

June 2023

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 new partnership is seeing an increase in whānau using the service, an increase in GP registrations, and increased confidence in the health system.

Better together

A new partnership tailored to tackle complex health and wellbeing needs of whānau in the Western Bay is showing how a collaborative approach, laser sharp focus on equity, and true understanding of how to meet the needs of individual circumstances can change the dial on the health outcomes.

The initiative between Epic Health and Te Tuinga Whānau Support Services Trust (TTW) provides needs-based health and emergency support to whānau through a triage or 'needs assessment' delivered from Waiora (Healing Waters) 'Hub'.

The 'Hub' is one-stop community social services support Hub in a high-need area

of Tauranga. Corey Wanakore, Operations Manager – Mahi Kaiwhakahaere – at TTW, says the Hub provides intensive wrap-around support and education for clients in transitional/emergency housing and TTW programmes.

"We collectively bring wellbeing support directly to our people who need it the most

wboppho.org.nz



“One of my whānau has found our Epic health service of great value. They were wary of medical professionals, due to ill-treatment from the hospital, and not been taken seriously or feeling heard by their previous GP service. This whānau had many health issues that needed immediate care but were not engaging with any services. On their first visit, they were able to start addressing their many health concerns. Emma and the staff have been incredible, putting in referrals and support services for the whānau. The whānau have been to several appointments on their own and re-engaged with physiotherapy at the hospital as well.” *Social Worker, TTW.*

and this includes those in TTWs emergency housing facilities at the RSA in Greerton,” explains Corey.

The partnership includes a dedicated one-day per week in-house nurse, GP enrolment and health assessments, and access to services such as mental health, naturopathy, and dental care. It also provides preventative education for whānau, including navigating access to other healthcare services, within the region.

It has been funded by Te Whatu Ora, Health NZ under the Te Hauora a Toi Connect and Navigate Project.

“This initiative promotes equity of access to supports across health and wellbeing by also providing a service that responds to the needs of Māori,” says Corey.

“It allows equity of access to health and wellbeing supports for some of our hardest to reach whānau. It encourages building of stronger community relationships to best meet the needs of our people. It allows healthier, more empowered whānau who can thrive and helps to prevent negative health outcomes.

“We are learning that the success of this initiative is achieved through building closer relationships between both organisations that meet the needs of our whānau. Access to services for many whānau is difficult. This is due to a lack of money, no transport and barriers that make it difficult to register under a GP (e.g. no identification documents).”

TTW has reach into community groups that are hard for other providers to access or form strong relationships with. This includes gangs and their Whānau, those who are homeless including Tauranga’s working poor and elderly, disengaged youth already known to the justice system, and those at highest risk of negative outcomes.

“TTW whānau often have poorer health outcomes, and we want to empower them to look after their own health in a ‘preventative’ manner,” adds Corey.

“This is positive for the wider community as it takes pressure off a health system currently understaffed and overloaded, reduces pressure on emergency services and aims to keep people out of hospital through prevention and triaging at an earlier stage of intervention.”

Poor wellbeing has a detrimental effect on whānau and includes factors such as isolation and a lack of ‘connection.’ This initiative also seeks to enhance trusting relationships between whānau and the community, explains Corey.

“We achieve this by removing barriers along the health journey and accommodating to their circumstances where often, other Service Providers cannot. For example, Epic Health allow TTW clients to set up a structure for payment of services over time and Social Workers walk alongside whānau and advocate for them, along the journey.”

Epic Health provides a dedicated in-house nurse and naturopath one day

About Epic Health

Epic Health is a family friendly central GP practice. Accredited by ACC, Southern Cross and part of the Western Bay of Plenty Primary Care Organisation. Epic Health have had successful experiences within similar partnership arrangements with members of Tauranga’s local providers including Ngāi Te Rāngi Iwi Trust (HbU Health Waka Services; mobile drop-in unit; Rangiwaea Island), The Peoples Project, and the University of Waikato. Dr Stanley and the Epic Health practice also work holistically as part of a multidisciplinary team at Health Quarters to enable efficient referrals to other health specialists including physiotherapists, personal trainers, psychologists and nutritionists.

About Te Tuinga Whānau Support Services Trust

Te Tuinga Whānau Support Services Trust was established in 1987 in direct response to the revision of the Children and Young Persons Act 1987. Te Tuinga Whānau is a registered community non-for-profit trust that has been supporting Tauranga Moana offering free short and long-term social support services, advocacy, transitional housing options and information to the community. Clients engaged in Te Tuinga Whānau (TTW) services include over 300 of some of Tauranga’s most hard-to-reach communities. This includes whānau, elderly, youth, children, single parents and those reintegrating back into society from prison or youth justice facilities. It also includes those living in emergency or transitional housing situations, who often have a complexity of needs.

each week under a pre-arranged timetable schedule, to TTW whānau. GP enrolment is offered to TTW clients if they choose this, and whānau are provided with access to specialist GP care under Dr Emma Stanley as needed.

Referrals to other health services (such as dental, eye and ear specialists) may be made by Epic Health if a need is identified and Zoom appointments are made available as required.

“Payment for initial services is discounted for whānau and also includes an option to set up a payment structure with Epic Health to allow payment of services over time,” explains Corey.

“Epic Health offers enrolled patients access to a portal “Health 365” allowing patients to privately send messages to their GP, check account balances, request usual medications and book appointments.”

The long-term vision is to have a service that supports whānau under TTW, with their health needs and for whānau to be empowered to live healthy lives. The partnership is also hoping to have longer term support from Te Whatu Ora of this initiative so we can continue to enhance the health and wellbeing of our communities.

“Local Government Projects such as Te Hauora a Toi Connect and Navigate Project are important in providing the financial means to allow community providers to support health needs of their people,” says Corey.

“It is through existing community relationships that barriers preventing whānau from accessing the health support they need, are best understood. Hence projects that allow the community to design, develop, and lead these initiatives, and are flexible in their approach, can be positive for our communities.

“We are seeing an increase in whānau using the service since its conception; increase in GP registration, increased confidence in the health system and we are empowering whānau by allowing them to pay for a service that meets their ability to do so.

“This in turn increases self-confidence and belief. TTW Social Workers are supporting health conversations in order to engage their whānau in the areas of concern.”



The homelessness taskforce committee meets.

Homelessness taskforce takes shape

A homelessness taskforce committee with the long-term vision of creating a wellbeing hub to assist people living on the streets has re-positioned itself to tackle some immediate issues at its recent workshop facilitated by WBOPPHO.

The group called Kāinga Tupu Mahi includes Tauranga agencies and providers who gathered in May to address the increasingly significant issue of homeless across the city. The immediate aim was to identify actions that can be taken to improve outcomes for individuals sooner than later, while having an ongoing long-term wellbeing hub project as the ultimate future goal.

PHO Localities Development General Manager Bharat Mahajan says the meeting was a reset and a way forward.

“With all the changes going on within the health sector and the reforms, this was a great opportunity to bring together a group that started last year and really focus on things that can be done now to assist and enable the homeless community in the Western Bay right now.

“Providers already working with the homeless community on the ground like Salvation Army, joined Tauranga City

Council, Te Whatu Ora, and other NGOs and community providers to see how we can in practical ways advance help, while still planning for the long-term goal of a hub.”

Gaps were identified that can be filled through collaboration between agencies. So, a steering group has now been formed to progress the work further and that group met at the start of June.

“One thing that came out of our discussions is that the health coach workforce within the PHO is important as they have the time and ability to work with providers and encourage the homeless community to engage with WINZ and Salvation Army, finding food, showers, or whatever is needed,” says Bharat.

“It’s early days, but already progress is being made and we’re focussed on pushing ahead to improve outcomes for our homeless community in the Western Bay.”

Be the rainbow, lead the way

Proud to be leading the way as the first PHO in the country to be seeking the Rainbow Tick, the Western Bay of Plenty Primary Health Organisation is encouraging others around the country to embrace diversity.

It's an enlightening process, says PHO Localities Development General Manager Bharat Mahajan.

"I am a very loud, proud, and out gay representative for the PHO and my rainbow community. It's all about nurturing a safe and welcoming space for the rainbow community," explains Bharat who also won the title of Mr Gay New Zealand in 2021 and 2022.

"The PHO was already naturally leading the path to create a safe and welcoming space for rainbow communities, such as gender-neutral toilets."

Bharat joined the PHO in 2021 to lead the organisations rollout of a new primary healthcare model, the Integrated Primary Mental Health, and Addictions (IPMHA) service. Bharat is a former nurse and before joining the PHO was employed as a service manager to support, manage, and lead secondary mental health services across the east Bay of Plenty.

"Rainbow communities are actively looking for open and welcoming places and rainbow accreditation puts us on the map for rainbow communities to feel safe and

"It's about being more visible and representing the PHO – showing that we are leaders when it comes to representing the rainbow community, giving practical advice and guidance."

welcomed. Strengthening these values that the PHO already has, for equity for Māori and including other minority groups is the right thing to do."

The Rainbow Tick accreditation process is centred around accepting and valuing people in the workplace, embracing the diversity of sexual and gender identities. The certification process tests whether a workplace understands and welcomes sexual and gender diversity and involves on-going quality improvement process.

"Members of the Rainbow Community can pass through an organisation without being seen, as an 'invisible minority'. If they decide the environment is not welcoming and affirming, they can move on quickly, wasting the investment in their time and training," explains the rainbowtick.nz website.

"Increasingly, Rainbow Community members are not willing to place their skills, enthusiasm, and talents in the service of organisations where they are merely tolerated. Organisations need to be pro-active in including these population groups."

But Bharat says for him, diversity is about everyone.

"When we talk diversity, we are talking everyone: Māori, gender fluid individuals, transgender, Asian community, it's all about broadening the diversity portfolio – beyond just male or female."

Steps have begun to review the inclusion policy at the PHO, in preparation for the Rainbow Tick application.

"Our people and culture team are reviewing the diversity and inclusion policy. We are re-mapping, to identify where the gaps are. What things were in 2017, are entirely different to what they are today

in 2023. We need to keep reviewing, keep questioning, and moving with the times to make everyone feel welcome," adds Bharat.

Rainbow Tick evaluates an organisation's level of LGBTQIA+ inclusion in five areas: policies, staff training, staff engagement and support, external engagement, and monitoring. A training package, as well as advice and resources on best practice. A report is that provided based on results of the evaluation undertaken by Rainbow Tick, identifying any recommendations for change.

Bharat has also been representing the PHO around the country at values conferences and events to talk about how the health sector can better accommodate and serves the needs to New Zealand's rainbow communities.

Under his title of Mr Gay New Zealand for 2021 and 2022, Bharat has undertaken guest speaking at the Practice Manager's Association Annual Conference (PMAANZ) and the Health Information New Zealand (HINZ) conference too. He is soon to present on the topic to the Royal Australian and New Zealand College of Radiologists (RANXCR) too.

"It's about being more visible and representing the PHO – showing that we are leaders when it comes to representing the rainbow community, giving practical advice and guidance about how to make a space feel welcome or safe, showing support in leadership and encouraging others to take the lead too.

"A General Practice, for example, is often the first point of contact for a person, so it's important that this is a place that welcomes everyone, where individuals feel secure, safe, and comfortable to seek the help and advice they need."

Specifically on the training of General Practices in the area of creating welcoming spaces for our LGBTQIA+/Takatāpui community, Laura Penny, WBOPPHO Development Facilitator in the Network Services team, has worked in conjunction with Claire Isham, Clinical Director and Gender Dynamix to develop a Guidance Resource for General Practices about how to create welcoming spaces for gender diverse patients.

Laura presented to the PHO Clinical Committee, and the national Clinical Leads Forum about the need for this resource, how to build confidence in this area, and



Laura and Bharat attending the Cross Agency Rainbow Network (CARN) Rainbow Conference at the start of June.

shared practical tips about how to start the journey.

“Based on general practice queries coming in we identified there was a gap in general practice confidence in this area, as well as a lack of clear signposting for staff who were looking to engage with gender diverse patients but couldn’t always find clear information about how best to do so,” explains Laura.

“A lot of staff were really eager to learn but weren’t sure where to start. Gender Dynamix are a local organisation who offer training for clinical staff and delivered a CME/CNE training session for the PHO Network. They also attended an Equity Champion Rōpū to discuss the impact of equity in healthcare for the gender-diverse community.

In partnership with Gender Dynamix, WBOP PHO developed a guidance document to focus on the operational aspects of providing inclusive care to our gender diverse communities.

“The guidance document covers a range

of topics from basic terminology, through to clinical top tips for screening services, advice for updating IT systems, and links to best practice Clinical Guidelines,” says Laura.

It was launched to the network in November 2022 at a Practice Managers forum. The meeting included presentations from Gender Dynamix, and a session on “He/She/Other: Who is the Other?” from Bharat.

All general practices across the PHO Network received a copy of the guidance document as well as a practice pack including Rainbow flags, badges, stickers, posters and books for the practice to get them started on their journey towards providing inclusive care to gender diverse patients.

“With a background in reducing inequities for minority communities, this is a topic I’m really passionate about,” says Laura.

“I’m proud that WBOP PHO are on their own journey to both look internally at our

organisation, but also thinking more widely about how we can collectively as a health network ensure we are providing the best possible care for marginalised groups. I look forward to seeing how Aotearoa New Zealand progresses in this field, particularly in healthcare, as there are many barriers still to be addressed but I feel hopeful about the changes that are to come.”

Bharat and Laura most recently attended the Cross Agency Rainbow Network (CARN) Rainbow Conference at the start of June where they learned first-hand from others leading in this area nationally. This event is a professional development and networking opportunity, and its focus is mana enhancing intersectionality – empowering Rainbow communities through acknowledging that diversity gives us strength.

Bharat and Laura will continue to advocate for and celebrate the diversity of rainbow communities and will continue to shine a light on the importance of WBOP PHO pursuing the Rainbow Tick.

It's all about the people

Adrian Edhouse is the PHO's new People and Culture Advisor and is focussed on harnessing the organisation's strategies and processes to continuously deliver outstanding health gains in the community.

After flying high in the aviation industry, Adrian Edhouse found that the health sector sparked a new sense of purpose.

"In the pre-Covid world I worked in the aviation industry for several of the worlds' great carriers including Emirates Airline (based in Dubai), Virgin (based in Sydney Long Haul) and most recently Air New Zealand.

"My passion has always been the development of people, and over the 18 years I worked in the aviation industry I held several roles including managing cabin crew, recruitment, facilitation and training/service design," explains Adrian.

And while aviation may have opened the world for Adrian, his entry into health in 2020 refocussed his energy and ignited a passion for delivering quality services to the community.

"Just before starting with the PHO, I was a Business Partner with BOPDHB, which transitioned into Te Whatu Ora in July last year. I was part of a small team of Business Partners that supported the business leaders of our 4500 strong team in Hauora a Toi.

"Prior to this, I provided HR consultancy to an NGO based in Thames that provided supported living for people living with disabilities or traumatic brain injuries."

Adrian says a key focus in his new role at the PHO is the employee experience – about attracting the right candidates, providing them with the best possible start to the organisation and then investing in the retention of talent by committing to continuous improvement by way of process refinement, training, and development opportunities.

"Health is a commitment, one that is dynamic, ever evolving and an exciting place to be! My customers are 'internal', working with our teams to ensure they are set up for success in the best way possible to deliver outstanding health gains for our community around the region.

"I will examine the way we work at the strategic level to find ways that we can streamline our processes to ensure they are relevant, current, and compliant with policies and external responsibilities."

Unsurprisingly Adrian has travelled the world extensively.

"I have visited every continent many times (except Antarctica – it's on the bucket list) some of the more 'interesting' places and

"I love living in Tauranga and I have loved getting to know more about my whakapapa. It is a privilege to live in Tauranga moana – a place where I feel truly at home."



things I have done on my travels include Great White Shark cage in Cape Town, entering the burial chamber of one of the great pyramids of Egypt, seeing in the New Year in Times Square, and enjoying Swiss fondue in the alps under the Matterhorn. I also got to meet a bunch of famous faces from Beyonce to Princess Anne!"

Adrian was born in Howick and went to school at Saint Kentigern in Pakuranga.

"I am Māori on my mother's side and whakapapa to Ngāi Te Rāngi and Te Arawa. I'm affiliated to Waikari Marae in Matapihi, and Otawhiwhi Marae in Bowentown. My mother is one of 12 children, and both her parents (the Wairepo-Wrigley's and the Metua-Smith's) came from large families also. This means that there are relatives of mine all over the Bay!" says Adrian.

"My father is 5th generation NZ European, who grew up in Wellington with family mainly based in the Wairarapa (where the Edhouse name can be traced back to). I moved to Tauranga only recently (January 2022) having moved from Edgecumbe where I had been commuting from for several months."

He's enjoying the rediscovery of this whakapapa, "I love living in Tauranga and I have loved getting to know more about my whakapapa. It is a privilege to live in Tauranga moana – a place where I feel truly at home."

In his spare time, Adrian loves to cook, travel, garden, and has a special addiction to home renovations.

"I love refreshing houses and spaces and have taken on a number of projects from kitchens and bathrooms to full exterior repaints!"

Walking books

Taking her own experience and turning it for good is what **Kylie Brown** is bringing to her role as Health Coach at Western Bay of Plenty Primary Health Organisation (WBOP PHO).

“What I bring to the PHO is my drive, commitment and passion for empowering people to reach their own health and wellbeing goals,” says Kylie.

“And like a lot of people, I come with lived experience of mental and physical health struggles. I’d like to think I have met these head on, and that I continue to learn lessons from, and thrive, because of them.”

The key areas of Kylie’s role are to support people on their own journey to thriving, not just surviving, through exploring all lifestyle aspects such as nutrition, movement, sleep, stress management and connections both within the whānau and the wider community.

Kylie has a varied background, with over thirty years working in private, corporate, and education sectors, through to local government, healthcare, and being self-employed, all of which she believes has prepared and led her to her current role of Health Coach.

“Primary teaching taught me to see every individual as unique and I bring that into every workplace – whether it’s children or adults we all come to school or work with our own cultural backpacks on, carrying whatever happened to us that morning, yesterday, last week or last year.

“My time in adult community mental health and addiction services reaffirmed this lesson as none of us really know the struggles people next to us are going through. We are all walking books.”

“It’s vital to me that everyone has equal access to services and information to make informed decisions about their own health.”

Through her own fascinating story, Kylie has given herself permission to be proud of her wide and varied achievements.

“I am proud of a lot of things, now, having given myself permission to be. I am proud of working through depression after suffering for over twelve years. I am proud of completing my Master of Education whilst working full time. I am proud to have given one of my kidneys away to a work colleague. And I’m proud to have worked through perceived setbacks to be where I am today.”

Educating herself about depression and mental health led her down a path of learning and she now is an avid whole food, plant-based advocate, has her Nutrition Coach Certificate, NLP Master Practitioner

Certificate, and is a mindfulness and meditation teacher.

“I am a self-confessed health nut, but I must be as it keeps me healthy and balanced. This is why I choose to be in healthcare because we all have the power to thrive, and I look forward to working with whai ora on this path with them because I know it can happen for them if that is what they want.

“It’s vital to me that everyone has equal access to services and information to make informed decisions about their own health. This is what excites and motivates me about this role. It also helps now that I can bore my like-minded colleagues to tears talking about mental health and wellbeing instead of my family and friends.”

Kylie grew up in Tauranga and has 3 children who also grew up in Tauranga.

“I love this place, it is my home. Mauao is my happy place, it ticks all the boxes – body, mind, and spirit. I love to run, I try to do a half marathon every year and I look forward to getting back into the Redwoods for some mountain-biking when we get a summer.”



Food for thought

We talked to new PHO Community Nutritionist Amy Allport, about her love of all things health and wellbeing, and how her love for the outdoors led her to New Zealand.

What does your role involve?

We are running self-management courses for people who have health issues: conditions like diabetes or pre-diabetes, weight management issues, high blood pressure, and high cholesterol levels. The courses are really for anyone who wants to learn more about how to live healthier lives and to reduce their risks of health issues in the future.

We look at all areas of life, including nutrition, sleep, stress levels, and exercise, and provide education in these areas. It's about empowering individuals to understanding their own health journey and take control.

Generally, we make sure there is an introduction to health conditions. What to look for, what to look at when receiving blood test results. We answer questions around what patients might be seeing in results, or what they might ask the doctor, or anything they might need reiterated or further explained about their own conditions.

Another part of the role is about upskilling the health coaches and HIPs, making sure GP services are aware of our service, and being in the general practices to help with health professionals' knowledge base.

What did you do previously?

I used to work in private practice in nutrition consultation and I still do this part time. I've been in the health industry for 12 years, but in various roles, including as a personal trainer, and a healthy workplace coordinator in the UK. The workplace coordinator role involved going into businesses to work with the HR team on what the sickness absence issues were amongst staff and work on implementing health innovations to reduce those issues: looking at community health but looking through a business lens.

Tell us a bit about your background.

I come from the UK and came over to New Zealand about 7 years ago. At 24 I started travelling. I drove around Europe for 4 months and visited 11 different countries during that time. I then went to Thailand for 4 months, then New Zealand to work on some farms, and then decided to stay here. I'm a really outdoorsy person, so the adventure, the mountains, the prettiness of everything here really appeals. I stayed and set up my consultancy.

Why have you chosen to work in health specifically?

I have always been really concerned with mortality and felt health was super important even from a young age. I was always



interested in health and loved science and then nutrition became a real interest and was what I found I was good at. I originally worked in sports, but I realised I work well in health and in some ways it's more meaningful – the health and wellbeing side of things.

What is the highlight of your current job so far? What excites you about your role? What motivates you?

I like the diversity of it, being able to talk to different groups about different things, talking to health professionals and patients, it keeps me on my toes. The constantly changing dynamic of talking to groups, then individuals, and the diversity of the work each of these presents, makes my role very interesting. The impact and the scope and the way it changes lives, that's meaningful and my motivation.

How long have you been in Tauranga? What do you love about the place?

I've only been in Tauranga for a few weeks. But I have been living in Rotorua and moved over here for this role. I love being outdoors – going for walks on the beach, going to the Mount. It's warmer here than in Rotorua!

What are your hobbies?

Outdoors, walking, tramping, going to the gym, reading, horse riding, and dancing!

A world of experience

Chantelle Hunter has joined the PHO as Marketing & Communications Manager, bringing with her a wealth of international experience and adventures.

"I am a globally experienced marketing professional from global giant Unilever in London to small non-profits in Latin America and Africa," explains Chantelle.

In her new role she will be responsible for all things brand, communications, and marketing.

"Prior to finding my work 'home' with the PHO, I worked contract roles in Tauranga and the Mount, as well as spending time with my son."

Chantelle was raised between Tauranga and Putāruru, having attended school in both towns. Her passion for travel took her overseas for 18 years, with short stints back to NZ across the years. In that time, she travelled to 63 countries and lived in nine.

"I spent 10 years in London working for Unilever in the Global Brand Teams and studying toward the Master of International Development at Birkbeck in parallel.

"I left Unilever and London in 2017 to make use of both my corporate work experience and master's degree by freelancing with grass roots organisations in country, while consulting with corporate clients remotely."

Prior to her return to NZ, Chantelle spent time in Lebanon, Zambia, London, Colombia, and Ecuador. Though anticipated, her return to NZ and to Tauranga came a little earlier than planned and during the first level 4 lockdown in March 2020.

"Being back in Aotearoa and Tauranga was a huge adjustment for my travelling feet but deepening my learning about my whakapapa – I am Ngāti Ranginui, has made me feel closer to my whenua.

She was drawn to the PHO because she is passionate about equity, and particularly when it comes to accessing healthcare services.

"There are so many health care service inequities in New Zealand, which my family is experiencing on a personal level. I want to be part of an organisation pushing for change in this space, to deliver a more equitable Aotearoa now and into the future.

"Being the first person working internally in the brand, marketing and communications space is really exciting, as I have the unique opportunity to shape the marketing function from the ground up."



"There are so many health care service inequities in New Zealand, which my family is experiencing on a personal level. I want to be part of an organisation pushing for change in this space, to deliver a more equitable Aotearoa now and into the future."

Meet Health Coach, Mollie Cummins

We sat down with new Health Coach Mollie Cummins, for a quick-fire Q&A.

Tell us about your role?

My role is a Health Coach, which involves supporting and motivating tāngata whaiora with lifestyle changes. This could be someone to listen to them or someone to support them when things get tough! The role helps whaiora become more connected with their GP and with other services within the area. The service offered looks different for each person.

What were you doing previously?

Before the health coach role, I was working as a medical receptionist at Fifth Avenue Family Practice. I really enjoyed my role at the practice and made some great friends.

Tell us about your background?

I'm originally from Liverpool in the UK and immigrated to Tauranga, Aotearoa 10 years ago. My mum is a kiwi so we are really lucky to have her whānau here in Tauranga. I have always really loved working with people, and this was the reason behind my degree and post grad in Psychology.

"I love working with people and helping them in any way I am able. The Health Coach role really enables me to help make a difference in people's experiences within the health sector. Helping people really motivates me."



What's the highlight of your job?

I love working with people and helping them in any way I am able. The Health Coach role really enables me to help make a difference in people's experiences within the health sector. Helping people really motivates me. Often a person will come to me when they need some form of help or motivation, I really enjoy working with the whaiora as a team and watching them become more confident and healthier as a person.

How long have you been in Tauranga and what do you like about it?

I have lived in Tauranga for about 6 years. I moved to Hamilton for university and stayed there for about 4 years. I moved back to the Bay in 2020. I really love that all our whānau live close! Tauranga has really grown since we moved here in 2013 and, I am really enjoying the new cafes, restaurants and shops that have been popping up. Living by the beach is a huge bonus too.

What do you enjoy doing outside of work?

When I'm not at work, you'll find me at a local café or hanging out with my dog! My hobbies include beach walks, cooking and baking as well as knitting.



20th Birthday celebrations – sharing memories!

The Western Bay of Plenty Primary Health Organisation will be celebrating its 20th Birthday in October this year.

Building up to celebratory events, all PHO staff past and present, as well as the wider network, are being invited to share some of their favourite memories or photos of their time working with, or alongside, the organisation through its 20 years.

The PHO will then use stories and images to showcase the history and memories as part of the events to mark the milestone.

Invitations and information about celebration events will be shared soon! If you'd like to share your memories or images, please contact Tiana by emailing: tianab@wboppho.org.nz

Inaugural Smokefree May Fun Run/Walk

The inaugural World Smokefree Fun Run/Walk organised by the Western Bay of Plenty Smokefree Coalition was held on Sunday 21 May based at Hopukiore (Mt Drury).

The event was one of many activities that have been organised around the country during May to celebrate smokefree lives with the national campaign theme of 'We're Backing You'. The focus this year is about encouraging a team effort to support whanau to quit and stay smokefree, with the longer-term goals for Aotearoa New Zealand to be Smokefree by 2025.

After a very wet night on the Saturday before the Tauranga event, it was refreshing to wake up to sunshine on Sunday says organiser and PHO Health Promotion Co-Ordinator Tiana Bennett.

"Twelve eager and enthusiastic people participated in the 1km walk along the Mount Main Beach boardwalk, as well as the 5km walk or 5km run around the base of Mauao.

"With the stunning views and scenery and an opportunity to grab some fresh air, people seemed to enjoy the event with one participant saying 'that was fun, the people were great and I will enjoy my spot prize!'"

On returning to Hopukiore (Mt Drury) all participants enjoyed refreshments of bottled water and a sausage sizzle. Spot prizes were given out to all attendees who also provided some valuable feedback for the organisers to consider for future events in the planning.

Some members of the public took the opportunity to stop by and talk with workers from the Pacific Island Community Trust who set up a tent and provided health information on the day.

It is hoped that the Fun Run-Walk will now be an annual event in promoting the Smokefree Kaupapa.



Koratika Tiban (Pacific Island Community Trust)



Some of the spot prizes provided by Hāpainga (Stop Smoking Service)

GP23 caption contest winner!

Thanks to all who entered the GP23 Caption Contest to win a funded ticket to the conference!

The Clinical Advisory team at WBOP PHO considered all the entries and based their decision both on the captions as well as the thoughtful responses shared about how attendance at the conference would bring value back to the practices.

The winner was Susan Hainge at Girven Family Practice and you can see her first-place entry below. Congratulations Susan!



“I see here that you’re requesting a second opinion on the global warming crisis...”