

Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

Issue No.37 | 24 April 2023 | 24 Paenga-whāwhā 2023



Te Whatu Ora
Health New Zealand
Waitaha Canterbury



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Cover photo: White crosses commemorating the deaths of 10 South Island nurses in WWI will be on display on the lawn of the Nurses' Memorial Chapel this Anzac Day

Kupu Arataki – Introduction

Remembering all who have served this Anzac Day

Tomorrow (Tuesday 25 April) is Anzac Day and marks the anniversary of the landing at Gallipoli during World War I.

In New Zealand and Australia on Anzac Day we commemorate those who served and died in all wars, conflicts, and peacekeeping operations, as well as the contribution and suffering of all those who have served.

We also remember and recognise the healthcare workers who have served and treated the sick and wounded in battle zones around the world. Nurses, doctors, medics, orderlies, administrators, drivers, pilots and more. Wherever in the world there is suffering and war, there are brave people putting themselves at risk to save the lives of others.



Nurses look out of the windows of the New Zealand Stationary Hospital in Wisques, France, during World War I (photo courtesy of New Zealand Nurses Organisation)

A prayer of thanks

The night is dark and dank and drear,
I toss upon my fevered bed
And softly comes on soundless feet
An earthly angel to my head;
And over my burning brow her hand
So soft and cool in sweet caress,
A healing touch that soothes my pain
With loving care and tenderness
God bless "The Rose of No Man's Land",
Who guides me through my night of pain,
And keep her safe throughout the storm.
Anonymous WWI Soldier

On [page 15](#) you can read about the generous work of the Akaroa Men's Shed to produce 10 white crosses for display on the Nurses' Memorial Chapel lawn this Anzac Day. The crosses represent the 10 South Island nurses killed in 1915 when the troopship Marquette was torpedoed by a German U-boat in the Aegean Sea.



Administrative Professionals Week, 23 – 29 April

Administrative Professionals Week is an opportunity to show our appreciation for the valued contribution administrators make to our health system day in and day out. They are often described as the glue that holds the system together!

On a day-to-day basis, many of our administrators are handling very difficult conversations with distressed and anxious patients, often around the scheduling and rescheduling of appointments, procedures and surgery due to the pressures on our hospital system.

Handling these calls positively requires great skill and a strong commitment to patients in our care. Sue Rattray, Customer Services Manager has worked with our Quality Team and other

stakeholders to develop a set of guidelines to assist administrators to make and respond to calls regarding delayed appointments and waitlists (this includes telephone scripts and FAQs with talking points). For more information, visit [Prism](#).

Please take a moment this week to appreciate and thank the administrators in your service/team for all they do to keep things organised and moving.

To all administrators across our system, your hard work around here doesn't go unnoticed. Thank you so much for everything you do.

Check out our One minute with ... Customer Services Coordinator Beth Hamilton on [page 10](#).

Interim Regional Data and Digital Lead – Te Waipounamu

Kirsty Martin has been appointed Interim Regional Data and Digital Lead – Te Waipounamu, until 30 June 2023. The regional lead position continues our momentum toward a more connected health system. Kirsty's appointment allows incumbent James Allison to take up his new role of Director Information and Communications Technology.

Kirsty is currently General Manager Digital at Te Whatu Ora Nelson Marlborough where she has worked for the past seven years. She is an experienced strategic leader with an excellent background in leading teams and collaboratively delivering successful outcomes. Kirsty is passionate about driving innovation and delivering results that create a tangible impact.

Many thanks to James for his phenomenal mahi in this role for the Te Waipounamu region over the past six months.



Interim Regional Data and Digital Lead – Te Waipounamu, Kirsty Martin

Feeling all sorts of emotions is normal in difficult times.



World Immunisation Week 24 – 30 April

Today marks the first day of World Immunisation Week. The theme this year is 'The Big Catch-Up' with a focus on the need to 'catch up' the millions of children, young people and adults who have missed out on vaccines during the pandemic. The goal is to restore essential vaccination coverage to at least 2019 levels and strengthen primary health care to deliver immunisation.

A national childhood immunisations campaign launched last week to support parents and caregivers to better protect their tamariki from a host of vaccine-preventable diseases.

It is important to normalise immunisation as one thing parents can do to protect their children and encourage whānau to catch up on any vaccinations they have missed.

The campaign started with a TV commercial, 'Acts of Aroha' which you can watch [here](#).

To learn more about immunisation, find out if you or your whānau have missed a vaccination, or to book an appointment, speak to your general practice team or go to: <https://www.immunise.health.nz/>.



It's not too late to get up to date

Immunisation is **FREE** for tamariki and hapū māmā.
If you need help booking yours, call **0800 611 116**

www.immunise.health.nz

Te Aka Whai Ora
Māori Health Authority

Te Whatu Ora
Health New Zealand

Christchurch immunisation events this week, offering COVID-19 vaccines and boosters, funded flu vaccinations and MMR:

- › Aranui Community Centre
April 26 10:30am-5pm
- › Linwood Tiny Shops Village
April 27 10am-2pm
- › Phillipstown Community Trust
April 28 10am-4pm
- › Wainoni Pak n Save
the weekend of 29 and 30 April
(there will be a marquee in the car park)
10am-4pm

Plain Language Act 2022

Passed last year and taking effect last Friday 21 April, the purpose of the Plain Language Act is to improve the effectiveness and accountability of public service agencies and Crown agents, and to improve the accessibility of certain documents that they make available to the public, by providing for those documents to use language that is:

- › appropriate to the intended audience; and
- › clear, concise, and well organised.

Te Whatu Ora is a reporting agency covered by the Act and the relevant documents are those:

- › written on or after 21 April 2023
- › that are substantially revised after 21 April 2023
- › that are written for the public at large and not individuals
- › that provide information about things such as government services, filing, enforcing, a public education initiative, or requirements that may affect people's rights and interests
- › that explain how to comply with a requirement.

If you would like to know more about the Plain Language Act, please refer to [Te Kawa Mataaho | Public Service Commission](#).

2024–25 Harkness Fellowship information session

The [Harkness Fellowship](#) is a unique opportunity to spend a fully-funded year in the United States conducting internationally comparative research, honing your leadership skills, and building a robust network for ongoing exchange and collaboration. Harkness Fellows are mid-career professionals representing a wide range of professional backgrounds. These include government, policy, health services research, clinical practice, health care management, and journalism, among others.

If you are interested in learning about the Harkness Fellowship program register [here](#) to attend a virtual information session on 18 May at 1pm.

Speakers will include Reginald Williams and Molly FitzGerald from the Commonwealth Fund's International Health Policy and Practice Innovations Program, as well as Harkness Senior Fellows (alumni) who will share their fellowship experience.

For more information about the Harkness Fellowships please contact Molly FitzGerald at mf@cmwf.org.



Travel survey launching on Wednesday 26 April

A reminder that all staff who live and/or work in the greater Christchurch area are asked to complete the short travel survey that will be released on Wednesday.

The greater Christchurch area includes Christchurch and outer suburbs as well as Rangiora, Kaiapoi, Oxford, Darfield, Rolleston, Leeston, Lyttelton and Banks Peninsula.

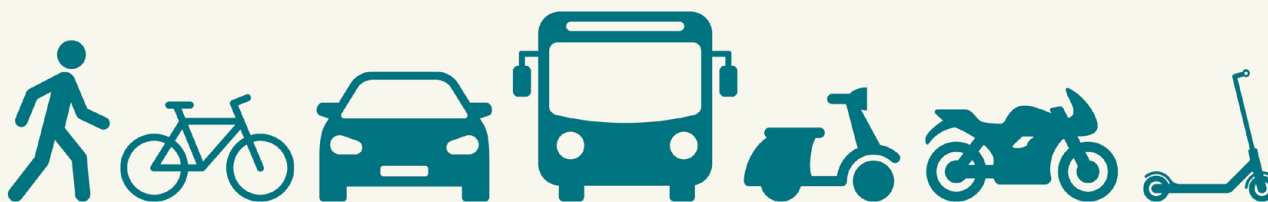
By telling us how you commute to and from work, we can better understand your needs and the information you provide will directly affect planning for future facilities. It is important that staff are also

supported with services that enable them to travel to and from work safely.

It doesn't matter how you travel – walk, run, e-bike, scooter, motorbike, car, bus or unicycle – we need to know!

The survey link and QR code will be sent directly to you and via the daily email to be completed online. You could win a great prize just for completing the survey, including gift vouchers for health and beauty products, gym discounts and more. A full list of prizes will be provided when the survey is released.

Tell us how you travel to and from work and help shape future campus facilities and services.



Complete the travel survey from 26 April and be in to win prizes!

Don't be shy!

If you, your team or someone you know has a story, achievement or milestone to share, please let us know. We don't want to miss any opportunity to recognise the amazing people who make up the Te Whatu Ora Waitaha whānau.

If you have any story or event to share, don't hesitate to reach out (please try to give us a bit of notice) by emailing: communications@cdhb.health.nz.

Quiz – The Beatles

The Fab Four, considered by many to be the greatest music group of all time, The Beatles broke records (and hearts) all over the world in the 1960s and well after their break up, with music that is still relevant and loved today.

Test your knowledge of the Beatles – John, Paul, George and Ringo.

1. Sixteen-year-old John Lennon and 15-year-old Paul McCartney started playing music together in 1957, in the band The Quarrymen. After changing their name to Johnny and the Moondogs, then the short-lived Beatals, followed by The Silver Beatles and The Silver Beatles, they finally settled on The Beatles in what year?

- a. 1959
- b. 1960
- c. 1961
- d. 1962

2. Who is Pete Best?

- a. He was The Beatles' first manager
- b. He was the band's original drummer
- c. He was sacked from The Beatles and replaced by George Harrison
- d. He wrote the song 'Yesterday'

3. The Beatles' biggest selling single has sold over 12 million units and contains the lyrics: "You think you've lost your love Well, I saw her yesterday It's you she's thinkin' of And she told me what to say" What song is this?

- a. All my loving
- b. I want to hold your hand
- c. She loves you
- d. Can't buy me love

4. True or false, Eleanor Rigby was a real person.

- a. True
- b. False

5. John Lennon and Paul McCartney wrote most of The Beatles' hits but which of the following was written by George Harrison?

- a. While my guitar gently weeps
- b. Octopus's garden
- c. All you need is love
- d. Day tripper

6. Where was this iconic album cover image taken?



- a. Outside Kensington Palace
- b. Abbey Road
- c. Penny Lane
- d. Lime Street (Liverpool)

7. What is the next line in the song Lucy in the sky with diamonds? "Picture yourself in a boat on a river.."

- a. With marmalade trees and sticky jam skies
- b. With chocolate trees and marshmallow skies
- c. With banana trees and coconut skies
- d. With tangerine trees and marmalade skies

8. Paul formed a band with his first wife Linda after The Beatles broke up. What was it called?

- a. Wings
- b. The McCartneys
- c. The Yesterdays
- d. The Paul McCartney Band

9. John Lennon famously got in trouble in the US when he compared The Beatles' popularity to what?

- a. Drugs
- b. Sex
- c. Jesus
- d. President Kennedy

10. What children's TV show did Ringo Starr narrate for its first two seasons?

- a. Peppa Pig
- b. Thomas the Tank Engine
- c. Postman Pat
- d. Teletubbies

Check your answers on page 20

Ā mātou tāngata – Our people

Recognising and celebrating our administrators

Administrative Professionals Week is being celebrated in New Zealand this week, 23-29 April.

The dedicated week recognises the critical contribution of administrators and it's an opportunity to say thank you to the administrative professionals who work in our health system, mostly behind the scenes, to keep everything running.

These include our booking administrators, ward clerks, receptionists, telephonists, secretaries, medical secretaries, payroll officers, clinical coders, clinical records officers, personal assistants, data entry operators and so many others.

The event which started in the United States in 1952, is now marked in many countries across the world.

Administrative organisations like the Association of Administrative Professionals of New Zealand AdminZ – Events (aapnz.org.nz) encourage managers to celebrate with their administrative people and acknowledge the great work they do.

Administrators are often described as the glue that holds things together, the people who keep things working, moving and organised, says Administration Manager Kay Strang.

“However you choose to appreciate and celebrate Administrative Professionals Week in your team enjoy your special week of recognition. Thank you for everything you do!”

To all our dedicated administrative staff - Happy Administrative Professionals Day!

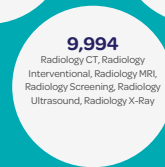
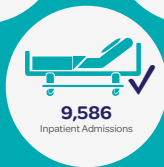
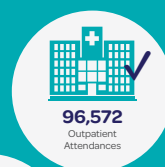
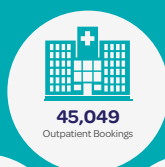


Maria Hayes Interpreter Services Booking Facilitator, Chrissie Cope Customer Services Facilitator, Sue Rattray Customer Services Manager, Robin Munro Interpreter Services Booking Coordinator, Beth Hamilton Customer Services Coordinator, Graham Wilson Interpreter Services Booking Facilitator, Kerin Henderson Interpreter Services Booking Facilitator

Administrative Professionals Week 23 -29 April 2023

*Thank you! Your commitment, dedication and passion
for your work is greatly appreciated*

Please take time out to thank your amazing administrator(s) for all they do.



All data is from 1/04/2022 to 31/03/2023 (12 months)

Data shown is the average per month

One minute with... Beth Hamilton, Customer Services Coordinator

What does your job involve?

Being a point of contact for complaints coming in to the hospital by website, email, post or phone. It also involves looking after the database of complaints generating reports about numbers, types of complaints, what's due etc. Customer Services oversees all the written responses which go out to patients and their families. Part of my role is to ensure we keep to the timeframes outlined in the consumer complaints management policy, which is assisted by generating progress reports from the database.

What pathway got you to this job?

It was a mix of a lot of different things. After doing a Bachelor's degree in Psychology I worked in community mental health for a number of years, then left to study computing. I then did a graduate diploma in Human Resource Management while at home with children (mainly to keep my brain working) as well as some part-time administration work at Victim Support. I later worked at the Ministry of Business Innovation and Employment as an Employment Consultant before starting at the then Canterbury District Health Board.

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

Life experience is essential to do this job as you're dealing with a lot of different people and you need to be pretty thick skinned. Good computer skills are a must, as is a sense of humour.

Who inspires you and why?

I'm inspired by people who think outside the square, who come up with ideas and solutions that the rest of us haven't thought about.



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?

In this role it means doing a lot of listening and having respect for people's different perspectives. I like to make people feel listened to and valued, and for them to go away with confidence in the system and the feeling that they have got what they needed.

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

Somewhere tropical on a beach.

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

Meryl Streep.

What are your hobbies/interests outside of work?

Movies, walking the dog, playing guitar, and knitting.

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

Akoranga reo Māori – lesson #11

Hokinga Mahara – Revision

Tēnei te oha atu ki a koutou, ki ngā tini mano e kimi mātauranga ana, tēnā anō koutou.

This is the greeting to you all, to the many seeking knowledge and wisdom. Hello again.

This session, we are going to look back at some of the words that you have learnt over the past few lessons for revision. Print this page out and match the words to their correct meaning. See how well you have been learning. Kaua e tinihanga e hoa mā! – no cheating guys – the answers are below.

He Kupu – Word

Unuhia

Safe from tapu, non-restricted, non-sacred

Manaakitanga

Anything precious

Kuhua

Take care of, look after

Pūtu

Trousers/pants

Noa

Self-determination, autonomy, sovereignty

Tino rangatiratanga

Direction or command to put on, as in clothing

Taonga

Sacred, restricted, prohibited

Tapu

Boot

Pōtae

Sock

Tiaki

Direction or command to remove, as in clothing

Tarau

Hat

Tōkena

Duty of care, kindness to others, hospitality

He whakapātaritari – A challenge

Make yourself some vocabulary lists like this of some of the words that you have been coming across and try to learn a few new ones a week. Poipoia te kākano, kia puāwai – nurture the seed and it will blossom.

Tēnā rawa atu i ō koutou manawanuitanga kia whakahokia te reo mai i te mata o te pene ki te mata o te arero.

Thank you so much for all your efforts to help return the language from the tip of the pen to the tip of the tongue.

I mōhio rānei koe? Did you know?

On 27 April 1806 Moehanga (Ngāpuhi) became the first recorded Māori visitor to England. He arrived on the whaling ship 'Ferret' which he had boarded in the Bay of Islands in late 1805.

While Māori had travelled as far as Tahiti and Australia in the late 18th century, Moehanga was the first to reach the northern hemisphere.

<https://nzhistory.govt.nz/moehanga-becomes-first-maori-visit-england>

Revision answers on [page 14](#)

If you have any questions or feedback, please make contact via the email below.
Hauora.Maori@cdhb.health.nz

International winter warmer recipes

Brown Betty

Country of origin: USA

Dish: Dessert

Ingredients:

- > 450g flour
- > 265g margarine or butter
- > 110g bread crumbs
- > 105g jam (any flavour)
- > 300g castor sugar
- > 25g baking soda
- > 500ml milk

Method

Place flour in a mixing bowl (use paddle attachment if you have it). Rub in margarine/butter with your fingers until it resembles breadcrumbs.

Add breadcrumbs, jam, and sugar, and mix until combined.

Heat the milk to just before boiling and add the baking soda. Stir to dissolve.

Slowly add the milk to the mixture. Once all the milk is added give it a good mix.

Divide the mixture between greased dishes. Cover with greaseproof paper sprayed with a little oil and a cloth (a tea towel will work).

Steam for 90 minutes. It should have a marbled appearance due to the breadcrumbs.

You can serve with cream or ice cream.



This adapted recipe was provided by the Wellfood staff at The Princess Margaret Hospital. A recently discharged patient reached out to ask for the recipe and the Wellfood team kindly converted their bulk measurements for an 'at home' cook.

This recipe is made with jam, but traditional Brown Betty desserts often contain fruit such as apples, pears or berries. Apple Brown Betty (pictured) was the favourite dessert of former US President Ronald Reagan and First Lady Nancy Reagan when they were in the White House.

We would love you to share your favourite winter dishes from around the world. Hearty, healthy (or a little naughty is okay too!), tasty and simple dishes that express your culture, a place that means a lot to you, or just food you love to eat. [Click on this link to submit](#). If you have any issues, please email communications@cdhb.health.nz

Whakamihi – Bouquets



Ward A4, Christchurch Hospital

The staff of Ward A4, especially the evening staff, provided exemplary care to our mother and wife during her final days, and as a family we wish to acknowledge this and thank them.

Sam, Orderly, Christchurch Hospital

I work at the hospital part-time. I collapsed on the lower ground floor. I was very impressed with the Orderly Sam who brought a wheelchair and took me to the Emergency Department. He was very caring and professional in his actions. Well done orderlies!

Katrina, Radiology, Burwood Hospital

I would like to say how well Katrina in Radiology helped my elderly uncle get through an MRI. He has an intellectual disability and was pretty apprehensive. Her communication was really kind, respectful and clear. We all appreciate your care, thank you! Katrina.

Emergency Department (ED), Christchurch Hospital

I ended up in ED with severe pain after a fall. I have to say I was very impressed with the service and support from the doctor, nurse and the X-ray technician. Thank you very much for making it easy and taking the pressure off the huge amount of pain I was in. I have to compliment you on your new ED area, facilities and staff.

Spinal Unit, Burwood Hospital

Very happy with everyone's service and help. Can't thank you enough for fixing our son.

ED, Catheter Laboratory and Coronary Care Unit (CCU), Christchurch Hospital

I had the misfortune of experiencing a severe heart attack requiring a stent. I wish to thank all the staff for a seamless process from the ED to the Cath Lab and the CCU. The professionalism and competence of the clinical staff was outstanding. The staff in the CCU were friendly, including the cleaners, catering and administrative staff. Their dedication and commitment to the care of patients made such a difference to my experience and recovery.

Urology, Christchurch Hospital

I want to thank the team for the amazing care they gave me. The nurses treated me with patience and care even when I'm sure I was not the best patient to deal with. In particular I want to thank Kanika, Ghett, and Tensy – but all the nurses were great. Thank you so much for your hard work and compassion under pressure.

Vascular Clinic and Vascular Nurses Clinic, Christchurch Hospital

Thank you for the exemplary care provided to our mother over many months. Your excellent care and dedication to your service is appreciated. Mum attended both the Vascular Clinic under the care of Peter Law, and the Vascular Nurses Clinic. Special thanks to Fee and Sky. Visiting her to provide care during her final admission was very much appreciated.

Wards 18 and 25, Christchurch Hospital

Your work and kindness has been awesome. A big thank you.

Ward A5, Christchurch Hospital

I have been looked after so well while here. You are all legends in my mind.

Ward A8, Christchurch Hospital

My husband and I greatly appreciate the care given to [patient name]. This included excellent communication, quality care, amazing staff, rapid service, and great follow-up (we left the hospital well prepared).

Ward B6, Christchurch Hospital

Thank you for your hospitality and generosity. All the staff are awesome. They are all friendly and accommodating. The facilities are very helpful to us too. Thank you so much for looking after our niece.

ED, Christchurch Hospital

You guys work really hard. I want to say thank you for your hard work and patience.

Christchurch Hospital

Very efficient system, kind staff. Thank you.

Day of Surgery Admission and Ward 15, Christchurch Hospital

I wish to compliment all the staff. Thank you for the excellent treatment you gave us.

Christchurch Hospital

My care was excellent. I am unable to fault it. Staff were very efficient and nothing seemed a bother to anyone caring for me. Just marvellous. Thank you all so much.

Ben Madsen, ED, Christchurch Hospital

Dr Madsen was wonderful, he explained everything in an in-depth way that was easy to understand. He deserves a commendation.

ED, Radiology, Orderlies, and Reception, Christchurch Hospital

I want to express our heartfelt thanks to the ED team, Dr George McCook and the ED nurses as well as Radiology, the orderlies, reception and anyone I might have missed out. Our son dislocated his shoulder tramping. I flew down from Nelson, not arriving until he was back at his flat, however all I felt all day from the moment he let me know he was rescued, was a deep sense of trust that he was in capable and caring hands the whole way and all would be well. He had a really good experience in the whole process, including with you all at the hospital, and I'm very grateful for your warm and professional care in treating him. So, thanks! Wishing you all many blessings for the very good work you do.

Hokinga Mahara - Revision answers

- > Unuhia - Direction or command to remove, as in clothing
- > Manaakitanga - Duty of care, kindness to others, hospitality
- > Kuhua - Direction or command to out on, as in clothing
- > Pūtu - Boot
- > Noa - Safe from tapu, nonrestricted, non-sacred
- > Tino rangatiratanga - Self-determination, autonomy, sovereignty
- > Taonga - Anything precious
- > Tapu - Sacred, restricted, prohibited
- > Pōtae - Hat
- > Tiaki - Take care of, look after
- > Tarau - trousers
- > Tōkena - Sock.

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

Te Aka Whai Ora **Te Whatu Ora**
Māori Health Authority Health New Zealand



New white crosses on Nurses' Memorial Chapel lawn for Anzac Day

For the first time, this Anzac Day the Nurses' Memorial Chapel lawn will display 10 white crosses to commemorate all the South Island nurses whose tragic wartime death at sea sparked the chapel's construction.

Previously it had just three, for the Christchurch-trained nurses Nona Hildyard, Margaret Rogers and Lorna Rattray. They were among those who died in October 1915 when the troopship Marquette was torpedoed by a German U-boat in the Aegean Sea during World War I.

The chapel on the grounds of Christchurch Hospital was built in 1927 to honour them all.

The new white crosses, and refurbishing of the existing three, was carried out by members of the Akaroa Men's Shed in Duvauchelle following a request from President of the Nurses' Memorial Chapel Pip Mason.

"We were more than happy to oblige. This was a perfect community project for us and we were delighted to offer our services and materials free of charge to remember those nurses who perished," says Akaroa Men's Shed Chairman Howard Wilson.

The Men's Shed donated all the materials and their time and engraved the names of the nurses on the new crosses. The white crosses project started in 2014 with RSAs throughout the country displaying white crosses during the week of Anzac Day to commemorate local personnel who died during the first world war.

Pip says it feels great to have all the nurses who died in the sinking of the Marquette represented on the lawn for the first time this Anzac Day.

"We are absolutely delighted and extremely grateful. The Akaroa Men's Shed members have done a superb job, the crosses look amazing, and will last forever."

The crosses were placed on the chapel lawn on 21 April and will remain in place until a few days after Anzac Day. The chapel is open from 1-4pm for visitors to lay a poppy in the poppy bowl.



Friends of the Nurses' Memorial Chapel Secretary Cheryl English with the white crosses erected on the chapel's lawn for Anzac Day



The 10 crosses on the chapel lawn



Inside the Nurses' Memorial Chapel with this year's Anzac display

Ten New Zealand nurses died when the Marquette was struck. It was the biggest loss of nurses' lives in one day in New Zealand military history and caused much shock and resentment because the women should never have been on board the troop ship.

The Marquette sank within 10 minutes of being hit, leaving hundreds struggling in the water. By the time rescue craft arrived several hours later, 167 people had drowned, including 32 New Zealanders (10 women – the nurses – and 22 men).

Among the nurses who died was Mary Gorman, whose body was never recovered. Born in Ōamaru in 1880, Mary trained in nursing at Waimate Hospital before moving to Wellington hospital in 1911. She enlisted on 19 May 1915, just two days before leaving Wellington on the troopship.

Mary and her fellow nurses had travelled via Sydney to Port Said in Egypt and joined the No. 1 Stationary Field Hospital there which treated many of the wounded soldiers from Gallipoli. The loss of the nurses and medical staff could have been avoided had they travelled on the British hospital ship Grantully Castle, which sailed empty to Salonika on the same day.

Hospital ships were clearly marked with red crosses and protected under the Geneva Convention, whereas the Marquette was a transport conveying troops and ammunition, making it an attractive target for the submarine crew. The Governor of New Zealand, Lord Liverpool, wrote to the War Office to express his concern over the incident.



Portrait painting of Staff Nurse Nona Hildyard who was raised in Governors Bay and completed her nursing training at Christchurch Hospital. She was one of 10 nurses who drowned in 1915 when the Marquette troopship she was on board was torpedoed

Hospital staff were shattered at the loss of their colleagues and were determined to build the chapel in their memory.

The Category 1 Nurses' Memorial Chapel has architectural and historic significance featuring an extensively timbered interior with carvings by Frederick Gurnsey and Jake Vivian, together with stained glass windows by English artist Veronica Whall (1887–1967).

It is believed to be the only purpose-built hospital chapel in the world which commemorates nurses who died in World War I and is New Zealand's only World War I memorial solely dedicated to women.

Today the chapel is a testament to New Zealand's pioneering nurses and to the thousands of nurses who were called away to the battlefields during times of conflict and to medical personnel who died during the influenza epidemic.



An exterior view of the Nurses' Memorial chapel

The first service was held in the chapel on Christmas Day 1927, and ever since it's been treasured as a place of quiet reflection and a popular venue for weddings, christenings, and Anzac services.

For more information on the chapel go to its website [here](#)

Associate Minister visits Oromairaki maternity unit

Associate Minister of Health Hon Willow-Jean Prime visited Oromairaki Community Maternity Unit in Rolleston this month – taking a first-hand look at the innovative new birthing facility.

The Associate Minister, along with Ilam MP Sarah Pallett, was introduced to one of the newest arrivals at the unit, and also met with whānau and staff during the visit.

“We were delighted to host the Associate Minister at Oromairaki, and to showcase how well this community-based maternity unit approach is working,” says Executive Director Midwifery and Maternity, Norma Campbell.

“We have been so fortunate to work with the local council and community. It’s all about creating a supportive environment for whānau, so they get the best start to life. Now we’re looking forward to the new Kurawaka: Waipapa Maternity Unit opening later this year, extending this community unit model to the central city.”

Oromairaki is part of the Selwyn Health Hub | Toka Hapai – a partnership with Selwyn District Council to improve access to health services in the rapidly-growing district.

Oromairaki opened at the end of May 2022, at the same time the historic Lincoln Maternity Unit closed its doors. In its first nine months more than 200 pēpi have been born at the unit. It includes two birthing rooms and 10 post-natal rooms as well as assessment and education spaces.



Associate Minister of Health Willow-Jean Prime meets a newborn baby boy, just over 24 hours old, at Oromairaki Community Maternity Unit



World Day for Safety and Health at Work – Friday 28 April 2023

World Day for Safety and Health at Work is recognised annually to promote the prevention of occupational accidents and diseases globally.

It is held on 28 April and has been observed by the International Labour Organisation since 2003.

With the transition to Te Whatu Ora – Health New Zealand, the focus is on working together to create a simpler, more equitable and accessible national health service. While traditionally healthcare maintains a patient-centred ethos, patient safety depends on our workers wellbeing and their ability to keep themselves safe.

Combined with a whole of workforce approach, keeping our workforce free from harm has never been more important.

Through programmes of hazard identification, risk assessment, the implementation of control measures and evaluation and monitoring, all reasonably practicable steps are taken to minimise the risks to staff across all clinical and non-clinical roles. We want everyone to return home safe and well each day.

We all have a role to play in managing our health and safety; connect with your Health and Safety Representative, ask questions, share information, identify risks and suggest ideas.

For more information:

- > visit the [Health and Safety PRISM page](#)
- > email health.safety@cdhb.health.nz
- > talk to your Health and Safety Advisor or
- > connect with your Health and Safety Rep



World Safety and Health Day

Friday 28th April 2023

Visit the [Health and Safety Prism page](#) for more information
Or email health.safety@cdhb.health.nz

Te Whatu Ora
Health New Zealand
Waitaha Canterbury

Creating accessible information and documents

This is the 12th item in the series providing tips on creating accessible information and documents. For previous tips refer to [Tips and tools](#)

A lot of information that we access on a daily basis is via signs, but these can be completely inaccessible for several groups of people.

Where are accessible signs needed?

Accessible signs should be provided for any features of a building that would normally be given a print sign. Section 14 of New Zealand Standard NZS 4121:2001 Design for access and mobility states that signs have three functions:

- a) Informative—Advising about availability of facility or service;
- b) Directional—Directing to a specific facility;
- c) Locational—Identifying the place where the facility is provided.

It is recommended that accessible signage be provided in all public accessed buildings and spaces. These include, but are not limited to:

- › Toilets and showers—both general and specifically accessible facilities
- › Elevators—controls and floor indicators
- › Numbers on stair landing hand rails to allow identification of floors
- › Office and hotel room name/number plates
- › Emergency doors, routes and exits
- › Emergency evacuation instructions
- › Cautionary signage
- › Floor and building directories
- › Door controls on public transportation vehicles
- › Free telephones in shopping malls
- › Bus stop, interchanges and train platform numbers
- › Signage in marae and places of worship
- › Operating instructions such as for vending machines or toilets

- › Offices and meeting rooms
- › Libraries
- › Shopping malls
- › Reception areas
- › Entrances to buildings.

Signage text should be composed with the following criteria in mind:

1. Consistent font and wording
2. Short as possible in order to read quickly
3. The content should mean the same thing to all viewers
4. The message should be stated positively
5. No acronyms/abbreviations where possible.

The use of colour as a wayfinding device should be used with care. If colour is to be used for coding, then the following points need to be taken into consideration:

- › Vision acuity (differentiating colours) decreases as people age
- › Difficulty in remembering more than five colours
- › Should be immediately recognised as identifying a service, department, level, building etc
- › Avoid confusion with decorative colour schemes
- › Be consistent, apply to the whole site, including building elements and signage
- › Use only colours that can be recognised (and described) when seen against another colour
- › Ensure a high contrast between message and background for signage.

Adapted from Accessible Signage Guidelines from Blind Low Vision NZ and from S3147 MoH Wayfinding Strategy Guidelines Issue L 21 May 2014.

For a review and summary of creating accessible documents and information, look out for the final item in the next pānui. For any queries, please contact Communications on Communications@cdhb.health.nz

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.



nood – Tower Junction

nood is offering staff 60 percent off the current range plus 10 percent off its 'Elements' collection, which can be redeemed in-store. Present your staff ID and the [flyer found here to redeem](#). Available from **29 April to 7 May**.

**B A I L E Y
N E L S O N**

Bailey Nelson – Christchurch Central and Riccarton

Receive 15 percent off all prescription eyewear, an annual comprehensive eye test is also free for all customers. Show your staff ID in-store to redeem.



Ōpuke Thermal Pools and Spa – 47 Mount Hutt Station Road, Methven

Get 10 percent off bookings for the Tranquillity pools or Discovery pools. All bookings can be made online here using the discount code included on the brochure.



McRent – Christchurch and Auckland

Get 15 percent off the current daily rates when renting any McRent campervans or motorhomes from Auckland, Christchurch or take it one way in between. The minimum hire is five days/four nights. Email reservations@mcrent.co.nz to enquire and let them know you are a Te Whatu Ora employee. Show staff ID on collection.

QUIZ ANSWERS – The Beatles

1. b. 1960
2. b. He was the band's original drummer (replaced by Ringo Starr in 1962)
3. c. She loves you
4. b. False – Paul claims she was entirely made up
5. a. While my guitar gently weeps
6. b. Abbey Road
7. d. With tangerine trees and marmalade skies
8. a. Wings
9. c. Jesus
10. b. Thomas the Tank Engine

Our voices: The journey to healthy futures Ō mātou reo: Te huarahi ki pae ora

The Health Quality & Safety Commission's He Hoa Tiaki | Partners in Care team is hosting a one-day forum at Te Pae, Christchurch convention centre.

It will focus on te huarahi ki pae ora | the journey to healthy futures.


Date: 25 May 2023

Time: 9.30 am to 4.30 pm

Location: Te Pae, Christchurch convention centre

The event will run from 9.30 am – 4.30 pm. A networking function will follow this from 4.30 pm – 6.30 pm.

To read the full programme or register visit: www.hqsc.govt.nz/OurVoices.



The banner features a circular illustration of four diverse people (two women and two men) with speech bubbles above them, set against a dark blue background. To the right of the illustration, the event title is written in white. Below the title, the event date and location are listed. On the far right, there is a white stylized graphic of a feather and the logos for the Health Quality & Safety Commission New Zealand and Te Kāwanatanga o Aotearoa (New Zealand Government).

Our voices: The journey to healthy futures | Ō mātou reo: Te huarahi ki pae ora

Event date: 25 May 2023

Te Pae, Ōtautahi Christchurch

HEALTH QUALITY & SAFETY COMMISSION NEW ZEALAND
He Hoa Tiaki | Partners in Care

Te Kāwanatanga o Aotearoa
New Zealand Government



The advertisement features a photograph of a smiling woman with glasses and a blue patterned shirt, wearing a green lanyard. The background is a solid green color. Large white text reads 'Stop the flu before it stops you'. Below this, in black text, it says 'Free staff flu vaccinations available now' and 'Check PRISM for details'.

**Stop the flu
before it stops you**

**Free staff flu vaccinations
available now**

Check PRISM for details

Free Training in Cochrane Systematic Review Methodology

Kia ora researchers,

If you have ever thought you would like to complete a Cochrane Interventional Systematic Review, then this is the training opportunity for you. Cochrane Reviews are systematic reviews of primary research in human health care and health policy, and are internationally recognised as the highest standard in evidence-based health care.

The Cochrane Protocol and Analysis workshop for interventional systematic reviews will be held in person over 2.5 days in Christchurch at the Manawa Campus on 8th – 10th May 2023.

A registration form and further information about the workshop are available at <https://nz.cochrane.org/training> for those who wish to attend. This workshop is free of charge for those intending to complete a Cochrane systematic review but spaces are limited to 20 attendees so send in your registration as soon as possible.



Cochrane
New Zealand

Trusted evidence.
Informed decisions.
Better health.

Please note: This is a workshop and some of the sessions provide an opportunity to work on the review you wish to write, so you must have an interventional review topic that you can work on during these sessions. This is an in-person workshop and remote participation is not available.

The contact people for any questions are:

1. Associate Professor Vanessa Jordan PhD
NZ Cochrane Fellow
Associate Director of Cochrane New Zealand
v.jordan@auckland.ac.nz or
2. Dr Mark Jeffery
Medical Oncologist & Co-director Cochrane New Zealand
Mark.jeffery@cdhb.health.nz

Perioperative Practice Webinar

Are you interested in a health career in operating theatre patient care?

Join Auckland University of Technology (AUT)'s Perioperative Practice Webinar to learn more about the role of an anaesthetic technician and have your questions answered by industry professionals. You'll also find out important information about the Perioperative Practice major as part of the Bachelor of Health Science at AUT.

The programme of study includes online learning options, meaning you can study course content online from outside of Auckland, and access clinical placement experiences in real-life settings with a hospital provider, as close to your preferred location as possible.

For more information:

AUT website: [Find a future in Perioperative Practice \(Webinar\) – 2023 Events – AUT](#)

LinkedIn: [LinkedIn](#)

The [Perioperative Practice Webinar Facebook page here](#).



WEBINAR

PERIOPERATIVE PRACTICE

AUT

Are you interested in a career in operating theatre patient care?

Join our perioperative practice webinar to learn more about the role of an anaesthetic technician and have your questions answered by industry professionals.

You'll also find out important information about the Perioperative Practice major as part of the Bachelor of Health Science at AUT.

We hope you can join us!



Tuesday 9 May



6.30pm-7.30pm

LEARN MORE



REGISTER NOW



Connect with us now:





University of Otago, Christchurch



Simulation Instructor Workshop

- Date/Time:** Wednesday, 28 June to Friday, 30 June 2023
Start time: 8:30am-4:30pm
Participants must be able to attend all days in full and ensure travel arrangements don't require late arrival or early departure.
- Venue:** University of Otago, Christchurch Simulation Centre, Level 1, 72 Oxford Tce, Christchurch
- Facilitators:** An interprofessional team including UOC Simulation Centre staff and invited guests.
- Open to:** Health Professionals with an interest in simulation-based education, all disciplines. While those with no prior experience in simulation will be able to manage the course it is designed for individuals already working in simulation.
- Cost:** \$1,800 + GST per person (catering included). 50% discount for University of Otago staff

Focus and format of the workshop: includes **active participation and practise** of all components of simulation-based education as well as presentations and discussions of both theory and practice.

- educational underpinnings of simulation-based education
- principles and practice of scenario writing
- best practice in SBE including focus on safety
- approaches to debriefing
- orientation to the human simulators SimMan3G Plus / SimJunior and the simulation environment
- developing and delivering/running a scenario
- participating in scenarios
- reviewing scenario development and delivery practice
- debriefing a scenario
- reviewing debriefing practice (debriefing the debrief)

MORE INFORMATION:

email: simcentre.uoc@otago.ac.nz



ONLINE REGISTRATION:

<https://www.otago.ac.nz/christchurch/services/simulationcentre/otago090914.html>

Numbers are limited to 20 participants. Places will be allocated on a 'first-in' basis and only confirmed once payment is received.



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Or email
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