

kōrero

WAIORA
HEALTHCARE PHO

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KIA ORA WELCOME



**Ko te putanga tuatahi tēnei o tā tātau Pānui
Pūrongo, a Kōrero
E hika mā, nau mai, hara mai.**

**Welcome to the first edition of Kōrero, the
Waiora Healthcare Newsletter.**

After a busy and productive year to date, the development of a newsletter is another important milestone for our organisation. As a network of healthcare providers in West Auckland we have a strong vision for the future health of the community. Our eight family health clinics are busy and providing high quality care thanks to the dedication of doctors, nurses, allied health and admin staff.

This year we have celebrated many achievements such as the launch of our Māori Health Plan, the development of a new website, the publication of *Prospectus 2009* (available online), and receiving health sector accreditation after many months of hard work. We are in a strong position to continue making improvements in the way families receive their health care in Waitakere. We hope you enjoy getting to know us through *Kōrero*.
Haere ra.

BREAKING NEWS!

Great results worth celebrating

Waiora Healthcare's reputation for quality has been further enhanced with recent accreditation from Health and Disability Auditing New Zealand (HDANZ). This means Waiora has met the standards set for the Primary Health sector in the NZS 8134.2008 Health & Disability Services Standards (Core Standards) and in ISO 9001:2008.

HDANZ will undertake routine audits in June/July 2010, and another full audit in June/July 2011. Thanks to all staff involved in helping us achieve these international benchmarks in service provision, in particular our Clinical and Quality Managers Janine Strickland and Neil Kemp for their many months of hard work.

• Contact details for our clinics are on the back page, for more information check out our website www.waiorahealthcare.co.nz

NEW LOOK WEBSITE

Have you visited the redeveloped Waiora Healthcare website yet? You'll find the latest news and media releases, as well as information about our strategic direction, staff, and details about our eight family health centres and the services they offer. You can find out what's going on at Waiora by visiting www.waiorahealthcare.co.nz.

NATIONAL MĀORI PHO COALITION

Waiora Healthcare has supported the development of the National Māori PHO Coalition, a network of 10 rural and urban Māori Primary Health Organisations (PHOs) throughout New Zealand, with Waiora Chief Executive Simon Royal as its interim Chair.

Project Leader for the NMPHO Ngaire Harris says Waiora's role as lead PHO in the Coalition has created stability for Waiora in an unstable health environment.

"We're very pleased with the progress the Coalition is making in the sector, and it's solidified Waiora's position as a Māori-led PHO."

BRIEFS

B4 SCHOOL CHECK UPDATE

Nearly 2000 four-year-olds in the Waitemata district have been given a comprehensive health check to make sure they are fit and healthy to start school.

The B4 School Check programme has delivered 1940 checks to June 30 through General Practices and community settings across the Waitemata district.

As the lead Primary Health Organisation for the programme, Waiora works closely with the five other PHOs in the district to ensure delivery of the checks is on track.

Waiora Healthcare Nurse Lead Brenda Close says a big, "thanks and congratulations" is due to all those who have participated in the programme so far.

And the checks are set to continue, with the Ministry of Health contract extended until the end of June 2010.

For those General Practices that don't



The B4 School Check programme will check the health of your 4-year-old to make sure they are ready to start school.

have the resources to deliver the checks at their own clinics, mobile nurses are available to give home checks.

Brenda says there has been really positive feedback from both nurses and parents about the checks.

"Parents have really enjoyed having the checks done, being reassured their child is ready for school, and if anything is picked up, they are referred to the appropriate services."

Around 183 children have received a total of 213 referrals to speciality services.

The programme's Clinical Quality Group has discussed evaluating the programme to date, she says, "so that we can see where we're going and make any changes needed for the year ahead".

"The start of this next year is a good time for consolidation and the opportunity for some evaluation in terms of clinical quality," says Brenda.

Waiora Healthcare will continue to deliver B4 School Checks through General Practice and its community based service.



NAILS OF A DIFFERENT KIND

When Belinda Ihaka was growing up she wanted to be builder, like her dad. He told her it wasn't a profession for a girl, and to "go and play with a different type of nail".

She did. Being resourceful, when she later saw an advertisement for a podiatrist, she walked in and applied for the job on the spot.

"They asked me what qualifications I had. I didn't have any, so I went off to Wellington and got my degree."

Now an AUT lecturer, Belinda is also the Wai Health Podiatrist, and oversees students who gain experience through clinics there.

Patients enrolled at Wai Health and



Podiatrist Belinda Ihaka (front right) at Wai Health with AUT Podiatry students (back from left) Emma Houl, Michelle Atkins and (front) Jonny Chapman.

Waitakere Union Health Centre, both in Henderson, are referred to Belinda's clinics and a rotation of three to four students, from a class of 34, treat patients each week.

"The clinics are specifically for people with diabetes targeting those most at risk of complications," she explains.

The service has been running since 2004 and is the longest running contracted service for the two clinics.

"Students are exposed to a variety of health care providers on rotations. The most unique thing about the service at Wai Health is that we are able to access target populations in the Māori and Pacific community that the students wouldn't otherwise be exposed to."

"There are cultural and social issues as well as communication or language barriers the students have to be aware of."

Diabetes Risk and Management services are also set to be funded directly by Waitemata District Health Board, rather than through the Ministry of Health's SIA (Services to Improve Access) funding.

While this won't necessarily mean an increase in funding it frees up funding for PHOs to use on other health strategy initiatives, says Belinda.

She says that although she is a contractor she has always felt part of the wider Waiora family.

"You get access to resources, continuing medical education and training and are treated like you're part of the wider Whanau. It's opened a lot of doors to be involved in a lot of other things."

INTERNATIONAL NURSES CONFERENCE IN SOUTH AFRICA

Nursing in many African nations is literally a world away from that of New Zealand.

Waiora Nurse Lead Brenda Close attended the four-yearly International Nurses Congress in Durban from June 27 to July 4 in her capacity of Te Runanga and New Zealand Nurses Organisation (NZNO) representative. Her group, including 5 other Māori nurses (Nadine Archibald, Tania Hooper, Leanne Lloyd, Kerri Nuku and Pari Tautari) presented three abstracts about Māori health and nursing issues and enjoyed sharing nursing stories with other participants.

Brenda says that one outstanding memory was meeting some male Nigerian nurses who told her 40 per cent of Nigeria's nursing population is male – a far cry from the six per cent in New Zealand.

She says the large numbers of

male and female nurses from all aspects of the nursing profession was inspiring.

• For a full report from the Te Runanga members check out the NZNO website www.nzno.org.nz



NZNO President Marion Guy, Nurse Advisor for the MOH in Botswana Veronica (surname unknown) and Brenda Close at a CNF meeting in Gaborone, Botswana before heading to Durban for the ICN.



Waiora Healthcare receptionist Sophie Smith has just competed at this year's Miss Auckland pageant.

It was no surprise to her colleagues that she won Miss Congeniality, as voted by the other contestants.

The competition raised money for its charity the New Zealand Breast Cancer Foundation through various initiatives including the final night's showcase at Sky City Theatre.

Nineteen-year-old Sophie, who is of Te Atiawa descent, was the only Māori West Aucklander in this year's competition.

She says she had lots of support from the West Auckland community including her own workplace which was her official sponsor.

"Waiora Healthcare is a positive organisation that focuses on improving the health of the West Auckland community. I felt like Waiora would be an appropriate sponsor as the organisation's values fit alongside my own and they are always looking at ways to encourage women to have breast screenings".

SERVICES TO BE AVAILABLE CLOSER TO HOME

Waiora Healthcare has been working with health officials to plan how some hospital services can be delivered in the community. This planning is referred to as "Devolution of Secondary Services to Primary Care", and is intended to relieve pressure on over-burdened Emergency Care Centres at North Shore and Waitakere hospitals. This would ultimately improve the health outcomes of people in the Waitemata District as services would be available closer to where people live.

Initial target areas could include diagnostic services, minor procedures, packages of care for sub-acute patients, outpatient specialist follow-ups, management of long-term conditions and a Whanau Ora model of care.

The Whanau Ora model of care refers to a "hub and spoke" model of service delivery through Integrated Family Health Centres, i.e. "one stop shops" for health services in the community. The Centres would provide comprehensive family health services including

general practice, nursing, allied therapies and community services in multi-disciplinary teams, social support services to assist people and their Whanau, and would also offer extended hours to provide primary care focused emergency assessment and care.

Waiora is also working with Waitemata District Health Board to look at developing a Primary Healthcare Hub to support this "secondary devolution", as well as the development of Integrated Family Health Centres.

The Hub would provide 24-hour medical and emergency services and act as a referral hub for Family Health Centres for more complex diagnostics and assessments. This would require integrated systems and effective communication with secondary care specialists to ensure quality service delivery for patients.

The overall concept would ultimately see many more services available locally than is currently the case.

PLASTIC SURGERY IN PRIMARY CARE A FIRST IN NZ

Iraqi-born plastic surgeon Dr Adnan Ali has seen more trauma than most of us could imagine.

After four years spent at a frontline hospital during the Iran-Iraq war (1981-85) he is grateful to have found a peaceful home for his wife and four children in New Zealand.

However, the transition has at times been difficult professionally, he says.

He and his wife – also a doctor – re-qualified when they came to New Zealand. The Royal Australasian College of Surgeons exempted him from sitting Part 1 of the Fellowship of the Royal Australasian College as he has a FICMS (Fellowship of the Iraqi Commission of Medical Specialisation) – Plastic Surgery.

He spent 10 years at Middlemore Hospital most of which was in Plastic Surgery and worked as a MOSS (Medical Officer Special Scale). For the last few years he was in charge of the Plastic Surgery ECLAOP service (Emergency Care Local Anaesthesia Outpatient Procedures).

But a recent shift in District Health Board (DHB) funding means he now finds himself in



Dr Adnan Ali, a highly trained plastic surgeon, and his wife Dr Sanaa Salman both practice at The Doctors New Lynn.

the unique position of performing plastic surgery at primary care level. He and his colleagues at The Doctors New Lynn (TDNL) believe the type of skilled surgery Dr Ali is performing in a clinic setting is a first for New Zealand.

TDNL General Manager Dr Charles Sanders says most of the surgery performed at the weekly clinic is for extensive skin cancers requiring flaps and grafts, with most referrals coming from Waitakere and North

Shore Hospitals, and some from other GPs.

“Previously these patients would have been seen in hospital – it frees up resources for other things. Unfortunately he is under-utilized at present.”

A hand surgery clinic has also been established, with Orthopaedic Surgeons and Dr Ali operating on less complex hand traumas

“Previously these patients would have been seen in hospital – it frees up resources for other things. Unfortunately he is under-utilized at present.”

– Dr Charles Sanders, GM The Doctors New Lynn.

under local anaesthetic. He also has a special interest in burns management.

Dr Ali currently divides his time between TDNL, Manukau City Accident and Medical, Mt Roskill Medical Centre and is also contracted to Waitemata and Counties Manukau DHBs. His work is shared with other consultant surgeons at peer review meetings every two to three months. At TDNL he also gets to work with his wife, Sanaa Salman, who was his House Officer in Iraq.



Outreach Immunisation nurse Anne Shepherd (right) talks with Kelston mum Crystal Harding about vaccinating her children (from left) Shamariah (18 months), Ruhamah (4 months) and Emanuel Tamasi (3).

IMMUNISATIONS AT HOME

Anne Shepherd is Waiora's new Outreach Immunisation nurse. Also a Practice Nurse at Kelston Medical Centre, she visits families around Waitakere every Thursday to make sure children are up to date with their vaccinations.

Although most children will be immunised by a nurse at a doctors' clinic there are some families who are unable to visit a doctor. Their local doctor may be too far away, or they don't have transport, or may have other children to care for.

Anne receives notification through the National Immunisation Register of those children who have missed certain vaccinations, and she follows up with the family. However, doctors and nurses can also refer directly to Outreach Immunisation.

She says that although it is never too late to immunise, it is important to try and keep up to date with vaccinations against common childhood diseases such as measles and whooping cough – two conditions that have recently resurfaced in the Auckland community.

If you're a parent wanting to know more about immunising your child, visit www.immunise.org.nz or phone 0800 IMMUNISE (466 863).

Nurse or GPs can send referrals directly to Anne at Waiora on Fax 838 1524.

NEW DIABETES CO-ORDINATOR ROLE

A resource for clinics

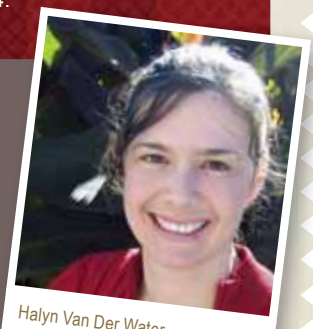
Halyn Van Der Water will already be well known to Practices through her role as Waiora's Diabetes Self Management and Education (DSME) course facilitator.

This position has expanded to include the role of Diabetes Co-ordinator which allows her to work with our health clinics on diabetes planning and implementation of best practice.

She liaises with Practice Nurses around Diabetes training and is advocating the development of nurse led clinics. The role keeps her busy as she also assists clinics to keep Diabetic Register and Get Checked Registers up to date, and identifies resources to manage patients with an HbA1c of 8 or more.

She promotes data capturing and facilitates communication between primary and secondary services. Another part of the role includes standardising resources across clinics and providing them with up to date and useful information.

She's available two days a week, Tuesdays and Thursdays, at Waiora – email halynw@waiorahealthcare.co.nz or Ph 021 0229 7474.



Halyn Van Der Water

INFORMATION EVENING AT WAIORA

The Waiora team is planning an information evening for Practices which will provide an opportunity to meet with the Clinical Governance Group, Board and Executive Team and to discuss issues relevant to staff at Practice level. Senior staff will present on recent achievements and highlights over the past year. There will also be a Q & A session, and an informal discussion session. Date to be announced shortly.

BRIEFS

Māori and Pacific language courses available

By September Halyn will be overseeing the delivery of the Diabetes Self Management and Education courses in Māori, Samoan, Tongan and Tokelauan.

She says it is a “very exciting” development for Waiora patients with diabetes and will mean patients will have access to culturally appropriate information.

We are a collective of health care professionals and providers who are passionate about delivering quality, affordable healthcare services to the wider West Auckland community/whanau. Our team of doctors, nurses and other health care professionals are committed to improving, maintaining and restoring the health of our patients.

FAMILY HEALTH CENTRE SERVICES

- Doctors consults
- B4 School Checks
- Nurse consults
- Immunisations
- Medical Check Ups
- Men and Women's Health Checks
- Minor Surgery
- Cervical Smear & Breast Checks
- Diabetes screening
- Evenings & Weekend Consults for ACC & Sports Injuries
- Heart Health Checks
- Dietitian Clinic
- Podiatrist
- Dental services
- Pharmacy Services
- Wound Care
- Fracture Clinic
- Physiotherapy Services
- One Heart Many Lives – a Cardiovascular programme targeting Māori & Pacific men 35 years+

WAIORA

HEALTHCARE PHO

Quality Affordable Healthcare

To submit stories or for further information please visit our website or contact:

W : www.waiorahealthcare.co.nz
E : info@waiorahealthcare.co.nz

P : (09) 838 1523
F : (09) 838 1524

✉ : Waiora Healthcare Trust
Level 1
56 Lincoln Rd
Henderson
Waitakere City 0610



POSITIONS VACANT

PRACTICE NURSES & NURSE LEADER

HELP MAKE A DIFFERENCE TO THE HEALTH OF THE COMMUNITY

Waiora Healthcare PHO requires Practice Nurses and a Nurse Leader to help deliver quality healthcare to the wider West Auckland community.

You will be part of a large enthusiastic team who are committed to ensuring health maintenance and promotion and to providing care to patients with acute and chronic health conditions.

Practice Nurse requirements include:

- Registered Nurse qualification with 3 yrs post grad and 2 yrs primary & community health experience.
- Experience in utilising a triage model of assessment.
- A commitment to providing best nursing practice to high needs patients.
- A full range of clinical nursing skills.
- Experience in the implementation of clinical protocols and guidelines and quality initiatives.

In addition the Nurse Leader role requires:

- Minimum of 5 years post graduate nursing and 2 yrs primary & community experience in a senior role.
- Preferably prior leadership and management experience.

In return you will be rewarded with the knowledge that you are making a difference in people's lives, enjoy a varied and exciting working day and regular hours.

FOR MORE INFORMATION AND A JOB DESCRIPTION PLEASE CONTACT:

Julia Johnson on 09 355 4177,
e-mail juliaj@genevahealth.com or
register on line www.genevahealth.co.nz



**Westview
Medical Centre**
5 Glendale Rd, Glen Eden
Ph : (09) 818 7111



Waitakere Union Health Centre
Waitakere Hospital Grounds, Lincoln Rd,
Henderson • Ph : (09) 837 3933

**Rathgar
Medical Clinic**

132A Rathgar Rd, Henderson
Ph : (09) 838 8361



Wai-Health
13-15 Ratanui St, Henderson
Ph : (09) 839 0288



**Kelston
Medical Centre**
8 Archibald Rd, Kelston
Ph : (09) 818 5208



The Doctors New Lynn
19 Delta Ave, New Lynn • Ph : (09) 827 7810

**McLaren
Medical Clinic**

83 Bruce McLaren Rd,
Henderson • Ph : (09) 837 3399

**Ranui
Medical Clinic**

482 Swanson Rd, Ranui
Ph : (09) 833 6033