

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



Poutiri team vaccinating Ministry of Health Chief Nurse Lorraine Hetaraka-Stevens and her whānau at Te Matai Kura Kaupapa. Photo courtesy of NZME.

Response teams in action

Our network of health providers across the Western Bay of Plenty demonstrated its capacity to respond quickly to another nationwide lockdown in August.

Having been on the frontline of the COVID-19 pandemic for nearly 18 months, the PHO, General Practice staff and our kaupapa Māori providers Ngāti Rānginui and Ngāi Te Rangi rallied to meet the urgent demand for COVID-19 testing sites alongside existing efforts to deliver primary care services and roll-out Aotearoa's COVID-19 vaccination programme.

Poutiri Trust has been delivering its mobile community vaccination service since June. Within 48 hours of the snap lockdown announcement, it had revamped plans for how it could safely scale up its service.

Trust general manager Kirsty Maxwell-Crawford says the service was in much higher demand during lockdown. "Before Level 4, we were seeing 48 people, on average, a day. But by delivering a drive-through service, we were able to vaccinate

more than 200 people a day through our mobile service in lockdown."

The service operated at marae, hauora organisations, kura, sports clubs, and outside a variety of businesses.

"We received wonderful support from the community. When it rained, we were offered the underground carpark at The Warehouse on Cameron Road where we worked with the Pacific Island Community (Tauranga) Trust.

"Wherever the community need was, we worked out how we could help meet the increased demand and respond appropriately to the higher levels of anxiety that a lot of whānau were feeling about the Delta strain."

During Level 4, it also provided a mobile vaccination service on Matakana Island.

Story continues ...

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Cover story continues ...

"It's about being accessible to communities where travel and distances can be difficult."

Additionally, the trust carried out COVID-19 testing at various sites, taking lessons learned from last year's lockdown experiences and its work with the mobile swabbing pahi (mobile bus). "It was really helpful for us to use those experiences and fulfil the community's need this time."

In August and September, the trust worked collegially with other hauora providers and across the community, with everyone stepping up to help out, says Kirsty.

The trust was given access to the Baptist Church in Te Puke during the lockdown, which the trust used to accommodate its three vaccination teams so everyone could keep operating safely within their work bubbles. The building was used to prepare lunches for work teams and assemble food parcels and hygiene packs to deliver to people in need.

"It was a really fantastic collective effort," says Kirsty.

Te Rūnanga o Ngāti Rānginui chief executive Mel Tata says a highlight for hauora providers was the collaboration on delivering services to whānau across the region, and working alongside the PHO, which provided training for vaccinators.

"The PHO provided nursing support by training staff in the swabbing space which boosted our capacity to operate our kaupapa Māori mobile clinics. It's a great example of partnership in practice and a people-focussed approach to primary health care."

Ngāti Rānginui also delivered care packages to whānau in need, and collaborated with Ngāti Kahu Hauora and Island Air to deliver the region's first fly-in, drive-through vaccination clinic at Mōtītī Island.

General practices and pharmacies also joined the rollout, expanding access to the Pfizer vaccine.

PHO chief executive Lindsey Webber says the primary care network's response to the Delta outbreak was a testament to its agility in challenging times. "We must acknowledge the extraordinary effort that was made across the network and with our iwi partners, and the demonstration of whanaungatanga and manaakitanga while providing continuity of care."



The mobile waka initially targeted health care for rangatahi but has evolved into a free walk-in service for the whole whānau.

HbU taking healthcare to the people

For those who can't afford after-hours healthcare, can't take time off work during the day, or aren't enrolled with a GP, Ngāi Te Rangi's mobile health unit HbU has been a lifesaver for more than 12 years.

Established in 2009, the mobile waka was originally targeted at providing services for rangatahi (youth) – hence the text-speak name HbU which means 'how 'bout you?'

Over the years it has evolved into a free walk-in service for the whole whānau with more than 2000 people accessing healthcare each year, 70 per cent of them Māori.

From its early beginnings operating three nights a week, it now operates five nights a week in Katikati, Welcome Bay, Mount Maunganui, Merivale and Pāpāmoa from 6pm-9pm, as well as being involved in new community initiatives such as a men's health clinic and kaupapa Māori vaccination clinic for COVID-19.

Dr Murray Hay has been HbU's doctor since 2009, with Dr Emma Stanley joining the team last year to assist during the COVID-19 lockdown when the waka was used to coordinate healthcare and social services for Tauranga's homeless community. It is also staffed by nurse Penny Patchell and long-time coordinator

Rocky Rahipere.

HbU Mobile Health Service Manager Emily Gudsell says HbU is considered one of the most innovative health projects in the Southern Hemisphere.

"HbU can be deployed in many different ways depending on what the community needs are, whether it's a pandemic emergency situation, right through to your after-hours acute patients who just cannot get to their GP or won't go to a GP for whatever reason."

Emily says HbU follows up with whānau to look at any barriers that may be preventing them from engaging with primary healthcare.

"We always try to re-engage people with a GP, but we address immediate health needs first and foremost."

HbU is funded and supported by WBOP PHO. Director, Māori Health, Kiri Peita, says improving healthcare access for whānau is invaluable. "Ngāi Te Rangi also provides the added benefit of connecting whānau to social supports if needed."

Winter wellness

WBOP PHO and Waipu Hauora teamed up recently to offer a two-day winter wellness course, Takurua Ora, at the Hungahungatoroa Sports Club in Matapihi.

Eight people attended the course which looked at exercise, healthy kai, understanding your blood tests, knowing your health numbers, and looking at mindset and setting SMART goals. There was also a rongoa Māori (traditional Maori healing) session where participants made a rub with essential oils and Ngāti Kahu Hauora nurse practitioner Brenda Smith gave everyone a health check.

Thanks also to Riria Gibbons and Chelsea Benton from Waipu Hauora; clinical exercise physiologist Caitlin Milne and dietitian Hannah Martin from the PHO, and clinical pharmacist Carolyn Woolerton from Medwise for their input and organisation.

Participants in the Takurua Ora programme cook up some healthy kai in the kitchen at Hungahungatoroa Sports Club in Matapihi.



Learning the history of Tauranga Moana

WBOP PHO whānau enjoyed a day out of the office together recently to learn about the history of Tauranga Moana, including participating in a pōwhiri at Whareroa Marae.

The haerenga was led by Ngai Tamarāwaho kaumātua Matakori Des Tata and took us to Otūmoetai Pā, Mauao, Pukehinahina in Gate Pa and Te Ranga in Pyes Pa.

The bus trip was part of our cultural journey – Tā mātou mahi hei whakaohoho – which we started last year.

We had a chilly yet beautiful start to the day at the carved pou that guard the entrance to the Otūmoetai Pā site in Levers Road. With stunning views across the water to Mauao, Des began our kōrero on the



Our guide for the day, Ngai Tamarāwaho kaumātua Matakori Des Tata.

local history.

Our pōwhiri at Whareroa Marae was a moving experience, followed by a slap-up morning tea, before we moved on to climb part way up Mauao and enjoy lunch in the sun at Waikorire (Pilot Bay).

The kōrero continued with an overview of the Battle of Gate Pa at Pukehinahina where outnumbered Māori defenders repulsed an experienced British force and secured what many regarded as a famous Māori victory.

We concluded the day at the site of the Battle of Te Ranga where the British extracted terrible vengeance for their defeat at Gate Pa, killing 140 people.



Our climb part way up Mauao where we stopped to admire the mural by local artist Mr G.

Celebrating Te Wiki o te Reo Māori

Our team came together, in person and remotely, to join everyone in Aotearoa for this year's Māori Language Moment on September 14.

Our PHO staff always start their day with a karakia and waiata, so having warmed up earlier, the team came together at 12pm to sing several waiata, including 'E Ihowā Atua' (our national anthem) and 'Tūtira Mai Ngā Iwi' - a waiata all about unity, which is appropriate during Te Wiki o te Reo Māori.

"As a primary health organisation in

Tauranga Moana we know that culture and language are inseparable, and it's this principle that has informed our own cultural journey, Tā matou mahi hei whakaohoho," says WBOP PHO Director of Māori Health, Kiri Peita.

"The week was also a chance for our team to put into practice their learning that



has been picked up during the PHO's te reo Māori and tikanga classes."

Kia kaha te reo Māori!

Te Ohonga – a chance to share our culture

Chinese and Scottish traditions mixed with Te Ao Māori (Māori world view) recently as part of the WBOP PHO's daily staff 'huddles' - Te Ohonga: Tō mātou reo, tō mātou ohoohe - The Awakening: our language, our realisation.

Each day at WBOP PHO starts with karakia (prayer) and waiata (song) and Wednesdays have become a special day where staff have turns to share their own cultural tale, whether it be about their upbringing, values, beliefs, whānau traditions, or their language.

Cecilia Wu, skin lesion service administrator in the PHO's Acute Demand Service, grew up in China and shared with colleagues the meaning of her legal name "思君", pronounced Sijun. "It can mean both 'miss you' and 'precious jade', which is my father's demonstration of love towards me."

The 32-year-old also introduced the PHO to where she lived in Shanghai, which is known as both the "Pearl of the Orient", and the "Paris of the East". "My colleagues were amazed to see how the collections of architecture from different countries and eras all exist coherently together in the city, reflecting its broad history and culture



Cecilia Wu wears a traditional cheongsam, also known as a qipao, a dress that originated in 1920s Shanghai.



Scottish-born Laura Penny shared traditions from her homeland.

of inclusiveness. Many told me after my presentation that they are putting Shanghai on their list of future travel destinations."

General Practice Liaison Laura Penny is from Scotland and did a presentation looking at some of the traditions in her homeland around Hogmanay (New Year celebrations).

"We all read a poem by the Scots poet 'Rabbie' (Robert) Burns which shares best wishes, long life and a house full of food. We talked about 'The Reddin' - spring cleaning your house before the new year starts, 'the Perty' - celebrating together with friends and family - fireworks, live music, ceilidh dancing and singing Auld Lang Syne - which we all sang together and discussed the meaning," she says.

"We also discussed 'First Footin' - where the first person over your door after midnight brings good luck for the year to come. We ended the session with a famous Scottish saying for wishing a long and healthy life: 'Lang may yer lum reek!' - literally 'Long may your chimney smoke!'"

Director of Māori Health Kiri Peita says when we seek to understand and celebrate diversity, we can learn to respond in culturally intelligent and relational ways.

"Te Ohonga is about awakening our understanding about ourselves, and the teams we're a part of, in a mindful pause."

IN BRIEF

CarePlus update

An update to the CarePlus programme means it is now possible for the PHO to fund two to eight reviews for patients with long-term conditions.

With Māori over-represented in this area, effective use of CarePlus is a great opportunity to redress inequities in healthcare.

CarePlus is a patient-centred, goal-led approach to improvements in healthcare. A Care Plan must be developed with the patient and should include at least one goal the patient can work towards. Some clinical systems have in-built Care Plans; some practices may have designed their own. A Care Plan template from Health Navigator is also available.

An updated CarePlus Service Guide and additional resources can be found on the WBOP PHO portal.

General Practice workforce survey

WBOP PHO is conducting a survey to understand current and future workforce plans so it can work with you to create a workforce plan to support the future of General Practice in our region.

We want to collect information from all members of your team, including GPs, nurses, practice managers and other practice staff.

Completing the four-minute survey is your opportunity to put forward your priorities, challenges and goals. The survey information will be collated and presented to a working group of General Practice staff to inform a workforce plan.

Complete the survey at:



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