

Te Rerenga

News from the Western Bay of Plenty Primary Health Organisation



Western Bay of Plenty
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE



The Men's Health Group tackled the Mauao base track. Pictured (from left) Laeton Packer, Phil Back, Dr James Peckett, Chris Dever, Nick Page (seated) and Ngāi Te Rangi chairman Charlie Tawhiao.

Small steps, big gains for tāne

Our PHO is 'walking the talk' by forming a new health group devoted to improving men's health.

The Men's Health Group, made up of staff, iwi partners and Friends of the PHO, kickstarted activities with a walk around Mauao followed by coffee at a local café. The event coincided with Men's Health Week and is the first of what is likely to be monthly activities aimed at making it easier for men to have conversations about their health and wellness.

Group facilitator and PHO chief financial officer Laeton Packer says the casual get-togethers will be a chance for participants to open up in spaces where they feel comfortable.

"We know that men don't tend to proactively talk to each other about

their health, but are more likely to in an environment where they are comfortable, such as at a BBQ, over coffee or during a physical activity.

"While we're not directly targeting specific co-horts of men in the Bay of Plenty with our health messaging just yet, we do have the ability to walk the talk.

"The journey to better health needs to start somewhere and, as men within the PHO, we can actively role model."

This year's Men's Health Week highlighted some alarming statistics for Kiwi men. A boy born today will live nearly four years less than a girl born in the room next door. He will be over 20 per cent more

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likely to die of a heart attack than a girl, and almost 30 per cent more likely to get diabetes. Worse, he is three times more likely to die by suicide or in a motor car crash.

Māori and Pasifika men live significantly shorter lives on average than men from other ethnic groups in Aotearoa. Soberingly, almost one Kiwi man in four will die before they reach retirement age.

PHO clinical advisor Dr James Peckett says too often, men were reluctant to talk about their health but when they do, they discover other men have similar experiences to their own.

"Men like to hang out, have a yarn and get to know each other. But sometimes we find it difficult to talk about our physical, mental or spiritual health. Some feel that this makes them appear weak. Or maybe we think that the bloke we are chatting with doesn't want to know about these matters. Some feel that they are not worth the discussion.

"But when men come together and share their journey, we find out that we are not alone and that those around us do actually care."

James says by proactively holding activities that encourage healthy conversations, the group's participants can increase their resilience and that of the organisations the PHO partners with.

Stepping up to practice ownership

Dr Susan Jenkins and her husband Nathan Hainge are the proud new owners of Girven Road Family Practice.

In April the couple took over the reins from long-standing owner Dr Graeme Tingey, who founded the clinic in the late 1980s to serve the Arataki and Bayfair communities. While eyeing retirement, he remains a practising GP.

Susan says Graeme's wealth of knowledge, mentoring and experience as a practice owner has been invaluable during the transition of ownership.

"Graeme had spoken to me about owning the practice since 2018, only two years after I started here. My first reaction was, 'No, that's not for me.' But he planted the seed in my head and he really wanted it to remain as a family-owned practice, which is how it started.

"The clinic used to be half its current size because Graeme lived in the other half and raised his young family here.

"Nathan and I have a young family of our own, so it's great we can carry over those same family practice values that we know are important to Graeme and our patients too."

In taking on the business, the couple are slowly finetuning a few processes, with Nathan stepping into the newly created role of Practice Manager. Coming from a sales and marketing background and with no clinical experience, Nathan has become a popular new addition to the front-of-house team.

"He's been learning everything from scratch – all the admin and reception responsibilities and building relationships with patients on the phone and in our waiting room. He's also updated our website and is our go-to guy for IT and tech support. He's the calm, cool head who comes in!"

Nathan adds the advantage of coming into the business with fresh eyes is that he can quickly identify areas for improvement.

"I'm looking to add value where I can and drive business efficiency."

The practice has a stable, long-serving workforce, including five admin staff and five nurses. There are four doctors with a new GP joining the team in June. They currently serve a population of 3200 patients.

Although COVID had thrown the practice some curveballs since 2020, Susan says her team had learned to adapt. "It helps with the team being so supportive; communication is strong between us so if things change, everyone is quickly on the same page."

She says her team's immediate focus was preparing for what winter illnesses are around the corner. "We know there is anxiety about flu, RSV and a potential second wave of Omicron so we're pushing messages about immunisation and other preventative healthcare so those most at-risk know how we can help them."



Dr Susan Jenkins and Nathan Hainge are united in marriage and business, as the new owners of Girven Road Family Practice.

Growing our team

New recruits to the PHO are helping to strengthen our connections with iwi, grow workforce capabilities and harness the power of data to deliver more targeted clinical services.

Matthew Davies is our new Population Health Data Specialist and joins our team with eight years' experience working in the health sector in Rotorua and Waikato. His background in data analysis, quality improvement, auditing and service performance serves him well in his new role, based in Tauranga Moana.

He provides strategic, technical and analytical advice to support how the PHO develops and delivers data-driven health insights and analysis. Matthew's goal is to use his skills and experience to improve services and outcomes for the community.

"I'm working with data users to enhance the data reporting that we currently have, and develop a strategy and framework for growing the role and quality of the insights we can use to improve our service, and how we can share data with our partners and stakeholders to help them do the same," he says.

New Workforce Development Advisor Dorlé Van Der Westhuizen is excited about the projects ahead of her, and the PHO's growing team.

"The kindness and generosity of people were some of the first things we experienced when we moved from Auckland to the Bay of Plenty just over a year ago," she says. "People of Tauranga Moana make time for one another and genuinely care about others in their community. I can say the same about those I have met at the PHO."

One of her immediate tasks is developing a Workforce Development Strategy that aligns workforce development activities with the PHO's strategic goals. "This will provide us with a systematic approach to workforce development and ensure that we grow and develop our workforce in line with the strategic goals of the PHO, and provide professional development opportunities to our Provider network."

"I am also excited to play a part in the implementation of a new Human Resources



Information System, that will enable us to have detailed electronic employee and training records."

Dorlé says workforce development has not escaped the impact of COVID over the past two years, with hybrid work models and online vocational learning now considered the 'norm'.

"Online learning has proven to be effective for those who were already comfortable with the online space and with self-directed learning, but it has certainly caused anxiety for those who were not yet familiar with it. Zoom and Microsoft Teams have provided ways to connect facilitators and learners and made it possible for learning to continue, and equally for colleagues to connect. This is likely to continue beyond COVID."

In another newly created PHO role, Iwi Network Lead, Waimaria Awa is responsible for providing advice, support, and services to ensure better outcomes for whānau, through working collaboratively with Iwi

Matthew Davies, Waimaria Awa and Dorlé Van Der Westhuizen are among the PHO's latest recruits.

networks, and more broadly across the PHO teams, with a focus on high needs populations.

"I am truly humbled to be working in this space and I am excited to be a part of the mahi and projects in the PHO moving forward."

Before joining the PHO, Waimaria worked as a Kaupapa Māori nurse across both primary and secondary care, and worked closely to manaaki the most vulnerable whānau in our communities.

At the heart of her everyday mahi is her passion for working with whānau, hapu and iwi to support better outcomes for health and wellbeing/pae ora.

"Poipoi te kakano kia puawai, nurture the seed and it will blossom."

Donating, a worthy cause

Nick Page has saved the lives of up to 201 people. That's the number of people who may have benefited from his decision to start donating blood in 1989.

As many as three people benefit from a single blood donation, and during National Blood Donor Week, Nick rolled up his sleeves and gifted his blood for the 67th time. His donation also coincided with World Blood Donor Day on June 14.

Serving the PHO's Network Liaison Team, Nick is among the Tauranga Donor Centre's loyal whānau of lifesavers. He enjoys the feeling that comes from knowing his blood is benefiting other people in need.

"What's interesting is seeing the change over the years in what blood donations are used for," he says. "When I first started giving blood, surgeons would need four units of blood for a hip replacement and two units for a knee replacement. Now, they don't use any product at all, as surgical procedures have improved."

"Blood is being used differently, but there's still a lot required every week to support cancer patients, and people with trauma and emergencies."

Nick's journey as a donor started when he was a trainee medical laboratory scientist, and worked in a hospital blood transfusion department. "At that stage, every hospital had its own donor service, so working there meant it was easy to do. I also saw the need for donations with blood

products going out in high volumes every day."

He used to give blood multiple times a year, but took a break after experiencing anaemia from working long hours and training for ultra-marathons. "I've remedied that now and I'm back on track. I try to donate every six months."

New Zealand Blood Service Donor Relations Coordinator Hannah Paul says this year is the first time the service has held an official awareness week to grow the number of donors and celebrate the work they do.

"Donors help 83 Kiwis that face unseen emergencies every day."

In the next year, the service hopes to attract another 38,000 new blood and plasma donors throughout New Zealand. Currently, 96 per cent of eligible Kiwis do not donate.

In Tauranga, construction has begun on a new Donor Centre on the corner of Cameron Rd and Hamilton St, increasing capacity from nine beds to 15 from June 2023.

Network Liaison Nick Page has been donating blood for 33 years.



New PHO value reflects passion for work

Following consultation with staff and stakeholders earlier this year, the WBOPPHO has formerly adopted a fifth value. We have added 'Whai Ihi' to reflect the value we see in expressing passion pertaining to our knowledge and expertise as practitioners working in primary healthcare. Showing ihi, joy and excitement in our mahi helps us all deliver the best care in our community.



Our values

Collectively, these core value guide us on our mission to ensure positive and fair health experiences for all, so everyone can flourish.

Whai mana

Achieving health equity for all, particularly for Māori.

Whanaungatanga

Inclusiveness and a sense of belonging.

Manaakitanga

Caring and showing respect for each other.

Mana Motuhake

Enabling people to be in control of their own health and wellbeing.

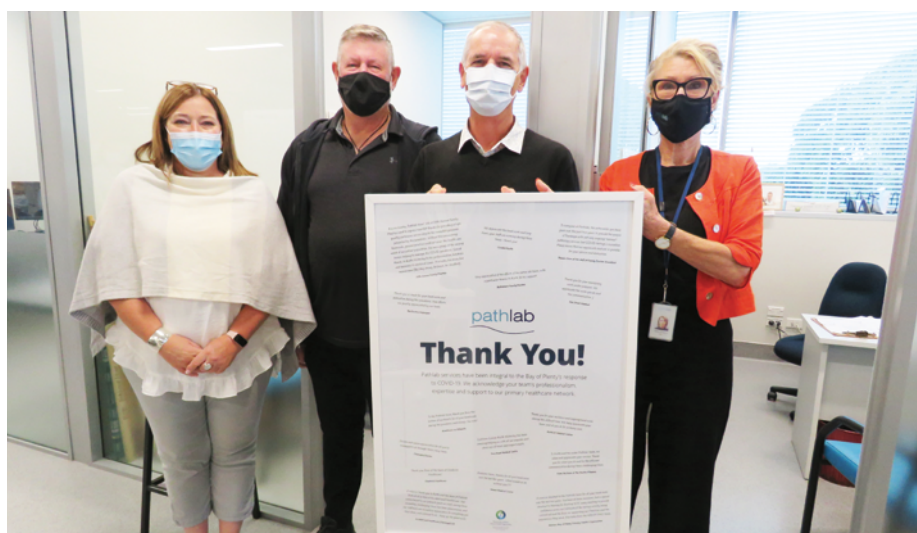
Whai Ihi

Expressing passion pertaining to our knowledge and expertise.



Gratitude for Pathlab

Pathlab staff have been praised for their professionalism and unwavering service to the Western Bay of Plenty primary healthcare network at a special presentation that celebrated the unsung heroes of Bay of Plenty's COVID response.



(From left) Western Bay of Plenty PHO Chief Executive Lindsey Webber and PHO Network Services General Manager Phil Back at the gratitude presentation with Pathlab's Lead of Specialty, Microbiology & Molecular Diagnostics Murray Robinson, and Pathlab Chief Executive Dianne McQueen.

A framed poster containing messages of thanks from general practices was handed to Pathlab's team at an event on Cameron Road in May. The poster is an expression of the network's gratitude to Pathlab's staff for their enormous efforts over the past two years of the COVID pandemic.

During this time, Pathlab responded to several surges in demand for molecular

SARS-CoV-2 testing, while continuing to juggle other microbiology and molecular requests from general practice. At its peak of the COVID-19 testing surge in November 2021, the local Pathlab service was processing approximately 3000 PCR tests per day.

Western Bay of Plenty PHO chief executive Lindsey Webber says Pathlab

has played an important role in Aotearoa's response to COVID since the first national lockdown in March 2020.

"The work of its molecular and microbiology teams is often unseen by the general public, but working in primary health, we know we are lost without their clinical support," she says.

"For the first 18 months of the pandemic, when PCR testing was the only diagnostic tool available to us, it was the fabulous team at Pathlab that processed all our region's tests. It was their efforts that gave us the critical information that we needed to understand the extent of any regional spikes in COVID cases. From there, our local healthcare network then swung into action to support our COVID-positive patients and their whānau."

"Pathlab never buckled under the pressure of that enormous task. Instead, they rose to the challenge like so many of us working in health always do. As a PHO, we are very grateful to their team for their unwavering commitment to serving our community."

Pathlab chief executive Dianne McQueen says she is proud of the way Pathlab rallied together as a team during what have been extraordinary times in healthcare.

"It has been rewarding to see everyone come together and rise to the challenge of COVID. Everyone at Pathlab contributed, including our phlebotomy team who supported local GPs with COVID swabbing for those patients who were seen virtually by their GP, and also receiving and sorting numerous emailed request forms."

Ngā mihi o Matariki, te tau hou Māori!

For the first time in Aotearoa, Matariki was celebrated as a public holiday on June 24.

Matariki is the Māori name for the cluster of stars also known as the Pleiades. It rises in mid-winter and for many Māori, it heralds the start of a new year.

Matariki literally means the 'eyes of god' (mata ariki) or 'little eyes' (mata riki).

Some people think of Matariki as a mother star with six daughters, and it is often referred to as the Seven Sisters.

Others think that Matariki are the 'eyes of the god'. When Ranginui, the sky father, and Papatūānuku, the earth mother, were separated by their children the god of wind, Tāwhirimātea, became angry, tearing out his eyes and hurling them into the heavens.

Matariki is a time to come together as a united community to celebrate new

beginnings. It is a celebration of people, culture, language, spirituality, and history.

In the spirit of new beginnings, our PHO is marking Matariki by making a \$500 donation to Trees That Count, an organisation supported by Project Crimson, for the planting of 50 native trees in Tauranga Moana.

Connections of wellbeing, in spirit, mind and body

Fifth Ave Family Practice has unveiled and blessed a beautiful Porohita weave in their reception area, furthering their commitment to incorporate a bicultural approach within the practice. The artwork is a celebration of the existing and future relationships with Māori patients and whānau.



Artist Rangi Ranui and kaumātua Tawharangi Nuku with the blessed woven artwork.

acknowledging how the mind, body, spirit, and whānau all influence health and are important dimensions of wellness. “We hope that this piece of art helps patients feel a sense of belonging, safety, and importance in their overall wellness journey.”

Tawharangi Nuku, He Waka Eke Noa’s kaumātua on the Māori Health

Created by Rangi Ranui and titled Te Mauri (The Life force), the artwork symbolises the connection between spirit, mind, body, whānau (Te Whare Tapa Whā) and our overall health and wellbeing.

Rangi used specific colours to represent holistic wellbeing. The weave highlights the importance of Te Wairua (the spirit), represented through natural colours, Te Hinengaro (the mind), represented through red, and Te Tinana (the body), represented through black. As an integral part of wellbeing, whānau connections are additionally signified by the outer fringe.

Taking three days to prepare and another week to put together, Rangi says each element is interconnected and makes

up who we are. “The weave represents warmth and love and I hope it brings the same energy to everyone who looks at it,” she says.

Dr Todd Hulbert and Dr Tania Stokes, two members of He Waka Eke Noa, a rūpū committed to creating a warm and welcoming environment at Fifth Ave Family Practice, also spoke at the blessing.

“We strive to create an understanding of health and wellbeing and how it impacts all of us,” says Todd. “This weave broadens the traditional picture of health to include family, spirit, belonging, and so much more.”

Tania says the practice embraces a biopsychosocial approach to health,

rūpū, blessed the art and opened with a karakia. Tawharangi is a guiding light and so much more within He Waka Eke Noa rūpū. His support has helped lead the rūpū through the positive changes on their bicultural journey.

Formed as a part of Health Care Homes to support equity within the practice, He Waka Eke Noa focusses on learning, developing, and modifying the practice to improve health and wellness for Māori whānau. The rūpū explores ways in which it can make a difference in Māori health outcomes, showing commitment and passion, and striving to become more understanding, responsive, and incorporative of a Māori world view.



Our team donned pink in all its fabulous shades for Pink Shirt Day.

United in pink

On Friday 20 May our PHO staff stood together in support of Pink Shirt Day.

The Mental Health Foundation of New Zealand's annual initiative to fundraise and promote positive messages to reduce bullying.

Pink Shirt Day has been celebrated since 2007 and is about people working together to stop bullying by celebrating diversity and promoting kindness and inclusiveness.

For our PHO whānau, it's about creating a community where all people feel safe, valued and respected, regardless of gender identity, sexual orientation, age, ability, religion or cultural background.

Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying!

Much-loved NP steps down

It was a bittersweet farewell for our long-serving nurse practitioner Ruth Haynes last month who has left the PHO to reunite with whānau in the UK.

While looking forward to seeing family again, her departure means she's left outreach nursing, a role where she made incredible contributions to our community for more than 10 years.

Ruth says she will miss the ability to make a difference to the lives of patients.

"I'll also miss supporting the nurses I have worked alongside, and my work companions with whom I have had the privilege of their presence, sometimes laughing, crying and loving."

During her tenure with the PHO, her role focussed on providing health access and nursing care to under-resourced populations.

As well as diagnosing and treating patients, Ruth says she enjoyed the autonomy of developing relationships with community organisations and supporting people to be their own health advocates.

"As part of that, working alongside experienced general practitioners allowed



Ruth Haynes made an impact as an outreach nurse, supporting people to be their own health advocates.

me to deliver advanced level care but in a supported and interesting environment."

Reflecting on the past two years of the

COVID-19 pandemic, she says her service, similar to most clinicians, changed the way she cared for patients.

"My specialty was working with patients who had acute pulmonary disease flare ups. As the lockdowns reduced infection risk to an all-time low, my patient workload vanished overnight. The soup kitchens and refuges closed and the homeless were housed.

"GP referrals for home visits to patients also declined in a big way due to virtual appointments being the new norm and, sadly, some patients not communicating their health concerns during the pandemic due to fear of infection or concern that general practice would be too busy with COVID demands."

Ruth saw patients virtually during the pandemic and also with local clinicians, ensuring respiratory mask use and fit was up to the required standard to protect them from COVID infection.

Landmark health reforms

On 7 June the Pae Ora (Healthy Futures) Bill passed its third reading in Parliament, marking a significant milestone in the Government's commitment to delivering a better health system for Aotearoa New Zealand.

The Bill is part of a health system reset. On July 1 it will establish Health New Zealand (HNZ) and the Māori Health Authority (MHA) as permanent entities to replace DHBs, establish the public health agency within the Ministry of Health, and strengthen the stewardship role of the Ministry of Health.

The landmark reforms enshrine the Māori Health Authority as an equal partner at the heart of the new health system, empowering it to co-commission and plan services across the system in conjunction with HNZ, commission its own kaupapa Māori services, and monitor the performance of the health system for Māori.

In addition to the MHA, Iwi Māori Partnership Boards will ensure that the voice

of whānau is heard and helps shape health services delivered locally, so that they better reflect those who need and use them.

In April, the Government announced the first nine locality network pilots to improve how healthcare is delivered in local communities, including a pilot in the Eastern Bay of Plenty.

WBOP PHO chief executive Lindsey Webber says the reforms are game-changing for both the health sector and local communities who will benefit from equity focussed strategies.

"The change means we farewell what we know as the Bay of Plenty DHB, whose partnership we've greatly valued over the years."

Organisational changes in recent

months have positioned the PHO to make the most of opportunities within the changing health landscape, she says.

"We are even more focussed in our mahi to address inequities for Māori and harness the strength of population data to deliver services that have a positive impact on the health and wellbeing of our communities. What's more, our connections with iwi, the General Practice network, and other providers demonstrate our proven track record in working collaboratively to achieve improved health outcomes for everyone.

"As a PHO, we're excited to see the first pilots established and look forward to playing a role in the new locality-based delivery model as it takes shape."

Taking in history on wheels

Taking in landmarks special to Ngāti Ranginui Iwi by e-bike has proven to be a popular addition to the Mauri Ora calendar of events.

More than 20 people participated in the haerenga at the end of February, which saw people hop on e-bikes at Pukewhānake and ride towards town through Wairoa, passing through Te Wharekura o Mauao, make their way to Huria Marae, then track around Waikareao before finishing up at Huria Rugby Club.

Kaikorero Antoine Coffin and Des Tata



shared their knowledge on the significant sites of Ngāti Kahu and Tamarawaho on the day. Moana Radio and Te Ara Tourism also supported the kaupapa by supplying e-bikes for whānau to use. Mauri Ora coordinator Te Aihe Toma says there was a lot of excitement from whānau wanting to do more historical bike rides.

"It's a great chance to engage in some physical activity and listen to the rich history around our marae and places of significance for Ngāti Ranginui."

The Mai Wairoa ki Waikareao bike ride was the second ride of its kind, following on from an earlier ride from Pukewhānake ki Ongarahu Pā in Te Puna.