

News, views and information from Waitemata District Health Board

# Healthlines

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What is it that inspires dietitian and black belt Bex Watkin to do her very best at work and on the international sporting stage?

*Find out on p7*



Waitemata  
District Health Board

Best Care for Everyone



Photo courtesy of Henrietta Martin

# Living our values in more tangible ways

“everyone matters”

Staff

Healthcare professionals need to lead by example.

Our patients – and indeed the broader community – expect nothing less from those working in the health sector, and for good reason. So I always feel encouraged to receive feedback from managers about staff who really try to live our values and who, by example, show us at a personal level how our organisational purpose of practising wellbeing can be achieved.

The email from Food Services Manager Roslyn Norrie in relation to dietitian Rebecca (Bex) Watkin who, as a world class Karate competitor, juggles her workload with an incredibly demanding training schedule, is inspiring.

Roslyn says: “Bex drives value in the work she does with our patients while setting a great example to the rest of us.

“People like Bex are exemplars for their adherence to dietary and exercise plans, and managing training sessions before and after work each day, while still meeting professional responsibilities.”

Bex, whose story features on p7 of this issue of Healthlines, is certainly a great example of the kind of employee the Waitemata DHB needs in order to deliver on its promise of “best care for everyone.”

She is, of course, not alone – there are 7100 of you all out there doing a great job on a daily basis to help us make a real difference across our district. And nor is Bex the only member of staff working hard to balance work with sporting pursuits on the international stage.

I am aware that a number of our people are involved in athletic endeavours at this level and that the financial cost to them is sometimes considerable. Many fundraise to meet their own travel costs and there are numerous other expenses to take into account also. It’s tough and requires a level of commitment and dedication that must, at times, be hard to maintain.

That’s why I’m pleased to announce a new initiative under the banner of “Everyone Matters - staff” to try and ease the burden and support our people in more practical ways.

The Waitemata DHB will, from October 1, provide up to five days of special paid leave for staff who are representing New Zealand at international sporting competitions and who meet criteria.

An application process will be outlined via StaffNet and I’m sure eligible staff will jump at the chance.

It’s part of the DHB’s ongoing effort to acknowledge the many achievements of our staff and better live our values in more tangible ways. Meanwhile Bex is preparing to compete at the 23rd Senior World Championships in Austria at the end of October. She may, depending on when you read this, already be there.

Karate will feature at the Olympic Games for the first time ever in 2020 so the champs are, until then, the ultimate goal for competitors like her who are representing our flag.

We all wish Bex well and look forward to hearing how she got on.

Take care  
Dale



Dear Dale

Just wondering when the Waitakere Hospital gym is opening?

Regards  
Wayne Shum Kuen Ip



Dear Wayne

The location of the new gym has been confirmed in Woodford House. The business case for the building and equipment has been approved by the board.

A user group is currently advising on gym equipment and layout and I understand the new facility is due to open in early 2017. Check out page 6 of this issue of Healthlines and you’ll see what fantastic feedback we’re getting about our gym on the North Shore. I look forward to seeing Waitakere staff enjoying the same great benefit on site out west.

- Dale

# Recycle your bra for a good cause



Wanted: Old bras and breast prostheses.

That's the message going out to women who've had breast reconstruction at the North Shore Hospital.

And it's paying dividends. Over 300 items have so far been donated and will soon be winging their way to disadvantaged communities in Fiji, Papua New Guinea, Solomon Islands, Cook Islands, Bali, Northern Territory, Cambodia, The Kimberley, Sri Lanka, Botswana, Uganda, Kiribati and Pakistan. Some may even be distributed in New Zealand.

Dr Sarah Hulme, one of three plastic surgeons who run clinics at the hospital, supports the Uplift Project and pitched it to Breast Reconstruction Clinical Nurse Specialist Louise Bobbitt earlier this year.

Louise started talking about it with her patients and was soon including brochures in her post-operative information packs. She says the response was instant.

"Patients were reading the material and coming back to the clinic with their old bras and prosthesis," she says. "It has been great to see."

Among those patients is Tanya Burian who had breast reduction surgery in late August and was back for her follow-up clinic a week later. The Stanmore Bay resident brought a collection of old bras with her.

"Why not?" she says. "I'm not going to wear them anymore so what else am I going to do? It's really cool to be able to give them away to people overseas."

"This is a good cause and it's great to raise awareness of it. There will be a lot of women who just bin their old bras when they get new ones. It's good to know there is another use for them."

Got some spare room in your luggage? Travellers to participating countries might like to consider taking items with them to leave at designated drop off zones. Go to [www.upliftbras.org](http://www.upliftbras.org) for more information.



 Breast clinic patient  
Tanya Burian with Breast  
Reconstruction Clinical Nurse  
Specialist Louise Bobbitt

"everyone matters"

Patients

"everyone matters"

## 「New faces」

Have you just started working for the Waitemata District Health Board? How about letting us introduce you to the rest of the team?

Simply email a head and shoulders photograph of yourself – along with your full name, position and where you've come from – to [matthew.gray@waitemataadhb.govt.nz](mailto:matthew.gray@waitemataadhb.govt.nz) and we'll do our best to publish it in a forthcoming edition of Healthlines or online at StaffNet. New faces this issue include:

### Georgina Todd

**Senior Manager Complaints and Adverse Events**

Previous employer: The Office of the Health and Disability Commissioner



### Genevieve Kabuya

**Volunteer Co-ordinator**

Previous employer: St John Community Health Service



# Looking ahead to understand our future

As we look to the future, the predictions are that healthcare will become significantly more turbulent. There are a number of key driving forces to this, including demographics and technology. We will need to develop a very deep understanding of these to successfully adapt to the future:

**Demographics:** Looking forward three decades, the population of Auckland is projected to grow by approximately 750,000 people - more than the current population of the Canterbury region, including its projected growth. This will bring the population of Auckland close to 2.3 million people!

Currently Auckland's population growth accounts for slightly more than half of the current growth in New Zealand. In 2045 it will be more like three quarters of New Zealand's population growth.

The number of people 65 years and over in Auckland is projected to double in the next 15 years and increase by more than three times by 2045. So not only do we have a very significant population growth, we also have a dramatic increase in the age range where more people require health services.

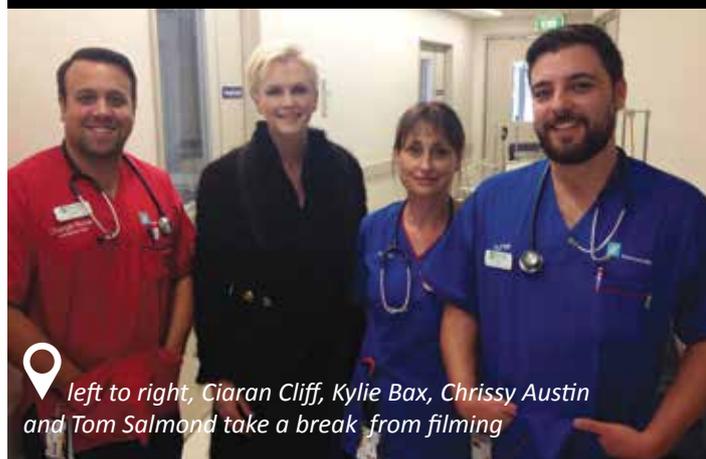
**Technology:** Smart phones, nanotechnology, big data analytics, the cloud and artificial intelligence are critical elements of emerging and advancing technologies.

An interesting example of technology in action is the development of the epigenetic clock. The

epigenetic clock calculates the aging of blood and other tissues and by comparing chronological age to the blood's biological age, scientists can predict each person's life expectancy. This research will possibly assist in devising strategies to slow the rate of aging and maximise a person's years of good health. The epigenetic clock would likely allow researchers to accelerate the evaluation of effective anti-aging therapies in relatively short timeframes.

Disruptive innovation is also expected to be central to the search for sustainability in healthcare. It's likely to result from the intersection of new technologies and new business operating models. This impact is much harder to predict - think healthcare versions of Uber and airbnb.

I am highlighting this to encourage you all to think about the future and start to seriously study and reflect on the megatrends that will impact the way we all deliver our healthcare services.



## Lights, camera, action

Emergency Department nurse one minute – TV star the next.

Chrissy Austin, Ciaran Cliff and Tom Salmond all got a taste of life on the other end of a camera after being selected to participate in a segment for the prime time TV1 lifestyle

show, Kiwi Living.

All three got a makeover as part of the lifestyle show which was presented by supermodel Kylie Bax.

Shooting took place at North Shore Hospital and in the west Auckland based shopping centre, Lynn mall.

left to right, Ciaran Cliff, Kylie Bax, Chrissy Austin and Tom Salmond take a break from filming

# Knitting a way through delirium

Hand-knitted mitts are proving to be a winner in the management of patients with delirium at the North Shore Hospital.

They are just one part of an innovative project kick-started by gerontology nurse specialists Elaine Docherty and Catherine Mounsey.

Delirium, also known as acute confusion, can strike anyone but generally affects older adults. A full recovery is possible with the right treatment and both nurses have put in a lot of work to educate staff involved in the assessment, treatment and management of patients.

With delirium comes a tendency to become restless, agitated and to fidget and it is not uncommon for people to pull at lines, tubes or dressings.

The “comfort” or “fiddle” mitts are proving to be an effective non-pharmacological way to stop that by providing visual, tactile and sensory stimulation for patients. Elaine says the idea is already in use overseas but not so well known in New Zealand.

“Both Catherine and I use Twitter in a professional capacity and came across these mitts there.

“We’ve had feedback from nurses on the wards who say the mitts are fantastic

– and we’ve had the same kind of comments from family members.”

Catherine, who moved to Tauranga in August, and Elaine turned to Facebook in a bid to develop the concept further.

There they found a west Auckland-based knitting group called Sunday Girls whose members were looking for a project to support.

The first batch of mittens was soon on its way to the hospital and other groups from St Georges Church in Takapuna and the Women’s Auxiliary have since got involved.

Elaine, who has worked for the DHB for over 12 years, says there is now a plan to get a knitting group established for patients on the older adults wards.

“This will have multiple benefits,” she says. “It will assist with therapy for managing and preventing delirium; physical and cognitive occupational therapy assessments; reducing boredom; socialisation; stress and anxiety reduction and engagement in purposeful activity.

“It will also produce fiddle mitts for our project.”

Education packages and teaching sessions have been provided to over 400 staff to promote the importance of recognising and managing delirium as part of the

broader DHB delirium project .

A booklet has also been developed to help families and loved ones understand the condition.

“With a growing number of older adults in our population, especially in Waitemata, delirium recognition and treatment is increasingly important,” Elaine says.

Can you help get the knitting group off to a flying start? Members will need knitting needles, wool and any other associate items that you might have sitting around home. Donations can be left with Ward 14 clerk Sue Benton. Alternatively, give Elaine a call on extension 7172.

Left to right, Former Waitemata DHB worker Catherine Mounsey with Sunday Girls knitting group members Sue Wright and Suzanne Stowers and fellow gerontology nurse specialist Elaine Docherty



“everyone matters”

Patients

DELIRIUM CAN BE PREVENTED AND TREATED		
SUSPECT IT	SPOT IT	STOP IT
Age 75+	Acute confusion	Treat cause
Cognitive impairment	Poor concentration	Explain and reassure
Visual / hearing loss	Poor Communication	Environment
Infection / dehydration	Change in behaviour	Physical needs
Pain / trauma	See and hear things	Psychological needs
	Fluctuates in 24 hours	Social needs



# Free gym a winner with staff

Clinical engineer Gautham Viji has lost 1.4kgs since he started working out in the Waitemata DHB staff gym 2 months ago. And he's made some great new friends while doing it.

Gautham works out most mornings with a like-minded bunch of people who all enjoy free membership – just one of the benefits of working for the DHB. All agree it's a fantastic way to start the day, keep fit and meet new friends.

"It's a great wake up call," says Cardiac Physiologist Ajmal Sohail. "I encourage and advise everyone to come along and get involved."

The 24/7 gym opened in February 2014 and is located on the North Shore Squash Club grounds at Shea Terrace. A similar facility is due to open at the Waitakere Hospital in early 2017.

Patient Care Assistant Teresita Suarez has lost over 4kgs since joining the gym. But the biggest benefit she gets revolves around her blood sugar levels.

"Working out here regularly really helps me manage my diabetes," she says. "It's so good to be able to do this – and it's free."

Chief Executive Dr Dale Bramley says the provision of a free gym is directly aligned with the Waitemata District Health Board's refreshed set of values which were established in 2012 after consultation with staff.

"One of the values identified by staff through that process is that everyone matters," he says.

"The organisation has been given a clear direction to look after its people as well as delivering services to patients and their families.

"The gym is really popular and we were all amazed to see how quickly membership grew. We now look forward to seeing one open at Waitakere in the coming months."

\*The gym is among a range of perks available to staff working at the Waitemata District Health Board.

CEO Dr Dale Bramley is keen to hear your ideas on what other benefits could make a difference in your working life.

Email your suggestions to [deardale@waitemata.dhb.govt.nz](mailto:deardale@waitemata.dhb.govt.nz)

 Clockwise from back left: Gautham Viji, Ajmal Sohail, Laura Campbell, Brent Percy and Teresita Suarez are among Waitemata DHB staff making the most of free gym membership

## Not a member yet?

You can access the gym by using your staff ID swipe card. But first you need to sign the Staff Gym Membership Policy and Staff Gym Waiver Forms to have your card activated by the DHB security team. Both can be accessed on the intranet.

And don't forget to book a session with gym manager Richard Janett. He'll show you how to use all the gear correctly and will also create a fitness programme specific to your needs. Call him on 021118526 or email [Richard@urbanmovement.co.nz](mailto:Richard@urbanmovement.co.nz)

# More medals for Bex

Karate black belt and dietitian Rebecca (Bex) Watkin wears a little silver locket around her neck.

In it is a photo of her late grandmother Deirdre Pitcher – the former registered nurse whose memory continues to motivate her approach to work with the Waitemata DHB and competition on the international sporting stage.

“She still inspires me every day,” Bex says. “I was interested in a health career very early on in my life - and I think she partly contributed to that.”

Bex, 25, will no doubt have her nana in mind yet again when she represents New Zealand during the Senior World Karate Championships in Austria at the end of October.

She won a silver medal at the Lignano Mondial Karate Open in Italy in August and came home from the Oceania Championships in New Caledonia a month later with two more after stellar performances in the Under 50 kg Kumite (sparring) and open weight team categories.

Bex trains at the Fushin Ryu Karate club in Browns Bay under NZ selector and National Team Coach Duane Monk - her coach for the last 16 years.

She was first selected for the national

team in 2006 and has won medals at six Oceania fixtures (held every two years), and at the Commonwealth Karate Championships – holding her own against some of the world’s top talent.

The Rothesay Bay resident first took up the sport at the age of nine.

“I initially did ballet,” she says. “But it was something I wasn’t very skilled at. And so my parents suggested I try karate.

“I originally thought ‘gross – no way, that’s just for boys’... but they suggested it again a while later and I tried it. I’ve stuck with it ever since. Karate is more than a sport – it’s a way of life.”

Bex is equally passionate about her career.

She started work at Waitakere Hospital in May 2015 after completing a Master of Science (Majoring in Nutrition and Dietetics) degree at Massey University and transferred to North Shore Hospital in July this year.

“My job is extremely rewarding,” she says. “I wake up every day and look forward to going to work – it’s just the best feeling ever – I don’t think you can ask for more than that... the days go by so quickly because I enjoy what I’m doing so much.”

Being a self-funded athlete can be difficult. But Bex says the Waitemata

DHB has been hugely supportive of her sporting endeavours. She has also received support and funding from Optimize Health Solutions Ltd, directed by Kaye Dennison, on her journey to the World Championships this year. “It’s expensive,” she says. “We fundraise where we can but otherwise it comes down to a lot of saving.”

Bex is being supported at the world champs through the introduction of paid leave for Waitemata DHB staff representing New Zealand. “It’s an honour to represent your country, and the DHB wishes to acknowledge and recognise the commitment and effort of our staff to reach this level of success,” CEO Dr Dale Bramley says

Any staff member who represents their country in a sports or cultural group and wishes to apply for paid leave can access the application form on Staffnet/HR/Forms or email [HumanResources@waitematadhb.govt.nz](mailto:HumanResources@waitematadhb.govt.nz) for details.



Bex Watkin loves her job and her chosen sport



# Raising money to make a difference

 Well Foundation  
Fundraising Development  
Manager Grant McCabe

“everyone matters”

Staff

You're in a high profile role – organising one of the country's most prestigious annual awards ceremonies and raising millions of dollars to help disabled young athletes enhance their lives through sport.

## So why leave?

Grant McCabe says he was looking for a fresh new challenge after five years as fundraising and events manager for the Halberg Disability Sport Foundation.

And a position in the relatively new Well Foundation ticked all the boxes.

“My son had spent time in hospital and I had some friends who'd had a few serious health issues,” he says.

“All of that reiterated for me that people needed the best health care possible especially when they are at their most vulnerable.

“I was excited by the opportunity to come into a relatively new organisation like the Well Foundation that has great aspirations and help it grow - almost from the ground up.”

The foundation was set up in 2014 as a separate charitable trust to support the Waitemata District Health Board.

Grant was appointed as its fundraising development manager in July this year

and was soon attending a ceremony to mark its second year as a benefactor of the Countdown Kids Hospital Appeal.

He also attended a Prime Ministerial luncheon and auction organised by the Rotary Clubs of Henderson and Kumeu to raise \$30,000 for the foundation and two other charities in August.

“Both of these events show how the organisation has developed some very strong support in our community in just a short time.” Grant says. “It's really exciting to be part of it. We have a great team backed by a great board and we all share the same ambition to enhance the health and wellbeing of everyone in Waitemata.”

Grant helped organise the prestigious Halberg Awards in his previous role and has worked internationally in marketing positions and directed his own consultancy - working as freelance sponsorship, event and production manager.

He has a diverse range of functions in the Well Foundation - developing relationships with donors; building support through community groups and corporate partners; working with trusts and foundations; and connecting with the wider Waitemata DHB.

“I also want to help highlight the many benefits the foundation has delivered to the wider community over such a short

time since its creation,” he says.

Fundraising isn't suited to everybody and not every approach for financial support is successful.

“You certainly develop a thick skin,” Grant says. “You learn to not take 'no' personally and you also develop an understanding that not everyone can support every cause.

“What's really exciting is when you find people as passionate as you are about achieving positive results in the community. That is really rewarding.”

Transparency and integrity are paramount, the father of one says.

“We want everyone to be assured that when you make a donation to the Well Foundation it will be used for the purposes intended and will be supporting the greater vision of better healthcare for everyone.”

If you are interested in fundraising for the Well Foundation or would like to learn more please email Grant at [grant@wellfoundation.org.nz](mailto:grant@wellfoundation.org.nz)

**WELL**  
FOUND  
ATION.

# Staff profile

## A team approach to district nursing



It's an unenviable workload – 24 district nurses, three enrolled nurses and 752 patients spread across a geographically diverse region... staff navigating their way through gridlock traffic to each visit up to 14 people a day.

Enter Jill Otene who, as Waitakere District Charge Nurse Manager, has oversight of it all – ensuring her team has the support it needs to do the job effectively and efficiently, seven days a week.

The Henderson resident has been in district nursing since 2002 and joined the Waitemata District Health Board in 2006.

Part of her level four district nursing project in 2009 looked at ways to improve communication between district nurses and acute services at Waitakere Hospital.

The aim was to enable a smoother transfer of care to the community for patients and the role of district nurse liaison was introduced at North Shore Hospital as a result.

The impact was immediate and indicative of the kind of approach Jill strives to deliver in her current position which she took on nearly four years ago.

“The liaison role gave district nurses a port of call that meant they no longer had to work through multiple sources to get whatever information it was that they needed,” she says.

The role of district nurse has changed considerably over time and is far more complex than it used to be.

Staff are specialised across a number of areas including palliation, post-surgical care, chronic wounds and IV antibiotics while patients range in age from 16 onwards.

“We're like a hospital in the home,” Jill says.

The overall style of service delivery has also changed in the last two years – shifting from a primary nursing model to a team nursing approach.

The transition has been tough for some and Jill has shepherded her staff through it with an open and inclusive management style.

“She has made our lives so much easier,” Level 4 District Nurse Sasha McKinlay says.

“The team approach is good for patients and means they get at least two different nurses who know them and their cases well.

“But it also provides staff with a way to support each other as well – especially with the more complex aspects of the job.

“It's been a large adjustment and Jill's support of staff and patients through it all has been unwavering.”

Jill says she is privileged to have such a talented team working with her.

It's a big part of what keeps her in the job – that and the patients.

“I won't leave the community because I love it to bits,” she says. “You see a different side to patients outside of the hospital. They are inviting us into their homes and it is a privilege to be there.

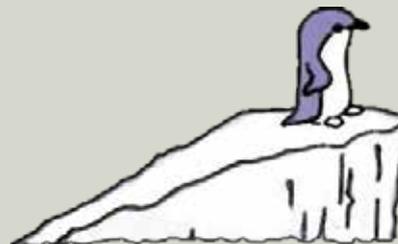
“The relationship we have with them is far more holistic than it is in a hospital setting - we get to see the patients as themselves.”

Jill Otene is one of three district charge nurse managers working across the Waitemata District Health Board. The other two manage district nurse activity in North Shore and Rodney.

 *Jill Otene loves working in the community and says it's a privilege to nurse patients in their own homes*



# Kids' books, crochet and climate change



Second year house officer  
Dr Danielle Medek is packing her warmest clothes for a 20 day trip to Antarctica in December.

She will be among 76 women from around the globe making the journey as part of Homeward Bound – a project designed to support and promote female leadership in the areas of science, technology, engineering, mathematics and medicine.

Danielle's interests focus particularly on climate change and its implications for the health system.

The self-funded exercise doesn't come cheap at around \$20,000US and she has dipped heavily into her savings to make it possible.

She's also written an illustrated children's book and sold a bunch of crocheted penguins (all created by herself) to help raise the cash.

Combine that with a fulltime role at the hospital, after-hours research and 12 months of preparation prior to the trip and you have an exceptionally busy person.

"There is a lot to juggle," she says. "But all of us tend to be the kind of women who have multiple time commitments.

Danielle, who joined the Waitemata DHB in March, is well qualified for the trip as an ecophysiological - an expert in the way various organisms adapt to extreme environmental and climactic factors.

She was a researcher in the area before studying medicine and has travelled to Antarctica twice before in 2004 and 2006.

The first expedition totalled 40 days; the second 11 weeks – so she knows what to expect and will be supporting others less seasoned than herself.

Public scepticism is an issue facing any leader in the field of climate change and Danielle has already experienced it first hand.

She says a stronger female perspective could well provide the kind of approach that is needed to get more people engaged.

"There are some women out there who are excellent role models in this area but the actual number of women in leadership positions is not high.

"The whole point of Homeward Bound is to explore why that is," she says. "Women lead differently and tend to be more collaborative. Having them in these roles might well change the way things are run."

She says public perception of climate change is often tainted by fear and strong leadership is needed to help people understand the problem better.

"There is a definite stigma there with scientists often pushing for people to change their way of life and that can be quite daunting.

"But at the same time people do see that the world is changing so I think it's better for us to think about this whole issue as being one of global change.

"We might not be able to reverse climate change – but I want to make sure our health system is prepared for it."

"For example – here in New Zealand you could see more refugees coming into the system as a result of climate change and therefore putting more strain on it. Or it might be that there is an emergence of new infectious diseases as a result of warming temperatures.

"I want to get these messages out there and become equipped with the skills I need to become a leader in this field and develop health systems that are resilient to the challenges of global change."

Danielle looks forward to sharing her findings with other Waitemata DHB staff on her return and is especially interested in supporting young women with science interests.

"I love to mentor young women," she says. "Homeward Bound has a strong mentorship focus, and we need to empower more of them to enter and stay in science, technology, engineering, mathematics and medicine fields."

Check out Danielle's blog and find out more about her children's book, *Tegan swims to Antarctica*, at [www.penguinoffset.blogspot.com](http://www.penguinoffset.blogspot.com)

📍 Dr Danielle Medek with her crocheted penguins and copies of the children's book she has written and illustrated as part of her fundraising plan to get to Antarctica.





# Waitemata DHB HEALTH HEROES

We're so fortunate to have the generous support of the City Cake Company, Bliss Reflexology and the Spencer on Byron Hotel. These businesses generously supply us with a sumptuous celebratory cake, relaxing spa treatment and either a complimentary dinner for two or a relaxing night at the 4.5-star hotel.

Supported by:



**Who: Dr Mike Corkill**

**Where: Rheumatology**

Nominator: "I watched Mike helping a frail lady who couldn't get to her car in the pouring rain and fading light after work one night. Mike stopped to talk, lent her his umbrella, and walked with her.

"It became apparent that the car was too far away for her to manage comfortably and he lent his umbrella and fetched his own vehicle – personally escorting the woman into his passenger seat before giving her a lift.

"Mike is a clever and experienced doctor whose opinion is always sound but watching this episode was heart-warming and, in my mind, makes him a true doctor."



Health Hero Dr Mike Corkill with CEO Dr Dale Bramley

**Who: Day stay staff nurses and ward clerk**

**Where: Haematology**

Nominator: "All staff are very welcoming and friendly and they always smile and acknowledge patients who arrive in through our department doors. They all treat the patients with such compassion – giving them as much support, education and time as they can. The team works so well together. They all help each other when busy and there is never any question as to whose patient is whose. They just get on and do things to improve the patients' journeys. They are efficient and positive and it's all about the patient. They arrive into work to check their patients' notes. When able, they pick up extra shifts so their colleagues are not working short staffed and stressed. Overall a very positive, patient focussed and fantastic team to work with".



The haematology day staff team pictured with their Health Heroes trophy and Waitemata DHB Patient Experience Director David Price

# Compliments

“everyone matters”

Patients

## “Outstanding professionalism, compassion and caring”

I was admitted to North Shore Hospital on 29 August for an operation. Due to unexpected complications the operation had to be abandoned part way through and what had originally been an expected four day stay became an eighteen day stay as the doctors and specialists overcame the numerous problems that had arisen. During my stay I was in Hine Ora ward.

I would like to thank the doctors and specialists who attended to my many problems and helped me back onto the road to recovery. I especially want to thank all the staff of Hine Ora ward. The culture of the ward is extremely positive. Staying in hospital is never a nice experience but your caring attitude made

my stay as pleasant as it could possibly be. Your professionalism was outstanding but this in no way distracted from your compassion and very caring attitude. No request was too trivial and, when your duties permitted, you were there for a bit of a chat and a bit of a laugh. This helped to take away some of the gloom when I was not feeling the best.

Obviously I do not wish to have another stay in hospital; however, if I do have to return to hospital I would like to be in Hine Ora ward as I know that I would have the best care available.

*Tess*

## “Teams to be proud of”

I am pleased to report that I am feeling great. This is due to the wonderful pre op care given by Nurse Vicki and the admin team; during surgery by Lara and her anaesthetic team, Shui Kumar, Tina Ngorora; and by the post op team also (too many to name).

Prior to surgery at no time did I feel apprehensive as I felt that I was in extremely good hands. A little bit of chatter with Lara,

with explanations being given as they all thought necessary.

Post Op care was also exceptional. And all staff were respectful, caring and fully supportive (not to forget the physio girls). The gynaecology and Hine Ora ward staff are teams for the WDHB to be truly proud of. I am extremely grateful for all the care given by these wonderful people.

*Pat*

## “Nothing was a problem”

I just wanted to get in touch about some outstanding care from a lady named Sheryl (I think) who was working as a healthcare assistant in the Wahine Ora ward when my mother was admitted for the fourth time this year.

As my mum is a nurse, our family is usually patient, and appreciative of whatever service the hospital staff are able to give - we understand wages, shortages and how hard a day can be in a big machine.

This is why Sheryl's care one night was all the more special. When I arrived at the ward she saw I was a little lost and took me straight to my mother's bedside. She did the little jobs she needed to do around us, gently checking if my mother needed anything and - after hearing she was feeling quite ill and hot; she popped away and came back with a lovely cold pack and some cold water.

In an hour and a half I watched her bob in and out, calmly

and wonderfully tending to every single person's little need. No request was treated as silly or meaningless; nothing was a problem and every person was treated as though they were her sole concern (though I could see she was managing a fair few patients). At a stressful time it meant the absolute world to my family to know that my mother had someone like this taking care of her. It's been a horrid and trying year, we are all quite exhausted and something as simple as knowing I could go home, and trust that my mother was in the care of someone who would take good care of her took a weight off my mind.

She is an absolute star and undoubtedly one of the kindest most generous souls I have met in the many hours I have spent in your hospital (her and that great lady on the front desk with the glasses! She's a hoot!)

(Abridged)

*Kayleigh*

Contact Hinerangi Vaimoso with your story ideas on ext 2986 or [Hinerangi.Vaimoso@waitematadhb.govt.nz](mailto:Hinerangi.Vaimoso@waitematadhb.govt.nz)

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