

# 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

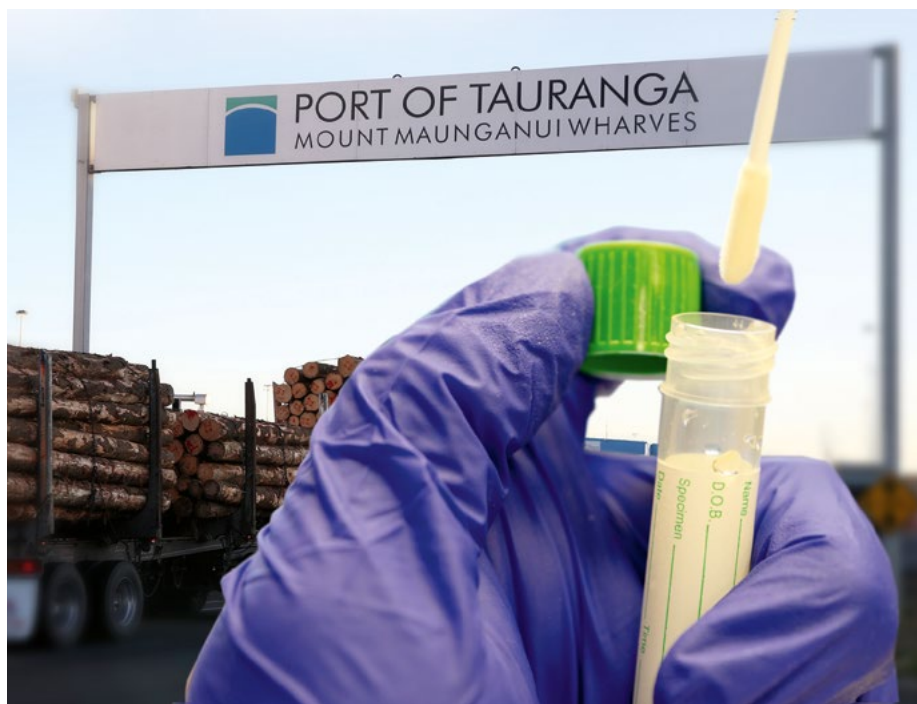


PHOTO: TE AO - MAORI NEWS

## COVID-19 testing at Port of Tauranga a success

A Ministry of Health directive to test 7000 workers at the Port of Tauranga for COVID-19 in the space of 72 hours sent the local health sector, including the PHO, into a tailspin last month.

With the deadline subsequently extended, and the directive revised to include high-priority workers only, the PHO, alongside our iwi partners, played a key role in testing 720 workers over four days on-site at the port. Our GP network also tested many more workers in the community.

Clinical director Dr Claire Isham says the Friday evening directive was hugely stressful

for both port workers and general practices who were working to strict guidelines as to who was eligible for funded testing.

"Port workers went from being on the 'not eligible' list to the 'eligible' list without the opportunity for us to update providers."

As well as scrambling to update providers on the new testing eligibility throughout the weekend, the PHO also worked with the BOP DHB to work out the logistics of on-site testing at the port.

"We needed to both take the pressure off general practice, and get the testing done in a timely manner," says Claire.

As much as possible, the port surveillance testing was done around workers' shifts, which meant liaising with the Port of Tauranga and the hundreds of companies that go in and out of the port each day.



**720**  
workers tested  
for COVID-19  
at the Port of  
Tauranga

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"We had resources our IT team had already created as part of developing the CBACs, as well as people who had become skilled at testing through the CBACs. Both enabled our response to be rapid and as efficient as possible," says Claire.

Testing was done by PHO and Public Health nurses, as well as kaiāwhina (support workers) from Te Runanga o Ngāti Ranginui and Toi Ohomai students who were trained to carry out testing.

Claire says port workers were genuinely

appreciative of the professionalism of the team and that the testing was provided on-site to ensure minimal disruption.

Feedback from port workers included this comment from port worker Matthew Bedford on our PHO Facebook page:

"Thanks team, was an uncomfortable experience made easier by the professionalism and care of all staff involved. Much appreciated."

The port workers all tested negative for COVID-19.

*"Thanks team, was an uncomfortable experience made easier by the professionalism and care of all staff involved. Much appreciated."*

Matthew Bedford, Port of Tauranga worker, via Facebook.

## Epic Health joins PHO network

The newest member of the WBOP PHO network is Epic Health, an integrative general practice based at 67 Willow Street in Tauranga's CBD.

The team is led by Dr Emma Stanley who is known to many through her work at Accident and Healthcare on Second Ave, City Centre Medical and Tautoko Mai Sexual Harm Support (formerly BOPSASS).

Read more about Epic Health at: [wboppho.org.nz/whats-new](https://wboppho.org.nz/whats-new)

Dr Emma Stanley, back right, is joined by analyst Guru Muthu, Health Quarters owner Diego Rosenberg, practice manager Wendy Sharplin, and her trusty friend 'Fred' who she brought with her from the UK.



## Kaiāwhina join port testing team

**With an extensive background in home care for their own whānau and others, kaiāwhina Christine Grant and Alamein Borell jumped at the chance to help keep their community safe by joining the COVID-19 surveillance testing team at the Port of Tauranga.**

The pair, who are both qualified healthcare assistants with Te Rūnanga o Ngāti Ranginui, joined PHO and Public Health nurses at the port to test high-priority port workers. They started off in a data entry role and moved on to swabbing after participating in training with the PHO's Director of Nursing and Workforce Development, Philippa Jones.



Kaiāwhina Christine Grant, left, and Alamein Borell at work in their PPE at the Port of Tauranga.

"Philippa showed us what to do and we practiced swabbing on each other, as well as learning how to wear our PPE properly," says Alamein.

Christine says working alongside the nurses was "amazing" as they had lots of tips and tricks to make swabbing easier.

For example, they learned that for people who have had a broken nose, swabbing can be a painful experience and is more comfortable done on the other side of the nostril.

Alamein and Christine say it was an "awesome experience" to be a part of the team and are keen to be involved in COVID-19 testing again if called on.

"I want to help my community and my people. I want them to know that it's okay," says Alamein.

Christine says it's good to have people

of different ethnicities available to carry out testing.

"Some people are more comfortable with people of their own ethnicity. I'd love to see more healthcare assistants like us trained to help."

The women used their own brand of humour to help people manage the stressful process.

"I reminded a few of the big men that women have to give birth, so a stick up the nose is nothing," laughs Christine. "They'd usually wipe the tears from their eyes and laugh at themselves afterwards."

Philippa says swabbing is a task that can be safely delegated to support workers when they have been appropriately trained and assessed as competent.

"Both Christine and Alamein were great. Following training they both passed their formal competency assessment without any difficulty."

Philippa says having kaiāwhina work alongside a registered nurse expands the workforce available to swab and provides a cost-effective model of care.

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## PHO scholarship helps to establish primary healthcare career

When Jo Rostron turned 50 a few years ago, her family bought her a skydiving experience. She never thought she could do it, but she did and it inspired her to take on other challenges in her life also.

One of those challenges was training to become a healthcare assistant, which she has recently completed with the help of a WBOP PHO General Practice Health Team Professional Development Scholarship.

Jo has worked at Hairini Family Health Centre for the past three and a half years as receptionist. Practice nurse Wendy McPhillips suggested she might like to consider training as a healthcare assistant to support the nurses in the practice.

"I'm always asking questions so they thought I might be interested. I hadn't studied for years but Wendy talked me round and I did my training locally at Toi Ohomai, as well as 200 hours in-practice," she says.

Jo's studies were interrupted by COVID-19 so she had to finish the training online, but she qualified in June and now helps nurses with tasks such as taking blood pressure and other observations, vaccine fridge checks, ordering of supplies and equipment, and managing paperwork.

"I've really enjoyed the transition from reception, where I was greeting the patients as they arrived, to getting to know them more. I



*Newly qualified healthcare assistant Jo Rostron, right, takes the blood pressure of her colleague and mentor, practice nurse Wendy McPhillips.*

also like freeing up the nurses' time so they can concentrate on patient care."

Wendy says Jo is a compassionate person who shows great empathy with the patients.

"I thought she might find the healthcare assistant role more rewarding, and she knows how our practice operates. We needed more help so it's great to have her support, allowing us to carry on with other clinical tasks.

"Due to COVID-19, it's been a challenging time for her to come on board but she's been very resilient."

\* WBOP PHO has a scholarship fund of up to \$2000 per applicant per year to provide financial support for General Practice teams within the network to participate in professional development that will add value to their team and their enrolled population. Speak to your General Practice Liaison to find out more.

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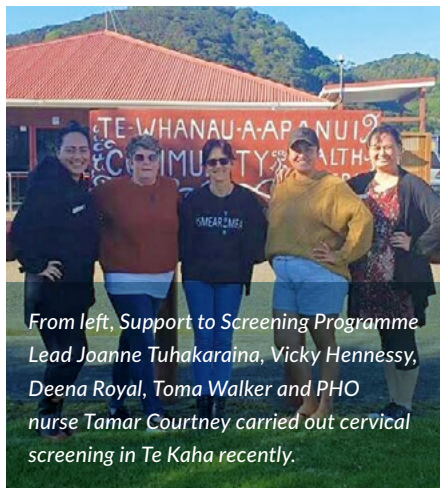
## Screening services reaching out to our communities

**COVID-19 hasn't stopped the PHO's Support to Screening Service continuing with its mahi over the winter months.**

The BreastScreen Aotearoa mobile breast screening unit visited the Bay of Plenty, including Te Puke, Kawerau and Katikati, from May to July so the team took the opportunity to offer cervical smears to the women attending breast screening as well.

A group of women from Matakana Island also recently made the trip to the mainland for both breast and cervical screening with the support of the STSS team.

The team has now extended its reach into the Eastern Bay of Plenty and spent a weekend in Te Kaha, near Opotiki, working alongside Te Whānau-ā-Apanui at the Te Kaha Medical Centre.



*From left, Support to Screening Programme Lead Joanne Tuhakaraina, Vicky Hennessy, Deena Royal, Toma Walker and PHO nurse Tamar Courtney carried out cervical screening in Te Kaha recently.*

With the help of local nurses Toma Walker and Vicky Hennessy, 25 women aged 28-64 received cervical smears over the weekend, says Support to Screening Programme Lead Joanne Tuhakaraina.

"Toma and I jumped into a truck to find and engage with the community. We even made our way into a kiwifruit orchard where we found a lady who was due. We were door knocking and even reminded a lady at the local shop.

"I truly felt the spark had fired up inside me seeing how hard they worked to get these ladies in and how much aroha they had for the members of their community."

Each woman who screened received a home-made 'smear your mea' cookie as a thank you.

The STSS team is also holding a hangi fundraiser later this month to raise funds for Breast Cancer Support Service Tauranga Trust.



# Introducing Wendy Dillon

Wendy Dillon is a familiar face to many in the WBOP PHO network in her role of Regional Clinical Manager for Green Cross Health.



Regional Clinical Manager Wendy Dillon

She supports the clinical teams at five Tauranga practices and three in Whakatāne after an extensive nursing career in emergency medicine followed by a move into acute care in the primary sector.

"I got into nursing because I enjoy caring for people, but later in my career I became more interested in looking after the teams who were caring for our patients," she says.

"I still work face-to-face with patients, but I'm passionate about ensuring systems and processes are in place so our clinicians can work comfortably and do what they need to do to care for their patients."

Wendy recently completed a Master of

Health Practice in Nursing (Leadership and Management) degree. "I love the learning process; it really opens your mind. It's great to be able to take what you do on a day-to-day basis and gel it with some theory."

Wendy says the biggest change she has seen in nursing since she entered the workforce is collaborative practice.

"Nurses take a real position in patient care, working as a team with our medical colleagues. I've seen the development of nurse practitioners in primary care – we have three in our region – as well as clinical pharmacists and nurse prescribers. To see nursing expand in this way is exciting."

She is particularly proud of the role primary care has played in helping patients during COVID-19, including meeting the recent testing demand and the large drive-through flu vaccination clinic at the start of the March lockdown. Wendy and the team at The Doctors vaccinated around 1900 people with the support of WBOP PHO nurses.

"It was a cool experience and the patients loved it. It gave us an opportunity to reassure people who were scared and talk about who they would be in their bubble with. From that we got quite a list of people who we connected with all the way through the lockdown."

## First aid training for Motiti Island residents

**Eighteen Motiti Island residents have now received first aid training following a visit to the island by the PHO leadership team earlier this year.**

The team visited the island to engage with the community and explore how the PHO could support their health and wellbeing. First aid training was identified as a priority.

Ngati Kahu Hauora GP and PHO Clinical Director Dr Claire Isham flies to the island once a month for a clinic, but otherwise the



Motiti Island resident Richard West learns CPR with first aid trainer Les Maclaren.

island, home to about 35 people, does not have any health services.

Motiti Island resident Te A Paul says everyone who attended the training only had good things to say. "[First aid trainer Les Maclaren] shared lots of great stories and anecdotes they could relate to and understand."

## IN BRIEF

### E-bike ready to hit the road

Western Bay of Plenty PHO is now the proud owner of an e-bike to get around town to meetings after staff clocked up more than 4500km by walking, running and cycling to work as part of Bike Month in February.

The Count the KM challenge set a target of 4000km for the purchase of the e-bike for staff use, and was a great way for us to show our commitment to supporting healthy lifestyles in our communities.



Catherine Warren, pictured on the new e-bike, was on the winning team which collectively clocked up 745.77km. The team also included Kiri Peita, Ruth McChesney, Michelle Rapana, Cecilia Wu and Grant Arden.

## Exploring our 'why'

The PHO held a vision and values workshop for staff at Daniels in the Park in August.

Job titles were abandoned for the day as our various teams merged to become pirates, jet fighters, race cars, spiders, sheriffs, wands, horses and crocodiles.

As well as discovering how difficult it is to unwrap a gift while wearing oven gloves on your hands, staff were asked to think about what we do as an organisation and why, how we can make a difference, and what success looks like.

We unearthed some fantastic critical thinking (as well as some skilful artists and orators) and look forward to sharing the results of our brainstorming very soon!