny, and kind person, alongside her matter-of-fact approach to challenges.

Professor Dick Sainsbury recalls that Natasha did Older Persons Health as her first clinical run and was delighted that he could convince her to enter the Physicians Training programme and he, along with other colleagues, was influential in her decision to train in Geriatric Medicine.

Natasha spent a year training in Invercargill along with another trainee, Michaela Glanville. This time spent in a regional centre forged a strong enduring friendship and an aspiration to one day lead a ward together.

Natasha was appointed to her Senior Medical Officer role in 2014. She was a master in the art of knowing 'what matters most' with her patients and she loved hearing their life stories – the quirrier the better. She had an incredible knack of recalling her patients many years down the track and in recent years enjoyed providing care to some of her previous teachers.



Burwood Hospital Geriatrician Natasha Smith and her beloved dog Oli

Natasha once said that she had a face which encouraged others to talk to her which was perfect for her self-appointed role in Older Persons health department as Social Liaison Officer. Another important function she provided was to keep the department well stocked with a range of beautiful teas. Her colleagues will continue the 'Natasha Tea Trolley' in her honour.

Natasha has touched many people with her warm and generous heart, her compassionate clinical practice, and her practical approach to life.

She will be greatly missed. Our thoughts are with her beloved dog Oli and her dad Ian, brother Nick, sister Vicki and her nieces and nephews who she adored.

One minute with... Amy Walker, Recruitment Partner, Senior Medical Officers

What does your job involve?

Attracting and placing senior medical officers for the Waitaha Canterbury and Te Tai o Poutini West Coast regions. At this level of position, the process is a bit more complex than our usual process.

What pathway got you to this job?

I have worked in recruitment/HR for about 13 years, mainly in agency environments. I then moved into internal recruitment and have worked in healthcare for about five years.

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

Know your 'why' and stick to your values. Recruitment has provided me with opportunities all over the world and if you love people, enjoy a constant challenge and making a difference then definitely consider it.

Who inspires you and why?

My youngest daughter. She recently had major surgery and had her top right jaw and a tumour removed this past year. Her spirit and resilience are absolutely inspirational. She never plays the victim and always has a big smile on her face. So, when get things get overwhelming for me, I think of her and push through.

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?

Everything! The specialists that I place play such an important role in our healthcare system. I know if I am recruiting someone with our values at the forefront of what I am doing, I always feel like I am doing the right thing.



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

In Bali, on a yoga retreat. I love self-care and meditation. Catching my breath, soaking up some sun on an island would be incredible right now.

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

Reece Witherspoon. I love her sunny personality. I think she would portray me well. She can be bubbly, but serious and focused at times.

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

We recycle as much as we can and often chat to our girls about the importance of keeping our planet healthy. We try to eat more plant-based meals where we can and if we opt for meat, we always choose free-range or organic. We have recently been chatting about the importance of bees with our girls and are always thinking of ways we can attract and help the bees where we can.

What are your hobbies/interests outside of work?

I am always trying to maintain my fitness, so if I'm not running around the park at lunchtime, I love to keep active in some way by going to the gym or walking in the hills. I love art, watercolour in particular, and have signed up for a pottery class this year which I am excited about.

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 1 – Lesson #1

Haerenga ki tātahi, ki te awa rānei – Trip to the beach or the river

Tēnei te whakamānawa atu ki te hunga e pīkoko mai nei ki tō tātou reo Māori, tēnā koe, tēnā kōrua, otirā, tēnā koutou katoa. Nau mai ki tō tātou Akoranga 2024, ā, ngā mihi o te tau hou. Ko te tūmanako ia, i whai wā koutou katoa ki te whakatā, ki te whakahaumanu hoki i te ngā hararei.

This is to acknowledge and honour you who are hungry for our Māori language. Greetings to you all. Welcome to Akoranga 2024 and greetings of the new year. Hopefully you had time to rest and revitalise over the holidays.



With Raumati (summer) well and truly upon us, many of us will be spending time at the beach or the river for fun or just to cool down. Today we are going to look at some kupu (words), kīanga (phrases), rerenga kōrero (sentences) and tauākī (statements) that you might use in those settings.

Te wera hoki o tēnei rā!	It is sooo hot today!
Kia haere tāua ki tātahi.	Let's go to the beach (to one person).
Kia haere tātou ki tātahi.	Let's go to the beach (to two or more).
Kia haere tāua ki te awa.	Let's go to the river (to one person).
Kia haere tātou ki te awa.	Let's go to the river (to two or more).
Kia tūpato.	Be careful.
Kākahu kaukau	Togs, bathing suit, swimming costume.
Kei te hia kaukau koe?	Do you want to go for a swim (to one person)?
Kei te hia kaukau kōrua?	Do you want to go for a swim (to two people)?
Kei te hia kaukau koutou?	Do you want to go for a swim (to three or more)?
Me mau tīhāte.	You should wear a t-shirt.
Me kimi maru.	We should look for some shade.
Kei hea te pani ārai tīkākā?	Where is the sunscreen?
Kei hea aku mōwhiti ārai hihirā?	Where are my sunglasses?

Kua tīkākā taku kiri i te rā.	I'm sunburnt
Kaua e wareware tō tāora.	Don't forget your towel (to one person).
Kaua e wareware ō kōrua tāora.	Don't forget your towels (to two people).
Kaua e wareware ō koutou tāora.	Don't forget your towels (to three or more).
Kei a koe tō pōtae?	Have you got your hat (to one person)?
Kei a kōrua ō kōrua pōtae?	Have you got your hats (to two people)?
Kei a koutou ō koutou pōtae?	Have you got your hats (to three or more)?
Haere mai! Kei te pai te wai!	Come in! The water is lovely!
Kei te mātao te wai!	The water is cold!
He aihikirīma mā wai?	Who wants an icecream?

He Whakapātaritari – A Challenge

Next time you are out and about on a hot day, take notice of the trembling and shimmering of the air as a heat haze near the ground. For Māori, this is the Haka a Tānerore.

Tānerore is the son of Tamānui-te-rā (the sun) and Hine-raumati (the summer maiden). As the story goes, on hot summer days, the quivering appearance of the air was a sign of Tānerore dancing for his mother and he is credited with the origin of haka (performance, war dance, posturing). The wiri (quivering) of hands seen in haka and waiata (song) is representative of Tānerore.



Kia pai ēnei rā roa o Raumati, ā, kia tūpato. Haere tū atu, hoki tū mai.

Enjoy these long days of summer and be careful. Go well and return in good health.

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

Hauora.Maori@cdhb.health.nz

Whakamihi – Bouquets



Child, Adolescent and Family (CAF) Service, Hillmorton Hospital

We have been engaged with CAF services for most of this year (2023) with our teenage daughter, initially with CAF Emergency and then working with the team at CAF North. As everyone understands, this was a really scary and overwhelming time for us as a whānau, and we would like to express our heartfelt gratitude and appreciation for the team who worked with us throughout. We know this is another service under immense pressure and demand, but we never got that sense during our time with the team, and when we had emergencies, the team was fantastic. Words cannot express how much we appreciate your tautoko and arohatanga through our time with CAF.

Tracey Fenton and Marion Sheehan, Dermatology, Christchurch Hospital

I wanted to follow up to say thank you so much for your kindness in writing to Dr Hepburn, and for your very detailed report. Both of you ladies were very kind to me and I truly appreciate your communication. I loved to learn about the Repeat Open Application (ROAT) testing and it's great to have that knowledge now moving forward.

Oromairaki Community Maternity Unit

Brilliant staff, well attentive and knowledgeable. The environment is truly calming, it gave me a sense of pride being a mum knowing it's okay to rest. To be present for my newborn, to allow others to help me has been a privilege and I really appreciate this experience.

Oncology, Christchurch Hospital

I was diagnosed with breast cancer and commenced an intensive six months of chemotherapy treatment which culminated in a double mastectomy. The entire gamut of care provided to me has been exceptional and I have never had to wait for any appointment/procedure or test during the last 14 months for which I feel extremely blessed as my long-term prognosis is looking very positive after all my treatments. All the staff who my husband and I have encountered along this incredibly tough journey have been kind, caring, professional yet friendly, knowledgeable, and compassionate. I would like to make particular mention of Stacy Davis, Clinical Nurse Specialist, Medical Oncology Outpatients. She looked after us throughout with a level of genuine care, kindness and with a friendly disposition that has astounded and humbled us. In our view, she adds incredible value to her department, Te Whatu Ora Waitaha Canterbury, and the entire health profession.

Emergency Department (ED), Orthopaedics and X-Ray, Christchurch Hospital

I would like to thank all the medical staff for their kind support, good humour and non-intrusive manner during my visit. You are all so busy, yet so professional and kind. Thank you to Dr Morgan in Orthopaedics, you were very kind. I appreciated your professionalism. Thank you to the kind and supportive nursing and x-ray staff too.

Karan, Rob and Allan, Oral and Maxillofacial Surgery, Christchurch Hospital

I would like to thank the doctors and surgeon – Karan, Alan and Rob – for their incredible care and service. The outcome of a life-threatening and terrifying situation was handled beyond what I could have hoped for. They spared me from what could have been a long and painful recovery and the injury has healed perfectly with minimal scarring. The post-operative appointments have left me feeling safe and at ease and my recovery has gone perfectly. I feel extremely lucky, grateful, and blessed to have been under their care and expertise. Thank you!

Catering Assistant, WellFood, Christchurch Hospital

I just wanted to say a big thank you especially to the catering assistant during my stay on Ward 11. She was so kind and diligent. She made sure I had enough of what I needed, and I could hear that she was the same with other patients too. The kitchen team does a really good job with the meals. Even though I needed to be on pureed foods, it was so appreciated to still have decent proper food – basically like a roast meal except with each bit blended up. Very comforting and nourishing.

Gastrointestinal Endoscopy unit, Christchurch Hospital

I want to say thank you, as I know I was a difficult patient. The staff, from the receptionist to the surgeon, were caring and went the extra mile to ensure my comfort and a successful conclusion. I wish to commend everyone in the Gastro department for the genuine care shown to me and not one negative comment. It was a well-oiled machine, highly efficient and everyone was happy to assist. A big thank you and you should be very proud.

Ward 15, Christchurch Hospital

I was in for a PSA biopsy and would like to say thanks for the great service. The whole team were great. The two nurses who phoned the days before with advice and directions was reassuring. The pre and post operation care was very warm and friendly.

Ward A5, Christchurch Hospital

Compliments to the staff who tended to me during my short stay – Nurses Hazel and Chynna, and the catering assistants. I can't fault your services.

Gastroenterology Unit, Christchurch Hospital

The process for my colonoscopy was smooth, friendly, and efficient with the doctor being informal, cheerful, and pragmatic. It was simply great. The calm and friendly staff meant that I relaxed. They were competent and kind. Thank you everyone.

Emergency Department, Christchurch Hospital

My husband had an unfortunate trip into hospital with a kidney stone. As I was sitting with him in ED on either side of me, I was listening to people complaining. I want to pass on our compliments to all the staff in ED for the people they have to put up with. We also want to especially want to say a huge thanks to Dr Phil Adams for his good sense of humour and treatment and to the lovely nurse Aishling for her care as well. You're all outstanding and appreciated, it was a very busy ED and you're super busy. Keep up the great work.

Acute Emergency, Christchurch Hospital

The nurse was dealing with frustrated people complaining about wait times. She handled herself very calmly and professionally and I was blown away with how she handled all the pressure and stress. She did such an amazing job. She had one gentleman try to say to her that it's on her that his son wasn't going to receive medical treatment because he did not want to wait like everyone else. He was being extremely rude, so I had to speak up for her as she was already doing such a good job. It had been a very long night for her, and she just continued to give 110 percent. She did an incredible job at looking after all the patients.

Intensive Care Unit, Christchurch Hospital

You guys have all been amazing. Thank you all so much for being the people you are.

Ward B3, Christchurch Hospital

Thanks to all the staff – doctors, nurses, and WellFood staff for looking after my son.

Ward A4, Christchurch Hospital

Our family would like to thank the staff on Ward A4 for their wonderful care and help. We really appreciate the ward's registered nurses who helped us, particularly Steph, Emily and Donna, the wonderful orderlies, and Nurse Selena from the Emergency Department. I am really impressed by the whole staff and the hospital. Thank you from the bottom of our hearts.

Parkside Ground Medical, Christchurch Hospital

A huge thank you to all the nurses who work tirelessly to ensure we are all well cared for and kept safe. With the nurses wearing masks all the time I am in awe of their commitment. Thank you again.

Eye Clinic, Christchurch Hospital

All the staff were very polite and wonderful. The eye specialist had an excellent manner, explained everything clearly and in way that was easy to understand, and answered all my questions appropriately. Thanks.

Stanley Leong, Christchurch Hospital

Dr Stanley is an absolute gem. We are so very thankful to him. He has treated the medical condition our son was suffering from all year. Dr Stanley is so friendly, loving and understanding. Thank you so much. God bless you.

Eye Outpatients, Christchurch Hospital

Thank you so much for the loving kindness and very professional care of my husband. Amazing, lovely staff. Thank you all so very much.

Cathy Wright, Ashburton Hospital

I want to pass on my thanks to Nurse Cathy for the wonderful care she gave our Dad over the last six months. She was always so kind and respectful, always listened to him well and gave excellent, timely care. You are fortunate to have such a skilled staff member on your team. Please pass on our sincere thanks.

Gynaecology, Hysteroscopy and Colposcopy team, Christchurch Women's Hospital (CWH)

I just want to say a big than you to the team. They looked after me so well with dignity. Words fail to express how grateful I am. Special thanks to Nurse Maria for amazing bedside manners and hospitality. Such a great team, thank you so much for all you did for me.

Maternity Ward, CWH and Waipapa Eye Clinic

Thank you to all the doctors who have done the operations on my baby girl. I cannot thank you enough for the good work that the doctors have done to help our baby have a better chance of life. I am forever grateful. Also, to all the nurses and midwives who have cared for us at CWH, thank you very much. You are all blessings.

Gynaecology Ward, CWH

I can't rate highly enough the excellent care I received. I don't want to miss anyone out, so I won't specify the individuals. As a current RN in a busy area, I've been very impressed with all levels of nursing care – communication, efficiency, knowledge. I particularly note the respectful entrance by all staff. They knock on my door and identify themselves. The orderlies, catering assistants and cleaning staff always had a smile and a greeting. My consultant and team have been amazing. Clear communication and really felt listened to and supported. This has all made a horrible experience much more tolerable. Thank you.

Birthing Suite, CWH

I wanted to take the time out to write how outstanding the level of care was during my time in the birthing suite and at Christchurch Women's Hospital. From the very beginning I was made to feel very cared for and looked after by every single person, even during the staff shift changes. The obstetricians, midwives, and nurses – every single one of them was excellent. I wish I could remember everyone's names but unfortunately the night is rather blurry for me. Thank you again to all the staff during my time in the Birthing Suite. I have nothing but good things to say about the level of care I received.

Ward A7 and play specialists, Christchurch Hospital

After spending eight days in hospital, I couldn't leave without giving thanks to Play Specialists Lisa and Melinda. The dedication and the support they offer to families has just been incredible for our wee blended family. Lisa especially, has just been so awesome working, helping, and supporting our wee man, giving him techniques to manage his behaviour at times (a little boy with big emotions). Lisa is patient and just amazing. I'm so grateful for the support we have received. Thanks so much!!

Paediatric Outpatients

Just had my eight-year-old son in for blood tests and he has had numerous bad experiences but today we had Play Therapist Diane assisting and what a dramatic improvement from previous experiences it was. The staff kept my son calm comfortable and happy. Thank you so much Diane and Tanya, highly recommend.

Radiology, Burwood Hospital

I had an X-ray booked and my doctor sent a referral for another X-ray for an unrelated condition, and I decided to ring Radiology bookings to see if they could be both done together. They said they could, subject to getting the referral for the second X-ray on time, which they did. So, thanks to Burwood Radiology and Radiology Bookings for making it possible.

Ward A5, Christchurch Hospital

On behalf of the Hospital Liaison Committee for Jehovah's Witnesses thank you very much for your excellent treatment of [patient name] for an upper gastrointestinal bleed. Your team of doctors and nurses made it very easy for her wishes to not be treated with any blood products to be accommodated. You are to be commended for your professional approach.

Eye Outpatients

Thank you so much again for your loving, kind, and professional care of my husband for his eye injection. Happy New Year and may you be abundantly blessed.

Ward A5, Christchurch Hospital

Outstanding care and environment. Amazing staff.

Ward 18, Christchurch Hospital

I want to say how helpful, caring, and friendly all the staff have been to me. Thank you for your hard work. I totally appreciate you all!

Olivia, Ward 14, Christchurch Hospital

Olivia is a really good nurse. She is kind. She knows what she is doing and does her job well.

Emergency Department, Christchurch Hospital

I would like to thank every staff member for their care of my 90-year-old mum. It was exceptional, from the moment the ambulance arrived until she was transferred to Nurse Maude. Our family will always be grateful for the care and compassion shown to her.

Ward A3, Christchurch Hospital

Nurse Ana is extremely excellent and professional in her work taking care of the patients.

Usha, Christchurch Hospital

I would like to highly compliment IV Technician Ushra Chandra. She managed to get blood when no-one else could on several occasions. My highest compliments to her abilities.

Radiology, Christchurch Hospital

Radiation Therapist Carla was very helpful and helped me more than she had to. Thank you.

Big Shout Out

To: Amy Walker

A lot of our teams are working hard to close the workforce gaps in a tight global market. Waitaha Canterbury-based Recruitment Partner Amy Walker is one team member who, along with her colleagues, is determined to bring the best clinicians to Te Whatu Ora. Amy recruits internationally and is currently interviewing neurologists and psychiatrists as well as senior medical officers (SMOs). In 2023 Amy placed 100 SMOs herself, that's one SMO placed almost every three days! When you add up the daily successes, they amount to big changes, so thank you Amy for the mahi you and your colleagues are doing to make a difference to our health system, the people who work in it, and the New Zealanders who benefit.

#carestartshere

Big Shout Out

To: Esteemed Hospital Pool/Nursing Support Service Nurses

We are writing to express our deepest appreciation and admiration for the remarkable dedication and indispensable contributions of the hospital pool nurses at Christchurch Hospital. Your commitment to excellence in patient care has not gone unnoticed. The versatility and expertise you bring to various wards and special units in the hospital are a testament to your professionalism and unwavering commitment to the wellbeing of the patients you serve.

From: Hospital colleagues and community members

#carestartshere

Community OTs embrace new ways of working

A project run by occupational therapists/ kaiwhakaora ngangahau in the Older Persons Health and Rehabilitation (OPH&R) Community Therapy Service has made a big difference for people requiring their expertise.

The community occupational therapists (OTs) work within interdisciplinary clinical teams, based at The Princess Margaret Hospital. They support people who are living with disability or age-related conditions, with a strong focus on enabling them to remain living well in their own homes and communities.

Their work includes assessing people's ability to function at home and participate in meaningful activities, providing advice on safety and independence, accessing specialised equipment, and coordinating housing modifications if needed. The OTs work alongside Allied Health assistants/ kaiāwhina, who have completed additional training to support this work.

The demand for the service is high and the teams recognised the need to think outside the box, to meet the needs of our community, says Associate Director of Allied Health, OPH & R Community Teams Leeanne Yeoman.

"One idea was providing therapy outside of usual weekday hours, which led to a trial of offering OT and assistant visits to people in the weekends over a six-week period."

The project has had a significant impact on waiting time for OT input, with the longest-waiting client numbers reduced by almost 40 percent.

"The clients visited during this time were appreciative of the flexibility of appointment options, as well as the fact that their families were more available to be there at the visit."



Some of the Community Occupational Therapy team, from left, Allied Health Assistant Tianna Curtis, Community OT Team Leader Ashleigh Green, Advanced OT, Ros Rossiter, Lindsey Lewis (OT), Allied Health Assistant Donna McRoberts and Associate Director of Allied Health OPH&R Community Teams Leeanne Yeoman

The staff working weekends also enjoyed the opportunity to connect with colleagues that they normally wouldn't work alongside, sharing different ideas and learnings.

The project was first run in September and October 2023 and due to its success another six-week block of weekend work is being run. When this one ends, wait lists will be monitored and further opportunities considered as required.

"A very big thank you to everyone who made this project possible. We hope to explore how applicable this is across other areas of community work," Leeanne says.

Waiata sessions about inclusiveness and fun

Singing and laughter were heard down the hallways of the Maternity Ward last week during 'Waiata Wednesday', as those taking part sang their hearts out giving waiata a go.

Waiata is the perfect way of learning to pronounce Te Reo Māori language, says Maternity Ward Kaitohutohu/Cultural Advisor and organiser of the event Zak Newport.

"It gives you that feeling of connectiveness in a fun and friendly setting and fills your cup to overflowing!"

Zak has been running "Tuesday Waiata" at Manawa for a year or so and has now started up the Wednesday session. She encourages everyone to come along and give it a go.

"Even if you've never sung waiata before it's all about inclusiveness, and we are so grateful to have the wonderful Nepia Reweti, Pukenga Atawhai from Hillmorton, playing the guitar and translating the kupu (words) for us all to learn together. You never know when these waiata will come in handy when you attend Te Whatu Ora hui (meetings)."

Details of the Waiata sessions are as follows:

Tuesday Waiata 12-12.30pm - at Manawa (email Zak and she will add you to the group email sent out Mondays with the room number).

Wednesday Waiata 12.30-1pm- at Christchurch Women's Hospital, level 5 Maternity Ward Seminar Room.

Nau Mai, Haere Mai – You are all welcome!
For any inquiries: Zak.Newport@cdhb.health.nz



From left, Baby-Friendly Hospital Initiative Coordinator Sarita Gargiulo-Welch, Maternity Kaiāwhina Programme Manager Kelly Kara and Clinical Midwife Manager Oromairaki Bronwyn Torrance



Front, Hāuora Māori Kaimahi for Maternity Elsa Kipa, rear, Clinical Midwife Manager Birthing Suite Lisa Beau



From left, Cardiology/Cardiothoracic Social Worker Melissa Woolley and Maternity Ward Kaitohutohu/Cultural Advisor Zak Newport

Mythbusting health and wellbeing

Starting out the new year with a focus on wellbeing? It's not always easy to sort out the myths from the genuine wellness insights. To help out, researchers Research First have compiled this handy guide to some of the most common health and wellbeing myths.

You can download the guide at <https://researchfirst.co.nz/wellbeing-myths/>. (Courtesy Research First)



HEALTH AND WELLBEING MYTHBUSTING 101



You need 10,000 steps a day to be healthy

What science shows: The concept of 10,000 steps a day started with a marketing gimmick and not medical science. It originated with the manufacturer of an early Japanese pedometer and arose because the Japanese character for "10,000" looks like a person walking. There is nothing magical about the 10,000 step number. While movement is certainly good for you it is not a dose response relationship so more can actually be less.



You must drink 2 litres of water each day

What science shows: Everyone has different hydration needs and should adjust their water intake accordingly based on their activity level and signs of dehydration. The colour of your urine can be a good indicator of your hydration status. If your urine is clear more often than not, it can be a sign that you're drinking too much water.



Natural sugars are better for you than refined sugar

What science shows: Your body processes all simple sugars the same way. By all means use honey or maple syrup or agave syrup if you prefer how they taste but know that they are treated the same way by your digestive system. The only exception is the sugar in fruit (but not fruit juice) because the sugar in fruit comes along with fibre and a host of health promoting compounds. The jury is out on low calorie sweeteners (i.e., artificial sugars) with research showing mixed findings. Aspartame, the sweetener in Coke Zero and Diet Coke, is one of the most studied chemical compounds on the planet. If there is any risk associated with it, that risk is very small.



Breakfast is the most important meal of the day

What science shows: The idea that breakfast is the most important meal of the day was created by breakfast cereal companies. In reality it's fine to skip breakfast. Indeed, the science behind intermittent fasting suggests that skipping breakfast could benefit you more than eating it. What really matters is the quantity and quality of calories you consume throughout the day and not the time at which they're consumed



Everyone needs eight hours of sleep

What science says: Everyone has a unique circadian rhythm that determines how much sleep is optimal for them. While seven to nine hours is still the standard recommendation for adults, you should treat sleep like hydration and exercise: Get enough so that you feel your best and keep your body healthy, but not so much that it starts affecting you negatively. You can always have too much of a good thing, even sleep.



It's good to occasionally go on a detox to cleanse your body of toxins

What science says: There is no need for anyone to 'detox' as our bodies are built to get rid of toxins much more effectively than any diet or treatment can. Probably the best way to protect your body's detoxification process would be to take care of the liver and the kidney, which are the body's main organs in detoxification. To do so, avoid processed and packaged foods like fries, limit your intake of sugary foods, fatty foods and alcohol.



Everyone should take a daily multivitamin

What science shows: A 2022 review of 84 studies by the U.S. Preventive Services Task Force found no convincing evidence that multivitamins have any benefit for nonpregnant adults. The science says we'll get better returns from eating a healthy diet with plenty of fruits and different vegetables.



Running will damage your knees

What science shows: Recent studies demonstrate that rather than damaging your knees, running may protect them. One large study found that runners were half as likely to develop knee osteoarthritis compared with nonrunners. Runners typically have stronger quadriceps muscles, which helps to protect the joint. Davis's Law, named after the orthopaedic surgeon and researcher Henry Gasset Davis, states that soft tissues respond to load in the same way that bones do.



Prevent Injuries through RICE

What science shows: Movement is the fastest way to repair injury. Instead of RICE think MEAT - Movement, Exercise, Analgesics, Treatment. Find a routine of gentle movement without exceeding pain tolerance. These movements will put a small amount of load on the injured tissue, helping the new tissue to grow back in the right way.



Only certain types of people develop a mental illness

What science shows: As many as one in five people may develop a mental illness at some stage in their lives. Everyone is vulnerable to mental health problems. It affects people regardless of age, education, income or culture.

Car club members donate boot load of toys to kids in hospital

Children in Christchurch Hospital's paediatric wards are enjoying a huge haul of new toys – thanks to donations from Christchurch's Kustom Car Club.

Every year the club holds a toy run in the lead-up to Christmas, with hundreds of hot rods, classic, vintage and muscle cars attending the event and members bringing toys to donate to the hospital.

Hospital Play Specialist Service Team Leader Melinda White says the donation is a huge boost to the paediatric wards.

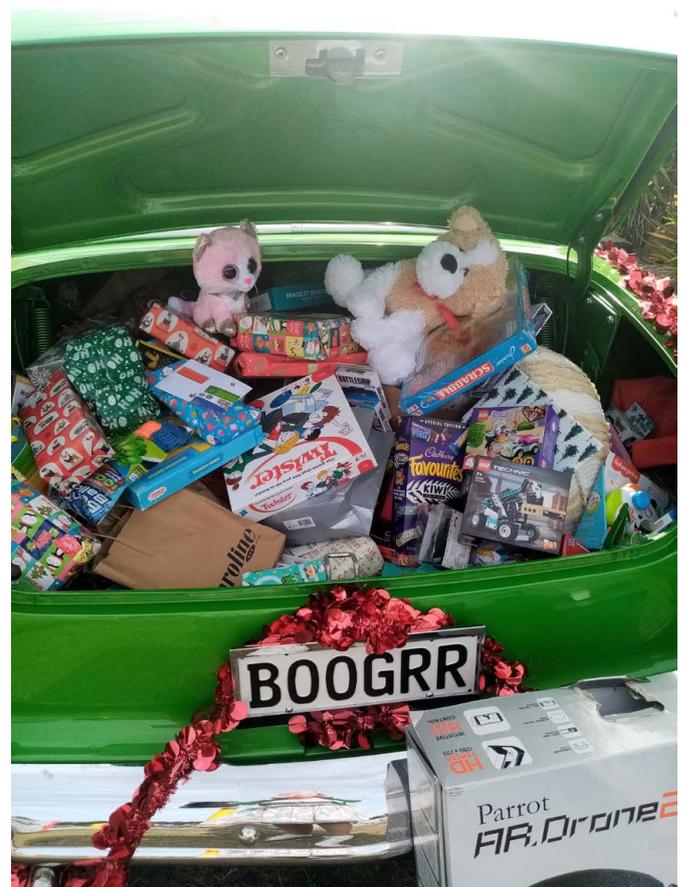
"We are so grateful for the club's support. It allows us to ensure we have plenty of resources to lend to children while staying in the paediatric ward.

"The toys ranged from board games to craft kits, soft toys, Lego, baby toys – such a huge selection that caters for all ages.

"Some of the toys were used for Christmas presents for children who were on the ward on Christmas morning. Then we use a lot of toys in our activity room for the toy library."



Hospital Play Specialist Service Team Leader Melinda White (centre) with Maree Race (left) and Debbie McKenzie from the Kustom Car Club, with toys donated to the hospital



A boot load of toys was collected from Kustom Car Club members at their 2023 Toy Run before Christmas

Is the information you create accessible?

Accessibility, or inclusive design, is all about creating information so that everyone can access and use it easily.

It's really important we don't exclude people from being able to use the information we create, particularly those with a disability such as low vision, hard of hearing, autism, dyslexia or physical disabilities – as well as our own work colleagues!

What can you do?

If you create printed or electronic information regularly, it's good to be familiar with how you can make your information accessible for all people to be able to use.

The Waitaha Canterbury Intranet – PRISM – has a [list of resources](#) that can help you learn how to create accessible information, from information structure, headings and colours, to text sizes, images and descriptions.

With a little knowledge and effort, you can change the way you create your information and documents to include a few accessibility techniques, which will help make your content accessible for anyone.

Our graphic designers in the Medical Illustration department can also help with design guidance for accessibility.

As a first step we recommend you can take the [Healthlearn online training course](#) about accessibility called How to Make Information Accessible (you will need a [healthlearn account](#) to do this). After completing the online training, you can start to use the [accessibility resources on PRISM](#) to see how you can apply accessibility techniques to your content.

If you have questions about accessible information, please contact communications@cdhb.health.nz

Designing for users who are Deaf or hard of hearing



Do...		Don't...
write in plain English	Do this.	use complicated words or figures of speech
use subtitles or provide transcripts for videos		put content in audio or video only
use a linear, logical layout		make complex layouts and menus
break up content with sub-headings, images and videos		make users read long blocks of content
let users ask for an interpreter when booking appointments		don't make telephone the only means of contact for users

Eligible young people encouraged to have free meningococcal vaccines

Te Whatu Ora health specialists are encouraging young people aged 13 to 25 who are living in or about to move into close living situations, to make sure they're immunised against meningococcal disease during the free catch-up period ending next month.

Te Whatu Ora Director Prevention Alana Ewe-Snow says rangatahi getting ready for boarding schools, university residence halls and military barracks can be protected from meningococcal disease with free immunisations.

"It's best to be vaccinated before you move into a close living situation. Meningococcal disease can develop and become deadly in just a few hours or have serious long-term effects.

"It can be difficult to recognise because it can look like other illnesses, such as the flu. The disease can spread through close contact such as living in the same household, sharing eating utensils or toothbrushes, kissing, coughing, and sneezing."

Students and young people living in communal accommodation are among the groups most at risk and should be aware of the symptoms, says Alana.

Symptoms can develop suddenly and include:

- > a high fever
- > headache
- > sleepiness
- > joint and muscle pain
- > a stiff neck
- > dislike of bright lights
- > vomiting
- > a rash of reddish-purple pin-prick spots or bruises
- > crying and refusing to eat in infants.

The Meningococcal B and Meningococcal ACWY vaccines are free for those aged 13 to 25 years who are entering their first year of close living situations like boarding schools, residence halls, or school hostels.

Until 28 February 2024, free Meningococcal B vaccines are also available for people aged 13 to 25 in any year of living in an eligible close living situation.

In the past year there have been 57 cases of meningococcal disease across the motu, 16 of these in youth aged 15 to 24. In 2023, there was one death from meningococcal disease.

"Meningococcal disease can be treated with antibiotics, but early diagnosis and treatment is very important. If you suspect your child, roommate or friend has meningococcal disease, seek immediate medical advice," Alana says.

"More information is available at immunise.health.nz or check [Healthpoint](#) for a location offering Meningococcal vaccines near you."



Generous donation from ward staff

A huge team effort from staff in Ward A5 at Christchurch Hospital resulted in a large donation to Foodbank Canterbury last month, just in time for Christmas.

A reverse advent calendar was made up and rather than staff receiving something for themselves they brought in food and other items, says Ward A5 Interim Charge Nurse Manager Lindsey Keen.

Items included boxes of cereals, biscuits, soups, sauce mixes for meals, soaps, shampoo, tinned fruit and vegetables, tea, coffee, sweet treats, pasta, and rice just to name a few.

“The staff did the same thing in 2022 and wanted to repeat the experience because it brought joy and warmth to not just the team, but individually, knowing any contribution big or small was going to someone who needed it.

“I would really like to acknowledge what the team achieved – it was outstanding,” she says.



Some of the team from Ward A5 with the boxed up donations ready to go

**Stay cool
and well
this summer**

Te Aka Whai Ora
Māori Health Authority

Te Whatu Ora
Health New Zealand

GO
WELL

SPF 30+

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.



KOHA FITNESS - 48 Hereford Street, Christchurch Central

Happy New Year to you!

Koha Fitness would like to offer all Te Whatu Ora staff an exclusive promo – a 12-week membership at Koha Fitness for just \$33 per week! Promo post attached here.

Offer is valid from 15 January – 29 February 2024. Show your staff ID on sign up.



RAW Muttz, Your Partner in Natural Canine Nutrition and Training!, 215a Wooldridgeroad, Harewood – www.rawmuttz.co.nz

Located in Burnside or online. Raw Muttz is dedicated to providing the best in raw dog food and natural treats. Our carefully selected products ensure your furry friends get the nutrition they need in the most natural way possible. We also offer expert dog training services to help strengthen the bond between you and your pet.

All staff are eligible for an exclusive five percent discount on our products and services. It's our way of saying thank you for your dedication and hard work! Show you staff ID to redeem.



PARKSIDE PHARMACY - 32 Oxford Terrace, Christchurch Central

Get 10 percent off the recommended retail price of all products except prescriptions, pharmacist-only medicines, and items on special. Show your staff ID to redeem.



Travel that inspires

ORBIT WORLD TRAVEL - 225 St Asaph Street, Christchurch Central

Orbit Travel has a dedicated Leisure Team to ascertain the best fares for your personal travel, either call 03 339 3727 or email orbitholidays@orbit.co.nz and let them know you are a Te Whatu Ora employee.