

# Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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**Te Whatu Ora**  
**Health New Zealand**  
Waitaha Canterbury





# Kupu Arataki – Introduction

## He poropororaki – farewell to Lincoln Maternity Hospital

A poropororaki, or formal farewell to Lincoln Maternity Hospital will take place between **9am and 11am on Saturday 11 November**.

A much-loved icon of the Lincoln community, thousands of people moved through the unit between its opening in 1927 and its closure 95 years later – staff, parents, whānau, visitors and of course the many babies who were born there. Maternity services transferred to Oromairaki in the Selwyn Health Hub in May 2022, providing the families of the region with greater capacity and state-of-the-art facilities. This was vitally important for our fastest growing district as it has enabled more births in the unit and additional transfers from Christchurch Women's Hospital.



Lincoln Maternity Hospital will be formally farewelled Saturday 11 November

In the 12-month period between January and December 2021, there were 197 births and 542 postnatal admissions to Lincoln Maternity Hospital. From its opening on 31 May 2022 to 31 May 2023, Oromairaki provided care for 247 births and 641 postnatal admissions.

The poropororaki is an opportunity for people to say goodbye and thank you to a place that has special meaning for them – staff who have worked in the Lincoln Maternity Hospital, people who became parents there, whānau, and those born there themselves who then had their own children and grandchildren come into the world there.

Attendees are invited to assemble behind the hospital at 9am for a few brief words of welcome and speeches, with time to walk around the ground floor before the karakia (prayer) and final walk through the building. A hīmene (hymn) will be sung to conclude the karakia as the hospital is closed. Light refreshments will be available after this on the lawn with time to share your memories with one another.

This will be an outdoor event with limited shelter, so in the event of rain, please bring an umbrella.

## Interim Director of Nursing Christchurch campus appointed

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Congratulations to Tracy Jackson who has been appointed Interim Director of Nursing for the Christchurch campus and will begin her new role from 20 November.

Tracy comes to us from her current position as Nursing Director for Women's and Children's Division and has previously worked in a diverse range of healthcare environments, including rural and community, primary care, and in secondary and tertiary settings. In these roles Tracy has built up comprehensive understanding and insight into healthcare delivery in a variety of contexts including her involvement in building an integrated health care model for a rural community; designing, developing, and implementing a healthy homes programme for children and families in the Waikato; and has been responsible for service development with an emphasis on improving health outcomes for Māori and other high priority groups.

Tracy also has a strong workforce background and has led significant organisational change. She takes over from Nicky Topp who has done a fantastic job covering the role since Lynne Johnson's departure.

We wish Tracy all the very best in her new position.

## National Anaesthesia Day

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Last Monday 16 October was Australian and New Zealand College of Anaesthetists (ANZCA) National Anaesthesia Day. Ether anaesthetic was demonstrated for the first time on this day in 1846.

The theme this year was 'Anaesthetists: caring for our sickest patients before, during and after surgery'. Perioperative practice describes the care which is provided to patients during their journey through the operating theatre department as they undergo their surgical operation. This includes anaesthetic care, surgical care, and post-anaesthetic care. It involves a wide range of healthcare professionals working together to improve patient experience and reduce postoperative complications – anaesthetists are a crucial part of this team.

Most of us will require the care of an anaesthetist at some stage in our lives – for pain relief during the birth of a baby, for a routine day-stay procedure or for a major operation requiring complex, split-second decisions that keep patients alive. We greatly appreciate their expertise and everything they do for the patients in our care.

## Reminder – we want to hear from you!

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Your contributions are wanted for the ā mātou tāngata (our people) section of the pānui.

### Ngā huritau – Anniversaries

This will recognise and celebrate the longevity of our kaimahi.

- › Who? We will recognise people who have reached their 10th, 15th, 20th, 25th and 30th+ years of working with Te Whatu Ora (and previously Canterbury DHB)
- › Only people who self-nominate or who are happy to be put forward by a colleague will be acknowledged – in case it's not your cup of tea!
- › Each month, we will note people who have reached their 10th, 15th, 20th and 25th years. People who have reached 30+ years can opt for a slightly more detailed profile or share team celebrations with us.

Right now, we want to hear about people who will be celebrating their anniversary in October, November, or December. You can provide your submissions here: [forms.office.com/r/7LAp9YNJWq](https://forms.office.com/r/7LAp9YNJWq)



### Tūtaki mai ki te kapa – Meet the team

This will allow us to learn about some Te Whatu Ora teams that we may not know much about or understand. 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: [forms.office.com/r/tnFrHQj94y](https://forms.office.com/r/tnFrHQj94y) and check out the Infection Protection and Control team on [page 15](#).

## Tokelau Language Week

As part of the Ministry of Pacific People's Language Weeks, this week celebrates the Tokelau language. The theme for Tokelau Language Week 2023 builds upon the 2022 focus, 'Halahala ki vavau kae ke mau ki pale o Tokelau.' The overarching message is clear: understanding the past is crucial for planning the future.

While the Tokelauan community in Aotearoa may be small in numbers, it is notably big in heart. The importance of preserving unique Tokelauan identities is recognised within the community. Acknowledging historical roots is considered essential for future progression, especially in cherishing and upholding the culture and language.



## Intersex Awareness Day

Thursday 26 October is Intersex Awareness Day. This day is designed to highlight human rights issues faced by intersex people.

People who are intersex have genitals, chromosomes or reproductive organs that don't fit into a male/female sex binary. Their genitals might not match their reproductive organs, or they may have traits of both. Being intersex may be evident at birth, childhood, later in adulthood, or never.

You can learn more about what it means to be intersex and access resources on [page 21](#).

## Loud Shirt Day

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This Friday 27 October is Loud Shirt Day – delayed from February when the decision was made to postpone due to Cyclone Gabrielle.

The purpose of Loud Shirt Day is to support all New Zealanders who access sound with cochlear implants and raises money for The [Hearing House](#) and the [Southern Cochlear Implant Programme \(SCIP\)](#) which are the only two charities in New Zealand dedicated to helping children and adults with cochlear implants learn to listen and communicate.

Money raised through Loud Shirt Day will help The Hearing House and SCIP ensure everyone in New Zealand living with cochlear implants has access to lifetime support.

You can read more and learn how you can contribute or fundraise on the [Loud Shirt Day website](#).



**Medicines to  
treat Covid**

Covid antiviral medicines are free, ask your doctor,  
hauora provider or pharmacist if they are right for you

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

**Te Whatu Ora**  
Health New Zealand

# QUIZ – Medium difficulty general knowledge

Week two of our general knowledge quizzes. This week's quiz should be moderately challenging for most. See how you go...

- 1. Which country's flag features a red dragon?**
  - a. Malta
  - b. Bhutan
  - c. Wales
  - d. Macau
- 2. "You're gonna need a bigger boat," is a famous line from what movie?**
  - a. Titanic
  - b. Jaws
  - c. Finding Nemo
  - d. Castaway
- 3. Which phrase is an example of simile?**
  - a. He was as cold as ice
  - b. She's a blonde bombshell
  - c. The dog is a piggy eater
  - d. Money is the root of all evil
- 4. What language were Anne Frank's diaries originally written in?**
  - a. English
  - b. Dutch
  - c. German
  - d. French
- 5. Claude Monet famously painted in what style?**
  - a. Abstract
  - b. Cubism
  - c. Impressionism
  - d. Surrealism
- 6. How many valves does the human heart have?**
  - a. Two
  - b. Three
  - c. Four
  - d. Five
- 7. Where is the world's largest waterfall, Angel Falls, located?**
  - a. Argentina
  - b. Venezuela
  - c. Zimbabwe
  - d. Peru
- 8. Which English monarch was killed in the Battle of Bosworth Field in 1485?**
  - a. King Richard III
  - b. Queen Elizabeth I
  - c. King Henry VIII
  - d. King George I
- 9. With 840, what country has the most spoken languages in the world?**
  - a. Indonesia
  - b. South Africa
  - c. Papua New Guinea
  - d. China
- 10. What is the biggest state by land mass in the United States?**
  - a. Texas
  - b. Hawaii
  - c. California
  - d. Alaska

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

## Medical physicists merit process launches

Our medical physicists are a small, highly trained clinical group working to ensure that use of radiation and imaging are safe and optimised across the organisation.

Over the past year Te Whatu Ora has worked with the APEX union to develop a merit progression framework for those working at senior levels in the profession, says Medical Physics and Bioengineering Clinical Manager Richard Dove.

“This month around 40 percent of the group took an opportunity to submit merit cases covering work completed over the past few years. The cases were substantial and included extensive evidence of the work they had completed.”

Last week an assessment panel worked through the submissions and evidence. The panel were impressed by the extensive documentation provided and the quality of the work described. In many cases the work was at a nationally leading level and even internationally recognised.

“Examples of work showed our medical physicists taking leadership roles in major equipment replacement projects which have enhanced our ability to efficiently deliver radiation therapy for patients with cancer.”

Physicists then showed how in multi-disciplinary teams they have introduced new treatment techniques to accurately treat ever smaller tumours while minimising damage to the surrounding tissues, he says.

It was pleasing to see how dedicated the team is to developing the future workforce, with most submissions highlighting roles in teaching and training our own trainees, says Director of Allied Health, Christchurch campus, Helen Little.

“Many are working to further develop the medical physics training programme with the Australasian College of Physical Scientists and Engineers in Medicine and the University of Canterbury.”

The panel was pleased to be able to support the majority of the merit claims made and recognise the efforts of the medical physicists in Waitaha Canterbury.

“From here the merit process transitions to a prospective process and we expect to see prospective objectives being set which will keep our medical physics team advancing and our patients well cared for,” she says.



**Born between  
1989 and 2004?**

Make sure you're fully protected against measles

[www.immunise.health.nz/measles](http://www.immunise.health.nz/measles)

Te Whatu Ora  
Health New Zealand



# Choir a celebration of culture and connection

Celebrating Filipino culture and uplifting the spirits of its members and audiences are some of the aims of the Musika Filipinas Aotearoa.

Founded by Te Whatu Ora Waitaha Canterbury Older Persons Health Clinical Assessor and Registered Nurse Kristian Rubi in May 2021 as a response to the COVID-19 pandemic lockdowns, several of our kaimahi are involved in the choir.

One of those is Occupational Health Nurse (OHN) Maries Villa, who says she is part of a strong Filipino community within Te Whatu Ora Waitaha.

"I know of many Filipinos working here who have strong dedication and work ethics. We all contribute to workplace diversity and positivity. Many Filipinos are good singers, dancers and performers and the Musika Filipinas Aotearoa choir is one example of how we love to celebrate our culture and traditions by engaging with one another. I am proud to be part of this."

As an OHN Maries plays a crucial role in promoting the health and safety of Te Whatu Ora kaimahi.

"My role can be quite diverse, and often involve health assessments, vaccinations, health screening and more. Music is known to have therapeutic effects and I find being a member of the choir serves as my stress-reliever after a week of hard work!

"I enjoy the beautiful musical harmonies that we create. The choir also enhances my vocal skills, music reading abilities and music proficiency."

Kristian's vision for the choir was to uplift our spirits during the pandemic lockdowns, bringing together skills and talents in music to create a group that celebrates our rich Filipino culture, he says.

"Singing together allows us to build close relationships and have a sense of belonging. We come from diverse age groups, backgrounds, and belief systems, but our shared culture and love for music has brought us together."

The group's goal is to produce a significant choral concert each November, featuring different themes. This year, they are presenting some original Filipino music, encompassing folk and traditional tunes, as well as disco and modern love songs, in a concert titled 'Musika't Kultura'.

The event takes place on 11 November, 1.30pm, at Te Hapua: Halswell Library. See the flyer on the next page.



Front row, from left, Melanie Ballado, Honey Quipanes, Lourdes Mati, Anna Cabanas, and Angelin Ipapo  
Back row, from left, Eliazar Dimalapang, Noel Ballado, Michael Cabanas, Hospital Aide Lea Ordinario, Occupational Health Nurse Maries Villa, Older Persons Health Clinical Assessor and Registered Nurse Kristian Rubi and Emergency Department Administrator Nelie Pascual



Occupational Health Nurse Maries Villa

  
**MUSIKA  
FILIPINAS  
AOTEAROA  
CHOIR**

# MUSIKA'T KULTURA

A FILIPINO MUSIC AND CULTURE SHOWCASE

**11<sup>TH</sup> NOVEMBER 2023 | SAT 1:30PM**

THE LIBRARY AT TE HAPUA: HALSWELL CENTRE 341 HALSWELL ROAD

## GUEST PERFORMERS

THE CLASS ACT BARBERSHOP QUARTET, RITMO PILIPINO  
CANTERBURY JAPANESE CHOIR, VARIOUS PINOY TALENTS

## ADMISSION FEE

**10** NZD  
(ADULT)

**5** NZD  
(STUDENT/SENIOR)

**CHILD**  
Free Entry

For ticket reservations and inquiries, please contact: 0212657303

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# Burwood's 'star' receptionist retires

On Friday 13 October, Receptionist Joyce White celebrated her last day at Burwood Hospital and retired after 38 years.

Joyce loved her role at the main reception of Burwood Hospital and was popular with patients, visitors, and staff. She had fantastic people skills and was an excellent communicator.

Known for keeping her workspace neat, Joyce took great pride in representing Te Whatu Ora and being the first point of contact for most people entering the hospital. She always treated everyone kindly and would often say, "you never know what people are going through." Joyce wanted everyone who entered the hospital to have a positive experience.

Joyce's service was celebrated by a multitude of friends and staff, both past and present at an afternoon tea on Wednesday 11 October. Harry, the Burwood cat, even made an appearance to wish her well.

A passionate gardener, Joyce is now looking forward to spending lots of time in the garden and with friends and family.

All the best for a long and happy retirement.



Harry the Burwood cat attended the farewell party



Retiring Burwood Hospital Receptionist Joyce White

## **A note from Joyce:**

***The 38 years I was employed at Burwood Hospital brought me into contact with so many amazing, hardworking, and caring staff. I have formed many wonderful life-long friendships. Over the years I have thoroughly enjoyed my job and now as I embark on my next journey, I have so much to look forward to.***

***Thank you all and I wish only the best for each and every one of you.***

***I would like to acknowledge all the staff who generously gave gifts, flowers, cards, and kind words to me on my retirement. A massive thank you to you all.***

***Joyce White***



# Enhancing Leadership Programme

*Ehara taku toa i te toa takitahi,  
engari he toa takatini*

**My strength is not that of  
an individual but that of the  
collective**

In the picturesque setting of Hanmer Springs, a cohort of our senior health leaders recently completed the 11th Enhancing Leadership Programme, marking over a decade of transformative leadership mahi.



Enhancing Leadership Programme participants in Hanmer Springs

The year-long hōtaka (programme) is a catalyst for change, where health leaders get the rare but vital opportunity to step away from their clinical roles and focus solely on what's required to be an effective leader in our health system.

What sets this programme apart is its active approach to leadership development. It isn't about theories confined to textbooks (although there's plenty of evidence-based content); it's about real-world applicability. Through immersive three-hour workshops, one-on-one coaching sessions driven by candid 360° colleague feedback, and a transformative three-and-a-half-day residential course, participants are equipped with practical tools to manage leadership challenges.

Led by Te Whatu Ora Organisational Development Specialist, Jacqui Benter-Lynch, the hōtaka dives deep into the core of leadership effectiveness. Participants embark on a journey to identify the essential elements of leadership and personal characteristics that drive success. The focus is clear: empowering tangata to lead their teams with self-awareness, clarity of expectations and organisational performance, and a profound understanding of team dynamics.

The Enhancing Leadership Programme has become an integral part of the way we're supporting our senior health leaders across the system. This year's cohort included four clinical directors, senior nurse managers, allied health directors, plus administration and commercial service leads. As a core component of many succession planning conversations, the hōtaka is always full but those on the waitlist can easily access several other leadership programmes internally available.

Being a leader within our health system can be isolating and hard to navigate. What's truly remarkable about the Enhancing Leadership Programme is the sense of whakawhanaunga (the relationship) that's created within and across the various cohorts. What's become apparent over the years is the opportunities this creates for closer working relationships, reduced silos, and a deeper understanding of how other services function.

The impact of this programme echoes in the heartfelt kōrero from last year's cohort.

Participants found their leadership confidence increase as they translated intricate leadership theories into actionable practices.

They felt the programme didn't just teach; it inspired:

*"This course came at such a critical point in my career and really re-energised my focus in my role."*

*"Loved the connection with other leaders. I hope the value in what has been created is recognised and shared across the motu."*

*"Thank you so much for the best learning I've had in a long time. This will stay with me!"*

The Enhancing Leadership Programme isn't just a leadership course says Jacqui. It's a testament to the power of active learning and meaningful connections. It enables our senior leaders to reconnect with what drew them to health in the first place and to recognise the extraordinary impact they're making every day in the lives of our most vulnerable. It's uplifting; it's affirming; it's enabling – and that empowers all of us who work in health.



Participants working as a group from left, Food Services Manager Justin Bellass, Service Development Manager Older Person's Health Hayley Cooper, Orthopaedic Nurse Coordinator Lynne Prins and Medical Specialist Melissa James

Be a cyber  
hero.

Shut down or  
re-start your  
computer  
weekly.

—  
TOGETHER WE CAN STOP  
CYBER-ATTACKS



# One minute with... **Ramji Vaasanthi, Hospital Aide, Hillmorton Hospital**



## **What does your job involve?**

Assisting patients with day-to-day tasks, monitoring their physical and mental health, providing practical support if needed, supervising consumers to ensure their safety, and performing risk assessments under the direction and delegation of a registered nurse.

## **What pathway got you to this job?**

Working as a part time safety officer and sometimes volunteering at Christchurch Hospital got me introduced to this role.

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

If you have the skills of adaptability, emotional intelligence, and empathy, and are keen to serve people with genuine intention, then that will pave the way for satisfaction in this role.

## **Who inspires you and why?**

Nurses inspire me for their efforts in providing physical and emotional care for consumers, even in difficult situations. Also, having gratitude in life and being conscious of the little but meaningful things I can do for consumers on an everyday basis.

## **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?**

Care and respect provided to all consumers irrespective of their age, ethnicity, or race. Integrity revolves around being honest, true to your work ethics, and self-awareness. Finally, responsibility, speaks of being accountable for your actions, asking for support when needed, and taking initiative while maintaining high standards and quality.

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

I love travelling and would like to go to Canada (Vancouver Islands). There's a hospital there that I could at work at which would allow me to explore a new world while still doing my service for the community.

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

My twin brother, because it would make it easy for me to direct every stage of script and drama and still have a person who is my mirror image! I would direct it to show the journey of my life with all the steps I have taken over the past 20 years.

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

Living a minimalistic life in par with the planet. Fundamental Māori values are woven into our lives for a better understanding of our planet, ensuring we embrace its beauty with respect and value. Aroha is a word that contemplates a way of living and thinking combined with respect, empathy, and love for the planet.

## **What are your hobbies/interests outside of work?**

Playing badminton and soccer and watching movies. I also like going for long drives by myself to interesting destinations.

If you would like to take part in this column or would like to nominate someone please contact [Naomi.Gilling@cdhnb.health.nz](mailto:Naomi.Gilling@cdhnb.health.nz).



# Tūtaki mai ki te kapa – Meet the team

## Introducing the Infection Prevention and Control Service

### Who is in the team?

- › Nursing Director Sarah Berger
- › Clinical Director Josh Freeman
- › Personal Assistant Deanne Manuel
- › Clinical Nurse Specialist Rebecca Barrell
- › Registered Nurse Sophie Butcher
- › Clinical Nurse Specialist Sophie Carey
- › Clinical Nurse Specialist Rebecca Henderson
- › Clinical Nurse Specialist Kathryn Howden
- › Registered Nurse Indu Mathew
- › Clinical Nurse Specialist Sacha McMillan
- › Clinical Nurse Specialist Mike O'Callaghan
- › Registered Nurse Tracy Richings
- › Clinical Nurse Specialist Julie Ritchie
- › Clinical Nurse Specialist Jill Rodricks
- › Clinical Nurse Specialist Toni Sherriff
- › Clinical Nurse Specialist Ethan Walker
- › Clinical Nurse Specialist Julie White
- › Clinical Nurse Specialist Leah Wilkins

### What does the team do?

The scope of practice in Infection Prevention and Control (IPC) is extremely diverse; way more complex and intricate than you might think. We have five sub-speciality areas in IPC (described below). Project work and service delivery in these areas are led by senior IPC nursing subject matter experts.

- 1. Built Environment** – whenever any new building works or alterations/upgrades are planned, IPC is involved from the beginning. We ensure our staff and patients are kept safe throughout



the process and any changes comply with the relevant standards. This is in accordance with NZS 8134:2021 Ngā Paerewa Health and Disability Services Standard (5.2.8).

- 2. Education** – we are involved in education activities for both internal groups and external education providers. This is with the aim to keep all our staff safe and updated about changes and new microbes of concern. COVID-19 has been a great teacher to us all about the importance of IPC in our daily practice. We work collaboratively, applying our knowledge and experience (coming from the 'floor'). We endeavour to make the work of our staff easier and apply practical IPC measures to ensure standards and precautions are met – this keeps staff and patients safe.
- 3. Environmental Management** – We look at everything, from what products we clean the floors with, to how and where our waste and laundry is managed, ensuring it is handled safely and appropriately.

4. We must ensure we meet national standards, and we try to provide the right solution for every possible situation.

**5. Reprocessing Medical Devices** – We monitor and audit every system for reprocessing of medical equipment and devices. If you stop and think of all the devices we use every day, from the Emergency Department to operating theatres and all the outpatient clinics, that covers a lot of equipment and products.

**6. Surveillance** – perhaps our most well-known area, which involves monitoring healthcare acquired infections and planning improvement programmes to reduce the risk of patient harm.

In IPC we are constantly vigilant about what is happening elsewhere in the world and pay particular attention to our own back yard – Australia and the Pacific and Asian nations.

We produce monthly, quarterly, and yearly surveillance reports concerning cardiac and orthopaedic surgical site infections, healthcare associated blood stream infections and all outbreaks.

### How do you work with other parts of Te Whatu Ora?

We work with everyone in Te Whatu Ora, from Maintenance and Engineering to the laboratories and everyone in between.

From induction and orientation throughout their working day we partner with Te Whatu Ora staff ensuring safety wherever and whenever they may work in our facilities.

### From the team

As a team, we would just like to extend our appreciation to all our IPC champions. They are the people on the floor and work in all the varied areas of our organisation. They are invaluable in helping us to reach out to you all and keep you updated on all the latest news and developments within IPC. Well done! Together, we are an amazing team!

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>

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

**Te Whatu Ora**  
Health New Zealand

**Te Aka Whai Ora**  
Māori Health Authority



# Akoranga reo Māori 37 – Lesson #37

## Pahupahu – Small talk

E ngā korokoro tūi e whakamana ana i te reo taketake o tō tātou whenua, tēnā koutou.

Greetings to all the melodious voices that are validating and empowering the indigenous language of our country.

This week is just a few short phrases that we can easily slip into use on a daily basis. Some are questions, some are answers, and some are stand-alone statements that you may commonly hear.

### He kupu – Some words

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Aua atu te wā, e hoa</b> | It's been so long my friend    |
| <b>I pēhea te rā?</b>       | How was the day?               |
| <b>He rā whatiwhati kō</b>  | Hard yakker                    |
| <b>Kua warea e te mahi</b>  | Full on at work                |
| <b>Hoki atu, hoki atu</b>   | Every time, the same old story |
| <b>Kāhore he ritenga</b>    | No choice, no options          |
| <b>Kei te pērā tonu</b>     | Same old, same old             |
| <b>Pēhea ana te kai?</b>    | How is the food?               |
| <b>Kua puta a pito</b>      | I am full                      |
| <b>Namunamuā!</b>           | Delicious!                     |
| <b>He inu māu?</b>          | Would you like a drink?        |
| <b>Pōuri ake</b>            | Excuse me                      |
| <b>Engari mō tēnā!</b>      | No way, I don't think so!      |

### He whakapātaritari – A challenge

Make a set of flash cards out of the above and as a work group or in your whānau, take one card each day and try to find a way of incorporating the phrase or questions into your conversations. Have a competition to see who can use their phrase or questions the most in a day.

Hoki mai ana koutou i ia wiki, i ia wiki, hei kai i te kai a te rangatira, nō reira, ngā mihi.

You return each week to feast on the food of chiefs (that is te reo Māori), so thank you.

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

[Hauora.Maori@cdhb.health.nz](mailto:Hauora.Maori@cdhb.health.nz)

## Protect against HPV

The HPV vaccine is  
**FREE** for everyone  
aged 9 to 26

**Te Aka Whai Ora**  
Māori Health Authority

**Te Whatu Ora**  
Health New Zealand





# Whakamihi – Bouquets



## **Urology Unit / Emergency Department (ED), Christchurch Hospital**

I recently had a two-night stay in the Urology Unit, and I was blown away by the quality of care. All the staff were incredibly attentive and accommodating and made a very uncomfortable health experience much more manageable. Special shout-out to Cherry, Matt and the trainee nurse, Emma. Also, I really appreciated people opting to use my chosen name once I mentioned my preference. Thanks for your support! The folks down in ED were also tremendous!

## **Christchurch and Burwood hospitals**

I wanted to place on record my sincere appreciation for the fantastic service and care I received from Christchurch and Burwood hospitals. Everything was handled expeditiously, and I was afforded excellent treatment and care by all concerned – the nursing staff, gastroscopy and colonography teams, the radiology teams and especially the surgical team. Everything was fully explained each step of the way and all procedures were undertaken with the utmost professionalism. Despite the pressure under which the staff are undoubtedly working, they were always cheerful and helpful at a time of great stress for me and my family, and it made all the difference. Please pass on my gratitude and thanks to all concerned and congratulate them for the exceptional way they carried out their duties.

## **ED and Wards 10 and 12, Christchurch Hospital**

These areas are very efficient in the way they manage patients. Thank you.

## **Ward B5, Christchurch Hospital**

Thank you to all the staff for their amazing patient enthusiastic professional service to me and my fellow patients.

## **ED and Ward B4, Christchurch Hospital**

Many thanks for the helpful, courteous, and professional service by all staff who I interacted with.

## **Intensive Care Unit, Christchurch Hospital**

You are wonderful. I don't know how you do it! Thank you. You have made our time here easy, and you have kept us informed.

## **Nuclear Medicine, Christchurch Hospital and Burwood Hospital**

The Nuclear Medicine scan staff were awesome to me. Thank you. Also, Burwood Hospital was delightful to attend.

## **Eye Outpatients**

Thank you very much to Nurse Gilbert, Dr Nick, and Ophthalmology Assistant Carly. Thank you to Carolyn for your huge kindness, caring and professionalism and the nice snacks. May you all be abundantly blessed.

### **Day of Surgery Admission, Christchurch Women's Hospital**

Alice was kind and lovely in my post-op care. Thank you so much.

### **Angelo, Christchurch Hospital**

My husband received a six-week course of treatment for cancer. On each occasion his treatment was given by a nurse named Angelo. He was kind, gentle and efficient in administering the treatment. On several occasions he was mentoring a student nurse at the same time. We would like to extend our thanks and appreciation to Angelo for the high standard of care he has given.

### **Chris, Clinical Assessor, Community Northeast Team, Older Persons Health and Rehabilitation**

Thank you for all the support and guidance you have given over the past couple of years. I am so grateful for the compassion you have always shown, the efficiency of your responses to requests or questions and all the practical aids you have ensured Mum was provided with. I can appreciate yours is a demanding and often difficult role and I want you to know I think you do it amazingly well. You might never receive a public award but to me you deserve one! Thank you. Wishing you good health and happiness.

### **ED, and Surgical Review and Assessment Area, Christchurch Hospital and Christchurch Women's Hospital**

I am writing to express my deepest gratitude for the exceptional care I received during my recent visit to the Emergency Department. I was amazed at how swiftly and efficiently I was attended to. Your prompt action provided me with great comfort in a moment of distress. Throughout my stay, I was consistently kept well-informed about the procedures and the course of action that would be taken. This open communication helped alleviate any anxieties I had. I would like to extend my heartfelt appreciation to the entire team, including the nurses, skilled doctors, and all the staff members involved in my care. Your professionalism is truly commendable. The experience has left me not only thankful but also filled with pride for the exceptional healthcare system that Christchurch boasts. Your collective efforts make a significant difference in the lives of individuals, like me. Thank you once again for your outstanding service.



**Protect your tamariki  
against measles**

It's a serious disease and highly contagious

**[immunise.health.nz/measles](https://immunise.health.nz/measles)**

**Te Whatu Ora**  
Health New Zealand

# Ā mātou kōrero – Our stories

## Speech language therapy awareness highlighted

Speech and Language Therapists provide patient and whānau-centred treatment to support children and adults who have difficulties with communication and/or swallowing.

Their work was highlighted recently with the celebration of the 2023 Speech Language Therapy (SLT) Awareness week. This year's theme was 'Kotahitanga' – a Māori concept referring to working together in partnership towards a common goal.

Thank you to everyone who took part in this SLT awareness week, whether it was completing the SLT awareness week quiz, engaging in the 'daily snippets' posted in the internal communications, or reading the displays at your health campus, says SLT Brittany Craythorne.

"Congratulations and a big thank you to Rhyanna Buchanan who was the lucky winner of the SLT Awareness Week quiz. She was one of the few people that achieved a 100 percent correct result."

The quiz contained questions about communication, swallowing, and the role of a Speech-Language Therapist in a health setting.

Hopefully everyone who took part in the quiz learned something, whether it was that thickened fluids are not always safer to swallow or that SLTs work in a diverse range of areas, including the Neonatal Intensive Care Unit to support management of suck feeding.



Back row from left, Speech Language Therapy student Nikita Smith, and Speech Language Therapists (SLTs) Brittany Craythorne, Astra Robinson-Millen, Alysha Manson, and Deanna Sara

Front row from left, SLT Tessa Starr, Medical Imaging Technologist and winner of the SLT Awareness Week quiz Rhyanna Buchanan, and SLT Stephanie Lee

"If SLT awareness week piqued your interest, remember that any ward or department can book an education session with one of our SLTs on a variety of topics related to communication and swallowing," Brittany says.

To book in for a session at the Christchurch Hospital campus, contact [tessa.starr@cdhb.health.nz](mailto:tessa.starr@cdhb.health.nz).

For Burwood Hospital or community settings, contact [nicola.clark2@cdhb.health.nz](mailto:nicola.clark2@cdhb.health.nz).



# Intersex Awareness Day

Intersex Awareness Day is observed internationally on 26 October each year to highlight human rights issues faced by intersex people.

Intersex is an umbrella term used to describe a range of natural variations in the human body, specifically a person's sex characteristics. These variations are usually seen as atypical, or not the norm. However, up to 40 different intersex variations are possible and 2.3 percent of the population have one of these variations.

Sex characteristics can include everything from our hormones and chromosomes to our internal and external anatomy. The variations of sex characteristics can be present at birth or may become evident in puberty or later in adulthood.

When a child is born intersex, it is the advice of Intersex organisations that parents and doctors allow that child to develop and let them make the decision when they are able to with informed consent regarding having any aesthetic surgery.

The common message from intersex people is to leave their bodies alone and allow them autonomy over their identities.

Aotearoa New Zealand has its own intersex-led non-profit organisation, Intersex Aotearoa, which provides affirmation, advocacy and referral for intersex people and their whānau. Their advocacy includes working alongside peer human rights and health organisations, with government legislative bodies, researchers, academics and healthcare professionals to create the change wanted for ira tāngata/intersex communities.



If you would like to learn more visit [www.intersexaotearoa.org](http://www.intersexaotearoa.org)

Other resources include:

[InsideOut video](#), [Te Ngākau Kahukura webinar video](#), [Intersex Awareness Poster](#), [All About Intersex Flyer](#)

Or you can register to attend the Te Whatu Ora [Rainbow Diversity Workshop](#) or contact Te Whatu Ora Waitaha Canterbury's Mana Taurite | Equity, Diversity and Inclusion team by emailing [ManaTaurite@cdhb.health.nz](mailto:ManaTaurite@cdhb.health.nz)

## QUIZ ANSWERS – Medium difficulty general knowledge

1. c. Wales – Bhutan and Malta also have dragons on their flags, but only the Welsh one is red.
2. b. Jaws
3. a. He was as cold as ice – A simile is a figure of speech that directly compares two things by highlighting the similarities using comparison words such as like, as, so, or than.
4. b. Dutch
5. c. Impressionism
6. c. Four
7. b. Venezuela
8. a. King Richard III
9. c. Papua New Guinea
10. d. Alaska

# 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.



**KONG** – Cnr Hereford Street and Oxford Terrace, Christchurch Central

Get 10% off food & beverage for both families and groups – show your Staff ID to redeem. Not to be used in conjunction with any other promotions/offers. Click [here](#) for additional offer.

The  
Bealey



**THE BEALEY QUARTER** – 263 Bealey Ave, Christchurch Central

Get 10% off food & beverage for both families and groups – show your Staff ID to redeem. Not to be used in conjunction with any other promotions/offers. Click [here](#) for additional offer.



**KNOCKOUT FITNESS** – 102 Bamford Street, Woolston  
[www.kotraining.co.nz](http://www.kotraining.co.nz)

25% off all kickboxing flexi memberships and no joining fees, email [info@kotraining.co.nz](mailto:info@kotraining.co.nz) for more information – show your Staff ID when signing up.



**FOCUS**  
OPTOMETRY

**FOCUS OPTOMETRY** – 65 Tancred Street, Ashburton

Half-price comprehensive eye exam (usually \$69) for CDHB staff and their immediate family – show your staff ID to redeem.

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## Waitaha Canterbury and Te Tai O Poutini email recovery limits

In response to the Waitaha Canterbury and Te Tai O Poutini email migration to the cloud in July 2023, email recovery rules have been updated. It's essential to note that email is now subject to Microsoft retention limits, introducing certain recovery limitations:

- › If you delete mail (outlook items), it is held in the “Deleted items” folder for an **“unlimited”** period.
- › If you delete mail (outlook items) from the “Deleted items” folder, you can recover those items within **30 days only**
  - › **After 30 days the items are unrecoverable**

This change emphasises the importance of saving patient health-related information in the clinical record and emails should not be used to store patient information that is not in the clinical notes.

# Living Well and Ageing Well talks

Te Papa Hauora together with the Canterbury Medical Research Foundation bring you 'Living well & ageing well', a series of free community research talks.

The second event of this series is focused on movement, nutrition, and the importance of connecting with your community.

Come and join us to learn more about what you can do to maintain wellness and stay healthy from some of Canterbury's leading researchers.

Event details:

- > 31 October
- > 10.30am-12.00pm
- > Lincoln Event Centre

Learn more about on the [health precinct website here](https://www.healthprecinct.org.nz).



Canterbury  
Medical Research  
Foundation

**FREE  
PUBLIC  
EVENT**

## Living well & ageing well research talks

**Tuesday 31 October, 10.30am-12pm  
Lincoln Event Centre**

Limited spaces available, registrations essential.  
Visit [www.healthprecinct.org.nz/events](https://www.healthprecinct.org.nz/events)





# 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](http://www.tewhatauora.govt.nz/about-us/our-plain-language-standard)

**Te Whatu Ora**  
Health New Zealand

# Sex & Consequences

A New Zealand Update about Sexual Health and Blood-borne Viruses

Thursday **23 November 2023** from 1pm – 5pm

Click <https://cdhbhealth.zoom.us/j/86000755598> to join the meeting

Meeting ID: 860 0075 5598 with Passcode: 103857

- |               |   |
|---------------|---|
| 1.00 – 1.10pm | Haere Mai Welcome<br>Facilitator: Caro Davidson - Clinical Nurse Specialist, Christchurch Sexual Health Centre                    |
| 1.10 – 1.40pm | Dr Edward Coughlan - Clinical Director, CSHC<br><b>Update on PEP and PrEP</b>   |
| 1.45 – 2.15pm | Margarite and Aran from Positive Speakers Bureau<br><b>HIV experience for HetMAN</b>  |
| 2.20 – 2.50pm | Dr Heather Young - Sexual Health Physician, CSHC<br><b>Operationalising STI Guidelines – How does this look in your Practice?</b> |
| 2.50 – 3.15pm | kai / light afternoon tea with tea and coffee   |
| 3.15 – 3.45pm | Nikki Denholm – The Light Project<br><b>Porn &amp; Young People – The New Landscape</b>   |
| 3.50 – 4.20   | Dr Jess Tucker, Clinical Director, Cambridge Clinic, Christchurch<br><b>Medical and Forensic Care after Sexual Harm</b>           |
| 4.25 – 4.55pm | Facilitated conversation about Te Waipounamu / South Island collaboration across sexual health services                           |
| 4.55pm        | Closing Karakia, finish at 5pm  |

**The event will be at Salvation Army, corner of Salisbury / 853 Colombo St, Ōtautahi**

The venue has limited car parking available - please consider alternative ways to get there.

Use this [Journey Planner](#) to catch a **Bus**. *Numbers 29 and 27* stop right outside the venue.

**Bike:** there are plenty of spaces to leave and lock your bike.

**Drive / Walk:** park a little further away (across Bealey Ave) and take a little stroll.

The venue is **accessible to wheelchair users**.

**RSVP** [ann.vanschevensteen@cdhb.health.nz](mailto:ann.vanschevensteen@cdhb.health.nz) by **31 October** and please let me know if you will **attend in person or on Zoom**

22, 28  
OCT OCT

## Te Gagana Tokelau Tokelau Language Week 2023

**Mālo ni - Hello**

**Fakamālo atu kia te koutou uma**  
*Greetings everyone*

**Tofa koutou**  
*Goodbye (to those leaving)*

**Tofa ni**  
*Goodbye (to those staying)*

**Fakamolemole**  
*Please*

**Fakafetai**  
*Thank you*

**Fakamalie atu**  
*Sorry*

PACIFIC  
LANGUAGE  
WEEKS 2023



Ministry for  
Pacific  
Peoples  
Te Manatū mō ngā hui ʻō te Moana-nui-ā-Kiwa