

# Te Rerenga

News from the Western Bay of Plenty Primary Health Organisation



**WBOP PHO**

Western Bay of Plenty  
Primary Health Organisation

Tungia te Ururua, kia tupu  
Whakaritorito te tupu  
O te harakeke



## GP Outreach nurse Margaret Dudley

2020 is International Year of the Nurse, marking the 200th anniversary of the birth of Florence Nightingale. In this issue of Te Rerenga we feature GP Outreach nurse Margaret Dudley who is part of the WBOP PHO Health and Wellness Services team. Do you have a nurse in your team you would like to see featured in a future issue? Please email [tererenga@wboppho.org.nz](mailto:tererenga@wboppho.org.nz) with your suggestions. Read more about Margaret and her work on page 3.

## Early alert project a finalist in NZ Primary Healthcare Awards

A Western Bay of Plenty Primary Health Organisation project to recognise acute deterioration in Aged Residential Care (ARC) residents has been named as a finalist in the inaugural New Zealand Primary Healthcare Awards.

The project, featured in the December issue of Te Rerenga, is a finalist in the Innovation in Service Delivery category.

Congratulations to nurse practitioner Louise Fowler and clinical resource nurse Kate O'Dwyer from the PHO's ARC team who worked with Tauranga aged care providers over 18 months to develop tools for assessing the health of elderly patients with the aim of detecting any deterioration early.

Judges say the project is "a great collaboration" and has "huge potential to improve safety for our at-risk frail older population".

"Love seeing the specialist nursing and pharmacist skill set being used to support better use of and empowerment of caregiving staff who know this patient group best."

Congratulations also to our colleagues at Medwise Clinical Pharmacy Service (Bay of Plenty) for being Highly Commended in the same category, and the Eastern Bay Primary Health Alliance for being named a finalist for Best Mental Health Programme. Great representation of primary healthcare in the Bay!

The awards will be announced at a gala dinner in Auckland on 29 February.

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# Working in partnership with General Practice to improve access to health services

More patients are attending their overdue medical appointments with the help of the PHO Health and Wellness Services' telephone calling team.

Health and Wellness Services' nurses welcome referrals from General Practices of women overdue for breast and cervical screening, as well as patients who haven't attended appointments for Cardiovascular Disease Risk Assessment (CVDRA), or haven't been reached to receive advice on how to quit smoking.

Members of the calling team then telephone the patients, trying multiple times if necessary in the morning, afternoon, evening and weekend.

Services leader Philippa Jones says the intent of the calling team is to build a relationship on the telephone and to understand any barriers the patient may express to attending their appointment.

"Once we understand the barriers, then we look at how we can overcome those. If it's transport, we can provide the transport; if it's a car with no fuel then we can provide a fuel voucher; if it's childcare needs then bring the children along and we can help with that. It could be anything."

The team includes five women, two who are fluent in te reo Māori and a third fluent in three Asian languages. One is based in the Eastern Bay of Plenty and all are trained in motivational interviewing.

"These women are representative of the population we are trying to serve and most are of an age where they have had the procedures themselves so they can speak from experience. Some have been overdue for their own screening so they



From left, Sharmila Pathak, Ruthie Jones and Karina Liddicoat are part of the PHO calling team who are successfully encouraging patients to attend overdue medical appointments.

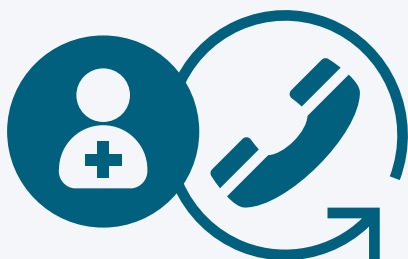
understand some of the reasons why people don't attend," says Philippa.

The initiative has been successful, with one in two patients contacted going on to attend their appointment.

"Where appropriate we always try to

encourage them to go to their GP first, but it may be that they know the practice nurse so they don't want to have a smear there, or they may be embarrassed about a debt. We can, and do provide some of the screening services at Health and Wellness Services, or in a patient's workplace, or in our community clinics, including marae," says Philippa.

"Whatever the barrier is, we try to get over it, but at the same time, we ensure they remain connected with their General Practice."



# 1 in 2

patients contacted by the calling team are going on to attend overdue medical appointments.



# Introducing Margaret Dudley

For nine years it was Margaret Dudley's job as a 'court taker' to ensure the formal processes of the court were followed. In 2013 she graduated as a registered nurse and swapped the justice system for the health system.

She says she chose to become a nurse because she wanted to show others empathy and support for their wellbeing.

"Also, being a Māori nurse, I felt this would enhance the connection I am able to make with patients who are also Māori."

Margaret (Ngāti Rangiwewehi, Ngāti Raukawa) was born and raised in Te Puke and returned to live in her hometown in early 2018 with two of her three children.

After a year working with the BOP DHB's

mental health services for older people she joined the PHO Health and Wellness Services team.

She spends her week working between the Health and Wellness Services walk-in clinic in First Avenue, doing home visits, attending Nga Kakano and Te Puke Medical Centres on alternate Fridays to help manage recall lists to meet health targets, and a weekly clinic at Te Puke Community Health Centre. She also visits marae and workplaces to provide health assessments and cervical screening for large groups as required.

Her work largely involves support to screening services such as cervical screening and breast screening.

"The patients love that healthcare is more accessible to them in Te Puke and think we provide them a wonderful service. Many of them like that I am Māori and will come back



GP Outreach nurse Margaret Dudley.

to see me again. We try to see people in environments where they feel comfortable."

Margaret's clinics at Te Puke Community Health Centre started off monthly but have now increased to weekly to meet demand.

In her spare time Margaret likes to read, go to the gym and spend time with her whānau and friends.

## Whānau inclusion key to improving Māori health

If you ask Melanie Tata what she likes to do in her spare time, the answer is "find a committee to join."

The CEO of Te Rūnanga o Ngāti Ranginui and newly appointed co-chair of the WBOP PHO is passionate about her mahi (work).

"I am very much part of my community. I am from Huria Marae, Ngāi Tamarāwaho is my Hapū and Ngāti Ranginui my Iwi. I also connect to Korohe Marae, Ngāti Tūwharetoa Iwi," says Melanie. "I've worked in the health sector now for 20 years, starting off as a support worker for my grandparents."

She trained as a massage therapist, and continued on to business school before joining Te Rūnanga o Ngāti Ranginui in 2007 as an administrator.

While working in a health promotion role for Huria Management Trust she was encouraged to pursue a degree in social work.



Newly appointed co-chair of the WBOP PHO, Melanie Tata.

"The opportunity to work and study within a Kaupapa Māori environment, marae-based alongside my kaumātua and kuia was a strong foundation to grow within the health and social services sector"

The mother of two teenage boys worked her way up to Te Rūnanga o Ngāti Ranginui Quality and Business Improvement Manager and transitioned into the CEO role in 2019.

Melanie is a strong proponent of the Iwi health programme, Mauri Ora, which is funded by the WBOP PHO.

"The programme is all about early intervention, empowering whānau to manage their own health and design their own health outcomes."

"We are seeing 100 percent participation

in projects, which is a direct result of whānau-lead project design."

Melanie joined the PHO Board late last year and has helped to develop the PHO's new Health Strategy, which has a strong focus on achieving equity in health outcomes for Māori.

"We wanted something futuristic, with a vision for improving Māori health. As we have shown with Mauri Ora, we need whānau-inclusive design of health services, together with stronger community engagement through our iwi partners. I also respect what Providers Inc. brings to the table and how genuine they are in wanting to see an improvement in Māori health."

## Waiting room inspiration

A wait in the Gate Pa Medical Centre waiting room has got a whole lot more interesting with the addition of a collection of whakatauki (Māori proverbs) posted on the walls.

Practice Manager Lorraine Anderson worked with Kiri Peita, Western Bay of Plenty Primary Health Organisation Manager, Māori Health, to select the eight whakatauki which will be used on a rotation basis.

Lorraine is also hoping to add proverbs and blessings from other cultures to her 'library' over time, as well as other whakatauki suggested by patients.

The new initiative is a nod to the practice's participation in the Health Care Home project, where a patient's General Practice is intended to become the literal



and holistic home for all their health and wellbeing needs.

"We want our patients to feel at home here and actively participate in their own healthcare. Our job is to facilitate and help them achieve good health. If having the whakatauki in the waiting room inspires conversation, then I know it has been successful," says Lorraine.

## MEMORANDUM OF UNDERSTANDING

### Ngāti Ranginui Mataora Mental Health and Addiction Services

**Ngāti Ranginui Iwi Society Incorporated, Gate Pa Medical Centre and Fifth Avenue Family Practice have signed a memorandum of understanding to deliver mental health and addiction services.**

Based on shared principles between providers, this collaboration focusses on increasing access and equity, increasing choice and promoting autonomy in addressing whānau holistic needs, reducing whānau wait times in accessing clinical and non-clinical support within the community, and improving outcomes and equity of outcomes for whānau.

Ngāti Ranginui Mataora services include co-existing problems counselling (mental health and addiction), trauma counselling and peer support to whānau (patients) aged 10 to 65 plus.



From left, Dr Todd Hulbert, Fifth Avenue Family Practice, Tony Burne, Ngāti Ranginui Iwi Trauma Counsellor, Lorraine Anderson, Gate Pa Medical Centre, and Roy Nathan, Ngāti Ranginui Iwi Addiction Counsellor.

For more information email [mataora@ranginui.co.nz](mailto:mataora@ranginui.co.nz).

## 'Just in Case' Plans – a new palliative care pathway

'Just in Case' action plans aimed at improving end-of-life care for palliative patients are now available to General Practices in the Western Bay.

The Western Bay of Plenty Primary Health Organisation introduced the plans in late 2019 to enable patients to be managed in their own home or care facility, avoiding potential distress and unnecessary hospital admissions.

General Practice teams are funded to complete the plans with their palliative patients and whānau. The plans are then uploaded to the Clinical Health Information Portal (CHIP), allowing access to other health providers involved in the patients' care.

The plans are most likely to include a prescription for anticipatory medications to enable prompt symptom relief.

More information on the Just in Case plans can be found on the PHO Portal, [portal.wboppho.org.nz](http://portal.wboppho.org.nz).

Acute Demand Specialist Nurse Ruth McChesney is also available to visit General Practices to offer support, email [ruthm@wboppho.org.nz](mailto:ruthm@wboppho.org.nz), phone 021 935600.

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