



WBOP PHO

Western Bay of Plenty  
Primary Health Organisation

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



Health navigator Toni Hansen, left, and practice nurse Laina Bolton are part of the Māori Health Team at Chadwick Healthcare implementing equity initiatives in the practice.

## Understanding equity in General Practice

Chadwick Healthcare staff are making a concentrated effort to reduce inequity and improve health outcomes for Māori patients at the practice, including learning how to pronounce te reo Māori correctly and co-designing its healthcare provision.

The practice has an intranet which aids communication between staff spread over its four sites. Once a week the Māori Health Team, led by practice nurse Laina Bolton, uses it to share equity initiatives.

"The team meets once a fortnight to come up with ideas to put up on the intranet. So far we've shared a presentation from [Kiri Peita, Director Māori Health at the PHO] about equity versus equality, information about Matariki and examples of correct te reo Māori pronunciation," she says.

"We decided to make our own videos. We figured if everyone could see our staff having a bit of fun they're more likely to watch and take note. They can see it's not so scary to try [te reo

Māori] for themselves. It's been a great start."

The COVID-19 workload has impacted on the team's plans this year but the next step is co-designing healthcare provision with Māori patients.

"We've invited a few patients, including local kaumātua, to form a focus group to look at issues such as why our Māori patients DNA (do not attend) more than our other patients and how we could improve that. We want to work in partnership with them and seek their guidance to make sure we are doing things right," says Laina.

"They're really keen to have the opportunity to have their voice heard. It's going to be an exciting journey."

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# Just in Case plans easing delivery of palliative care

Just in Case plans are proving helpful for palliative care patients when emergencies and critical changes in their healthcare arise.

The initiative was developed by WBOP PHO and is offered in partnership with BOP DHB, General Practice and St John.

The purpose of a Just in Case plan, prepared by a GP or nurse practitioner, is to understand the palliative patient's wishes and anticipate their likely needs so that the right care can be provided at the right time in the right place and is reflected in an agreed plan.

"The plans are particularly useful outside GP hours as St John can administer medication and enable the person to remain in their home," says WBOP PHO Director of Nursing and Workforce Development, Philippa Jones.

Dr Fiona Whitworth from Chadwick Healthcare has prepared five Just in Case plans with patients and describes them as "very useful".

"Because it's a form you're filling out together, rather than directly asking these questions yourself, it can be an easier way to allow advanced care planning to happen," she says.

For example, Fiona used the plan recently with an elderly patient with a severe ongoing medical condition who was in her last weeks of life.

"I suggested the Just in Case plan to her to keep her safe at home. She deteriorated more suddenly than I expected and the plan allowed ambulance staff to help her manage her symptoms without having to contact the after hours provider. Her family were very grateful."

Patients are asked to keep their Just in Case plan in a yellow folder on top of the fridge to be easily accessed by ambulance staff.

St John emergency medical technician (EMT) Erica Lahmert says having the Just in Case plan makes it easier for paramedics and EMTs to administer medication.

"Everything is written down so we know what to give and how much to give. It's a much easier approach because there are times when nothing like this is in place so we need to contact the patient's GP or our clinical support desk."



"Because it's a form you're filling out together, rather than directly asking these questions yourself, it can be an easier way to allow advanced care planning to happen." Dr Fiona Whitworth

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"It's beneficial for us and, of course, the patient who might be agitated or in pain."

*If you would like to know more about Just in Case plans see the 'Guide to Patient Services' on the PHO Portal [portal.wboppho.org.nz](http://portal.wboppho.org.nz) or contact Acute Demand Specialist Nurse Ruth McChesney, email [ruthm@wboppho.org.nz](mailto:ruthm@wboppho.org.nz).*

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## Flu vacs offered to hapū māmā

Flu vaccinations are now being offered to hapū māmā (pregnant women) attending the PHO's Ūkaipō programme which supports women towards a smokefree future.

As well as learning about the effects of smoking, women have an opportunity to weave a wahakura (traditional flax basket) to provide a safe sleeping space for their pēpi (babies).

At the most recent Ūkaipō wananga held at Waikari Marae in Matapihi in September, five of the seven women who attended and some of their whānau support opted to receive a vaccination. The other two women had already been vaccinated.

Immunisation against influenza is important for pregnant women, both to protect themselves and pass protection to

their babies after they are born.

Ūkaipō Lead Tiana Bennett says she surveyed previous attendees of the programme to see if they would have been comfortable receiving the vaccine before adding it to the programme.

"The majority of them said they would have welcomed the opportunity. It was important for us to get this feedback first."

"It was great to see the women at our recent wananga so enthusiastic about having a flu vaccination, and other whānau deciding to have one too."



*Hapū māmā Bianca McLeod-Ohia received a flu vaccination at the Ūkaipō wananga held at Waikari Marae recently.*

# Introducing Ruth McChesney

Our final nurse profile for 2020 to mark International Year of the Nurse is Ruth McChesney who works in the PHO's Clinical, Quality and Innovations team, undertaking Acute Demand projects.



Ruth says working in the field of acute demand gives her "one foot in the hospital and one foot in the community; one foot in clinical practice and one foot in people, projects and improvement".

She gained her nursing degree in Scotland 20 years ago and is currently studying for her Master of Nursing degree in Professional Practice. She initially went into nursing thinking she would specialise in paediatrics.

"I discovered I preferred working with adults and older people. I pursued advanced clinical practice and was on the nurse practitioner pathway for a while, but now I'm more interested in managing people, change and projects."

Ruth has been with the WBOP PHO for almost three years and enjoys collaborating with different stakeholders.

"When we join the dots, we achieve even more. There's a lot of strength in that one-team approach and I'm passionate about bringing teams together," she says.

Ruth's job involves leading pathways and processes for ED to refer patients back to GPs and primary providers in the community, and for St John to refer patients to GPs and primary providers if possible, rather than taking them to ED.

"It's something that is growing in its success and its acceptance," she says.

Ruth has also been involved in the development of Just in Case plans to improve palliative care services in the community (see story page 2).

Before moving to the Bay of Plenty four years ago, Ruth lived in Christchurch and was involved in the emergency response to the February 2011 earthquake.

"I was in the CBD at the time and, although I had left a role in the emergency department four years prior to be involved in acute demand work, I made my way to the hospital and offered my help and worked there for the next two days. Being able to offer my skills and contribute to the response was important to me."

## WELCOME ANGELA DURHAM

WBOP PHO's new Health and Wellness Services Lead is Angela Durham, a registered nurse who joins the team from Tunstall Healthcare where she was clinical and operations manager for the Asia Pacific region for four years.

Her background includes 15 years of intensive care nursing and working in a nurse-led clinic for the New Zealand Blood Service.

Health and Wellness Services supports our General Practice teams in the community to reach our high-needs population.

The services include a walk-in clinic in First Avenue, immunisation outreach, long-term conditions management, clinics at marae and community venues, nurses and nurse practitioners working alongside GP teams in practice, lifestyle wellness and diabetes self-management groups and

our Workplace Wellness programme.

"Our role is to work alongside General Practice teams, not provide an alternative service," says Angela.

"My short-term goal is to increase our engagement with GPs and support them to identify the patients we can help to re-engage with General Practice. There are those in the community that aren't engaging with GPs and that's where we can help."

Angela says the Health and Wellness team wants to empower people to make their own health choices and ensure they have the right access to do that.

"We have to give people the supports to



feel comfortable and confident to do that. If we can support that, we are doing the right thing by our community."



# Nurse prescriber training now available

The Midland Collaborative Recertification Programme for Registered Nurse Prescribers in Community Health has been approved by Nursing Council New Zealand, with 14 Bay of Plenty applicants starting the first course this month.

They make up a group of about 60 nurses in the Midland region who applied to be in the first tranche.

The 12-month recertification programme delivers education and training to prepare registered nurses (RN) to prescribe from the community nurse medicines list using existing clinical pathways to guide decision-making and medication selection.

It will allow them to safely manage care for normally healthy people presenting with common acute illness such as skin conditions, aches and pains, ear and eye infections, rheumatic fever prophylaxis and ongoing treatment, urinary infections, and sexual health, including contraception.

Training includes online theory modules and clinical practice supervised by an authorised prescriber such as a GP or nurse practitioner. A portfolio of work will be produced for assessment, including two case studies demonstrating a cultural approach incorporating Māori/Pasifika models of care.

The programme is a collaboration between the Midland region's five DHBs and eight PHOs, including WBOP PHO and heralds a new partnership between senior community and primary care nurses across the Midland region.

WBOP PHO Director of Nursing and Workforce Development, Philippa Jones, is a part of the leadership team for the programme and led this work on behalf of BOP DHB and its three PHOs.

She says having nurses able to prescribe medication for common acute illness will make it easier for patients to obtain the medicines they need and make better use of the skills and education of nurses.

"The courses will be beneficial to General Practices and Iwi who may want to offer nurse-led minor ailment and sexual health clinics, and will be invaluable to the Schools Health Service which routinely undertakes this type of work under the auspices of standing orders."

Philippa says the programme also reflects a commitment to achieve equity in health outcomes for Māori, Pasifika people and other communities with health inequities by increasing access to healthcare in the community.

"We are very excited to offer an approved registered nurse prescribing course in community health for the Midland region and expect this collaboration will be the first of many that will result in benefits for our healthcare professionals."

## IN BRIEF

### Help available to target patients with pre-diabetes

WBOP PHO's new Impaired Glucose Tolerance (IGT) programme will support GP teams to target patients with pre-diabetes who are at risk of developing diabetes and cardiovascular disease.

The lifestyle intervention programme is available free for patients with pre-diabetes aged 15-76 years with a Community Services Card, or of Māori, Pacific or Asian ethnicity, who do not already have diabetes.

It is designed to be completed over three to 12 months, with four visits funded by the PHO. A plan will be developed with the patient identifying agreed goals relating to lifestyle management such as good diet and exercise.

## COVID-19 elder research

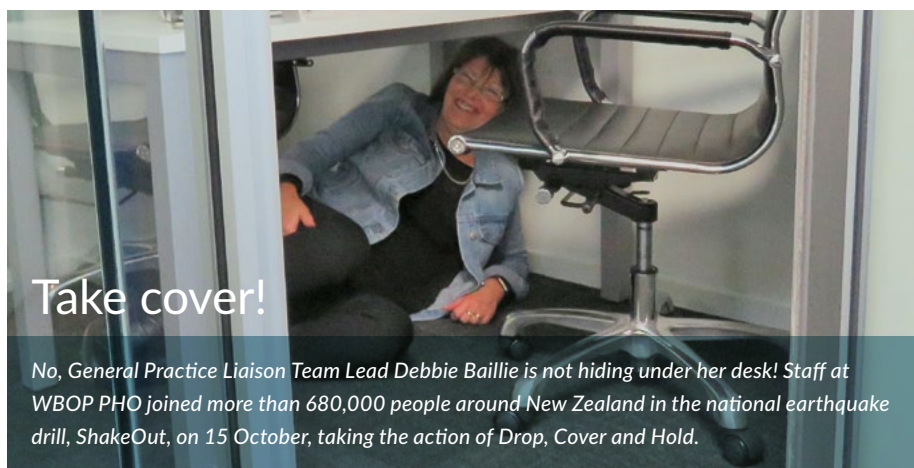
WBOP PHO is supporting a research project by well-known local social scientist Carole Gordon on the impact of COVID-19 on elders.

The purpose of the project is to gain an understanding of the lived experience of being older and considered vulnerable in a COVID-19 pandemic environment.

An elder participant reference group will be established with interviews carried out to document local case stories. The project will also include a survey of elders over 70 years, and focus groups with elders.

Carole will also partner with, and interview, local healthcare providers, including the WBOP PHO, to gain insight experience.

The project is also supported by the Bay of Plenty DHB and Tauranga City Council.



### Take cover!

No, General Practice Liaison Team Lead Debbie Baillie is not hiding under her desk! Staff at WBOP PHO joined more than 680,000 people around New Zealand in the national earthquake drill, ShakeOut, on 15 October, taking the action of Drop, Cover and Hold.

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