

Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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Te Whatu Ora
Health New Zealand
Waitaha Canterbury



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Cover photo: Hospital Aid Emily Sharratt and Registered Nurse Brooke MacKay setting up for a Urology Clinic on Level 4 of Christchurch Hospital Outpatients

Kupu Arataki – Introduction

From Margie Apa, CEO Te Whatu Ora Health New Zealand

Congratulations to the National Bowel Screening Programme and the Care in the Community Welfare response – joint winners of the 2022 Service Excellence Award

In a big night for health last Thursday night, I'm thrilled to let you know that the National Bowel Screening Programme (NBSP) was the joint winner of the Service Excellence Award at last week's 2022 Te Kawa Mataaho Spirit of Service Awards!

Congratulations to Cathy Whiteside, Susan Parry and team for this extremely well-deserved recognition.

The prestigious Service Excellence Award is given out each year by the Public Service Commission for outstanding initiatives in the public sector.

With Aotearoa New Zealand having one of the highest bowel cancer rates in the world, the National Screening Unit has worked tirelessly to establish the NBSP since 2017.

The programme is now accessible to over 835,000 New Zealanders and is the culmination of over 20 years of mahi. This also involved the mahi of people from the Ministry of Health, healthcare providers including the former Waitemata DHB who successfully managed the bowel screening pilot for six years, the Bowel Screening Advisory Group, Whakarongorau Aotearoa, HealthShare and various expert groups and individuals who worked to achieve a safe high quality national implementation.

The team has created at-home test kits, a nationwide register, and have ensured all health regions in Aotearoa New Zealand are well equipped to provide quality care to those impacted by bowel cancer. This includes lifting the quality of the endoscopy services around the country.



Director-General, Ministry of Health Di Sarfati, NBSP Equity Project Manager Sarah Harihari, Interim Director – Population Health Commissioning Deborah Woodley, Group Manager and Chief Technology Officer National Digital Services Michael Dreyer, Manager NBSP Cathy Whiteside, Group Manager – National Screening Unit Stephanie Chapman, Chair of the NBSP Māori Monitoring Equity Group Gary Thompson

With a focus on making bowel screening accessible to all eligible participants to achieve early detection and prevention, the team is saving lives and I am incredibly proud of everyone involved in this work.

The award was shared with the Ministry of Social Development's Care in the Community joint agency response to COVID-19. I'd also like to take this opportunity to acknowledge the mahi of those of you who provided care through this initiative.

The success of this work shows the value of a health and welfare wrap-around response, using locally led and nationally supported models of service delivery. This forms a blueprint for future approaches to care in our communities. I want to also thank our Care in the Community team in the National Public Health Service's Outbreak Response team for their role in this mahi.

And finally, a big shout out also to fellow finalists the Counties Manukau Living Smokefree Service. Through this work, the team supports more than 7,000 people to quit smoking and can feel extremely

proud of their 70 to 80 percent success rate. And of course, it's not only the health and wellbeing of those in the programme that is improved, but the lives of their whānau and communities too.

Well done everyone! I hope you take some time out to reflect on and celebrate your success.

*Ngā mihi
Margie*

From the Interim Regional Director and Interim District Director

Congratulations to the Canterbury Hauora Coordination Hub – joint winners

The Care in the Community programme was the joint winner of the Service Excellence Award at last week's 2022 Te Kawa Mataaho Spirit of Service Awards!

In Waitaha Canterbury we acknowledge the work of the Canterbury Hauora Coordination Hub, who provided the Care in the Community aspect of our COVID-19 response working with a range of partners, including those co-located with the team, most notably Te Puni Kokiri and Ministry of Social Development whose entry won the award.

A massive congratulations to everyone working to support people in the community, including those isolating away from their own home, and also a big thanks for the support the team provided to primary care throughout our response to the pandemic.



The Canterbury Hauora Coordination Hub team

It's normal to feel anxious when there's change

The changes to mask requirements announced last week have been met with a mixed reaction. Some people are obviously excited to no longer have to wear a mask in most situations while others may feel nervous or uncomfortable about venturing into public spaces without a face covering. Changes, even when they are welcome, are often not easy, and anxiety can be heightened for people who have had COVID-19 or are immune compromised.

The important thing to remember is that for many, even when a mask is not required, it may be desired, and everyone is free to continue to mask-up if they choose. Please be kind to those who choose to wear a mask as a form of protection. They may be choosing to protect someone in their whānau, be vulnerable themselves or they are showing consideration and care for the people around them.

You don't need to know their reasons – you only need to respect their decision.

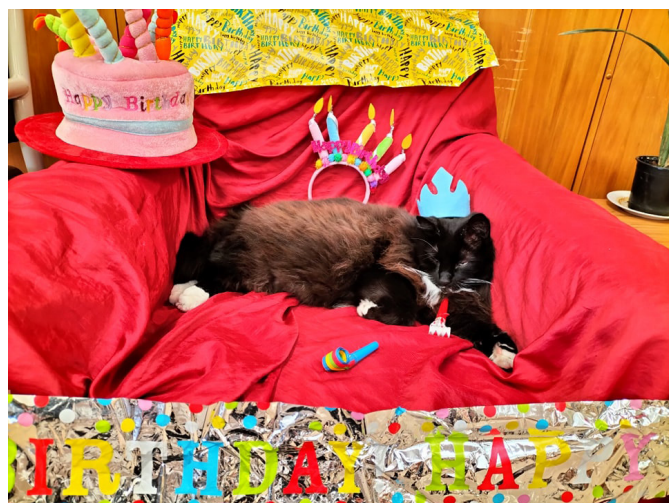
Remember there's a range of wellbeing support available to all Waitaha Canterbury staff.

Top tips to support your wellbeing:

- › De-stress regularly and use wellbeing strategies such as [The Five Ways to Wellbeing](#)
- › With the weather warming, take a walk outside – even better with a friend!
- › Talk to someone you trust or call **1737** (1737 is a free service for New Zealanders feeling down, anxious, a bit overwhelmed or just need to chat to someone. You can call or text for free 24/7).
- › If you need to reach out for support at this time, please check out our full support list of providers [here](#).

Happy birthday Harry!

Burwood Hospital's resident cat Harry turned 11 last Thursday and was obviously given the royal treatment he deserves. Harry is a popular presence on the Burwood campus, bringing joy to patients, visitors and staff. We all wish him a very happy birthday.



Hospital visitor restrictions relaxed throughout Waitaha

I am very pleased that we were able to open up visiting to our facilities late last week, in recognition of the fact that COVID-19 case numbers continue to decline, and the government has dropped most COVID-19 related restrictions.

We know these past two years have been especially tough for patients and their families and we are pleased to be able to relax our rules for visitors.

There are still some restrictions in place and we do ask that you don't visit if you are unwell.

Visitors are still required to wear a surgical mask when visiting our facilities – you can read all the details [here](#).

Thanks to everyone who 'had a go' and made time to mark Te Wiki o Te Reo Māori last week

There was something happening every day last week as we marked and celebrated Te Wiki o Te Reo Māori – the celebrations culminated with waiata in the main foyer at Waipapa on the Christchurch Campus and orders for hangi and fry bread were delivered in time for lunch on Friday.

This week we start the first in a series of articles helping us to celebrate and learn our Māori language. Our first lesson focuses on the alphabet and pronunciation. We also give you tips on how to install the Māori keyboard on your computer.

Check out this new section on [page 11](#).

Te Whatu Ora's transition to a national health system continues at pace

I know many of you, particularly those in enabling functions such as ISG/Data & Digital, People & Capability/Culture, Finance and Communications & Engagement are involved in the work of developing new operational models and I thank you for your commitment and time in developing future ways of working, while still keeping up with the operational demands of supporting our health system, which is still incredibly busy, despite the drop off in COVID-19 cases.

There is a massive programme of work underway to develop a new Hospital & Specialist services operating model, along with discussions on commissioning, localities and the opportunities to work in different ways.

Despite a waning of cases on the pandemic front, there's still plenty of work to keep everyone busier than ever.

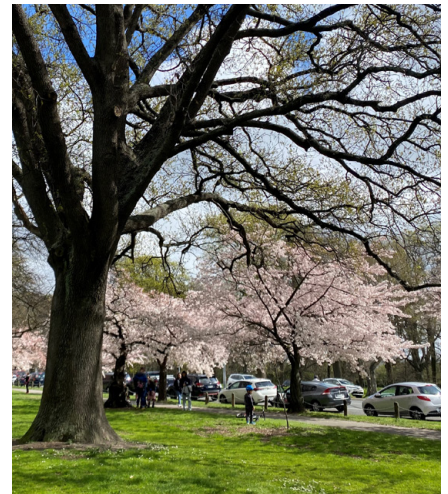
Please continue to be kind and patient with each other – we are all part of history, working on this once in a lifetime opportunity to really make a difference to the health of all New Zealanders. You can see a high level snapshot of some of the activity underway on the [Change Hub](#) on the Te Whatu Ora website.

If you're interested in a new role with Te Whatu Ora – you'll find the [latest vacancies here](#).

Have a great week and a reminder that next Monday is a public holiday

Thanks in advance to those who will be working through. If you have the day off, I hope you can enjoy some downtime and have time to watch the New Zealand Memorial Service for Her Majesty Queen Elizabeth II which will be taking place on the 26th.

If you're in Christchurch, I can recommend taking a walk through Hagley Park, where the cherry blossoms are spectacular at the moment – head for Harper Avenue at North Hagley Park for the best viewing!



Kia pai tō koutou rā

Peter Bramley
Interim Regional Director Te Wai Pounamu
Interim District Director Waitaha Canterbury and Te
Tai o Poutini West Coast

FIVE WAYS TO WELLBEING



Your time,
your words,
your presence



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



EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF



TALK & LISTEN,
BE THERE,
FEEL CONNECTED



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY

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

 Mental Health Foundation
mauri tu, mauri ora
OF NEW ZEALAND

QUIZ – 1997

The year that the Tamagotchi took over the world, everyone was watching 'Friends' and a young wizard changed children's literature forever. How well do you remember 1997?

- 1. First released in 1974, what Elton John song hit number one around the world in 1997?**
 - a. Goodbye Yellow Brick Road
 - b. Tiny Dancer
 - c. Candle in the Wind
 - d. Pinball Wizard
- 2. In 1997 an IBM computer beat world chess champion Garry Kasparov in a match held in New York. What was the computer's name?**
 - a. Big Bertha
 - b. Deep Blue
 - c. The Machine
 - d. Derek
- 3. The All Blacks retained the Bledisloe Cup in 1997. Who was the coach?**
 - a. Alex 'Grizz' Wylie
 - b. Laurie Mains
 - c. Wayne Smith
 - d. John Hart
- 4. The first Harry Potter book was released in 1997. What was it called?**
 - a. Harry Potter and the Philosopher's Stone
 - b. Harry Potter and the Chamber of Secrets
 - c. Harry Potter and the Goblet of Fire
 - d. Harry Potter and the Prisoner of Azkaban
- 5. What 'first' occurred in New Zealand politics in 1997?**
 - a. Our first female Governor General was appointed
 - b. We got our first female Prime Minister
 - c. The first general election was held under MMP
 - d. The first female Speaker of the House was appointed
- 6. Who directed the movie 'Titanic' which premiered on 18 December 1997?**
 - a. Taika Waititi
 - b. James Cameron
 - c. Steven Spielberg
 - d. Christopher Nolan
- 7. What hotel had Princess Diana left the night she was killed in Paris on 31 August 1997?**
 - a. Grand Hotel du Palais Royal
 - b. Saint James Paris
 - c. Shangri-La Paris
 - d. Ritz Paris
- 8. Elaine in Seinfeld hated this movie, but it won the Oscar for best film in 1997.**
 - a. The English Patient
 - b. Fargo
 - c. Jerry Maguire
 - d. Shine
- 9. Who was mayor of Christchurch in 1997?**
 - a. Garry Moore
 - b. Hamish Hay
 - c. Vicki Buck
 - d. Bob Parker
- 10. Originally billed as the 'Sound and the Fury', what was the 1997 boxing match between Evander Holyfield and Mike Tyson infamously referred to as after?**
 - a. The fat and the chubby
 - b. The bite fight
 - c. The rumble and tumble
 - d. The two-minute wonder

[Check your answers on page 31.](#)

Ā mātou tāngata – Our people

Supporting the smooth operation of our facilities

Understanding all the nooks and crannies of our large and at times complex campus is no easy task, but it's one that Julian Dendle draws on each day to support the maintenance of our facilities here at Te Whatu Ora Waitaha Canterbury and Te Tai o Poutini West Coast.

Our only draughtsman supporting both regions, Julian's main focus is maintaining and creating drawings to help our trade staff and contractors locate and maintain building services.

Following a secondment in the late 90s and early 2000s, Julian joined the Maintenance and Engineering team again in 2014.

Known for quietly but efficiently delivering what's needed, Facilities and Engineering Manager Terry Walker says he's often impressed at the 'record time' that Julian delivers his work.

"Julian not only knows our campus 'inside out', (which is no mean feat with our ongoing changes) but has a genuine interest and care for our campus developments and the improvements they can deliver for us all."

With Julian's accurate plans, specialist software and skills he's often called on by the Operations team to produce drawings outside the normal maintenance definition.

Some of the more unusual requests have been to:

- › calculate the distance orderlies would have to push patients to relocate the wards to Waipapa
- › create access route plans for VIPs
- › develop building entry point plans for Police during Mosque attack lockdown.
- › support major incident zone plans
- › and develop a Waipapa flood barrier location plan

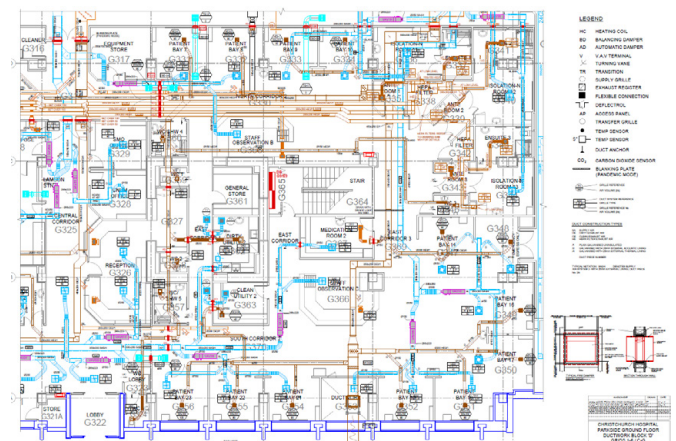
Keep up the good work Julian and we're grateful for what you do!



Draughtsman Julian Dendle



Some of the drawings Julian has produced



Experts unite to 'supercharge' children's health, wellbeing and education

Canterbury paediatricians and child health researchers are playing a key role in a new research collaboration to improve outcomes for the region's youngest and most vulnerable.

Research for Children Aotearoa is a collaboration led by Te Papa Hauora Health Precinct. It includes researchers from the Universities of Canterbury and Otago, and the Pasifika Medical Association, and Ngāi Tūāhuriri.

Te Whatu Ora paediatrician Tony Walls and Paediatric Surgeon Kiki Maoate played key roles in establishing the research group and ensuring its connection to the community.

Tony, who is also head of the University of Otago, Christchurch's Paediatrics Department, says clinicians see a lot of young children and infants coming to the hospital from disadvantaged communities.

"That's an area those of us involved in Research for Children Aotearoa would really like to make improvements on."

Kiki is the president of the Pasifika Medical Association which provides, among other services, health and social support to the Pacific community.

"Research for Children Aotearoa brings a new form of energy into being advocates for children. To ensure our families are treated well, our children are treated well. We also want to mentor our young researchers."

The collaboration's first project was a hui lead by Paediatrician and Researcher Martin de Bock where whānau living with diabetes, community groups,



At the Research for Children Aotearoa launch. From left, Kiki Maoate (Te Whatu Ora / Pasifika Medical Association/ University of Otago, Christchurch), Gail Gillon (University of Canterbury), Peter Townsend (Te Papa Hauora), David Murdoch (University of Otago), Amber Clarke (Whitiara), Tony Walls (Te Whatu Ora / University of Otago, Christchurch), Susanne Pitama (University of Otago, Christchurch), Tufulasi Taleni (University of Canterbury)

and health experts met to discuss what research is needed to fill crucial information gaps and, ultimately, improve outcomes for young people with diabetes.

Te Papa Hauora independent chair Peter Townsend says it is wonderful to be involved in the initiative – where world-class university health, wellbeing and education researchers are working with Māori and Pasifika organisations to improve outcomes for children.

"To make the biggest difference, you bring people with complementary but different skills, expertise and world views together. Research for Children Aotearoa is being more strategic about the work that needs to be done for the next generation."

Te Reo Māori Akoranga 1 – Lesson 1

Alphabet and pronunciation

E te hunga e ngākaunui ana ki te ako e pā ana ki tō tātou reo Māori, tēnā koutou katoa.

Nau mai, tauti mai ki tēnei wāhi hou o tātou.

To the collective who are eager to learn about our Māori language, greetings to you all.

Welcome to this new segment.

Please note that the dialect of Kāi Tahu/Ngāi Tahu is used here which is represented by replacing the digraph 'ng' with the underlined letter 'k'.

Following on from the success of Te Wiki o Te Reo Māori – The Māori Language Week (12th–18th September) our hope is that the momentum may continue and that our Māori language may be celebrated within our organisation throughout the entire year.

It can be a challenge to learn another language and it may seem daunting, but this segment may help you to learn something small each week. This week, we will begin with the building blocks of the language, that is the alphabet.

Te Arapū Māori – The Māori Alphabet

The Māori alphabet consists of five vowels and ten consonants, two of which are digraphs (two letters which combine to form one sound).

Vowels

The vowels may be short in nature or long, as indicated by a macron above the vowel. The example words which sit alongside the vowels below give you an indication of how each vowel should sound. Ignore the actual letter in the English word and concentrate instead on the **sound** of the vowels within the words.

Short

a as in **cup**
e as in **egg**
i as in **eat**
o as in **for**
u as in **to**

Long

ā as in **car**
ē as in **measure**
ī as in **heed**
ō as in **your**
ū as in **roof**

Consonants

Generally, the consonants are pronounced as they are in English with a few exceptions as highlighted below:

h	p
k	r as in gracias
m	t
n	w
ng as in sing	wh as in fight

The following link will take you to a song which allows you to practice the Māori alphabet. It is a great one to sing with children. [Maori Alphabet \(Arapū\) – YouTube](#)




Kia ora rawa atu, ā, karawhiua!
Thank you very much and go for it!

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

Hauora.Maori@cdhb.health.nz

How to enable macrons in Microsoft

The Māori keyboard is already installed on Windows. You just have to activate it.

1. Click on **Windows start button**. 
2. Click on **Settings** icon. 
3. Click on **Time & Language** setting. 
4. Click on **Language** (on the left-hand task bar). 
5. The language should be set to English (New Zealand). Use **Add a Language** to change this if necessary.
6. Click on the language pack English (New Zealand) Default app language, Windows display language. Then click on the **Options** button. Note: If “Te Reo Māori” language pack is already downloaded, this is no longer required, and you can remove by clicking on that language pack and pressing remove.
7. Click **Add a keyboard** and scroll down to select **Maori**. Note: Māori with a macron is the correct spelling however the QWERTY keyboard has Maori without a macron. Remove any other keyboards that are not required such as the US keyboard.
8. The keyboard has now been downloaded and you can close the settings window.

Typing with macrons

1. Press the **tilde key (~)** before typing the vowel. This key is located to the left of the 1 button.

More help: if you have any trouble this [online guide](#) may help.

A 'warm hug' of a vaccination clinic

It takes a very special team of people to create an inclusive and welcoming vaccination clinic, but it seems the Māui Clinic at South City has successfully achieved just that.

After popping in to kōrero with some of the team last week, Communications coordinator Danielle McLellan summed up the atmosphere by exclaiming that her visit "felt like a warm hug."

This month, the Māui Clinic at South City celebrates its one-year anniversary. Started by members of the Māui collective He Waka Tapu and Purapura Whetu, the clinic is now a collaboration between Māori health providers Purapura Whetu and Te Whatu Ora Waitaha Canterbury.

Site Lead Izzhy Tai says the clinic is all about vaccinating people on their own terms.

"People get to run their own appointment here. It's all about the experience and making sure it works best for everyone. If someone's hungry, we'll make sure we get them some food first, or if they have trouble getting here, we'll go and pick them up. By removing any barriers, we can really support our community."

The clinic offers COVID-19 vaccinations, as well as flu vaccinations for those eligible. Everybody is welcome, although Māori and Pasifika make up a high percentage of those vaccinated.

Sheavoyne King and Tere Ngariki are part of the team responsible for greeting people and settling them in.

Sheavoyne says that her early childhood education background means she can really connect with children on their level.

"We've got an awesome team that really nurtures everyone who comes in. I enjoy helping the kids out, letting them know we're here for them. We have a lot of fun with them, and we have a lot of little tricks to help them forget what they're here for!"

Tere agrees. As kaimanaaki (go to support person), his role is to take care of everyone on site and make sure the entire experience is a good one.

"There's plenty of banter – we're just like one big whānau. Even when it's busy, we have a lot of fun. Things are a bit quieter now, and so we have plenty of time to spend with everyone coming in.

People can just drop in, there's no need to make an appointment," he says.

For vaccinator Debbie Phillips, the welcoming atmosphere means the hard work is done before her clients even reach her.

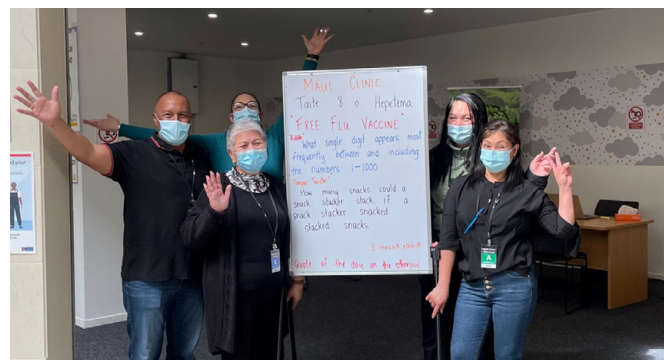
"The experience here starts at the reception desk. By the time they've had a laugh over there, any anxiety has been eased, and by the time they get to us, people are so relaxed.

"I trust the team here, so I brought my daughter in for her vaccinations, and next thing, half her class were coming in! It's a breath of fresh air, working here," says Debbie.

The Māui Clinic at South City is open 9am– 4.30pm Tuesday to Saturday. Kōrero with the team: 0800 MAUI VAX (0800 6284 829).



The Māui clinic team was joined by Purapura Whetu management, Pegasus Health, and South City Mall management for their first birthday celebrations



Some of the Māui clinic team with their locally-famous riddle board

Many thanks for the Thank-a-thon

The extended Te Whatu Ora Thank-a-thon came to an end on 11 September and what a heart-warming few weeks it has been to see hundreds of nominations submitted. What the thank-a-thon has shown us is how fortunate we are to have such a large pool of kind-hearted, compassionate employees who just by being themselves, make the days of their colleagues that extra bit brighter.

Since the thank-a-thon extension, we have loads of new winners to announce. A huge thank you to everyone who got involved in nominating their colleagues for this Thank-a-thon, and a special mention to all of those nominated. Your positive work ethic and attitude has shown to be sincerely appreciated by those around you and deserves to be recognised and celebrated.

Winners from 24 August onwards

Sandy Clemett – "She is calm, well considered, solution focused and a lovely, approachable individual."

Fiona Malthus – "A beautiful midwife who keeps us feeling safe despite the chaos."

Roxanne Mckerras – "Her supportive nature has nurtured a supportive environment where everyone is approachable and enjoy coming to work even during the stressful times."

Kathie Jones – "Kathie has gone above and beyond and is always willing to help problem solve and be innovative in her ideas.."

Donna McRoberts – "Time and time again, Donna's intuitive and professional approach shows such gains and the client can see their own progress."

Janene Manawatu – "She is truly a dedicated staff member that constantly steps up and works beyond expectations."

Lyn Pugh – "She is such a strong advocate for her people and she is always taking the time out of her incredibly busy schedule to look for the good."

Mardi Postill – "For always putting others before her and reminding us all why we work in health."

Janet Hogan – "Janet raised \$287 by baking 113 scones for Daffodil Day."

Sarah Beattie – "She is a hard worker, always wanting to help and she does it all with a smile."

Mark Byers – "A very humble and altruistic man, he deflects compliments even though he has changed our whole engineering philosophy for the better."

Helene Lynds – "She's always courteous and helpful when answering the phone and is an example of someone who goes the extra mile time and again."

Nicole Rosewarne – "Nicole always makes herself available to problem solve and plan, which has helped immensely.."

Denis O'Connell – "Their enthusiasm to encourage the team to always be learning and upskilling for the journey of our rangatahi and their whenua."

Wilesca Calitz – "With her typical calm manner, Wilesca dug in, prioritised and kept the team going. I am so grateful to have Wilesca in our team!"

Laura Corrigan – "Laura brings people together and shares her passion for providing safer care for patients and staff in after-hours."

Manoj Joseph – "He goes out of his way to help fellow colleagues, is very supportive and provides great patient care."

Amber Loose – "She has been an incredible preceptor to me and has made me feel welcome on the new ward."

Shelley Higgins – "Amazing boss, very supportive and helpful!"

Alfred Garrido – "He is very skillful, helpful and fun to work with."

Te Pora Ehau – "Tep (Te Pora) provides incredibly well planned, practical, appropriate and holistic support to the many Māori patients she works with."

Dean Bentley – "Dean's knowledge of the service is phenomenal and he always takes time to talk to everyone."

Genetics Team at Canterbury Health Laboratories – "The Genetics team did a fantastic job of hosting the NZ Human Genetics Society of Australasia branch meeting on Fri 2 September."

Judith Buller – "Judith is an amazing co-worker who continuously puts 100 percent into her job."

Malcolm Read – "Malcolm is a wonderful member of our team who constantly gives so much support to our patients and the Physiotherapy team."

Jonah Kay Adle – "She is a very good nurse and she inspires her colleagues."

HR Admin team – "Your commitment, diligence and tenacity are a wonder to behold and I appreciate you more than you'll ever know."

Allan Majendie – "He always cleans the kitchen in the shared Radiology/ED/Acute Medical tea room. When he was away last week we really noticed the mess!"

Akira Le Fevre and Lloyd Carpenter – "For all the amazing mahi for Te Wiki o Te Reo Māori. They have both gone above and beyond, working long hours over the weekend."

Anne Esson – "She is consistent, measured and a fine example of nursing leadership in particularly challenging times of staff shortage and escalating ED presenting numbers."

Roster Support Team – "Thank you for being so open to new ways of working."

Jodie Milne – "Jodie is such a breath of fresh air to the team."

Janine Kennedy – "Thank you for being a superstar, for jumping head first into our problems and being a true team player in how we work through them."

And congratulations also goes to:

- › Rhonda Mikoz
- › Rodger Linton
- › Rachel Thomas
- › Jan Bone

Code of Expectations

On 25 August, the Minister of Health released a code of expectations outlining how Te Whatu Ora and other health entities should work with consumers in the planning, design, delivery, and evaluation of health services.

The 'Code of expectations for health entities' engagement with consumers and whānau' will ensure New Zealanders have a say in how health services are run. This initiative is part of the Pae Ora (Healthy Futures) Act 2022 and was developed with input from the [Health Quality & Safety Commission \(HQSC\)](#). Health entities will report annually on how the code is being followed.

This code will not replace the [Code of Health and Disability Services Consumers' Rights \(Code of Rights\)](#).

It will take time to implement this new code of practice. To assist with this process, the Te Whatu Ora Consumer and Whānau Voice Team will work alongside the Health Quality & Safety Commission (HQSC) and other entities to provide support.

The HQSC has also established a [National Consumer Forum](#), which gives consumers and whānau a voice at every level of the health system.

Other resources:

- › [Implementing the code](#)
- › [Consumer engagement quality and safety marker](#)

For further information, please contact: consumers@hqsc.govt.nz.

Medical specialists recognised with prestigious awards

Two Christchurch Hospital medical specialists have been named inaugural recipients of prestigious Royal Australian and New Zealand College of Radiologists (RANZCR) Pikimairawea awards.

Radiation Oncologist Melissa James and Clinical Radiologist Mike Hurrell were honoured with the New Zealand Radiology Education Trust (NZRET) Pikimairawea Awards for their dedication to research, teaching, and education.

Pikimairawea is the Maori name for the jawbone and represents knowledge and heritage. The two NZRET Pikimairawea Awards were presented at the college's New Zealand Annual Scientific Meeting.

The NZRET Pikimairawea Award honours New Zealand Fellows who have demonstrated exceptional commitment to and/or excellence in the fields of clinical radiology or radiation oncology through:

- › research
- › teaching and education,
- › any other activity that has benefited radiology/ radiation oncology, its facilities or any of the services which they provide.

Clinical Director Radiation Oncology Scott Babington says Melissa is an extraordinary Director of Training and has been instrumental in registrar training since she became a consultant both in Christchurch and nationwide.

"She carries a heavy clinical load, as well as managing to support registrar and department research. Melissa has taught our medical students for years, and is a tireless advocate for Radiation Oncology, inspiring many to train in this area."

This award recognises her work setting up national registrar training, examining registrars, and her presence on several of the RANZCR's committees, including the Economics and Workforce and the Education and Training committees.

"However for us it is a well-deserved recognition of a much valued and widely respected colleague whom we are fortunate enough to work with," Scott says.

Melissa says: "I am very grateful to receive the award for doing what I enjoy to do, that is to teach, train and support trainees. I am also very grateful



Radiation Oncologist Melissa James and Clinical Radiologist Mike Hurrell with their awards

for the support of my colleagues in helping me to do this."

Chief of Radiology Sharyn MacDonald says Mike has been an inspirational teacher of medical students, medical imaging technologists, Radiology trainees, radiologists and many other colleagues throughout his career.

"Not only have they benefited from his wisdom which he so generously shares, but also the enthusiasm, positivity and humour that he brings to his teaching and to his day to day work."

The award recognises his outstanding contribution to teaching, support of students, fellow educators, his Radiology colleagues, and the Radiology service over many years.

"It is such a privilege to have Mike as part our team. He continues to make an invaluable contribution as a teacher, clinician, mentor, leader, and friend to many. It is wonderful to see him receive this well-deserved award," she says.

Mike says: "This taonga in the form of Maui's fish-hook also has another meaning that refers to my favourite Maori legend of Maui on his waka pulling up the North Island. I feel deeply honoured to receive such a beautiful carving for my Radiology education work over the years."

Another successful quiz night for Waitaha Canterbury Youth Advisory Council

Te Whatu Ora Waitaha Youth Advisory Council (YAC) held its annual quiz night on Tuesday 6 September to fundraise for the work they do to advocate for 12-24-year olds in the Canterbury Health System.

The entire council wants to say a massive thank you to everyone who came along and supported the evening, says YAC Chair Chelsea Skinner.

"We had a record turnout of people and raised a huge \$2159.50 which will be put towards various projects such as backpacks for rangatahi (young people) in hospital, youth education and resources, alongside an upcoming project in 2023 to get youth workers into the Emergency Department in Christchurch Hospital.

"We had a fantastic night and were blown away by the incredible support of local businesses who donated many items and experiences to our raffle and to Christ's College for giving us an amazing venue to use."

YAC also got to make a special announcement during the evening that it has officially re-branded and are now known as Te Whatu Ora Waitaha Youth Advisory Council (formerly known as Canterbury DHB Youth Advisory Council), she says.

"Our logos and branding will be changing over the coming weeks. Although our name has changed,



The YAC team from left, back row, Maddy Tainui-Little, Savannah Curran, Isla Hindin, Jessie Courneane, Angus Gifford, James Griffin, Anna Ashton
Front row, from left, YAC Secretary Jasmine Irving, Chair, Chelsea Skinner, Staff Representative Nicola Scott and Abi-Rose Withers

we are the same group and will continue to advocate and make sure our health system is accessible and inclusive for all rangatahi who need to use it here in Waitaha Canterbury.

"From all of us at Te Whatu Ora Waitaha Youth Advisory Council, thank you so much to everyone who came and supported us. We look forward to sharing more about our upcoming projects we are working on for the rest of 2022 and into the new year!"

You can keep up to date with these by following Facebook: Te Whatu Ora Waitaha Youth Advisory Council, Instagram: [@tewhatuorawaitahayac](https://www.instagram.com/tewhatuorawaitahayac), or signing up to their newsletter: <http://eepurl.com/hqx7Tb>

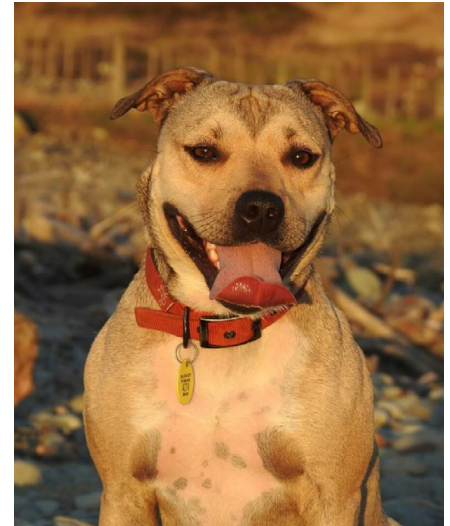
Meet my pet

Honey

Staffordshire Bull Terrier cross, approximately eight years old.

Honey was a rescue dog, she took a lot of work to be trusting of people again but now she's out here living her best life! It really has transformed her as you can see in the before (left) and after (right) photos.

Shane Smith, Engineer (Ashburton)



Horton

Welsh pony, four years old.

He is cheeky, noisy and full of mischief. He is always the first one to the gate for cuddles. Loves children and being the centre of attention.

Judith Hunt, Administration Assistant Commercial Services



We want to meet your pet(s) – cat, dog, horse, alpaca, rat, ferret, rabbit, fish, bird, donkey – it doesn't matter! You love them and now is your chance to show them off in a new regular series.

To submit your pet(s), [click on this link](#) (you must do this from your work email address). If you have any difficulty with the form, you can email communications@cdhb.health.nz

We are so excited to meet your pets over the coming weeks.

Vitamin C – nature's super immune booster

During the winter months, vitamin C is one of the most common vitamin supplements that line our shelves as we do what's in our power to boost immune systems and keep illness at bay. How did it come to be that such a little pill gained such popularity?

Vitamin C benefits

Vitamin C is known for its antioxidant effects, referred to by some as one of the chief components of the immune system. There are several reasons vitamin C holds such a key role in immune function and health:

- › It is involved in helping the immune cells move around the body and improves their ability to kill off infectious bugs.
- › It contributes to the production of antibodies which form a type of protective wall against intruding infections.
- › With its antioxidant properties, Vitamin C also protects tissues in the body from becoming damaged. Although Vitamin C hasn't been shown to stop you from catching a cold, it has been shown to reduce how long you may feel unwell from the cold and how severe the symptoms become.

Vitamin C and COVID-19

When it comes to the role of Vitamin C and COVID-19 there is some interesting data emerging. A small study from the USA of 21 hospital patients found those who were critically ill with COVID-19 generally had low levels of Vitamin C.

Trials in Canada, Italy, the USA, China and Iran have assessed the effect of treating COVID-19 patients with a high-dose (>10g/d) of vitamin C. Overall the results have been mixed, with some evidence suggesting vitamin C may reduce death rates in the severely unwell. Larger and higher quality studies to further study the role of vitamin C and COVID-19 are underway.

It's our natural botox!

Beyond its immune system benefits, vitamin C is known for its anti-aging properties. It is thought to be involved in collagen formation and skin

regeneration, though, it's less clear whether this is because of vitamin C itself, or something else in the food that contains it.

Vitamin C has a helpful role in iron absorption as it improves the amount of iron absorbed from iron-containing food. Vitamin C has also been studied for its complex relationship with bone health. The Framingham Osteoporosis Study found those with the highest levels of vitamin C supplementation had fewer incidences of hip fractures compared with those who did not supplement.

Food first

When it comes to consuming vitamin C in our diet, the 'food first' philosophy is preferred as it enables us to obtain a wider range of beneficial vitamins and minerals. Fruits and vegetables are the main sources of vitamin C. Some brands such as Kellogg's are also known to fortify cereals with vitamin C.

Natural dietary sources include:

- › strawberries,
- › blackcurrants,
- › kiwifruit,
- › grapefruit juice,
- › broccoli,
- › parsnip,
- › guava,
- › paw paw,
- › red cabbage,
- › pumpkin,
- › brussels sprouts,
- › lychees,
- › kale,
- › spinach
- › tomato juice,
- › potatoes,
- › tomatoes
- › and red and green peppers.

Most people can get enough vitamin C from eating a healthy diet, though smokers will require more

vitamin C than non-smokers. One half of a cup of red pepper provides more than 100 percent of the daily recommended amount of vitamin C. Oranges aren't far behind, with one medium orange providing 78 percent of the recommended daily amount of vitamin C. Making orange juice is therefore an excellent source of vitamin C when fresh oranges aren't in season.

The way food is prepared can change its levels of vitamin C. Boiling vegetables like brussel sprouts can cause some of the vitamin C to leach out and be lost. Steaming vegetables, microwaving or consuming them raw will help to maintain vitamin C levels.

Weeknight Vitamin C Rich Stir-Fry

Stir-fried vegetables make for a great convenient way to include vitamin C rich vegetables in your diet any week of the month. This recipe is shared in Eat Right by Sara Haas, RDN, LDN.

Ingredients

Serves 4 – 6 (depending on hunger!)

- › 1 cup quinoa (or swap out for noodles or rice)
- › 2 cups + 1 cup vegetable broth
- › ¼ teaspoon salt
- › 2 teaspoons + 1 tablespoon vegetable oil
- › 450g chicken breasts, patted dry and sliced thin
- › 2 cups shredded carrots
- › 3 cups broccoli florets (can buy frozen)
- › 1 orange or red bell pepper, seeded, and sliced
- › 2 tablespoons low-sodium soy sauce
- › 1 tablespoon minced, peeled ginger
- › 2 teaspoons honey
- › 1 tablespoon corn starch
- › 3 tablespoons rice vinegar

Method

- › To cook the quinoa: In a medium pot, combine the quinoa, 2 cups vegetable broth and salt. Set pot over medium-high heat and bring to a boil. Reduce heat and simmer, stirring occasionally until cooked and all the liquid is absorbed, about 15-20 minutes.
- › While the quinoa is cooking, prepare the stir-fry. Set a non-stick wok, cast-iron or deep-sided pan over medium-high heat. Add 1 teaspoon of the vegetable oil. Once hot, add half of the chicken. Cook, stirring frequently until no longer pink, about 5 minutes. Remove chicken from the pan and keep warm. Add another teaspoon of vegetable oil and cook remaining chicken. Remove from the pan and combine with other cooked chicken and keep warm.
- › Add the remaining vegetable oil to the pan. Add the carrots, broccoli and red bell pepper and cook until vegetables are slightly softened, but still crunchy, about 3-4 minutes. Whisk together the remaining vegetable broth, soy sauce, ginger, honey, corn starch and vinegar; add to the pan and bring to boil, cooking until thickened, about 1 minute.
- › Add the cooked chicken back to the pan and cook an additional 1-2 minutes. Season with salt to taste.
- › To serve, portion ½ cup quinoa on each plate and top with 1 cup stir fry mixture. Serve with optional sides such as sliced red peppers, thinly sliced spring onions or toasted sesame seeds.



More info

1. [Vitamin C and immune function](#)
2. [Nutrition, immunity and COVID-19](#)
3. [The emerging role of vitamin C in the prevention and treatment of COVID-19](#)
4. [Dietary approaches for bone health](#)

Written by Dietitian Clara Fergus

Te Aka Whai Ora and Te Whatu Ora hui

Margie and Riana regularly hold a virtual hui for staff. The latest hui on Thursday 18 August provided updates on the operating environment, strategic priorities, and the forthcoming *interim New Zealand Health Plan*.

See here for a recording: [Recording of staff hui – 18 August](#)

Speech Language Therapy Awareness Week 2022, 18 – 25 September 2022

Aroha mai, aroha atu = Aroha received, aroha given.

That's the theme for this year's Speech Language Therapy Awareness week, the time of year when we take a moment to celebrate and recognise the skilled and integral work of our wonderful team of Speech Language Therapists (SLTs).

Read on to discover more about the SLT role from Deanna Sara in her 'One minute with':

A graphic with a light blue background. On the left, the text 'AROHA ATU, AROHA MAI' is written in large, bold, dark blue capital letters. Below this, in smaller dark blue text, is 'Empower others and provide excellent and equitable service to all'. Underneath that is a horizontal line, followed by 'Aotearoa New Zealand Speech and Language Therapy Awareness Week' in dark blue, with 'Awareness Week' in a lighter blue. Another horizontal line follows. At the bottom left, it says 'Sunday 18 September to Sunday 25 September' in dark blue. On the right side of the graphic is a line drawing of a woman with long wavy hair, wearing a light blue top, with her arms crossed over her chest. In the bottom right corner is the logo of the New Zealand Speech-language Therapists' Association, which includes a stylized 'S' and 'L' symbol and the text 'New Zealand Speech-language Therapists' Association' and 'Te Kāhui Kaiwhakatika Reo Kōrero o Aotearoa' in small text.

**AROHA
ATU,
AROHA
MAI**

Empower others and provide
excellent and equitable service to all

**Aotearoa New Zealand
Speech and Language
Therapy Awareness Week**

Sunday 18 September
to Sunday 25 September

New Zealand
Speech-language
Therapists' Association
Te Kāhui Kaiwhakatika
Reo Kōrero o Aotearoa

One minute with...

Deanna Sara, Speech Language Therapist, Intensive Care Unit



What does your job involve?

Speech Language Therapists (SLTs) specialise in dysphagia (swallowing difficulties) and communication. My primary area of work is in the Intensive Care Unit (ICU). The majority of my work in the ICU is assessment of a patient's swallowing function after removal of the artificial ventilation tube in the patient's throat (used when patients are in a coma). I also specialise in tracheostomy management and weaning which involves working closely with the ICU's multidisciplinary team to help achieve tracheostomy (artificial airway in the neck) removal and helping the person regain normal swallowing function and communication. I also have a very niche skillset in Neurosciences. I work alongside Neurosurgeon Simon John and the Awake Craniotomy team, conducting speech testing before, during and after the operation. It's fascinating to see the brain in action while the patient is awake and participating in cortical mapping tasks.

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

Our scope of practice is diverse —you can see patients across the lifespan and in a variety of settings. Somewhere in there you will find your passion!

Who inspires you and why?

My son. He inspires me to work hard and advance my career so that I can provide a good life for him here in New Zealand. I am also inspired by his eight-year-old perspective on life—have fun, learn lots, question everything and try not to take yourself too seriously!

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?

They mean going above and beyond my core work and taking extra time to connect with my patients on a personal level. It's easy to get caught up in the day-to-day tasks and forget that there is a human being at the centre of our work. People are the core of our work and to be able to spend a few extra minutes with my patients truly listening to their needs and showing them compassion can make a positive impact in their healthcare journey. My goal with each patient is to be the reason they smile.

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

Most of my holidays are spent in America with my son and family. But if I had extra annual leave I would love to go back to Mt. Everest and hike a different approach to base camp.

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

Jennifer Lawrence because she's sassy.

What are your hobbies/interests outside of work?

I equally enjoy being active as well as relaxing and reading a book. I split my time between indoor strength training and outdoor activities like cycling, swimming, golf, hiking and kayaking. My son and I enjoy mountain biking, golf, skiing and 10-pin bowling together. We love travelling and adventuring together and are currently looking forward to a ski trip to the States in January to catch up with family.

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

Whakamihi – Bouquets



Ward 5, Christchurch Hospital

Regarding the vehicle accident on 19 August with the Ashburton St John Health Shuttle, I wish to thank the many staff who looked after me during my fortunately brief visit. I cannot recall the first ward I went to but then moved to Ward 5. I appreciate the care and attention that I received. Please bring this note to the attention of your fine staff. Many thanks towards improving my fractured ribs.

Acute Admitting Unit (AAU), Ashburton Hospital

I had an accident involving damage to a finger on my left hand. On presenting to the AAU I was greeted with a very nice receptionist who quickly took my details. I was then assisted by a nurse called Donna. All up, I was there for approximately three hours. During this time, the staff were very good and helpful. Under the circumstances, the stay was a pleasant experience made the more so by very good staff. They are an exceptional asset to your team. After 66 years and my first time to an AAU as a patient, I was made to feel comfortable and well looked after. Thank you to an amazing staff!

Rahul Dwivedi, Christchurch Hospital

I wish to thank Ophthalmology Surgeon Rahul Dwivedi. He removed my astigmatism and put in eye stents into my left eye. He is an amazing person. I can now see very well in my left eye. It has changed my vision so much. The pressure has gone down a lot.

DSU, Christchurch Hospital

Thank you for your outstanding service. All staff were very helpful.

Ward 10, Christchurch Hospital

I am writing to express my appreciation and absolute praise to the beautiful WellFood staff member Evangeline, who served my meals in Ward 10 during my stay. She was such a star. Her kind words and genuine care were a blessing to me, as I was on my own due to being so far from home. Please let her know I am forever grateful and I hope the staff know what a gem she is.

Children's High Care Ward and Ward A7, Christchurch Hospital

Marlee is the most wonderful nurse. She has been so supportive, kind and empathetic towards our family going through a challenging journey with our son. Ash in A7 was incredibly supportive and nurturing. Thank you beautiful nurses!

Emergency Department (ED), Christchurch Hospital

The woman who dressed my wounds was lovely and very compassionate towards me.

Hand Clinic, Christchurch Hospital

I fractured my hand three months ago and was sent to the Hand Clinic when I came out of a cast. The treatment and advice which I received, initially from T.J and then Kerry was excellent. They recommended exercises etc. I now have full use of my hand again. I was very impressed with all the staff I met at the clinic.

Radiology, Christchurch Hospital

Charming receptionist and helpful technician. Thank you.

Ward B8, Christchurch Hospital

The staff are amazing! Thank you for caring for my mum at this awful time. You all have been so attentive and compassionate in your care. Thank you!

Oncology, Christchurch Hospital

Everyone is wonderful. You are all angels. Good coffee at the café too.

Nuclear Medicine, Christchurch Hospital

Very happy with the lovely nurses and treatment provided on my visit today. Made me feel at ease. Keep up the great work! Thank you.

Day of Surgery Unit (DSU), Christchurch Hospital

All staff who helped me today were fantastic. Absolutely excellent. The food was good too. I want you to know just how good this experience has been for me.

Ward A4, Christchurch Hospital

I am grateful for the kindness and efficient nursing shown to me in my stay. The food was delicious and I never had to wait long when I rang the bell. Just before I left I had a physiotherapist visit and leave me a brochure 'Guidelines following lower back surgery'. I struggled to get in and out of bed, but with this advice, it makes it easier and safer. Thank you!

Parkside Ground Medical, Christchurch Hospital

Amazing staff. Spent some time here with COVID-19. They were non-judgemental, happy and helpful. Reassuring to know I was well cared for as it was a bit scary.

Eye clinic, Christchurch Outpatients

Amazing team. Prompt and quick service. Made visit easy.

Ophthalmology, Christchurch Hospital

Great treatment. Very efficient process with friendly and helpful staff. Keep up the good work!

Radiology, Christchurch Hospital

Thank you for your professionalism and kindness. Thank you for explaining each step.

Ward 24, Christchurch Hospital

To the wonderful team in Ward 24, sincere thanks to all of you for the love and care you showed to our mother over the past two weeks. You are all amazing and we are so grateful to you.

Christchurch Hospital

I wish to say a big thank you to you all for my brain tumour removal. A big success and all is going well. I want to thank most of all Susan and all the team involved. A big hearts up to you all. Thank you, thank you.



Choose Well

If you're unwell choose the option that's best for you and your whānau

Self Care	Healthline	Pharmacy	Family Doctor	Urgent Care	Hospital
					
You can treat colds & fevers at home.	Call 0800 611 116 24/7 for FREE health advice.	See your local pharmacy for advice on medication and minor health concerns.	See your family doctor for all non-urgent health concerns.	If it's urgent & needs attention today go to an Urgent Care Clinic.	If it's a life threatening emergency call 111.

Ā mātou kōrero – Our stories

‘PIT Stop’ enhances teamwork and communication

A new way of doing ward rounds at Burwood Hospital that ensures patients and their whānau are engaged in care planning is proving a success and being introduced to other wards.

PIT Stop (Patient Interdisciplinary Team Stop) was developed by Geriatrician Emma Losco and Ward B2 Charge Nurse Manager Jools Lawson. It involves a weekly ‘stop’ with every inpatient on the ward at the bedside.

“The name PIT Stop came about as we wanted this to be patient-centric, so it had to start with P! We liked the idea of a ‘stop’, rather than a meeting, as to offer this to all 20 patients in our ward every week we have to be mindful of valuing time,” Emma says.

“So, like in the motor-racing version this is a team activity where our skills together have a common purpose. Preparedness, communication and trust are key. Like the pit crew, we each have roles, but we also have to work together flexibly, to get the job done. It’s surprising how much can be achieved in a short space of time.”

At the PIT Stop, whānau, support people and key members of each patient’s rehabilitation team meet together at a pre-planned time each week at the patient’s bedside.

“We discuss the person we are caring for, their health issues and current function. We want to ensure we are ‘all on the same page’, and that our care plan aligns with goals and expectations. It’s about having key decision-makers all in one place, open communication, and making meaningful patient-centred plans that we are committed to as a team.”



From left, Charge Nurse Manager Jools Lawson, Physiotherapist Hayley Johnson, House Officer Laura Kevern, Geriatrician Emma Losco, and Registered Nurses Robin Buan and Sarah Oquist

The PIT Stop forms a central part of teamwork on the ward, and has replaced weekly Inter-disciplinary team meetings where patients were discussed without being present.

“In healthcare we often find ourselves working in teams, but we don’t always get much training in how to work effectively as a team. We have tried to design a process that is suitable for our patient group and provides the patient with information, advocacy and support.

“In Older Persons Health we enjoy problem solving, complex discharge planning and teamwork, and the PIT Stop process supports this skill set,” she says.

“Feedback from staff has been enthusiastic, and we learn a lot from each other, which has promoted a supportive and collaborative culture among the team. Most of our patients are frail older adults, often with cognitive disorders, who due to health events have a functional decline and end up in a hospital bed, often for a prolonged time.”

They are vulnerable, their trajectory is unclear, and their needs can be complex.

“Communication is really important in our line of work; both with the patient and whānau but also within the team. Often the patient and whānau are missing key information, what options there are for treatment and recovery, and what needs to be done to achieve discharge from the hospital bed.”

Whānau and patients like a pro-active process where they know there is a time and place to talk to the team and raise concerns.

The question whānau most commonly ask is “what can we be doing to help?” and if the healthcare team can empower them with the right information to help recovery or plan for the future, then it benefits everyone, Emma says.

After evaluation, refinement and feedback PIT Stop is starting to be rolled out on other Older Persons Health wards.

“It is exciting to have found a new way of working that better serves our patients, enhances teamwork and gives us a sense of satisfaction.”

From the beginning Jools has been a key driver of this project.

“As soon as she heard the idea of including the patient in a weekly team meeting, her immediate response was ‘yes, when can we start? Jools has such a capable, positive and enabling style of ward leadership which has been integral to the success of PIT Stop.”

Jools leads from the front, and comes to every PIT Stop. She trusts her nursing staff, values their time and skills and supports them to give their best to the team. She is a fantastic clinical leader who has shown huge commitment to this project, driven by her value of high quality patient-centric care. She is now lending her ideas and skills to other wards at Burwood as the PIT Stop process rolls out more widely, Emma says.

Raise the flag – Sepsis programme

Raise the flag – The sepsis programme launched at the Christchurch Hospital campus on World Sepsis Day, 13 September.

It was promoted through the Emergency Department (ED) education/refresher session, showcasing the new adult sepsis pathway and the new blood culture pilot by St John ambulance teams, held outside in the ambulance bay.

“As sepsis is such a big part of our patient assessment work in ED, we considered this to be an excellent opportunity to join with the Christchurch St John ambulance team to consider if there was anything we could do to make our diagnosis and treatments more effective and efficient to improve patient outcomes”, says Registered Nurse in ED Sarah Mills.

“The ED collaboration with Christchurch St John allowed us to promote and discuss the new sepsis pathway as well as the new blood culture pilot being implemented for St John ambulance staff for the taking of blood cultures en route to hospital.

“It was wonderful to have clinical and ambulance staff working alongside each other to create more awareness around sepsis and the importance of recognising sepsis and treating it, both pre-hospital and in ED.”

This event created lots of positive feedback on both the pathway and blood culture pilot with great learnings all round, Sarah says.



Kirsty Reekers from St John Ambulance talks with ED Registered Nurse Sarah Mills

Improvements in Outpatients focus on the patient

Some new processes are underway in Christchurch Outpatients to improve the patient experience.

The Outpatient team have responded to the COVID-19 pandemic with 800 hours of support to other areas (including inpatient care, the Canterbury Haurora Community Hub and aged residential care).

As well as this, and in a bid to recognise and value patients' time, the team have had a focus on reducing the number of dual appointments required to meet individual healthcare needs, says Interim Nurse Manager Kimberley Manning.

"This has driven our focus on re-evaluating what can be achieved during their Outpatient visits and we have put in place the following practices."

- **Lumbar punctures in Acute Outpatient Neurology Clinics to assess for idiopathic intracranial hypertension (pressure inside the head that causes symptoms such as vision problems and headaches).** Historically people needing this procedure would be referred on to the Medical Day Unit, however these are now done at the time of their outpatient consultation.
- **Introduction of pre-operative infusions/injections.** Working alongside General Surgery, the Outpatient team can now provide pre-operative -Iron Infusions and vitamin K injections at the time of the outpatient consultation. Previously these were administered in the Medical Day Unit or on the wards.
- **Collaboration with General Surgery.** Outpatients is working with General Surgery on complex wound dressings to reduce the need for hospital admissions.



From left, Hospital Aid Emily Sharratt and Registered Nurse Brooke MacKay setting up for a Urology Clinic on Level 4 of Christchurch Outpatients

By partnering and co-ordinating with the General Surgery CNS team Outpatients can identify and provide care to patients in the Outpatient setting, such as complex wounds that would have previously required hospital admission.

Outpatients has also taken delivery of new equipment for storing flexible cystoscopes and upgraded its cystoscopes.

"With the introduction of these we have the ability to streamline patient flow, align with Infection Prevention & Control best practice standards and provide high-definition visualisation for exploratory and follow-up procedures," she says.

Outpatients has also finalised its Nursing Quality Plan which outlines priorities, goals and benchmarks.

"Historically these measurables have had a strong focus on the inpatient setting and we're driven to have that same standard of practice here in the outpatient setting."

World Pharmacists Day 2022

Sunday 25 September is World Pharmacists Day and the theme for this year's event is 'Pharmacy united in action for a healthier world'.

The aim is to showcase the positive impact that pharmacies and pharmacists have on general health around the world and to further strengthen solidarity among the profession.

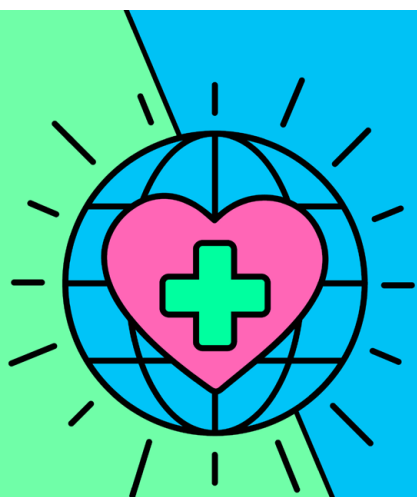
FIP (the International Pharmaceutical Federation) is the global body that leads the annual World Pharmacists Day campaign, representing pharmacy, pharmaceutical sciences and pharmaceutical education.

To be 'united in action for a healthier world' FIP and pharmacists strive to contribute to improved outcomes for people dealing with various illnesses and health issues regardless of disparities that may exist.

Here in Aotearoa New Zealand, the local pharmacy has been a cornerstone of our healthcare system

since the establishment of the Pharmacy Act in 1880. The role of the pharmacist has greatly evolved and expanded since. More recently, pharmacies have been integral to our response to the COVID-19 pandemic, offering vaccination services, ensuring safe supply of COVID-19 treatment medication, the distribution of rapid antigen tests (RATs) and masks, and invaluable advice and assistance for those recovering from the virus.

With extraordinary pressure on hospitals, urgent care and general practices in 2022, pharmacy teams have tirelessly supported their consumers and helped ease demand on other health services. Dispensing prescriptions and over the counter medications, providing medicines information, checking drug interactions and offering practical advice, often seven-days-a-week; pharmacists are trusted and highly respected experts in their communities and hospitals. All actions which contribute to healthier outcomes for the people of New Zealand.



Pharmacy
united in action
for a healthier world

fip  **WORLD** 25 SEPTEMBER
PHARMACISTS DAY

New approach takes the 'sting' out of bee attacks for patients and staff

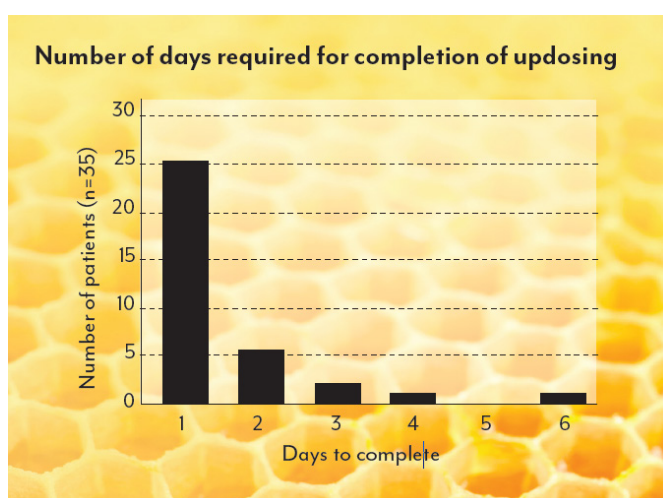
A change of practice led by the Rheumatology, Immunology and Allergy team at Christchurch Hospital has found adjusting the doses of venom medicine that 'desensitises' bee stings helps people with allergic bee reactions tolerate their treatment more quickly. This approach reduces the sessions patients need to attend by more than 50% and allows more patients to be treated at the medical day unit. This new approach has meant 25 out of 35 (more than 70%) patients were able to tolerate this regime and the remaining 10 patients take a few more days.

Usually bee stings are managed by giving patients medicine over a three to five-day period (called a rush protocol), but Maija-Stina the specialist Allergy nurse who presented the poster of this positive change at the international ASCIA conference, says delivering the up-dosing over a one-day period (an ultra-rush protocol) has many benefits for everyone involved:

"What was really great to see was not only the positive impact for patients especially those travelling from outside Canterbury – safely and effectively tolerating more quickly from bee venom – but also what that meant for our frontline clinical teams and their resources.

Those beds and teams that otherwise would be looking after these patients over several days were now free to support other patients. It's a real win-win for both patients and our teams."

The idea for trying the new approach came following a review of internationally based centres who had successfully tried the approach. Christchurch is the first Immunology centre in New Zealand to use the new ultra-rush protocol.



World Patient Safety Day

Saturday 17 September was the World Health Organization (WHO) World Patient Safety Day.

The theme of 2022 event was 'Medication safety' – medication without harm.

Almost every person in the world will take medication, prescribed or over the counter, at some point in their lives and many will take medications on a regular or ongoing basis. We take them to treat or prevent illness however if medications are incorrectly stored, prescribed, dispensed, administered or monitored insufficiently, they can cause harm.

Unsafe medication practices and medication errors are a leading cause of avoidable harm to patients in health care across the world. Medication errors tend to occur when weak medication systems and

human factors such as fatigue, poor environmental conditions or staff shortages affect the safety of the medication use process. This can result in severe patient harm, disability and even death.

The WHO World Patient Safety Day aims to draw attention to these issues and encourage the solidarity of health service providers in addressing them.

It is important that health consumers take responsibility and follow the instructions given by their health providers regarding the storage, dosage and administration of their medicines. If in doubt, any questions about prescription or over the counter medicines should be referred to your pharmacist or health professional.

You can [read more here](#).

The highest rates of avoidable medication harm occur in three stages of medication use:



Prescribing



Administering



Monitoring

How can this harm be avoided?

-  Train health workers on prescription, administration and monitoring standards
-  Provide patient care with a multidisciplinary team
-  Improve communication between members of the clinical team
-  Integrate electronic prescribing and systems that support clinicians in decision-making
-  Educate patients on possible side-effects upon discharge and when to seek help from their health worker

Make sure you take your medications correctly. Contact your health worker for guidance



Know. Check. Ask.

How about doing a Safe Mobility Patient Safety Walk Round this September?

As part of Safe Mobility September, the Waitaha Canterbury Safe Mobility Steering Group and the Director of Quality and Patient Safety Sue Wood are encouraging leaders to talk with staff about how they support patients to move around safely.

“Patient safety walk-rounds are an opportunity to recognise staff efforts, while at the same time engaging with teams to build an open, supportive and safety-oriented culture,” says Sue.

They are also an opportunity for our frontline staff to:

- › provide feedback on how current systems and processes are working
- › celebrate the wards’ patient safety improvement initiatives and successes, and
- › provide suggestions, highlight challenges and identify improvement opportunities to help us make things better.

Check out the guidance that has been developed for Safe Mobility September to support Safe Mobility-focused patient safety walk-rounds [here](#).

The Safe Mobility Steering Group has been working hard to keep the resources up to date, with several reviews completed recently and others about to get underway.

“Feedback on these resources and how they are supporting staff to keep our patients moving

around safely is important, so take the time to ask staff about these resources and how they are using them,” she says.

Key Safe Mobility Staff Resources include:

- › Hospital Safe Mobility and Fall Prevention Management Procedure – review nearing completion and will be released soon
- › [Hospital Fall Prevention Care Planning Cycle](#) (PPID 240681) – review underway
- › [Footwear to promote safe mobility and recovery hospital guidelines](#) (PPID 2404687)
- › [User Guide: Canterbury Visual Cues for Safe Mobility](#) (PPID 2405050) – review to commence soon
- › [Bedside Boards Guidelines](#) (PPID 2406251) – released May 2022
- › [Post Fall Clinical Pathway](#) (PPID 2402024) – released
- › [Mobility Aid Safety Guidance](#) (PPID 2407014) new and released in October 2021
- › [Medicines and Falls: Managing the Risk](#) (PPID 2403363) – released April 2022

Patient Information:

- › [Safe Mobility: Reduce your Risk of Falls in Hospital](#) (PPID 290353)
- › [Preventing falls by managing your medicines](#) (PPID 2401418) – released April 2022

Safe Mobility September

Get up often
and move
safely



Pānui – Notices

Something For You

Something For You is the Te Whatu Ora – Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.

Please see below offers for you.



Torpedo7

Torpedo 7- Friends and Family Offer from 16 September-2 October 2022

Torpedo7 is offering up to 60 percent off on huge range of gear for Te Whatu Ora staff and their families. [Show this flyer](#) instore printed out or on your device or enter the promo code mentioned in the flyer at the checkout on the website www.torpedo7.co.nz



Evo Cycles – 2/40 Carmen Road, Hornby

Evo Cycles is offering at least 15 percent off all Kona and Polygon bikes, 10-30 percent off all parts and accessories, and a wide range of discounted bikes and accessories, see [more information here](#).

Evo Cycles is our provider as part of the Government E-bike scheme, you can order your bike from the website [here](#).

New Zealand Institute of Healthcare Engineering (NZHIE) annual conference

The NZHIE are holding their annual conference in November this year, at Te Pae Christchurch Convention Centre.

They are inviting all Facilities, Biomedical, IS and Supply, along with other interested people, to the conference, and the trade night on Thursday 17th November.

Read more about the conference on the [NZHIE website here](#).

QUIZ ANSWERS – 1997

- | | |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 1. c. Candle in the Wind | 6. b. James Cameron |
| 2. b. Deep Blue | 7. d. Ritz Paris |
| 3. d. John Hart | 8. a. The English Patient |
| 4. a. Harry Potter and the Philosopher's Stone | 9. c. Vicki Buck |
| 5. b. We got our first female Prime Minister (PM Jim Bolger resigned in December 1997 and Jenny Shipley took over) | 10. b. The bite fight (Mike Tyson bit off a piece of Evander Holyfield's ear) |

Enhancing CALD Cultural Competence

Cultural diversity in the New Zealand Population is growing, leading to increasing cross cultural interactions between clinicians and patients and between employees.

eCALD® 79th News Edition. September 2022

This edition brings you the following news.

Webinar

- › eCALD® Cross-Cultural Interest Group (Tuesday) 20th September 2022 Webinar | “Are the Kids Alright?”

News

- › Position statement and working definitions for racism and anti-racism in the health system in Aotearoa New Zealand | Ministry of Health
- › New Zealand Refugee Advisory Panel | Immigration New Zealand
- › Ministry of Ethnic Communities: Strategy 2022-2025

[Read it here.](#)



**TE PAPA
HAUORA**
The future of health

WINTER RESEARCH SERIES

**Seminar 5 – 28th September
Co-producing Research**

Come and hear some of the latest research findings, and meet our researchers over tea and coffee.
Held every three weeks at Manawa, Wednesday 4-5pm.

For more info: healthprecinct.org.nz

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Health New Zealand

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OTAGO**
NEW ZEALAND

Ara



Researchers from across the partnership will be presenting their research in five seminars, taking place every three weeks on Wednesdays 4-5pm in Manawa.

The last seminar of the series, ‘Co-Producing Research,’ is taking place Wednesday 28 September HP314 Manawa.

Format: Three to four five to seven minute presentations, 15-20 minute Q&A, 15-20 minutes of networking over refreshments.

This series is open to researchers, students and interested health professionals. The seminars will be advertised within the TPH partners and relevant research institutes.

Read [more information here.](#)

Community Vaccination Event

COVID-19 BOOSTERS | FLU | MEASLES, MUMPS, RUBELLA

Inviting all families to come along and get vaccinated before going on holiday or heading to the Islands!

WHEN: Saturday 1st October 2022

TIME: 10am - 4pm

LOCATION: Te Aratai College
85 Aldwins Road,
Linwood, Christchurch

Vouchers, fruit & water, sausage sizzle, **drive-through** option for families with disabilities

Be in to win a trip to the Islands through Te Whatu Ora's "Back to the Islands" campaign!



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to the
Islands

For more information: Call **0800 388 434** or email clinic@etupasifika.co.nz

Introduction to Engagement with Māori workshop

The Office for Māori Crown Relations – Te Arawhiti is running free [‘Introduction to Engagement with Māori workshops’](#). This course is designed to help public agencies learn best practice for engagement with Māori. The course is taught by [Justine Huriwai](#), Manager, Public Sector Capability and Engagement, Te Arawhiti.

For upcoming dates and more information, please email: crownmaoriengagement@tearawhiti.govt.nz

Keeping up to date with your
vaccinations is really important,
even if you’ve already had COVID-19.

