



## First services moved into Waipapa - formerly known as Christchurch Hospital Hagley

**Sterile Services moved in last Friday and this afternoon we welcomed the first person in for an MRI scan.**

Canterbury DHB's Sterile Services moved into the facility on Friday. This is an essential 'behind the scenes' service that decontaminates, packs and sterilises equipment for use in clinical areas. Theatres can't operate without them.

Sterile Services Manager Fiona Stewart-Webster says the team is really excited to be in the new building with all of the new equipment. This includes 10 brand new hollowware/instrument washers, two drying cabinets, two endoscopic equipment cleaners, eight steam sterilisers and three low temperature sterilisers.

"With an ageing population and more operations performed each day, Sterile Services is an area that is in high demand, with the team processing 2500 units of reusable medical devices each day. So the move into Waipapa with all of the new equipment will enable us to better respond to the ever increasing demand for our services," says Fiona.



Waipapa's first outpatient, Candice, who came in today for an MRI

Radiology has also begun its two-week 'applications' training in the new facility today. The training involves some patients coming into the new Radiology area in Waipapa to have their scans.

Chief of Radiology Sharyn MacDonald says the apps training sees our Radiology teams setting up and training on the new imaging equipment housed in Waipapa.

## In this issue

- > Regulars – Kōrero ai... pg 4-8
- > Canterbury Health Laboratories' scientific officers at forefront of New Zealand's COVID-19 test service... pg 9
- > Gerontology Acceleration Programme inspires... pg 10
- > Neonatal 'Nurse of the Year' recipient 2020... pg 11
- > Reporting matters when it comes to side effects... pg 12
- > Free toothbrush packs proving popular ... pg 13
- > Make the switch to water throughout November... pg 14
- > Te Papa Hauora welcomes new Canterbury DHB representative to Advisory Council... pg 15
- > Standard keeps rising in Pharmacy Surgical team 'cake-off'... pg 16
- > New Zealand Flying Doctor service launches new plane on 25th anniversary ... pg 17
- > One minute with... Nathan Schuurman ... pg 18
- > Notices – Pānui... pg 19-20

“There is a range of new machines including new x-ray, MRI and CT scanners including a cone beam CT. One of the new CT scanners is located in the Emergency Radiology area which will provide rapid access to imaging for Emergency Department patients.”

“With new imaging machines comes new technology for our teams to get their heads around. The two-week long training allows staff to get to grips with how the new technology works and refine our protocols so we can make best use of the new equipment,” says Sharyn.

Waipapa’s first patient, Candice, who had an outpatient MRI today, said she was so impressed by the new Radiology space in the facility.

***“The facility itself is such a massive improvement on the existing Christchurch Hospital, and the Radiology space I was seen in today made the MRI experience far more enjoyable!” Candice said.***

With the first inpatient moves taking place on Monday 16 November, there are a number of wards and departments moving over a two-week period from Oncology and our child wards, right through to the ICU and Emergency Department.

The new Emergency Department will be opening on the ground floor of Waipapa at 7.30am on Wednesday 18 November.

We’ll be communicating prior to each move and keeping you informed of our move to Waipapa daily via the Daily Global, PRISM and Sharepoint.

Public advertising will help inform the community about the Emergency Department move.



Sterile Services Technician Angela Foster at work



Sterile Services Technician Angela Foster and Trainee Technician Analiza Burgos working in the new building



Some of the new equipment that sterilises medical devices



The new Sterile Services is set up and ready to go!

## New name for Canterbury's newest health facility – Waipapa

Canterbury DHB is delighted to confirm the region's new health facility, formerly known as Christchurch Hospital Hagley, will now be known as 'Waipapa.'

The name Waipapa has been generously gifted to the people of Canterbury by Dr Te Maire Tau, Ūpoko (head) of the Ngāi Tuahuriri hapu and is endorsed by the DHB's hauora (health) partners Manawhenua Ki Waitaha.

Board Chair Sir John Hansen says that it is an honour to receive this gift on behalf of all Cantabrians.

"The name builds on our partnership with Manawhenua Ki Waitaha and acknowledges the mana of Te Ngāi Tūāhuriri Rūnanga who are papatipu rūnanga (local iwi) for the land on which the new facility sits.

"Being gifted the name also signifies the importance of Waipapa as a present and future taonga for the people of Canterbury and Aotearoa," says Sir John.

The name reflects the history and cultural significance of the area and the connection between iwi and community with the land, a connection which existed long before there was a hospital.

Dr Tau says it is fitting to bestow the name upon Canterbury's newest health facility because Waipapa,

meaning surface water, was the original name for the area near or around Hagley Park.

"Waipapa also appears in the names of other places in or near Hagley Park such as Hagley College (Te Puna Wai o Waipapa) and the Christchurch Botanic Gardens (Te Māra Huaota o Waipapa).

"The name I am gifting to the DHB's facility is a symbolic representation of the important relationship between Ngāi Tuahuriri and Canterbury DHB, and the significance of this relationship for the hauora of the Canterbury population," says Dr Tau.

Sir John said Canterbury DHB has been working towards the opening of Waipapa for some time and that significant milestone is almost upon us, with the first inpatients moving in on 16 November.

"We are committed to ensuring that, over time, the new name Waipapa is appropriately reflected on our signage, printed materials and in online content.

"Canterbury DHB staff look forward to the opening of Waipapa and it will be great to see acute services for Canterbury people soon being provided from New Zealand's newest hospital," Sir John said.

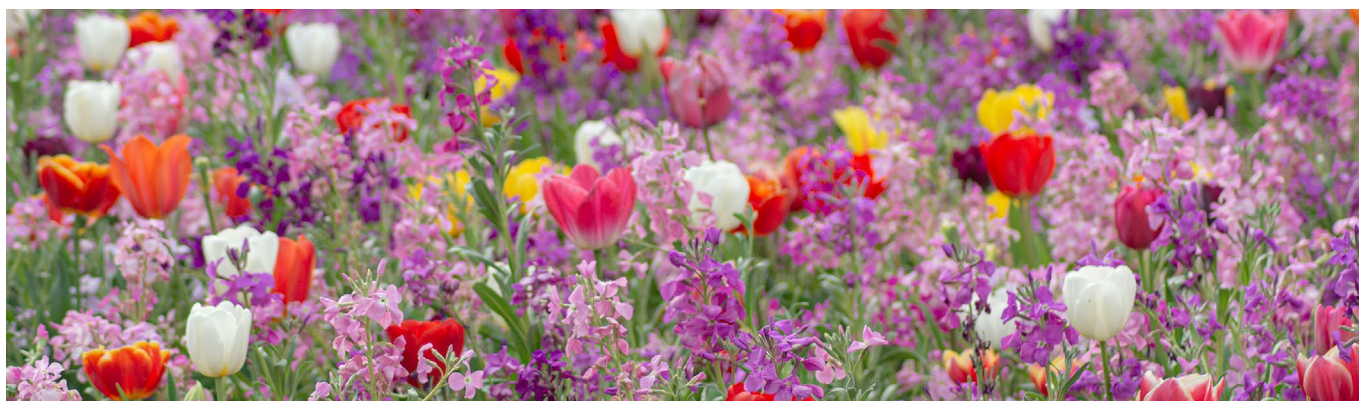
Ngā mihi nui



**Andrew Brant, Acting CEO  
Canterbury District Health Board**

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz). Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).



## Bouquets

### Managed Isolation Quarantine Facilities team

Each and every one of you have contributed hugely to the successful execution and delivery of the England national women's netball team, the Vitality Roses, to Hamilton where the Silver Ferns will face them in a three-match series. What a massive undertaking this has been with a lot of learning, dedication, dogged determination and the very best of "Kiwi" problem solving on show! On behalf of Netball New Zealand and the Silver Ferns (and the Roses too) thank you all so very much. Our sincere thanks and we look forward to debriefing with various parties on this experience and hopefully heading back this way again in the future.

Tiaki i a koe ano/take care of yourselves

Ngā mihi

Kate Agnew

Head of Events and International, Netball New Zealand

### Christchurch Women's Hospital

This is a very belated thanks, but I gave birth at Christchurch Women's Hospital. I ended up developing severe pre-eclampsia three days post-partum. I particularly want to thank the doctors and midwives who looked after me while I was on the magnesium drip for two days. It was a really scary time for me and my husband but for the most part the care was outstanding. Midwives Jamie and Laura were so exceptional and reassuring so thank you. Our baby girl is now eight months old and thankfully the shaky start to motherhood feels like a distant memory now.

### Eye Clinic, Outpatients, Christchurch Hospital

I wish to comment and praise the very, very good treatment I have received from doctors and especially nurses. Two in particular, Leanne and Carolyn, two wonderful compassionate, professional, caring ladies. I love them both for their help.

### Day Surgery Unit, Christchurch Hospital

All staff at the Day Surgery Unit were so amazingly caring and helpful. They made a stressful time much easier to bear.

### Urology Department, Christchurch Hospital

Well-run department, friendly staff and professional care. Thank you.

### Diabetes Clinic, Christchurch Hospital

The service received of late has been very good. I have had follow up phone calls from Melissa to check on my management. All the clinicians I have encountered have been exceptionally helpful. Marvellous.

### Alison Ross, Gastroenterology Department, Christchurch Hospital

I had an appointment with Dr Ross, she was so wonderful and explained everything for me. I want to say thank you for having her in Christchurch Hospital.

### WellFood, Ward 11, Christchurch Hospital

The WellFood attendant was really amazing, could not ask for anything more.

### Ward 11, Christchurch Hospital

I have been in here a week so far. I can't express how well I have been treated. The staff have been absolutely amazing. I am actually amazed the way I have been treated, with respect and nothing seems to be a problem. Thank you to the staff, it's been so nice being here I don't want to go home. Thanking you once again.

### Oncology Department, Christchurch Hospital

My grateful thanks to the oncology nurses, radiation therapists, doctors, receptionists and orderlies, who have treated me with care and respect and given me the possibility of a longer life.

### **Tatum Beck-Huia, Security, Emergency Department (ED), Christchurch Hospital**

Tatum is so awesome. I watched her in ED while I was waiting. She is very caring and empathetic. We need more people like her.

### **Eye Clinic, Outpatients, Christchurch Hospital**

A note of appreciation to all the staff in the Eye Clinic. On each of my four visits the staff have been unfailingly friendly, kind and patient to me and all other patients I noticed them interacting with. I was very nervous when having a procedure, but staff were reassuring and supportive. A big thank you.

### **Cardiology Outpatients, Christchurch Hospital**

To Dr Bridgman, Nurse Brooke, and receptionists Karen and Maria. Thank you so very much for your wonderful care and loving help for my husband. Abundant blessings to you all.

### **Mark Birch, Christchurch Hospital**

Mark Birch is kind, gentle, responsible and skilful. I was lucky to have him treat me. I am very appreciative, so are my family and friends.

### **Saxon Connor and team, Ward 16, Christchurch Hospital**

I had major liver surgery performed by Saxon Connor. He and his team were absolutely terrific, and I can't thank them enough. The nursing team who also cared for me after my operation were also top notch. I would also like to comment on Kumeai whose unbelievable happy, bright personality I shan't forget, she totally lit up my room when she came in. Again, thank you guys and gals from the bottom of my heart.

### **Ward 24, Christchurch Hospital**

We would like to send our thanks and appreciation for the empathy, respect and care you all showed our dearest husband, father and grandad in his last moment. You are all rock stars.

### **ED, Christchurch Hospital**

I spent the day at ED after being seen at Riccarton Clinic with a cut index finger. The doctor there rang the hand surgeon at Christchurch Hospital who agreed to see me after completing a couple of his surgeries. From the moment we walked into reception til I left Ward 20, I couldn't fault a thing.

The reception staff; the amazing nurses so caring and professional coming to see how I was throughout my stay in ED; the hand surgeon was lovely, gentle and explained everything and managed to arrange with the anaesthetist, so I could have an operation that day; the lovely man who wheeled me to the operating theatre; then the theatre staff couldn't have been kinder, making sure I was comfortable and warm and even charged my cell phone for me because I was out of power, so I could contact my family; the lady who wheeled me to Ward 10 and the nurse who took care of me there: nothing was a problem for any of them. I felt safe, cared for. It was a really good experience.

The St John volunteers also did a great job coming and chatting and offering a cuppa to my husband. The sandwiches and meal on the ward before I left were great. Real home-cooked type food.

I just want to say thank you to the many people involved. It was really appreciated. You should be very proud of your team. They are all treasures.

## *Big Shout Out*

### **Tatum Beck-Huia, Security, Christchurch Hospital**

We would like to acknowledge Tatum, she is always so pleasant, always smiling. We love seeing her. Good job.

### **From the Bone Marrow Treatment Unit**

#carestartshere

# Hikina to Hagley

## MIGRATING TO CHRISTCHURCH HOSPITAL HAGLEY

### Game on

Christchurch Hospital Hagley is starting to look and feel alive, with the arrival of Sterile Services in the new spaces on Level 2 last week, and the first patients for Apps training for Radiology this week.

Orientation continues, with 3,235 staff having completed the [healthLearn](#) package and 3,219 attending an orientation tour.

### Wayfinding tours

This week marks the beginning of Wayfinding tours in Christchurch Hospital Hagley. Some 380 staff have already booked onto a tour, and bookings are still open for those who won't be moving to Hagley as part of their usual routine, but will spend time in the building at some stage.

Tours can be booked through [healthLearn](#) or you can email Nurse Manager [Rebecca.Syme@cdhb.health.nz](mailto:Rebecca.Syme@cdhb.health.nz). Tours run each week day (except Show Day on Friday 13 November) at 8am, 10am, 12pm and 2pm. If the tour you would like to attend is full, you can put your name on a wait list – once we have enough names a second session will be run at that time.

### Meeting room bookings

It's now possible to book a meeting room in Hagley through the normal Outlook booking process. The building has 27 meeting rooms in a variety of layouts and set ups. A full list of rooms can be found on the [Sharepoint site](#) or on [Prism](#).



The new Sterile Services area



The old Sterile Services set up

## Posters and information flyers

A suite of posters and flyers will be available this week for display in areas and services that are preparing to move. You'll also see them popping up in public spaces as we get our community ready for the big move which starts in just two weeks.

A comprehensive communication campaign will also kick off to external services that feed into our health system. Examples of the posters and flyers can be found on the [Sharepoint](#) and [Prism](#) sites.

**Ka nukunuku!**  
**We are moving!**

Christchurch Hospital Hagley will soon be the home for many of Christchurch Hospital's acute services and wards.

Services will start moving from **16 November 2020.**

Stay informed with what's happening when, and how it will affect you on [cdhb.health.nz/Hagley](http://cdhb.health.nz/Hagley)

newzealand.govt.nz Canterbury

**We are moving to Christchurch Hospital Hagley**

**Acute Medical Assessment Unit (AMAU)** is moving to **Medical Assessment, Ground Floor**, Christchurch Hospital Hagley on **Wednesday 18 November at 1.30pm**

Please see [cdhb.health.nz/hagley](http://cdhb.health.nz/hagley) for full details.

newzealand.govt.nz Canterbury

**Panuku!**  
**Christchurch Hospital's Emergency Department is moving**

Christchurch Hospital Hagley will be the new home for ED from **7.30am Wednesday 18 November**

Please see [cdhb.health.nz/hagley](http://cdhb.health.nz/hagley) for full details.

newzealand.govt.nz Canterbury

## A reminder on the defect reporting process

Defects for the building or equipment are for the DHB to manage via an agreed process with the project, so please do not send directly to the Ministry of Health.

Please use the agreed process below, and send via the [M&E request link](#). **Please don't email Facilities staff directly as there is a high chance your issue could be missed due to overflowing inboxes.**

It is essential that you follow the process below with **any and all** change requests or defects. There is no guarantee your issue will be addressed otherwise.

Christchurch Hospital Hagley

### Defect Reporting Process

**NOTE**  
User logging the defect must be Charge Nurse Manager (CNM) or Hagley Operational Transition (HOT) team member

- User identifies defect and discusses with the line manager to get agreement**
- CNM/Manager or HOT rep log defect via intranet site usual M&E request link**
- M&E to identify urgent make safe ones - eg. spouting tap - and send engineer to make safe**
- M&E to collate and send to Facilities to review all others**
- Facilities to review plans and on site to determine if defect or other or perhaps simple rectification**
- Facilities to lodge on Aconex as defect**
- Facilities to monitor progress with project and close out on completion**

# Looking after yourself

## Preventing back strain

As a health workforce, working with patients, equipment, at a desk or computer, we are all at risk of experiencing back strain.

Staying still or maintaining your posture for long periods is potentially harmful – most of us are far too sedentary, sitting for about 80 percent of our waking lives. To prevent static muscle loading, joint stiffness and fatigue, movement is vital. Here are some helpful hints from Posturite UK on how to maintain a healthy back.

At work:

- › Take a critical look at your workstation – when did you last check it was suitable for you?
- › Is your keyboard close to you?
- › Is your chair correctly adjusted in height and providing your back with support?
- › Don't sit still all day. Stretch, exercise and move as much as you can.

At home:

- › Don't tuck your legs up beneath you when you sit – this can place your spine in a twisted position.
- › Be aware that recliner chairs can sometimes increase lower back pain if you sit with your legs out straight for long periods.
- › Move! Build small and regular movements into your home life – simple stretching exercises can be truly beneficial.

In the car:

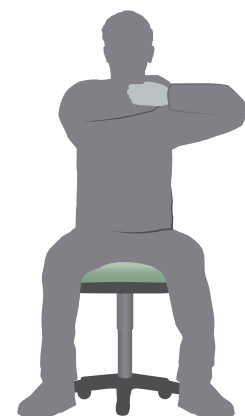
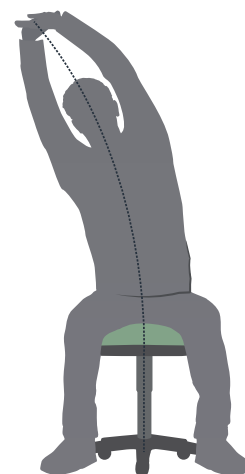
- › Adjust your seat and mirrors to ensure you are not slouching when driving.
- › When planning your journey, build in time to allow for regular breaks.
- › Adjust what you can to suit you – is the seat height and angle right for you? Can you adjust your steering column to reduce reaching?
- › Remember, cars are designed for people of different shapes and sizes. You need to get it right for you.

If you have lower back pain, remain as mobile as you possibly can. Consult your general practitioner. They will be able to help you get back to your normal functioning much quicker and can prevent longer term problems from developing.

You can also try these stretches – hold each one for a slow count of 10, and then repeat three to five times:

1. Interlace fingers and lift arms above head, keeping elbows straight. Pressing arms back, slowly stretch to one side.
2. Hold right arm with left hand just above elbow. Gently push elbow towards left shoulder until stretch is felt.
3. Interlace fingers and lift arms above head. Slowly lean backwards until stretch is felt.

Check out the [Wellbeing Health and Safety PRISM page](#) for more resources.





# Canterbury Health Laboratories' scientific officers at forefront of New Zealand's COVID-19 test service

New Zealand's ability to provide public health surveillance and patient care during the response to COVID-19 is testament to the vital role of scientific officers, says New Zealand Hospital Scientific Officer Association Secretary, Paula Keating.

A group of scientific officers who work at CHL set up and validated the first in-house COVID-19 molecular test in New Zealand using data published by the World Health Organization. Canterbury Health Laboratories (CHL) is the only New Zealand laboratory to maintain scientific officers as specialist medical scientists dedicated to advancing diagnostic medicine.

"Once news of a new deadly virus started to emerge, CHL scientific officers were quick to get a test going by the end of January," says Paula, who is a scientific officer at CHL.

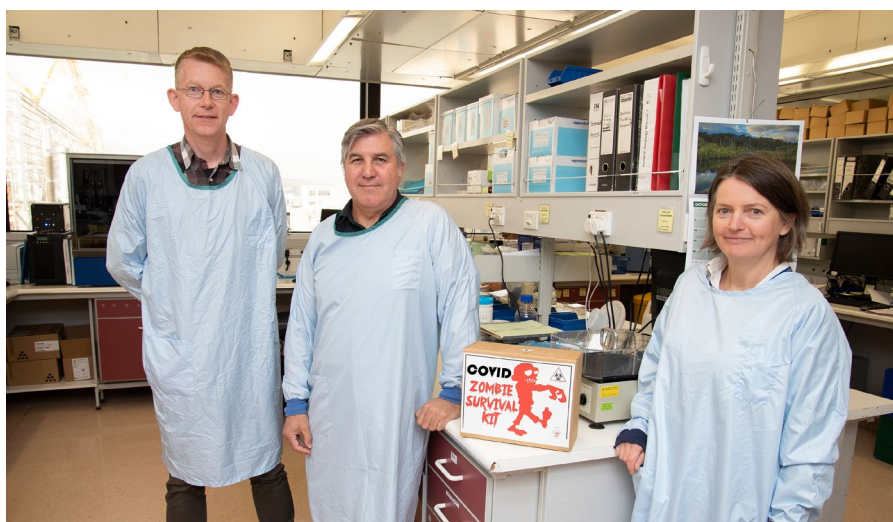
COVID-19 has highlighted the issue of laboratories' dependence on commercial supplies of test kits and reagents (a substance or mixture for use in chemical analysis or other reactions) and New Zealand's vulnerability in maintaining essential supplies.

"With many countries going into lockdown, New Zealand's geographical isolation made maintaining essential supplies difficult. However, Canterbury DHB is unique in having a team of scientists on board who validated commercial kits and swabs for other New Zealand laboratories and developed in-house methods and reagents for molecular testing that allowed New Zealand to test, trace, isolate and thereby limit the pandemic effects."

Their work helped enable New Zealand's testing capacity to reach 1000-2000 tests per day.

Scientific Officer Meik Dilcher of the Microbiology Department at CHL says the one-in-100-year pandemic is unprecedented and a stressful situation, but it is also exciting to work at the front-end of the diagnostic and scientific response as part of an amazing team.

With many countries entering further lockdowns, New Zealand is in an enviable position, Paula says.



From left, Canterbury Health Laboratories Scientific Officers Meik Dilcher, Trevor Anderson and Paula Keating  
Their joke COVID Zombie Survival Kit contains chocolates and other treats!

"However, we must not rest on our laurels and the pandemic has provided a mandate to address the inadequacy of the current laboratory facility and amend the laboratory's emergency plans with our learnings."

The pandemic has also highlighted the essential value of science in maintaining public health and a stable economy. Given the Canterbury DHB's current financial challenge, research by scientific officers aims to deliver patient care more effectively.

"We work to ensure New Zealand has the highest level of quality in diagnostic services, putting patients at the centre of our focus, that adds true value to our health care system. This strategy avoids the commoditisation of laboratory services that has sadly come at a great cost in other countries."

The majority of Canterbury DHB's scientific officers are employed at CHL with others in bioengineering, analytical chemistry, haematology, the sleep clinic, and clinical support services at Canterbury DHB.

They are involved in developing tests ranging from genetic diagnosis of inherited disorders, diagnosis of malignancies which contributes to disease management, diagnosis of blood cell disorders, monitoring drug levels to ensure patients receive optimal dosing, to using molecular techniques to detect bacteria, viruses and parasites.

# Gerontology Acceleration Programme inspires

It was celebration time last Thursday as the latest group of registered nurses (RNs) graduated from the Gerontology Acceleration Programme (GAP).

The GAP is a 12-month skills and experience-based professional development programme designed to support the personal, professional and academic development of RNs with an interest in gerontology nursing. Gerontology nursing is an evidence-based nursing specialty practice that addresses the unique physiological, psychological, developmental, economic, cultural and spiritual needs related to the process of ageing and care of older adults

The programme aims to promote gerontology nursing as a specialty by providing skill acquisition and nursing knowledge in this area and to foster better understanding and positive relationships. It includes two 13-week clinical rotations combined with postgraduate education and individualised mentorship to enhance participants' knowledge, skills and understanding of the older person's healthcare journey.

Participant Paula Wix, an RN on Ward BG at Burwood Hospital, says the GAP course taught her a lot about herself.

"I was able to step out of my comfort zone and be challenged. I learnt to adapt and be diverse in different areas of nursing and recognise my own strengths and weaknesses. I was able to transfer my skills and knowledge from my area of nursing and share these in the rotations. I learnt to value team work and time management and was able to work autonomously, directing and delegating, critically thinking and reflecting."



From left, Nurse Educator General Medicine Anna Bush; Nurse Manager, Workforce Development Jacinda King; Nurse Coordinator, Workforce Development, Aged Residential Care Rebecca Heyward; Director of Nursing, Older Persons Health and Rehabilitation Kate Lopez; GAP graduate, Registered Nurse, Ward 24, Christchurch Hospital Joey Nacu; Acting Executive Director of Nursing Becky Hickmott; GAP graduate, Registered Nurse, Ward BG, Burwood Hospital Paula Wix; and Charge Nurse Manager, Ward 24, Christchurch Hospital Margaret Griffiths

She describes the GAP as a confidence builder.

"It takes you from a competent level to a proficient level in nursing. It has inspired to me to keep learning and take any opportunity to be a better nurse and keep being challenged."

The contribution she hopes to make from completing the GAP is being a leader and mentor and to be an inspiration to others, Paula says.

Nurse Co-ordinator Aged Residential Care Rebecca Heyward says this group in particular had to face the additional stress associated with COVID-19.

"This required them to be more flexible and adaptable in response to these challenges. It created extra pressure which they each managed ably. This group have responded to

these challenges with a high standard of professionalism and caring which has been great to see."

GAP aims to promote gerontology nursing as a specialty by providing skill acquisition and nursing knowledge in this area

"It provides an opportunity for collaboration across the system to foster a better understanding and positive relationships across different areas of the sector, both for the nurses undertaking the programme and their wider health networks."

Applications for the next GAP programme are due to open mid-Feb next year for a June 2021 start.

# Neonatal 'Nurse of the Year' recipient 2020

*Written by outgoing Chair of the Neonatal Nurses College Aotearoa and Clinical Nurse Specialist Gina Beecroft supported by Neonatal Nurse Manager Debbie O'Donoghue*

Every year at its annual symposium, the Neonatal Nurses College Aotearoa recognises and awards the Neonatal Nurse of the Year in recognition of exemplary service and contribution to neonatal care in New Zealand.

At this year's symposium held in Christchurch the award went to Bernard Hutchinson, an Associate Clinical Nurse Manager Neonatal Services Christchurch Women's Hospital.

Bernard says he was thrilled to receive the honour from his national neonatal nursing colleagues.

"Neonatal nursing is a brilliant career and to receive this award is a highlight of my nursing journey. Thank you to the college."

Bernard began his nursing career as a psychopaediatric nurse before going on to complete his general nurse training. He has had a long career in paediatric and neonatal care, having worked in the UK, Australia and New Zealand as registered nurse, charge nurse, nurse manager, and now associate clinical nurse manager (ACNM).

Bernard has been working in Neonatal Service Christchurch Women's Hospital since 1991 and has contributed to multiple activities that have resulted in significant improvements to service delivery that has benefited premature babies, their families and neonatal staff.

He quietly goes about his work, always trying to make things better for those needing neonatal care or working in neonatal care. Bernard belongs to the category of nurse that make such a big difference behind the scenes with contributions that often go by unnoticed. Bernard's colleagues know he will be both humbled and embarrassed by this award but are extremely proud on his behalf of his contributions to improving neonatal care and conditions and he is a very worthy recipient.

Bernard has held several portfolios as an ACNM for the Neonatal Service; Research, Transport, Parent education and currently helping oversee Baby Friendly Hospital Initiative (BFHI) requirements for the Neonatal Service.

Bernard has been a New Zealand Breastfeeding Alliance (NZBA) board member, a BFHI Auditor for NZBA, and is currently on the Christchurch Women's Hospital Human



Associate Clinical Nurse Manager Neonatal Services Christchurch Women's Hospital Bernard Hutchinson receiving the Nurse of the Year award

Milk Bank Executive and was involved in the steering group that established this milk bank. This is a significant achievement to be the first milk bank back in New Zealand after several decades.

He is passionate about supporting parents through their neonatal journey and lessening the impact of the experience on them. He is part of the parent information group, Family Integrated Care Psychosocial Support section, and has been instrumental in developing several policies that help support the integration and inclusion of parents into the care of their babies.

Bernard is a neonatal history buff and helps in the tracking of changes to practice over the years. This helps us remember where we have come from, what we used to do, and just how far we have come. These lessons and our stories from the past are invaluable as a reminder of our lineage and how this has helped shape us today.

But of equal importance is the contribution that Bernard makes day in, day out when he is on duty. Bernard is always available to support and soothe (both staff and parents!) and is the consummate professional.

He always watching and supporting the three key components in the Neonatal Intensive Care Unit, parent, nurse or baby. You never ever feel unsupported or indeed you are never are unsupported as either a staff member, or parent or baby when he is about.

So, this is why we say thank you Bernard "you make neonates a better place to be"

# Reporting matters when it comes to side effects

Medicines are prescribed to make you feel better, but there are times when they can make you feel worse. This happens when you experience side effects, which are more likely to occur when you are taking several medicines or ones that don't combine well when taken together. There are even some medicines that, when taken together, can create a dangerous cocktail.

This year, Medicines Safety Week runs from Monday 2 to Sunday 8 November and aims to encourage people to report any side effects they may be experiencing from their medicines. Reporting side effects helps protect patients when taking multiple medicines. It's an important reminder whether you're taking medicines yourself, prescribing them to patients or monitoring patients in your care.

General practice teams and community pharmacists play an important role in helping manage medicines side effects and provide advice on how medications interact with each other, and ensure the right dosage is taken at the right time.

Many community pharmacies in Canterbury offer a Medicines Use Review (MUR) – a service that allows a person to sit down with a pharmacist and talk about their medicines and make sure they are getting maximum benefit from them. This provides an opportunity to discuss any problems, questions or concerns regarding medicines and to work together on an action plan to address these.

"Currently more than 90 pharmacies across Canterbury offer MUR," says Canterbury Community Pharmacy Group (CCPG) General Manager Aarti Patel. "CCPG also has a mobile staff member that can deliver where an accredited pharmacist is unavailable."

People can also ask their pharmacist for a Patient Medication Card, also known as a yellow card, to help keep track of medicines.

It's important for anyone to tell their GP, practice nurse or pharmacist if they have any dizziness, drowsiness, nausea, vision problems, or feel unsteady on their feet.



Anyone living in New Zealand who thinks they may have experienced an adverse reaction due to a medicine can report this to the Centre for Adverse Reactions Monitoring (CARM). You do not need to be a healthcare professional to report an adverse reaction. CARM informs Medsafe of any medicine related safety issues detected. For more information on how to report an adverse event to medicine, visit the [MedSafe website](#).

For more information about medicines or medical conditions, check out at [www.mymedicines.nz/cdhub](http://www.mymedicines.nz/cdhub) and [www.healthinfo.org.nz](http://www.healthinfo.org.nz).



## Help make medicines safe for everyone

Patient safety is always our top priority. Medicines can affect different people in different ways. It's essential that any potential risks, including how a medicine is used, are understood by healthcare professionals and communicated to patients. By reporting, you can help make medicines safer for everyone, and you help Medsafe protect the public's health through effective regulation.

If you'd like to learn more about reporting Adverse Drug Reactions, check out the MedSafe e-learning course on the topic: [www.medsafe.govt.nz/profs/ADR-eLearning.asp](http://www.medsafe.govt.nz/profs/ADR-eLearning.asp)

# Free toothbrush packs proving popular

It was interrupted by the pandemic lockdown but a scheme to give free toothbrushes and toothpaste to patients on the methadone maintenance programme is finally taking off and proving popular.

Dental Health Promotion Officer Olivia Tusa is distributing the free BYTE packs (brush your teeth every day) to pharmacies to be given to patients on the methadone maintenance programme. BYTE packs have a toothbrush and toothpaste in a reusable bag with instructions to encourage toothbrushing every day. These have been provided by the BYTE charity.

The BYTE pack distribution to pharmacies was an outcome of a meeting in November last year with Liaison Pharmacist, Canterbury Community Pharmacy Group (CCPG) Robyn Harris, Olivia says.

“Patients on the methadone maintenance programme are part of my target group and I saw this as an opportunity to utilise the networks and pharmacies that Robyn had established to incorporate oral health into general health and wellbeing.”

An open invitation was sent to all the pharmacies that Robyn was working with asking if they wanted to participate in our project.

“We received 78 replies, however we identified 30 that have more than five people on the methadone maintenance programme. One pharmacy alone supports 120 people on this programme so the BYTE packs can reach many people who could benefit from it.

Preparation started and then COVID-19 hit, she says.

“Part of my overall plan to improve oral health was to visit and engage with pharmacies giving out brief advice and BYTE packs and also new pamphlets on how people on a low income can access subsidised dental care. I had to wait until Level 2 of COVID-19, to start doing this.



Pharmacist Kitty Hadley of Life Pharmacy Barrington with one of the BYTE packs

Feedback from Life Pharmacy Barrington was that toothbrush/toothpaste packs were proving so popular with its patients on the methadone maintenance programme, that the pharmacy would like them to be included in ‘welcome packs’ for the accommodation providers for the homeless and to drug addiction services.

“This is what it’s all about, making connections, establishing meaningful relationships, ongoing engagement and being visible with a real presence in the community to support oral health,” Olivia says.

If you have any questions contact Olivia on 021 957465 or [Olivia.tusa@cdhb.health.nz](mailto:Olivia.tusa@cdhb.health.nz)

# Make the switch to water throughout November

With National Oral Health Day coming up on 6 November it's a great time to think about how much sugar we consume. If you have children, it's a great time to think about what they drink, too.

You're thirsty – what's the best drink to reach for? A fizzy drink? A sports drink? Fruit juice? Some flavoured milk?

Answer – none of the above. The best drink to reach for is always 100 percent water. Water is cool, fresh and always on hand. It's also free (out of the tap), and it's calorie/kilojoule free – unlike the drinks above, which contain sugar (excluding calorie-free versions, which are acidic and can still harm our dental health).

Even if we pay attention to how much sugar is in our food, we may not think about how much sugar is in our drinks. Even if the drink is perceived as good for us, such as fruit juice – you may be surprised to know the answer is often "quite a lot".

- > Fizzy/soft drinks 600ml (16 teaspoons)
- > Sports drinks 750ml (15 teaspoons)
- > Fruit juice 350ml (10 teaspoons)
- > Energy drinks 350ml (9 teaspoons)
- > Flavoured waters 700ml (5 teaspoons)

Not only do these drinks contain unnecessary calories, they are generally not very good for our teeth. Sugar is a known cause of tooth decay and the acids in these drinks also contribute to tooth erosion (including the zero-calorie versions).

So, be kind to your bodies and your teeth and remind yourself that water, low or reduced-fat unflavoured milk are the best drinks to reach for when you want to hydrate.

## Choose water with Eliza!

Join Eliza as she switches to water for 30 days:

Avoid tooth decay

Improve mental clarity

Reduce sugar cravings

Save money



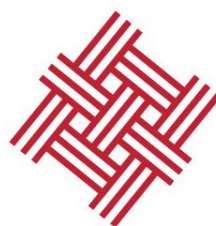
**Switch to Water Challenge**

Find out more & register:  
[nzda.org.nz/switchtowater](https://nzda.org.nz/switchtowater)

Based on the original concept of the Switch to Water Challenge by New Zealand Dental Association


The Switch to Water Challenge is all about switching your sugary drinks to water for 30 days throughout November. To take part in this year's challenge and reap the rewards, register via the [New Zealand Dental Association website](https://nzda.org.nz/switchtowater) today.

# Te Papa Hauora welcomes new Canterbury DHB representative to Advisory Council



**TE PAPA  
HAUORA**  
*The future of health*

Te Papa Hauora warmly welcomes Acting Executive Director of Nursing Becky Hickmott as Canterbury DHB's representative on the Te Papa Hauora Advisory Council.

Becky works closely with directors of nursing and other nursing leaders across the Canterbury Health System, holds a number of portfolios as Executive Director of Nursing and is also the Canterbury DHB Executive Lead for the Manawa Governance Group.

Becky replaces Stella Ward, who was a founding member and Canterbury DHB representative on the council. Stella made a very significant contribution to Te Papa Hauora over the years with her vision, her leadership, her drive and her deep knowledge of the Canterbury Health System.

Stella can be proud of the legacy she has helped create in Te Papa Hauora, and the Health Precinct wishes her all the best for the future.



Becky Hickmott

*all  
right?*

**IT'S  
ALL RIGHT  
TO REACH  
OUT.**



# Standard keeps rising in Pharmacy Surgical team 'cake-off'

*Written by Pharmacist and cake judge Hannah Soper.*

Every year our Surgical team pharmacists and technicians swap their medicines history and reconciliation forms for cake mixers and fondant icing and throw themselves wholeheartedly into the kitchen.

The annual Surgical 'cake-off' is an eagerly anticipated event on the Pharmacy Department's social calendar and this year was no exception. This competition is into its sixth year and each year builds on the next as the standard keeps rising.

This year 13 cakes were entered (one more than last year). The winning cake, 'Frangelico Fantasy' by Pharmacist Claire McGuinniety came out trumps on all three criteria being judged (creativity, presentation and taste).

The runner up, was a creation from last year's winner Pharmacist Philippa Stevenson, titled 'I maple be peary surprised' and hot on its heels was 'Code Brown' from new entrant onto the Surgical team, Pharmacist Ha-Lam Jeong.

All the cakes were outstanding, and of worthy mention was the creation titled 'I tried' by a baking novice on the team, who despite all odds, still gave the competition a crack.

There was an appreciative buzz about the department when the esteemed judging panel worked their way through tasting all 13 cakes (tough gig, but somebody had to do it!). The surgical team are the epitome of what 'team spirit' and collegiality is all about and set an excellent example for our other clinical teams.

Despite consumption usually overriding production, it is worth a mention that several of the members of the team, who are not in the slightest domestically inclined, shelved their reservations and mucked right on in.

On the day they raised money for the staff social fund, which goes towards the purchasing of cards/ flowers and other sundry items that we all take for granted as just 'appearing out of thin air.' Thanks to all the surgical team for their massive efforts, and thanks to all of you who opened your wallets and contributed for your slice(s) of the action.



The Pharmacy Surgical team with this year's 'cake-off' entries



# New Zealand Flying Doctor service launches new plane on 25th anniversary



The New Zealand Flying Doctor service has come a long way since first taking to the skies 25 years ago, and last week it officially unveiled a new specialist medical aircraft in Christchurch to add much-needed critical care capacity.

The new plane was welcomed to Christchurch Airport on Thursday 29 October.

One of the first high profile missions was to transfer medical teams from Christchurch to Greymouth to assist staff at Greymouth Hospital following the Cave Creek disaster on 27 April 1995, using a Cessna 421 Golden Eagle. That mission was remembered at a gathering to launch the new plane – six months after the 25th anniversary due to COVID-19 restrictions.

The new Beechcraft Super King Air 200C is equipped with two patient stretchers plus seating for up to four medical crew and patient support people, equipment and two pilots. The aircraft's performance and versatility allows the service to operate efficiently around the country. It flies at 480km per hour and has a 1500 nautical mile range, servicing the entire South Island and the remote Chatham Islands. The journey from Invercargill to Christchurch takes just over one hour, rather than eight hours by road ambulance. The service has a national scope, taking patients to Starship in Auckland for example, and for other specialist services such as bringing spinal patients to the South Island.

New Zealand Flying Doctor Trust Chair David Bowie says the state-of-the-art plane will boost delivery of critical health care services across New Zealand.

"The new plane is needed as numbers of missions have significantly increased in recent years. We have flown over 1200 missions in the past year, up 17 percent. Chances are, there is at least one aircraft airborne right now transferring a seriously-ill patient for specialist care.

"This is a life-saving service, and the plane is set up as a flying intensive care unit. When time is of the essence and distance is an issue, the New Zealand Flying Doctor Service is the only option for many patients," David says.

Chief Executive of the New Zealand Flying Doctor Trust, Christine Prince says the service works to ensure patients get the right care at the right specialist facility as soon as possible.



A patient being taken for transfer via the new specialist medical aircraft



New Zealand Flying Doctor Trust Chair David Bowie with Chief Executive of the New Zealand Flying Doctor Trust Christine Prince

"As a charity, the New Zealand Flying Doctor Trust thanks the community for supporting this service over the years. It can be quite emotional when patients come back to visit us at the base at GCH Aviation. They are all extremely grateful the service exists."

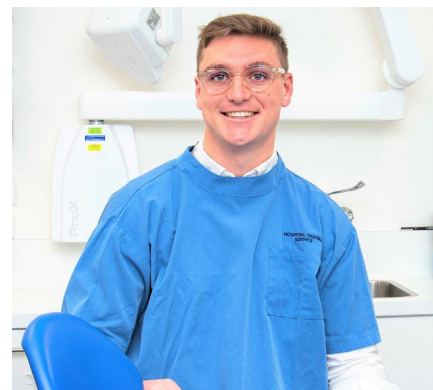
GCH Aviation General Manager Simon Duncan, who attended the Cave Creek disaster 25 years ago, says from small beginnings the New Zealand Flying Doctor service now operates 24/7 delivering critical care patients to the appropriate medical facilities to improve patient outcomes.

Canterbury DHB Head of Clinical Retrieval Neil Davidson says with the service's highly trained medical and nursing staff and specialist equipment, patients can be transferred seamlessly to a hospital for advanced medical treatment.

"These aircraft can maintain a sea level cabin pressure which is important for critically ill patients. Most of all these patients need to have specialised intensive care through the flight from one hospital to another, until treatment is available at the destination," Neil says.

# One minute with...

## Nathan Schuurman, Dental and Maxillofacial House Surgeon



### What does your job involve?

I work within the Hospital Dental Service and the Oral and Maxillofacial Surgery Department. My role varies greatly between the two departments.

At the Hospital Dental Service, I provide a relief of pain clinic for low-income adults, as well as more comprehensive dental treatment for people with special needs, including those medically compromised. The Hospital Dental Service receives referrals from specialties within Canterbury DHB and from both medical and dental practitioners within our communities.

My job also involves an on-call roster within the Maxillofacial Surgery Department. When on-call I am involved in the management of patients with dental trauma, odontogenic infections and maxillofacial trauma, in the Emergency Department and on the ward.

### What do you like about it?

I enjoy the variety and practical side of my work, as well as the interaction and relationships I have with my colleagues and patients. The more exposure I get to oral and maxillofacial surgery, the more I become interested in it.

### What are the challenging bits?

The cost of dentistry is a challenging reality. Dental diseases are preventable. Most of the severe infections and poor oral health outcomes seen at the hospital are a result of poor access to care.

### Who inspires you?

I am fortunate to have great mentors influencing me on my journey.

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

To always provide the best possible, holistic and patient-centred care that I can. By respecting individual's cultural, personal and religious values, I can improve their experience and therefore their treatment outcomes. This means actively making each person's treatment individualised and as accessible to them as possible.

### Something you won't find on my LinkedIn profile is...

Otago University Laser Tag Society champion.

### If I could be anywhere in the world right now it would be...

New Zealand, especially in current times.

### What do you do on a typical Sunday?

Drink coffee, eat food and run around the Port Hills.

### What's your favourite food?

Custard squares from the Great Escape. I hope they will make a return.

### And your favourite music?

I like a wide variety of music and am proud of my clinic playlist.

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



## Something For You

This week's offer is from Torpedo7. From Wednesday 4 to Tuesday 17 November, you and your whānau and friends can receive up to 50 percent off a huge range of items instore or online. [Print this flyer](#) or ideally take a photo and show it on your device instore, or use the online code. Note all terms and conditions are listed down the bottom of the flyer.

Check out [Something For You on the intranet](#) for more information.



## Latest Community Health Information Centre newsletter out now

The Community Health Information Centre (CHIC) provides free health resources to any person or organisation in Canterbury, South Canterbury, West Coast and Chatham Islands.

The resources are developed by Community and Public Health staff, and other health agencies.

The [October 2020 edition of CHIC's newsletter](#) is out now and highlights new and revised free resources available from your local CHIC office, as well as recently deleted resources.

This month's featured new and updated resources from the Ministry of Health/Health Promotion Agency about immunisation, including:

- › **Shared care plans: Making a plan for your health and wellbeing (HEA0029)**

For more information about CHIC and to order resources online visit the [Community and Public Health website](#).



The 'Shared care plans' pamphlet is available to order

## eCALD news edition

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.

Read an update on COVID-19 refugees being resettled, an award ceremony for Refugees As Survivors, the launch of a Reach Out campaign by Asian Family Services, and much more [here](#).



# PUT THE RIGHT THING IN THE RIGHT BIN

Tissues, paper towels,  
takeaway coffee cups and  
plastic lids can't be recycled.

They belong in the  
general waste bin.

