

News, views and information from Waitemata District Health Board

Healthlines

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**PATIENT
EXPERIENCE
WEEK 2016**

**KNEE SOCIETY
AWARDS**

**iPADS FOR
PATIENTS**

**eVITALS
ARRIVES**

When I need health care it
matters to me that....
I am listened to
and staff seek to
understand what
I say



From the Chief Executive

Another successful Patient Experience Week

This March, we had a chance to demonstrate, and continue to promote, our purpose and values with Waitemata DHB's second Patient Experience Week.

It has been three years since we jointly agreed the organisation's threefold purpose. These are:

- To relieve suffering of those entrusted to our care
- To prevent, ameliorate and cure ill health and
- To promote wellness.

From that purpose, our board then agreed to have only two priorities – these were better health outcomes for our patients/communities and better patient experience.

Ever since that time we have been on a journey to continuously improve the experience of care people receive.

This has meant we have needed to listen to our patients about what really matters to them. Part of Patient Experience Week was dedicated to receiving feedback from patients and creating actions in response.

As a member of the senior management team, I took part in the You Said...We Did poster campaign which was held across the DHB. It was great to see so many wards and teams engaging with what could be done to improve their work areas to better the experience of patients. It also gave a chance for senior management to have those important face-to-face discussions with teams around the DHB to gain a better understanding of what is needed to continue improving our services for patients and staff alike.

Over 300 responses were also collected with our Your service, Your words selfie initiative, which will be analysed by our Patient Experience Team. This feedback is vital to enhancing patient experience throughout our DHB and gives us a better understanding of what is working and what needs more focus.

One issue that has been frequently raised by patients is that during a long hospital stay they can feel bored at



“better, best, brilliant”

Dr Dale Bramley

times and disconnected from friends, family and the outside world. This has led us to review how we can offer entertainment options to patients as well as better internet access.

An exciting new initiative has begun with bedside tablet devices being trailed in Ward 7, plus a move to free internet access to all visitors at our hospitals and some community sites.

On a personal note, I have recently had a close member of my own family spend time in one of our hospitals.

I was incredibly impressed by the way staff cared for my family member. Every member of the hospital team that my family dealt with was professional, kind and caring. Above all the compassion of our nursing and allied health staff really stood out.

Although this was a very personal experience, it serves as a reminder to us all that our public health system is here to serve our entire community.

We will all need the services of our health system at some stage whether it is for ourselves, our partners, our children, our parents or other loved ones.

Focusing on improving patient experience is incredibly important to our community and to ease the suffering of those in ill health.

Thank you all for your efforts. It really does make a difference to the lives of thousands of people in our community every day.

Take care,
Dale



Dear Dale,

There have been days at North Shore Hospital (and possibly Waitakere Hospital as well) where it has been impossible to find a car park. I was wondering if management are looking at expanding staff car parks for those of us who arrive after the first wave of staff in the morning?

Car parking and traffic is a major city-wide issue right now and is not only affecting the DHB. At Waitakere Hospital we are currently constructing a new 79-staff car park as part of our Waitemata 2025 programme and we are looking at options for a new car park location for North Shore Hospital campus. In the meantime another option is to look at our car-pooling programme, which matches staff members who register. The programme has been very successful and not only will it help some staff with shared transport costs, it will also help alleviate capacity issues for staff car park locations around our hospital sites.

Cover: Patient Experience Team - Sue French, Jarrard O'Brien and Gill Fisher.

If you have a question for Dr Dale Bramley, please email deardale@waitematadhb.govt.nz.

eVitals arrives at Waitemata DHB

The digital shift around patient information continues at Waitemata DHB with the arrival of a new project – eVitals.

Similar to ePrescribing, eVitals will allow staff to obtain and monitor patient information at the bedside with specifically designed software on tablet devices.

It is a move away from paper forms when collecting observations, nursing assessments or fluid balance charts. A patient's healthcare team can have simultaneous access to their information, whether in the ward or in a meeting room at another site.

Initial testing has begun and the project will commence at Anawhata Ward at Waitakere Hospital before a gradual rollout across all sites.

Both Waitemata and Canterbury will be the first DHBs to trial the devices, with the software developed in Australia.

There are three teams involved in the rollout – a clinical and project team led by David Ryan, clinical coaching team led by Peter Groom, and an IT group consisting of healthAlliance and software providers Patientrack.

David Ryan says the eVitals rollout should be quicker than ePrescribing, which involved introducing staff to an entirely new system of processing patient information.

“The clinical change involved with ePrescribing was incredibly complex and involved introducing a significant amount of new technology, so the rollout has taken a couple of years,” says David.

“However, the good news is thanks to that project we now have the systems in place to accommodate the introduction of eVitals at a quicker pace. Nursing staff will be able to enter observations and do patient assessments on the same iPad mini devices they are using for ePrescribing.

Having eVitals follow directly behind ePrescribing means the DHB will continue the move to an all-electronic health record (EHR) which will greatly improve our clinical quality.”

Peter Groom says clinical coaches will work closely with each ward over a two-week period.

“However, we will return on a regular basis to check up on their progress or whenever there are modifications to any of the eVitals charts.”

He says the project is being implemented with two key aims: to further improve patient safety across the DHB and to help ease the workload.

“Patient safety is the most vital part of this project and, like ePrescribing, it will ensure patient information is readily available to all staff and cannot be misread.”

“But eVitals will also make the day-to-day worklife of medical staff a little easier. What we want to erase is that frenzy of notes in the morning where several people are searching for the same forms which can then get misplaced.

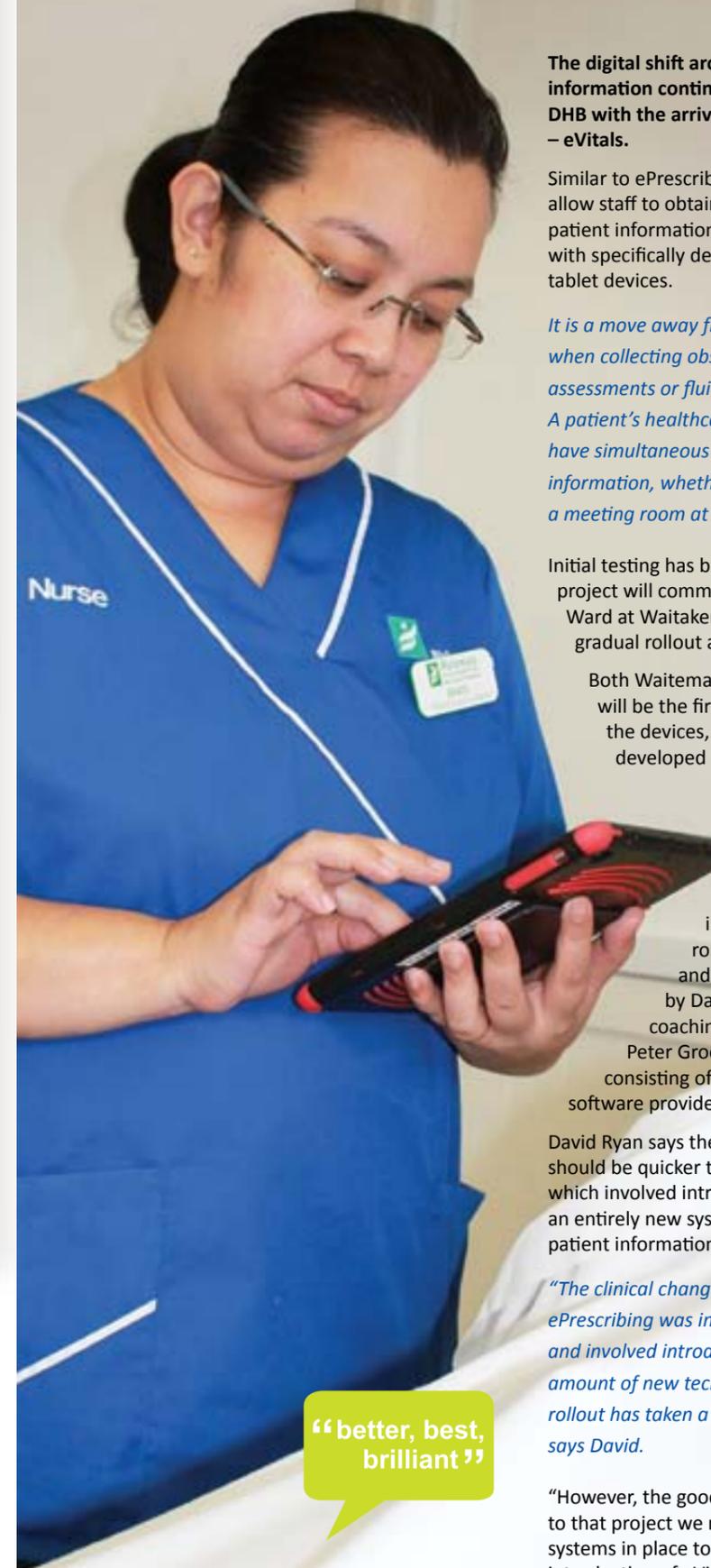
“We also want the system to be proactive for our staff, whether that is alerts for a patient's next observation or providing checklists that link in with a patient's blood results.”

Peter says surveys conducted showed staff felt they were spending between 10 minutes to an hour each shift trying to locate the chart of a patient.

“A nurse needs the fluid chart to administer the correct fluids and yet that might slow down a doctor doing the ward round because they don't have the patient's fluids chart,” he says.

“Now, all the doctor needs is one of the tablet devices stationed in the ward and immediately they can read the patient's charts at the same time. Also, the dietitian can be elsewhere in the hospital and still make sure the correct amount of fluid is being administered.”

The rollout across Waitakere Hospital and North Shore Hospital is expected to be completed in 2017.



“better, best, brilliant”

▲ Grace Gannaban will be one of the clinical coaches assisting wards with eVitals during each rollout.

From the Chairman Minister Outlines Expectations for 2016/17 *Dr Lester Levy*

“better, best,
brilliant”



Dr Lester Levy

The process of developing Waitemata DHB's 2016/17 Annual Plan is now underway and to assist us in this process, we have received additional direction in the Minister of Health's annual letter of expectations for the 2016/17 financial year.

There are seven key themes in his letter, which will help frame our priorities for the current annual planning process:

- **Refreshed New Zealand Health Strategy** – this will provide DHBs and the wider sector with a clear and unified direction of the future for our health system to ensure that all New Zealanders live well, stay well and get well.
- **Living Within our Means** – the requirement to budget and operate within allocated funding and to have detailed plans to improve year-on-year financial performance. Our DHB's financial performance is currently tracking to plan but we are being asked to continue to consider where we can make efficiency gains. Improvements through national, regional and sub-regional initiatives will continue to be a key focus.
- **Working Across Government** – vulnerable families are a key focus of Government. We will continue to work with other social sector organisations to achieve sector goals in relation to the Government's Better Public Services initiatives, as well as other initiatives, such as Whānau Ora, Social Sector Trials, Prime Minister's Youth Mental Health Project and Healthy Housing. Waitemata DHB will continue to support cross-agency work that delivers outcomes for children and young people. The cross-government work programme on the *Better Public Service Result one: Reducing long-term welfare dependence* is being expanded to include a focus on reducing unintended teenage pregnancies.

Waitemata DHB will commit to helping deliver on this sub-focus in its 2016/17 annual plan.

- **National Health Targets** – we will remain focused on achieving and improving performance against the targets, particularly the Faster Cancer Treatment target to ensure we meet both the current year's goal of 85 percent and the increased goal of 90 percent by June 2017.
- **Tackling Obesity** – a key focus area for 2016/17 will be actions to reduce the incidence of obesity. There is a strong focus on childhood obesity and it is expected that DHBs will show leadership in this area, delivering on the new health target (by December 2017) of 95 percent of obese children identified in the B4 School Check programme being referred to a health professional for clinical assessment and other interventions.
- **Shifting and Integrating Services** – continue to move services closer to home in 2016/17 with DHBs required to have clear evidence of how they plan to do this.
- **Health IT Programmes 2015-2020** – over the next nine months, the Health IT Programme 2015-2020 design phase will begin with DHBs, PHOs and primary care representatives all part of the co-design process. Meanwhile, DHBs will need to complete current regional and national IT investments, such as the foundation programmes currently under way.

Further information that will assist our planning will be revealed in the Government's 2016 budget process.

Thank you all for your efforts in ensuring we meet these new expectations.

Dr Lester Levy appointed chair of Health Research Council

Dr Lester Levy, Chair of Auckland and Waitemata DHBs, has been appointed Chair of the Health Research Council, the Crown body responsible for managing the majority of the Government's investment in health research. This appointment began at the start of this year.

When announcing the appointment, the Health Minister, Jonathan Coleman, said: "Dr Levy has a wealth of experience in leadership and management and will further develop the HRC's focus of promoting innovation, teamwork and communication

in the health research sector."

Dr Levy says it is a great honour to take on this role. "I have a great interest in research and its impact and believe that innovative research is critical to improving and transforming how we deliver healthcare. I look forward to this new challenge."

Over the next five years, the Health Research Council has more than \$200 million of commitments to health research contracts.

North American tour for North Shore surgeon

“better, best,
brilliant”

Twelve centres in 30 days. It sounds like the tour schedule of a musician or sports team but for North Shore Hospital orthopaedic surgeon Simon Young, it was a chance to see some of the best in the world of knee surgery.

The 38-year-old was one of four candidates selected for the Knee Society/John N. Insall Travelling Fellowship, making him the first New Zealander to be selected for the programme.

The trip was paid for by the Fellowship. The other candidates were surgeons from Canada, Germany and Italy.

The Fellowship is a month-long programme which sees four surgeons travel to 12 internationally recognised joint replacement and knee surgery centres across North America. Some of the centres taking part included Brigham and Women's Hospital (affiliated with Harvard University's Medical School), the Mayo clinic and NYU Hospital in New York.

Simon says the main benefit of the trip was to see cutting-edge research in the quest to better knee replacement surgery.

"We were witnessing the boundaries get pushed on advancing techniques, both in and around surgery, to make it better for the patient," he says.

"For instance, the volume of complex knee placements some centres were completing in a single day was incredible. Observing how they dealt with a large volume of patients and the surgical workflow they used was, from a technical stand point, very educational. Research-wise, it was good to see the various trends in trying to make knee replacement outcomes better, particularly in terms of pain relief, mobilising people early after surgery and getting people back to normal function."

There was a practical, academic and social aspect to each visit. The Fellows' time at each centre was split into observing in the operating room, presenting their ideas at an academic research day and enjoying social activities from formal dinners to white-water rafting.

The competition to be one of the 12 centres involved in the programme meant fanfare was made out of the Fellows

upon their arrival - something which could get slightly overwhelming when visiting the likes of Brigham and Women's Hospital.

"You assume that you'll be put to the side of the room where no one will pay you any attention but everywhere we went there were big welcoming committees and it wasn't out of the ordinary to see your name on some large banner in the hospital," he says.

"At times, when we presented our research, it was in front of hundreds, with surgeons from around the district turning up just to listen to us. So there were moments when you had to take a step back and realise that you were presenting in some of the most famous hospitals in the world."

Another highlight was getting to know the other surgeons involved in the Knee Society/John N. Insall Travelling Fellowship.

"Getting to know Thomas, Simone and James, who all share a keen interest in academic research as well, made the trip fantastic. We still keep in touch with WhatsApp messages, sharing our notes and ideas."

"That made the overall experience amazing and truly exceeded all my expectations."

The John N. Insall Travelling Fellowship was created in honour of English orthopaedic surgeon John Insall, who was a pioneer of total knee replacement surgery.

Orthopaedic surgeon Simon Young has recently visited 12 of North America's most prestigious joint replacement and knee surgery centres. ▼



Patient experience at the touch of a screen

As part of Patient Experience Week, Waitemata DHB has kick-started an innovative trial in Ward 7 at North Shore Hospital.

All 28 beds in Ward 7 have been supplied with a bedside tablet device allowing patients to keep in touch with family and friends, manage their business or financial life, or even enjoy their favourite show at their own leisure as they go through the patient journey.

It is the first ward in the country to employ tablet devices for its patients.

Vodafone has provided the devices to Waitemata DHB, along with the backend technology developed by the company.

The idea came from patients surveyed who recommended entertainment options and easier wifi access for visitors.

"We have listened to patient feedback and worked with Vodafone to come up with a solution that addresses both points and the initial response from patients is very promising," says CEO Dr Dale Bramley.

"Overall, the devices are already helping our patients keep connected with the outside world and this is a huge benefit

to them in their recovery journeys and to those close to them.

"So far, we have seen patients video-calling their family members from their hospital beds while others have been accessing foreign language apps to communicate better with nursing staff. We've also seen people using the bedside tablets to ensure their businesses keep running smoothly – paying bills, organising contractors and staying on top of work matters."

Along with the tablets device, Waitemata DHB is now allowing patients and visitors access to free, high-speed wifi at North Shore Hospital, Waitakere Hospital as well as some clinical and community sites.

Visitors were previously allowed one hour of free access before a small charge was applied. Both time limit and cost have now been removed, while the network is fitted with sophisticated content-filtering technology which can block certain websites.

The tablet device trial will run for three-to-six months.

Sharron Brotherway was one of the first patients to try the bedside tablet devices in Ward 7 at North Shore Hospital.



"connected"

Surgeons win top award

Research by members of Waitemata DHB's Orthopaedic Department has received international recognition.

Team members attended the Knee Society Awards in Florida, USA on 5 March where they were awarded the Chitranjan S. Ranawat Award for their research study into the comparison between conventional and kinematic alignment knee surgery.

Simon Young, Ali Bayan, Tony Danesh-Clough, Bill Farrington, Rob Sharp, Dean Schluter and Matthew Walker were the surgeons who conducted the study.

Orthopaedic clinical director Matthew Walker says the international award is recognition of what has been building at Waitemata DHB over the past several years.

"It was nearly five years ago when this study was conceived, so to see it earn recognition with an award known throughout the world of knee surgery is fantastic," he says.

"Building a successful research and academic unit within our Orthopaedic Department takes a lot of time and effort, so an award like this confirms the hard work is paying off for the surgeons, clinical and support staff involved."

The winning research paper focused on comparing two different ways of doing a knee replacement. One is conventional alignment, aiming for a very straight leg with a neutral mechanical axis, while the other is kinematic alignment which tries to closely match the patient's own anatomy.

Evidence suggested that kinematic alignment offered a better clinical outcome but there was concern that doing so affected the long-term durability of the implant.

"What we found out was that there was no difference in the functional outcome of the two groups," says Simon Young, who presented the team's findings to the Society.

"So, given that we already know the long term results of performing the more conventional alignment, currently that is the safer choice as we don't yet know the long-term outcomes of kinematic alignment."

The Knee Society Awards recognise the best published global research for that year. The winning research is also published as part of the Society's clinical research edition.

"better, best, brilliant"

Values recognised with national award



"better, best, brilliant"

Waitemata DHB was a big winner at the New Zealand HR Awards, being recognised for our work linking the experiences of our patients to the growth of staff and services.

The awards are presented by the Human Resources Institute of New Zealand.

We won the Talent Development and Management Award for an extensive programme connecting the organisational values of "everyone matters; with compassion; connected and better, best, brilliant" with the experiences of staff and patients.

Other category finalists included Auckland Council, Beca Ltd and MYOB.

Since the programme began in 2011, we have worked consistently to make understanding how our patients experience

our services a priority within the organisation.

Our ongoing 'In Your Shoes' programme gathers real-time feedback from patients and whānau in each service, capturing over 1000 responses from across our organisation each month.

The feedback is then collated in an innovative report which maps the patient feedback received to standards and behaviours. The reporting is made available to each ward and allows teams to focus their attention on specific improvements to the service they provide.

The programme allows us to tailor improvements to the areas that are most important to patients and families.

One example showed that staff being welcoming and friendly was most significant in patients having a positive experience. As a direct result, a campaign was commenced to become 'the most welcoming DHB in New Zealand'.

"We are immensely proud of the accolade as the awards are judged across private and public sectors, making it a significant achievement for our nearly 7000 staff who have worked extremely hard to put the experiences of our patients at the forefront of their daily work," says CEO Dr Dale Bramley.

"This award recognises that our focus on patient experience has both improved our service design and delivery and inspired staff to provide the best possible care to each and every person who walks through our doors."

Sky Bridge taking shape

One of the latest Waitemata 2025 projects to begin construction is the Sky Bridge at North Shore Hospital, with work starting in February.

The weather-proof bridge will create an overhead link between the Elective Surgery Centre and the main hospital tower block.

It forms a wider strategy of providing covered links between key facilities on the North Shore campus, including the access way between inpatient adult mental health unit He Puna Waiora and the main hospital building.

Construction of the Sky Bridge is expected to be completed in June.

It is a key project within our Waitemata 2025 programme designed to meet the district's rapidly expanding population and diverse health care needs.

Another project currently underway is the expansion of Waitakere Hospital's Emergency Department. The expansion extends the ED footprint at Waitakere Hospital by 1313 square metres, creating significant extra capacity to meet

"better, best, brilliant"

the needs of West Auckland residents.

The new front-of-house zone, scheduled to open in August, will include an improved patient entranceway, reception and triage areas designed for enhanced patient privacy and four new ambulance bays with covered hospital access.

KEY FACTS ABOUT SKY BRIDGE

- 100m long
- Elevation minimum of 4.5m above ground level
- Supported by four main columns
- Exterior façade integrates glass and solid aluminium panels to maintain patient privacy while allowing natural light into the space

WAITEMATA 2025

Patient Experience Week 2016



“everyone matters”

Another Patient Experience Week and another week of great feedback on making the patient’s journey better.

Patient Experience Week was held at all three Metro Auckland DHBs from March 7-11.

Waitemata DHB hosted several initiatives, ranging from staff and patient feedback to community-based forums.

Patient Experience Manager Jay O’Brien says the aim was to bring this year’s event to staff and patients.

“Patient Experience Week 2015 saw more corporate-type events due to it being the first of its kind,” he says.

“This year, we wanted to bring the Week to staff, patients and their whānau and really get that talk going about what areas we are succeeding in and, more importantly, what areas we can improve on.”

Several proactive initiatives to get feedback included the *You Said... We Did* poster campaign which asked staff to identify pieces of feedback provided by patients/clients, whānau or staff about what needed improving for those working and being cared for in their area.

Staff were then asked to highlight what they did about the feedback and how it has improved patient experience. Members of the senior management team visited all

poster sites to discuss how the organisation was fixing these issues. Over 60 wards/teams took part in the campaign.

“The best part was how organic the whole process was,” says Jay.

“When we started, it was initially only the clinical areas but soon we had requests for posters from teams like Clinical Support Services who wanted to have their say, too. And having senior management visit the poster sites meant that some teams got a chance to really engage and talk about the feedback they had written, whether that was Pitman House in Point Chevalier or PACU at North Shore Hospital.”

Another initiative that garnered strong feedback was the *Your service, Your words* selfie initiative. Over 300 participants gave their response to the statement ‘When I need healthcare it matters to me that...’

The Patient Experience team will analyse all the written comments from staff, patients and whānau, although Jay says a common theme was easy to spot.

“Communication was the prevalent theme. Words like ‘listening’ and ‘understanding’ appeared frequently across all the sites we visited and was common regardless of whether the person was a DHB staff member, patient or family member.”

Consumer and community engagement were other successful initiatives held during Patient Experience Week.

Both main hospital sites hosted NGO Day, where non-government organisations like Asthma Auckland and Arthritis New Zealand talked to staff about their role in the Waitemata community, while a well-attended Consumer Forum discussed various topics from understanding the health and disability system to getting greater diversity of the community involved in DHB decisions.

1. Patient Ron Kendall checks his emails with one of the new bedside tablet devices in Ward 7.
2. Health Link North’s Tanja Binzegger, left, at North Shore Hospital’s NGO Day.
3. Patient Experience Week saw art installations of former patient feedback placed around DHB sites.
4. Over 30 non-government organisations took part in Waitakere Hospital’s NGO Day.
5. #WDHBPX was the hashtag for our social media campaign
6. Ward 14 Charge Nurse Manager Kirsten ter Braak discusses the feedback from the *You Said... We Did* campaign with Associate Director of Nursing Jenny Parr.
7. Great input was received at the Consumer Forum.
8. Over 300 people shared their views with the *Your service, Your words* selfie initiative.



Well Foundation news

The Well Foundation team has had a busy and successful start to 2016, with a major fundraising project completed and another underway.

Since mid-2015, the foundation has been working hard to raise money for a new mobile health clinic which will be on the streets soon thanks to \$210,000 of support from local businesses, individuals, community groups and trusts.

With a bigger, fit-for-purpose new clinic that has its own power supply, our public health nurses will be able to reach more vulnerable children and families needing healthcare.

The Well Foundation is especially thankful to The Trusts Community Foundation and Procure Charitable Foundation who made big contributions and to Rotary's Warkworth, East Coast Bays and Henderson clubs for their fundraising events.

The new clinic is being ordered and will soon be fitted out with specialist equipment to deliver the best care to patients. Keep an eye on Heathlines and the Well Foundation website, www.wellfoundation.org.nz for pictures of the new clinic when it's ready.

The Well Foundation team are underway with another important \$122,000 project which will equip our community therapists with iPad mobile devices so they can better care for both elderly and paediatric patients in their homes.

With a generous Douglas Goodfellow Charitable Trust grant towards iPads for therapists working with the elderly and other great support, just \$25,000 is now needed for iPads to help paediatric patients. The therapists in this team make around 13,000 visits each year to families with babies and children with complex disabilities like autism, cerebral palsy and intellectual disability.

iPads and the educational 'apps' available mean they can be used to improve a patient's development and progress. Being linked to a patient's most up-to-date medical information, the iPads will also save on administration time and increase efficiency, meaning therapists will be able to visit more patients in need each week.

If you'd like to help the Well Foundation finish this project, please make a donation at www.wellfoundation.org.nz/donate or get in touch with the foundation directly on 09 447 0138 to learn more about other ways you can get involved.



▲ *Waitemata DHB public health nurse Anne Sisam assesses a young patient in the old mobile health clinic*

Harry Li (pictured with his mother Rose) is one of the many patients across our region who will benefit when therapists are equipped with iPads ▼



WELL FOUNDATION.



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

Supported by:



Who: Iriani Gilmour
Where: Non-Clinical Support Cleaning Services



Iriani has long been thought of by the DNM team at Waitakere Hospital as one of its hardest workers. She always greets everybody with a beaming smile and happily runs to the next level one clean when asked to prioritise. She always runs around as fast as she can to get everything done before she goes home. Her attitude is always positive and there is never a complaint. The whole building knows and values her.



Health Hero Iriani Gilmour with CEO Dr Dale Bramley

Who: Forensic Prison Team
Where: Mason Clinic



This team provides mental health services to most people when they meet the criteria. During the assessment and treatment period, the team seeks information from the patients, families (when there is consent), custodial officers, case managers and unit managers in the prison. The team listens to everyone's suggestions and works with the patient for the best outcome while they are in prison. This includes regularly meeting with patients and making referrals or working with them for counselling and treatment of mental illnesses while keeping significant people and teams informed.

Before release into the community, the team ensures there is support in the community for the patient. This is done by ensuring the patient has a GP in the community, making referral to CADs, community mental health teams, residential services and that they have family support around them is their wish to.



The inaugural Health Heroes Team – Forensic Prison Team with CEO Dr Dale Bramley

More Bliss for Health Heroes

We're happy to announce that Bliss Reflexology in Takapuna is our newest supporter of Health Heroes!

Bliss Reflexology has been recognised as a pre-eminent Auckland reflexology and traditional Chinese therapy spa. Voted as the best Auckland Spa in 2010 and 2012 by Metro, it combines the best from one of the world's oldest cultures with the latest in wellness philosophy.

Thanks to Bliss Reflexology and Takapuna Beach Business Association for finding a fitting way for a hard-working staff members to relax and unwind.

Bliss Reflexology Director Brian Chen, Well Foundation CEO Andrew Young and Takapuna Beach Business Association CEO Terry Holt. ►



Looking out for my dad

Thanks to the vigilant nurse who phoned me to check that I was coming to pick up my 85 year old father. Thanks to your thoughtful directions I found him straight away. Sorry if I did not seem as pleased as I should have to receive your call. I wrongly assumed that my father had asked you to call despite my having spoken to him a few minutes earlier. All in all an excellent outcome and experience for my father despite the overload the Emergency Department was experiencing. Thank you Waitakere Hospital.

Anjali

Wonderful welcome for our baby girl

I would like to thank you for and acknowledge the exceptional midwifery care we have recently received at Waitakere Hospital. Our daughter was born March 1 on Piha Ward and from admission to discharge and since, the care has been outstanding. The staff were diligent, capable, friendly and approachable. The midwives were highly supportive both in terms of my care and establishing feeding. The catering staff and healthcare assistants were so lovely and helpful. The efficiency of additional services (dental, hearing etc) was impressive. I also want to acknowledge the support from the lactation service. Our daughter had a tongue tie which has caused some challenges but we were seen within hours of the suspicion being raised and she was seen in clinic the day after discharge to have it released. Thank you.

Matt and Sarah

All-star nurses and health care assistants

I would like to compliment the Charge Nurse, Janine, and all the nurses and health care assistants who have cared for our daughter this week on the Hine Ora Ward. We have found them all to provide a very high level of professionalism and care. They are quick to act, show empathy and understanding to the patient and their family, are attentive to any issues or concerns and all have a smile and seem to enjoy where they actually work! I would have to say that this is the most smoothly run and managed ward that I have observed in many years.

Sarah

Gratitude to those involved in my recovery

On March 4, I had a total hip replacement at the ESC at North Shore Hospital. I would like to register my sincere appreciation and gratitude to all the staff I came in contact with during my stay. The reception staff, Elaine the pre-op and recovery nurse, Mr Peter Misur and Dr. Speer - who performed the procedure and visited me each day to check my progress - were brilliant. The nursing staff in the Cullen Ward provided a level of attention and compassion I find difficult to believe. They were all wonderful. My sincere appreciation and gratitude to everyone.

Tony

Kindness and compassion

I would like to compliment the staff of ward 6 for the care given to my father Ray who passed away on 2 February. With special mention of Krystal and Rachel who did a wonderful job and showed a lot of compassion during this trying time. Once again many thanks for your kindness.

Ken