

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: Clinical Informatics Lead Charlene Tan-Smith with her certificates for the 2023 Clinical Informatics Leadership Award and recognising her as a Fellow of Health Informatics New Zealand

Kupu Arataki – Introduction

Charlene wins top award in data and digital health

Congratulations to Clinical Informatics Lead Charlene Tan-Smith, who won the 2023 Clinical Informatics Leadership Award last week.

The national award is a huge achievement, recognising Charlene's work in the field of data and digital health. Charlene was one of three finalists for the award which was presented at the Health Informatics New Zealand (HiNZ) Digital Health Week conference in Hamilton. She was also made a Fellow of HiNZ.

Charlene was recently appointed Allied Health Clinical informatics manager, for Te Whatu Ora, covering Waitaha Canterbury and Te Tai o Poutini West Coast. She is the Clinical Lead for the South Island Ketogenic Service, and Clinical Director and Co-founder of KetoSuite.

Described by her colleagues as a 'digital champion for Allied Health' Charlene also recently completed her doctorate of professional practice, and contributes actively to the community of clinical informatics and leads her Allied Health colleagues in Waitaha.

Read more about Charlene's award win and her innovative mahi on [page 9](#).

International Day of People with Disabilities

Sunday 3 December was International Day of People with Disabilities (IDPwD). In New Zealand, it's estimated one in four people have a physical, sensory, learning, mental health or other disability.

Te Whatu Ora supports this opportunity to celebrate our commitment to all persons with disabilities, as laid out in Te Pae Tata (the interim Health plan). As an organisation we have made a commitment to recognise Tāngata whaikaha | Disabled people as a priority population. This is the first time in Aotearoa New Zealand that this community has been recognised as a priority by a Crown agency.

The National Disability Strategy Team is focusing their mahi on the three principals highlighted in Te Pae Tata: Human Rights Model of Disability, Nothing about us without us and Connected holistic models of care. This includes keeping accessibility and inclusion at the heart of how we work, a workforce commitment to complete a Disability Equity eLearning module and creating our very own Disability hub on our intranet.

At Te Whatu Ora Waitaha Canterbury, our Disability Steering Group works across the organisation to ensure people with disabilities have access to the health services they need and feel included in decisions about their health. We also have the Accessible Information Working Group, a group of staff who are working to make our documents and information services more accessible for people with disabilities.

You can read more about the work of the Disability Steering Group and the Accessible Information Working Group on [page 16](#).



Stay cool, plan ahead and Go well this summer

Summer has officially arrived and Te Whatu Ora is encouraging people to stay cool and look out for whānau these holidays.

“With El Niño set to bring particularly hot, dry days, it’s important that we all think about sun protection and hydration, particularly if out with young and old whānau members enjoying the sunshine,” says National Clinical Director Primary and Community Care Sarah Clarke.

“The age-old advice to slip, slop, slap and wrap should be top of mind, as well as to seek shade, keep hydrated and check first whether it’s safe to swim at your local swimming spot.”

If you’re heading away for the holidays, think about your health needs in advance.

“Pharmacies outside the main centres may not carry some medicines, or have limited stock, so it is best to be prepared and take what you need with you,” she says.

“If you or a whānau member is running low on prescription medication, please contact your local GP or healthcare provider now to book an appointment.”

Most general practices across the motu will be either closed or operating limited hours over the Christmas and New Year period. Visit www.healthpoint.co.nz for up-to-date information on GP and pharmacy opening hours.

See a GP from anywhere

If you need to see a GP over the holidays and your own general practice is closed, try a virtual consultation.

Visit healthify.nz and search for 'Telehealth' – you'll find information and links to a range of providers with New Zealand-registered GPs who you can 'see' over your phone or on a laptop at a time to suit you. You don't need to travel anywhere to be seen from the comfort of your own home, the bach, hotel, motel, or camping ground.

For more information, go to: <https://healthify.nz/health-a-z/t/telehealth-faqs/>



Hospital emergency departments (EDs) and many urgent care clinics will remain open – so if it’s an emergency, always call 111 or go to ED if you are seriously unwell or if it’s a life-threatening emergency.

You report it, we'll sort it – protecting against cyber-attacks

Cyber-attacks are increasingly common, and we need everyone to play their part in helping keep us cyber secure.

If you see unusual behaviour on your devices or if you get an email/text message that doesn't feel right, don't be embarrassed about reporting it.

Our IT security team want to hear about suspicious messages and events. The sooner you report it, the sooner they can sort it.

If you're unsure whether to report or not, it's better to be safe than take a risk – get in touch with the help desk.

[Watch this short video](#) with Security Architect Dan Ruck, explaining why reporting is so important in helping stop cyber-attacks.



Advent – the Christmas season is here

This week marks the start of Advent, the traditional season of anticipation in the Christian calendar, leading up to the celebration of the birth of Christ.

We acknowledge that this is also a time of celebration for people of other faiths and no faith, and wish all our kaimahi and the wider community of Waitaha Canterbury the best for the season.



Pānui dates

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

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

Stress less this Christmas

The usual pressures of Christmas shopping, holiday preparation and increased demands on our time, are coming at the end of another busy year. Whether you've been caring for people in our hospitals or communities, or supporting our kaimahi, the summer season is a good time to take

some time out to relax and celebrate all the good things in your life.

During December we'll be offering some simple tips on ways you can make Christmas less hectic and more fun.

Tips for managing Christmas

Manage expectations – yours and others. In years to come, your friends and whānau won't look back on Christmas 2023 and reminisce about how tidy your house was or how clean your windows were. They'll look back on the conversations, the laughter, the backyard cricket match and who fell asleep first after lunch. Here are some starter suggestions.

- › Perhaps you could agree to do a Secret Santa or Gift Exchange game instead of buying gifts for individuals.
- › Set yourself a realistic schedule and delegate responsibilities where you can.
- › Prioritise tasks but appreciate that you still may not get everything done – and that's okay!
- › Set some time for yourself and stick to it – tell the whānau it's your day to read a book, go for a bike ride, hit the shops, sleep till noon or binge Netflix.
- › Go easy on yourself and others. At Christmas, it's okay to have pavlova for breakfast.
- › It's okay to say 'no'. Decline the party if you really don't feel up to it. Tell aunty that today isn't a good day, but she can visit later in the week. Say 'no thanks' to another glass of wine if what you really want is something non-alcoholic.

Try some stress busters

If you have limited time off over the holidays, your blood pressure goes up when the in-laws come to town, or you simply struggle to relax, it can be difficult to de-stress. Here are a few tips.

- › Exercise is one of the best ways to combat stress, and it doesn't have to be rigorous cardio. A walk, swim, bike ride, yoga. Anything that gets you moving is good.
- › Try meditation. There are books, apps and websites that can guide you through some basic relaxation meditations e.g. Insight Timer <https://insighttimer.com/>.
- › Turn off social media for a day or two and see the difference.
- › Resurrect a hobby or interest that you haven't had enough time for lately.
- › Sleep. Not necessarily on the couch all day (but that is okay!). Try having a couple of early nights and getting that invaluable REM sleep before midnight.
- › Treat yourself to a manicure, pedicure, facial or massage.
- › Buy yourself a new puzzle or game that will help you relax and de-stress.



Deck the halls! Share your Christmas creativity

Just three weeks to go! Time to get your festive mojo on – whether it's an awesome streetside lighting display, a flashmob of elves or a serenade of sleigh bells! And remember, when you do decorate your workplace or home, please share a photo or two with us so we can publish them in the Pānui.

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

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

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



From last Christmas - the Christmas wall in the Activity Room on Ward A7. What's your team coming up with this year?

GOLDEN RULE

CHECK IT'S GOOD TO SWIM BEFORE YOU GET IN

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LAWA
LAND AIR WATER AOTEAROA

QUIZ – All Blacks coaches

Heroes when the team wins, half the country calls for their resignation if the mighty All Blacks lose a game. Being the coach of the All Blacks is an honour and a privilege, but also one of the toughest jobs around. How much do you know about the men who have held this position over the years?

- 1. Who coached the All Blacks to their first Rugby World Cup win in 1987?**
 - a. John Hart
 - b. Brian Lochore
 - c. Bryce Rope
 - d. Wayne Smith
- 2. Which All Blacks coach has recorded the most wins with 95?**
 - a. Laurie Mains
 - b. Alex Wylie
 - c. Graham Henry
 - d. Steve Hansen
- 3. Widely regarded as one of the greatest rugby coaches of all time, Fred Allen had a 97 percent win record with the All Blacks. Under him, the team played 37 matches, winning 36 and drawing one. What years did he coach the All Blacks?**
 - a. 1949 – 1951
 - b. 1958 – 1962
 - c. 1966 – 1968
 - d. 1975 – 1980
- 4. Which All Blacks coach had the nickname 'Grizz'?**
 - a. Ian Foster
 - b. Alex Wylie
 - c. Graham Henry
 - d. John Mitchell
- 5. True or false. Since 1949, all the men who have coached the All Blacks were born in New Zealand.**
 - a. True
 - b. False
- 6. Which of the following All Blacks coaches also played in the black jersey?**
 - a. Laurie Mains
 - b. Eric Watson
 - c. John Hart
 - d. Steve Hansen
- 7. Who will coach the All Blacks in 2024?**
 - a. Ian Foster
 - b. Eddie Jones
 - c. Scott Robertson
 - d. Robbie Deans
- 8. The All Blacks' worst performance in a World Cup was in 2007 with the heart-breaking loss to France in the quarterfinals. Who was the coach that year?**
 - a. John Hart
 - b. Graham Henry
 - c. John Mitchell
 - d. Steve Hansen
- 9. Dick Everest spent just a week as All Blacks coach between 25 May 1957 and 1 June 1957 for two matches against Australia: one in Brisbane and one in Sydney. What was his record?**
 - a. The All Blacks lost one and won one
 - b. The All Blacks lost both
 - c. The All Blacks won both
 - d. Both the games were drawn
- 10. Prior to coaching the All Blacks, both Graham Henry and Steve Hansen spent time coaching what other international rugby team?**
 - a. Japan
 - b. Ireland
 - c. Scotland
 - d. Wales

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

Award recognises outstanding achievements

Clinical Informatics Lead Charlene Tan-Smith has won the 2023 Clinical Informatics Leadership Award.

The award recognises the leadership, mahi and achievements of clinicians working in the field of data and digital health. Charlene was one of three finalists for the award which was presented last Thursday at the Health Informatics New Zealand (HiNZ) Digital Health Week (27-30 November) conference in Hamilton. She was also made a Fellow of HiNZ.

Charlene was recently appointed Allied Health Clinical informatics manager, for Te Whatu Ora, covering Waitaha Canterbury and Te Tai o Poutini West Coast. She is the Clinical Lead for the South Island Ketogenic Service, and Clinical Director and Co-founder of KetoSuite.

Charlene says receiving the award was a surprise and an honour, and reflects not just her work, but that of the Allied Health teams around her such as the Allied Health eHealth group and the Care Capacity Demand Management team.

One of the award judges said Charlene has worked to bridge the divide between hospital and community, partnering with the Hauora Māori Team to ensure codesigned solutions.

“She demonstrates the ability to think creatively at the strategic level while also solving problems systematically at the micro level. Charlene’s clinical informatics leadership ranges from leading the leaders to applied informatics.”

A nominator said Charlene’s energy and desire to bring people along to achieve and celebrate successes, have led to a growth in enthusiasm for informatics, data and digital within all the Allied Health specialities, managers, and clinicians across multiple campuses.

Executive Director of Allied Health Jacqui Lunday Johnstone says:

“Charlene is the quintessential overachiever and we are immensely proud of everything she has done this year. She is a key member of our leadership team and has been a digital champion for Allied Health for many years. We cannot wait to see what 2024 brings for Charlene!”



Allied Health Clinical Informatics Lead Charlene Tan-Smith

Charlene recently completed her doctorate of professional practice, where she applied a theoretical framework of acceptability to a suite of medicalised ketogenic technology. Her work has led to successful pilots and projects in Waitaha Canterbury, such as the closed-loop digital referral acknowledgement system, passive data gathering, and dashboard reporting for Allied Health operational visibility.

She contributes actively to the community of clinical informatics and leads her Allied Health colleagues in Waitaha as they co-design, engage with, and implement digital solutions across a range of professions and sectors.

Charlene has been a passionate digital health participant for many years. As part of her dietetics specialist interest in epilepsy and ketogenic diets she independently developed and refined a digital solution, KetoSuite, for her local consumers that now aids ketogenic practitioners in New Zealand, Canada and the United Kingdom.

She has always had the consumer at the centre of her treatment and has consistently worked with the families who use digital solutions to implement and integrate their feedback.

One example is the closed-loop digital referral acknowledgement system where she supported and led the eHealth team and Allied Health specialities through a fail-fast agile development for the pilot and on to a successful completion and deployment of the system. Charlene needed to gain buy-in from seven Allied Health specialities, managers and staff and achieve a high level of stakeholder engagement for them to complete the necessary tasks to contribute to success.

She provided early clear communication of the goals of the project and the benefits to each department of the resulting data and how they could access and use it operationally. In addition, Charlene demonstrated through a pilot that data was digitally collected passively without burdening staff, with existing workflows primarily retained.

She partnered with the Hauora Māori team to ensure an appropriate and custom fit for their unique operational workflows and challenges in measuring activity.

All Allied Health departments completed their documentation tasks within the target timeframe, and the system went live on time.

Her clinical informatics leadership ranges from providing campus or regional informatics strategies for informing decision-makers, to using systematic approaches to solving technical and operational challenges of data collection, reporting and interpretation. Charlene has provided technical strategy direction for implementing standardised but localised Cortex forms between the Christchurch Hospital and Burwood campuses.

This ensures future-proofing for these and other campuses in development, governance, and reporting on the platform for passively gathering data to represent acute demand and shortfalls for Allied Health to inform operational decision-making. The decision-making around how to achieve standardisation of data with the deployment of Cortex to the Burwood campus is an example of higher-level strategy decisions that will have ongoing and future impact on other campuses and the regions.

This required leadership to effectively explain complex technical issues to decision-makers and communicate what was the best course of action and why. Her work has led to Christchurch Hospital being the first to report Hauora Māori community activity datasets systematically.



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Te Whatu Ora
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One minute with...

Emma Blazey, Clinical Social Work Specialist (CSWS), North Sector Adult Community Mental Health Service



What does your job involve?

I hold a small case load of clients with complex mental health needs to allow me to also have time in my week to support my clinical manager, and the wider team, in our busy and difficult roles. I have a leadership role for the social workers in my 'cluster' – which is made up of the outpatient community team, inpatient team, after hours crisis team and another team working more rurally. This support is varied with formal and informal requirements. I provide formal case administration supervision, work with them around their performance appraisals, attend meetings and difficult appointments with them, as well as informal monthly catch-ups to look at workloads and provide a reflective space, mentoring, advocating, and doing joint casework for newly qualified or less experienced social workers. For the wider team I also provide a strong social work perspective around working with family violence issues, families/whānau involvement, working with Tangata Whaiora, children and any child protection issues and more. My role also includes more management-led tasks such as reviewing our KPIs, clinical audits, looking at service delivery and improvements, along with performance management involvement.

What pathway got you to this job?

I started as a case manager in the general sector team but prior to starting my job in Christchurch I had come from over a decade working in London in a Child Protection Service (my last role was in a management position). However, within our current structure, social workers with a number of years of post-qualifying experience, who are supervisors, have had students and have supported newly qualified social workers in their first year of practice,

and who are interested in leadership, are able to move into the CSWS roles.

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

Working in specialist mental health is never boring, a lot of the time is challenging but also very rewarding. It helps you develop skills and knowledge around how mental and physical health can impact and impair the basic daily functioning of people, who could be our friends, family, neighbours, or even ourselves, at any time in our lives. I thrive off making therapeutic relationships with people who have severe and enduring mental health issues and can effect change in their lives that can help them have more meaning or enjoyment, even after working with them for six months. Every day is different, and in the team I work in, we work well with the unpredictable nature of our clients' needs and risks – and do this with a genuine care and interest.

Who inspires you and why?

Working with people and seeing them make the changes in their lives that matter to them. Building strong therapeutic relationships that they can take with them and hopefully build on.

What do Waitaha Canterbury's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

These are already integral to being a social worker so I feel I come to work and engage in meaningful relationships with others in a way that is promoting my values and ethics. I engage with my colleagues and my clients and their family/whānau, along with the community agencies and services from this position.

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

I love working where I am and living outside of Christchurch with my little family of a partner, children, and fur babies. If I had lots of money, then I would love to take my family on an adventure around the world going skiing and having lots of fun-filled activities.

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

I really don't know – but I would love if Greta Gerwig directed it!

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

Growing a garden that is a giant culinary feast for birds, butterflies, bees, insects, and hedgehogs. Being a vegetarian and a huge supporter of animal welfare. Parenting my children to show love and kindness and empathy for humans and animals alike.

What are your hobbies/interests outside of work?

Walking and taking time in the outdoors with my dog and family. Gardening and home improvements. Creating fun times and activities for my children and their friends to enjoy and build great memories of. Spending time with family and chilling in my home oasis.

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

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 43 – Lesson #43

Saying please

Kei ngā maunga whakahī, kei ngā awa whakairo whenua, tēnā koutou.

Greetings to you all, the representatives of proud mountains and rivers that carve out our land.

Did you know that there is no translation for the word “please” in te ao Māori (the Māori world)? Remember being asked as a child, “What is the magic word?”. Well, that magic word does not exist in te reo Māori. Instead, we convey the “please” by the tone of our voice. Imagine you are sitting down to eat a meal with the whānau and you ask someone to pass you the salt – you could use the following words.

Homai	pass/give towards the speaker (verb or action word)
Te	the (singular)
tote	salt

Putting this in a sentence, it would look or sound like this.

Homai te tote. Pass me the salt.

This is absolutely fine to say using a tone that conveys the “please”. I will give you another example using the following words.

Haria	imperative “bring” (verb or action word)
mai	towards the speaker
tō	your
pēke	bag
ki	to
a	particle with no English equivalent
au	me

Putting this in a sentence, it would look or sound like this.

Haria mai tō pēke ki a au.

Bring your bag to me.

A gain, there is no please as that would be implied by your tone. However, if you really want to soften a request using words, there are a couple of ways that you can do this. You can begin your sentence with either “tēnā koa” or “tēnā”.

Tēnā koa, homai te tote.	Pass me the salt (softened).
Tēnā, haria mai tō pēke ki a au.	Pass me the salt (softened).

Or, you could use the word “koa” directly after the verb.

Homai koa te tote. Pass me the salt (softened).

Please note that koa is not a substitute for please and as such, should not be used as please is used in English i.e. at the beginning or end of a request. It should also not be used alone.

NOT “Kooaaa!!”
“Koa, homai te tote.”
“Homai te tote koa”.

He whakapātariari – A challenge

Whenever you need or want someone to pass you something in the future, try using the phrase “Homai te [insert noun here]” for a single item or “Homai ngā [insert noun here]” for more than one item. For example:

Homai ngā pene rākau. Pass me the pencils.

Homai ngā pire. Pass me the pills.

I mōhio rānei koe? Did you know?

On 8 Tīhema (December) 1972, Whetū Tirikātene-Sullivan (Ngāi Tahu, Ngāti Kahungunu) became the first wahine (female) Māori Cabinet Minister. Whetū was a wahine of many talents. She was a social worker, a designer, a dancer and a sportswoman. She was also an accomplished academic and led the way in the early days for wāhine (women) to combine being a māmā (mother) while negotiating the ao tōrangapū (political world).



Tirikātene-Sullivan, Tini Whetū Marama – Dictionary of New Zealand Biography – Te Ara

Kāore i ārikarika aku mihi ki a koutou katoa. Abundant thanks to you all.

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

Hauora.Maori@cdhb.health.nz

Whakamihi – Bouquets



Kate, Emergency Acute Care

Kate made me feel so much more at ease. I can be quite anxious when there's a possibility I might not be believed or taken seriously as someone with chronic pain and other chronic conditions. I could tell right away that this wasn't going to be the case with her, and I felt like she really listened to me and validated my concerns. She truly gave me the best care I've ever had at any hospital and eased my worries about coming back if I ever need to.

Ward A4, Christchurch Hospital

I write to express my sincere thanks to the staff of Ward A4. The staff were professional, friendly, and very caring. In times of healthcare pressures, it's too easy to draw criticism and direct this toward healthcare professionals. My care was first class. A huge thank you to the staff. In the best possible way, I hope not to be back, but if that were to occur, I would have complete confidence in the staff who looked after me. Thank you very much.

Ward A5, Christchurch Hospital

I am a staff member at Christchurch Hospital who recently had to undergo major surgery, so I got to experience the patient journey. I was a patient on Ward A5 post-operatively for five days. I have to give an immense thanks to the staff on that ward, they were wonderful, especially Rebecca and student nurse Louisa. Rebecca was very attentive and ready to answer any questions I had and provide advice as necessary. I wish them all the best in their careers.

Emergency Department (ED), Anaesthetic team, Orthopaedic Surgeon, Recovery and Ward A4, Christchurch Hospital

I had exceptional service from the moment I was initially seen in the ED. The MRI staff, Anaesthetic team, Orthopaedic Surgeon Paul Phillips, the Recovery nurse and especially the exceptional care from the nurses and staff on Ward A4 (Anna, Aimee, Rena, and Stephanie), thank you so much for the great care and service you offer.

ED and Stroke Ward, Christchurch Hospital

The treatment I was given in ED and on the ward was fantastic. I am a former nurse, and I was delivered the most incredible care and appreciated everyone involved with my care.

ED, Christchurch Hospital

Just wanted to say a big thank you to the ED team who have been so helpful this last week. I am a GP and called ED a number of times to get advice/refer patients in and couldn't fault the help. I spoke with Dr Scott Pearson who kindly suggested some management strategies so that we can try to keep a couple of our rest home patients out of hospital, and I really appreciate the way he patiently listened to the stories and took the time to talk me through some management steps, despite the fact that he must be very busy on a Saturday night. Many thanks for sharing your knowledge with us, we so appreciate it here in GP land.

Oromairaki Community Maternity Unit

Oromairaki is an amazing facility. It has made our first few days with our new baby so stress free/ lovely. A special mention of Tessa the hospital aide, she is an asset.

ED and X-ray, Christchurch Hospital

Despite the large number of waiting patients, I was treated promptly and with great care. I requested, and was immediately given, pain relief and was then taken for an X-ray. It was confirmed I had dislocated my shoulder and after a very short wait Dr Scott Honeyfield, and another doctor whose name I did not catch, applied the proper technique, and re-aligned my shoulder. Throughout, Dr Scott and his team were reassuring, good-humoured and caring. I was given five-star treatment. Thank you to Dr Honeyfield and the assistant doctor, to Nurses Sally and Lee and Radiologists Caleb and his colleague whose name I do not know.

ED and Bone Shop, Christchurch Hospital

I arrived in ED and was sent through to the Bone shop and then to Radiology for X-rays. The time that this entire process took was amazingly short. The staff were very friendly, helpful, and thoughtful. Congratulations on such a great team of staff and well organised processes.

ED, Christchurch Hospital

I want to give thanks to your staff, especially one, for beyond exceptional care. I was assessed by the nurse at the front who treated me with kindness and compassion and the nursing team and doctors worked systematically and with no bothers. I cannot express my thanks more. The one person who went above and beyond and I hope gets to see this is a Hospital Aide called Michael. I have worked in the health industry for a long time, however, have rarely come across someone so exceptional at their job and how they carry out their job. Michael had compassion, humour, passion, went above and beyond, was patient, and his clinical knowledge was exceptional and very impressive. ED is very lucky to have him, and I feel very blessed to have been able to be treated with such dignity, respect and such a high level of care by your staff. Thank you.

Megan, Activity Room, Christchurch Hospital

Megan is the most wonderful person. She is kind and listened and helped advocate.

Children's Emergency Care, Children's High Care and Ward B7, Christchurch Hospital

Our daughter has had the most phenomenal care. We appreciate all the hard mihi that all the nurses and doctors have done with her. We are also very pleased to see are a lot more whānau-orientated spaces around the hospital, because in our cultures our sick are never left alone to heal on their own, or journey to the afterlife alone. It also takes a team to support whānau who are sick, and whānau or friends support the spiritual element of one's healing process.

Mary, Staff Midwife, Christchurch Women's Hospital

I had the privilege of experiencing Midwife Mary Milne's exceptional service as a midwife at Christchurch Women's Hospital, and I can't express my gratitude enough for the extraordinary care she provided to me, and our precious baby. Mary's warmth and personal care were evident from the very beginning. It was like having a motherly figure by our side throughout the entire birthing process. Her soothing words and reassuring presence made all the difference. I felt supported and cherished in a way that words cannot adequately describe. What truly sets Mary apart is her unique ability to instil confidence. As a first-time father my husband was naturally anxious about the birthing process, but Mary's guidance and expertise put him at ease. Her knowledge, experience, and her incredible knack for making us feel safe and secure made all the difference. With Mary by our side, we felt empowered and reassured, knowing that we were in the best of hands. Mary's affection and care were extraordinary. She went above and beyond to ensure that my experience was as comfortable and stress-free as possible. Her dedication was evident in every aspect of her care, from the gentle way she communicated with us to the meticulous attention to detail she provided throughout the process. In the whirlwind of emotions and the excitement of welcoming our baby into the world, Mary was the rock that anchored us. Her unwavering support, compassion, and personal touch made our journey truly unforgettable. Our family will forever be grateful for Mary's exceptional service. Words can't adequately capture the depth of our appreciation for her kindness, expertise, and the love she poured into her work. If you are fortunate enough to have Mary as your midwife, you are in the best of hands, and you'll experience a level of care and support that is second to none.

Ā mātou kōrero – Our stories

Nothing about us without us – voice of disabled community sets direction for change

The Disability Steering Group (DSG) at Te Whatu Ora Waitaha Canterbury is leading the way in supporting and monitoring the implementation of [disability strategies outlined in Te Pae Tata](#), the Interim New Zealand Health Plan.

DSG chair Grant Cleland says the plan is an important guiding document that sets the direction for the group's work to improve the experience of the health system for disabled people and their whānau, in Waitaha Canterbury.

"One of the key principles in the plan is the commitment to 'nothing about us without us' – ensuring the voice of the disabled community is included and valued when designing, planning and delivering healthcare services," Grant says.

The DSG is made up of community representatives from impairment and cultural perspectives, along with staff from across Te Whatu Ora Waitaha Canterbury – and it's hugely valuable to have people with lived experience of disability on the group.

"We have members with a range of lived experience of disability including people with physical, sight and learning disabilities, neurodiversity, and from the Deaf community and whānau, as well as people from a range of cultural backgrounds.

"Not only do they contribute their own perspectives as people living with disability, they provide important feedback from their own communities that helps inform our work, along with the committed staff from across Te Whatu Ora who are part of the DSG. There's also a DSG for Te Tai o Poutini WestCoast," he says.

The group has played a major part in the development of the disability equity training and the e-learning module Principles of Accessible Information, which was launched earlier this year (see story below).

Over the past three months the DSG has also been actively working with the emergency department (ED) at Christchurch Hospital to ensure the needs



of disabled people are being considered when they present at ED.

"It's about making sure that information is delivered in an accessible and understandable format, especially for people with learning disabilities or the Deaf community, for example. We've been working on simplifying signage and information in the ED, and working with the Deaf community on systems that allow Deaf people to know when their name is being called.

"We often say that disabled people are disabled by our environment and this work is looking at how we can make ED systems and processes more accessible for the disability and Deaf communities. We have really appreciated the willingness of the ED staff to work with us on this project," Grant says.

The Accessible Information Working Group (AIWG) is a sub-committee of the DSG comprising staff from across the organisation and some disability community representatives who are working to make our documents and information services more accessible for people with disabilities.

The AIWG has promoted a number of initiatives this year including the development of new resources and training modules for kaimahi, and actively promoting plain language standards for documents and services.

For more information, check out the tools and resources available at the [Disability Resource page](#) on Te Haerenga.

Q&A – Principles of Accessible Information e-learning module

What is the e-learning module?

This is a learning tool for kaimahi to learn about accessibility and to give them a starting point to develop their skill in this space. It also helps raise awareness of the importance of creating accessible information, as well as the underlying principles of accessible information. The e-learning module was developed nationally with subject matter experts across the country, who have expertise in accessibility and disability.

Why is it important?

Accessibility is not just for people with disabilities but is for everyone. We can all benefit from accessible information that can be accessed through a variety of ways.

What are the benefits for our kaimahi and community?

Accessibility is for everyone – we can all benefit from creating and accessing accessible information that is understood and accessed by everyone. It is everyone's responsibility to

remove barriers and obstacles to enable equal access to our people, patients, and whānau. This creates an equal opportunity to access and understand information regardless of any barriers. If information is 'born accessible', then we create an environment that is as accessible as possible with less inaccessible content available.

Who is it for?

This is for all kaimahi, both clinical and non-clinical, whether you are responsible for creating information or not. It is important to understand what is accessible information and our responsibilities in creating this information.

How do staff access it?

The e-learning module called Principles of Accessible Information can be found on healthLearn at healthlearn.ac.nz

Thanks to former Learning Designer Chenay Roux who was instrumental in developing the e-learning module.

Celebrating 10 years of community health partnership with local councils

Te Whatu Ora Waitaha Canterbury has marked a significant milestone in partnership with local councils, celebrating 10 years of Joint Work Plans with Environment Canterbury and Christchurch City Council.

People's health is not only impacted by the healthcare system, it's also created by the world around us – such as the air we breathe, the quality of our environments, and our access to community resources.

Recognising the importance of addressing these issues, Te Whatu Ora Waitaha joined with local government to take coordinated action, aligned with a Health in All Policies approach.

Although the organisations had worked together for many years, formal Joint Work Plans (JWPs) were set up with Environment Canterbury in 2012 and with Christchurch City Council in 2014. The work is managed through an online portal designed and managed by staff at Te Mana Ora/Community and Public Health.

Team Leader Policy, Te Mana Ora, Chantal Lauzon says the JWPs allow for collaborative work across areas including promoting healthy environments, strengthening communities, and improving connectivity and accessibility.

“Successful projects have included equitable support for home heating solutions leading to improved air-quality, smoke-free policies, encouraging healthier commutes, and exploring the health impacts of climate change.

“Working in this intentional way across operational, management and governance levels has made for stronger relationships across the organisations and led to a more collaborative approach to our shared areas of work.

“Our efforts have also been strengthened by developing a better understanding of the determinants of health and the Health in All Policies approach.”

Public Health Physician Anna Stevenson says prior evaluations have shown the plans have had a considerable influence on the ways the



Tony Moore (Christchurch City Council), Emma Davis (Environment Canterbury) and Public Health Physician, Te Mana Ora, Anna Stevenson at the Joint Work Plan 10th Anniversary celebration

organisations work, ensuring that health and wellbeing is embedded into ways of working.

“The 10-year celebration presentations from CCC and Environment Canterbury highlighted numerous examples of successful projects between the three partners.”

These projects on their own are significant but the real value of the JWPs lies in the strong relationships that enable staff to better manage sometimes competing priorities and resources.

“This is a world-leading example of Health in All Policies activity,” she says.

For more information about the Joint Work Plans contact Chantal Lauzon Chantal.lauzon@cdhb.health.nz
The project newsletter is available online at <https://www.cph.co.nz/wp-content/uploads/JWP10YearsReport.pdf>

Read more about Health in All Policies and our team's intersectoral work at <https://www.cph.co.nz/your-health/health-in-all-policies/>

Shared success stories from Joint Work Plans

Here are some examples of joint work over the past decade as our agencies work together to support the health of our communities and the environment.

The Fresh Air Project

The Fresh Air Project was created through a partnership between Christchurch City Council (CCC), the Cancer Society, and the then Canterbury District Health Board (now Te Whatu Ora) to support hospitality venues to go smokefree and vape-free in their outdoor dining areas, creating healthier environments for customers and staff.

A voluntary smokefree outdoor dining pilot was launched in 2016, involving 20 hospitality venues in Ōtautahi and Selwyn. The project was supported with advice, resources, and marketing. The pilot was a success, with positive feedback from customers, and 18 venues opting to remain smokefree after the trial period. The collaboration between partners was also a victory, paving the way for more participating venues across Ōtautahi

and Waitaha.

Joining against alcohol-related harm

A three-way partnership between CCC, NZ Police and Health, the Christchurch Alcohol Action Plan (CAAP) builds on the strong partnerships and collaborative mahi to reduce alcohol harm in the city. Launched in 2017, the CAAP has fostered a shared vision, enabling partner organisations and the community to collaborate and address alcohol-related harm throughout Ōtautahi.

Encouraging Healthier Commutes

The success of Te Whatu Ora Waitaha's Healthy Commute programme relies heavily on collaboration. CCC provides personalised journey planning while ECan offers incentives for using public transport. The programme's objective is to enable staff to adopt new, eco-friendly commuting habits such as walking, cycling, scooting, or taking the bus – all of which promote good health for people and the planet.

Christmas theme for Burwood wellbeing celebration

The Public Health Nursing team, Administration team and Vision and Hearing team work closely together at Burwood campus.

Every month the group celebrates wellbeing, with each team taking a month and coming up with their own focus.

The main goal is to promote a culture of wellbeing within the service, increase knowledge of health and wellness awareness days, and to have some fun and increase morale within the team.

Past activities have included awareness days, morning teas, afternoon teas, collections for charities, meals out, Anzac biscuit bake-offs, step challenges and many more – all great fun!

This month the Administration team is creating a Christmas theme, including this delightful 'grotto' display.



From left, Public Health Nursing Service Administrator Sarah Knott, Administration Team Leader Anne Denton, and Administrator Donna Docherty getting into the Christmas wellbeing theme at Burwood Hospital Campus

Importance of whanaungatanga (connection) and whānau for people with chronic pain



Rangi McGlinchey is grateful for the aroha of her whānau and her Te Ao Māori (Māori world) beliefs, which have given her the strength to live with chronic pain for the past 35 years.

Rangi has been involved with a CCN (Canterbury Clinical Network) project which has brought consumers and health providers together to co-design a new model of care for people with chronic pain (long-term condition that often starts as an injury, accident, or illness).

When asked what the health system can do better to support people living with chronic pain, Rangi believes it's not necessarily a tangible list of actions that are needed, but a conscious shift in the way health workers connect with patients.

"People working in health need to kōrero with patients and learn their whole story, rather than concentrate on just their chronic pain. If they take the time to build whanaungatanga (connection) they will build trust," says Rangi.

In the past, Rangi has felt that clinicians are not interested in her whole story and are too hasty to make assumptions, which they include in her patient records without checking if they have captured the details correctly.

"They also don't often consider my Te Ao Māori beliefs. They mention te whare tapa wha but don't use it as part of my appointments. My Māori world view and spirituality are extremely important to me, which I want to be considered in my healthcare."

Rangi didn't trust surgeons following a series of operations that didn't go well. This changed when she met a surgeon who took the time to get to know Rangi and her whānau over a one-year period.



Rangi McGlinchey

"He relieved some of my fears and earned my trust, so I went ahead with the surgery, which was successful and allowed me to move on with my studies and career in social work, as well as care for my whānau." Rangi's main support is her whānau, especially her husband who is very familiar with her medical history.

"Support from inside the home is most important, for example when I had hip surgery my husband installed handrails and made sure our home was safe for me to access."

"When I was extremely sick, my husband asked our children to read to me – hearing their voices was healing for me. My whānau have always been there for me, and I feel for those that don't have this support."

This is why Rangi believes it is important for health workers to connect with the whānau, as well as the patient.

"They shouldn't talk to the ceiling or at people, they need to make connections and include the patient and their whānau."

"You're in charge – only you know your body, not the doctor. If you can't speak, you need your whānau to speak for you. They also need to listen for you."

“If we get things right for Māori, we’ll look after everyone. We don’t look at what suits just for ourselves, we look for the wellbeing of all.”

Rangi believes that when we are well connected with our wairua (spirit and soul), our whānau and our health care teams we are better equipped to live with chronic pain, rather than suffer with it.

[Watch Rangi talk about her journey with chronic pain](#)

Background about the Chronic Pain project

Consumers and health care providers have partnered over the past year to co-design a new model of care for people living with chronic pain – a long-term condition which often starts following an injury, accident, or illness.

The project has explored how to support general practice teams and community allied health providers to support people with chronic pain in the community and reduce the demand for specialist care.

Recommendations are being implemented, which includes collaborating with Te Tumu Waiora, a programme that has Health Improvement Practitioners (HIPs) and Health Coaches based in general practice who can support the wellbeing of people with chronic pain, help them make a plan and give them information and tools to help manage their health.

The project team is also working to update and refine relevant health pathways to support clinicians caring for patients with chronic pain and working with existing providers to establish peer support groups.

QUIZ ANSWERS – All Blacks coaches


1. b. Brian Lochore
2. d. Steve Hansen (Hansen won 95 games as coach, Graham Henry won 90, Alex Wyllie won 58 and Laurie Mains won 50).
3. c. 1966 – 1968
4. b. Alex Wyllie
5. a. True
6. a. Laurie Mains (All Black number 697)
7. c. Scott Robertson
8. b. Graham Henry
9. c. The All Blacks won both
10. d. Wales

**Protect
against HPV**

The HPV vaccine is
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Te Aka Whai Ora
Māori Health Authority

Te Whatu Ora
Health New Zealand



Te Whatu Ora Waitaha Youth Advisory Council

DMC – Youth Mental Health Event

Are you between the ages of 16-25 years old and passionate about youth mental health and wellbeing? Would you like to come together with other rangatahi across Waitaha Canterbury to chat about this important issue?

Te Whatu Ora Waitaha Canterbury Youth Advisory Council and Whāraurau are bringing together an event called DMC (Deep Meaningful Conversations) here in Ōtautahi Christchurch to amplify the youth voice and provide a space for conversations about youth mental health and wellbeing.

DMC is happening on Tuesday 5 December 2023, 11am-2pm at Tūranga Central Library. Open to any rangatahi between the ages of 16-25 years old. The event is free and kai will be provided. This will be a safe and confidential space for all who attend.

To register, head to the event page here: <https://wharaurau.org.nz/events/dmc-2023-christchurch>

If you have any questions about this event, please don't hesitate to get in touch with the team at Whāraurau by emailing ashleigh.heath@auckland.ac.nz or get in touch with the Te Whatu Ora Waitaha Youth Advisory Council on Facebook or email cdhbyouth@gmail.com



JOIN US FOR A #DMC IN ŌTAUTAHI

REGISTER

YOUNG PEOPLE AGED 16-25

Come along for some free kai and the chance to connect with like-minded young people!

Whāraurau and Te Whatu Ora Waitaha Youth Advisory Council are providing an opportunity for young people to come together to amplify the youth voice, and contribute to the conversation around youth mental wellbeing.

5TH DECEMBER 2023

11:00 AM - 2:00 PM
SPARK PLACE, TŪRANGA CENTRAL LIBRARY, 60 CATHEDRAL SQUARE.

NO ACCESS TO TRANSPORT?
Get in touch to see if we can support you with transport.

WHĀRAURAU
Te Whatu Ora - Health Services

YAC
Te Whatu Ora Waitaha Canterbury
Youth Advisory Council

@ourDMC facebook.com/OurDMC yca@wharaurau.org.nz

Card Making Event

Want to spread some Christmas cheer this festive season?

Te Whatu Ora Waitaha Canterbury Youth Advisory Council's annual Christmas card making event is back for 2023!

Join us on Wednesday 6 December to make cards for individuals in our community supported by [Age Concern Canterbury](#).

Drop in anytime between 5:30-7:30pm, being hosted at the wonderful [Ranui House](#). Everyone is welcome. The event is completely free and all materials will be provided.

Please [RSVP to the event here](#).

Please share with your friends, whānau, and colleagues. We hope to see you there! Any questions, get in touch with us via our social media or email at cdhbyouth@gmail.com



FIND US ON @tewhatuorawaitahayac

CHRISTMAS CARD MAKING

AGE CONCERN
Te Whatu Ora - Health Services
Te Whatu Ora Waitaha Canterbury
Youth Advisory Council

The holidays can be a lonely time, especially for our older generation. Join us to make some cards for individuals supported by Age Concern Canterbury.

Wednesday 6th December 5:30 - 7:30

Ranui House: 1 Cambridge Terrace

Free - Everyone Welcome

YAC
Hosted by Te Whatu Ora Waitaha Youth Advisory Council
For any queries contact cdhbyouth@gmail.com

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.

Torpedo7

Torpedo7 – Friends and Family deal valid from 29.11.23 – 19.12.23

Torpedo7 would like to offer up to 50 percent off a huge range of gear. [See the flyer here](#) for further details and code to scan instore and for use for online purchases. Click and collect available.



THE DERMAL TECHNOLOGIST – 158 Main North Rd Papanui

Get 20 percent off all services each visit. Show your staff ID instore to redeem. [See here for more information.](#)



RAMEN RIA – 96 Oxford Terrace, Riverside Market, Christchurch Central

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



MILLENNIUM
HOTELS AND RESORTS

MILLENNIUM HOTELS

Receive 20 percent off the fully flexible rate at Grand Millennium, Millennium, Copthorne, Kingsgate and M Social Hotels in New Zealand, see more information on our staff benefits page. This unique staff offer has been extended until 31/12/23 by using our [special access code here.](#)

Registering as a 'former' employee of Te Whatu Ora for Holidays Act payments

If you have worked in different parts of New Zealand over the years, you may be owed Holidays Act payments as a 'former' employee, separately from your current role.

Registering for payment for your previous job

If you worked at a former District Health Board, Health Alliance, Health Partnerships, Health Source or Northern Region Alliance after 1 May 2010 and you no longer work there, please register with us.


Registering on our secure national portal means we can keep you informed about upcoming payments that may relate to you.

Closer to payment time, you will need to confirm your bank account and other details. Please note we will never ask you to provide this information by phone or email – you will be asked to use the secure portal.

You don't need to do anything for your current role – see your local intranet for more information.



Complete these 5 Steps to Register

- 1 Visit: remediate.tewhatauora.govt.nz 
- 2 Complete the 'Register an account' section – you will need an email address you use regularly (work or personal)
- 3 Check your inbox for an email from us with your username, then use this to log in – check your inbox again (or junk mail!) for the verification code
- 4 Complete the 'Get started' section – you will need your IRD number
- 5 Wait to hear from us about any payment owed to you. Payments to former employees are expected to start in 2024

Go to the portal by using the QR Code above or typing the link into a web browser.

To register you will need the following:

- A valid email address

You can log into the portal from:

- Laptop/desktop
- Smartphone or tablet

Please note that each time you log in, we will email you a verification code, to make sure that it's really you.

Once you have registered an account and logged in, you can enter your IRD number and other key details to complete getting started.

You can also ask for help or more information in the Questions section.

Following payment

Consider how this money might impact any entitlements you receive from the Ministry of Social Development. Contact them if you require advice: msd.govt.nz

Tax

Inland Revenue's website has useful information on the tax treatment of lump sum payments. Visit ird.govt.nz and search for **lump sum payments**.

You can also contact Inland Revenue directly through their customer support portal 'myIR' and send a secure message with your specific query.

Te Whatu Ora
Health New Zealand