

IN FOCUS

News & views about Our Health from Hawke's Bay DHB Chief Executive Dr Kevin Snee.

CEO NEWS UPDATE

December 2017



It's hard to believe it's Christmas already. What a challenging year it has been.

I'd like to thank each and every one of you who work within the health system for your diligence and commitment to health in Hawke's Bay.

It has been an incredibly tough year that has taken its toll. We had a very busy winter with a lot of winter illness that affected the community and our staff. That busyness has continued, with presentations to hospital and to general practice remaining high.

In the later part of the year we began working on two big projects; The Big Listen and the Clinical Services Plan. These projects will help us invest wisely in the things people really care about and begin to fix those things that have really aggravated staff and our consumers.

The information from the Big Listen will determine our People Strategy and, while we still have some way to go gathering information to inform the Clinical Services Plan, the end result is that those projects will fundamentally determine the future of our health system.

For me The Big Listen has been very important, and the feedback has been valuable. We are now in a better position where we can invest in and focus on the things that really matter rather than guessing what's important.

I was pleased we were able to react quickly to feedback from The Big Listen and from the Care Capacity Demand Management programme that more nursing resource was needed.

As we have already announced, over \$1 million will be invested over the coming months toward increasing this workforce and its capability.

There will be lots more to come from The Big Listen and many of you are involved in determining the future of health through the Clinical Services Plan. I encourage you all to keep up-to-date and be involved in the Clinical Services Plan as the end result will provide the backbone to the future of health services. A few weeks ago we also celebrated success at the annual Hawke's Bay Health Awards. This was a fantastic evening of celebration and I'd like to congratulate not only the winners, but those who entered.

On behalf of the Executive Management Team, I'd like to wish you all a very merry Christmas with your loved ones and a happy New Year.



AFTER-HOURS

As of 1 December, people living in Napier, Hastings and Havelock North now have one point of contact for after-hours medical care following a new streamlined service introduced by Hawke's Bay District Health Board and Health Hawke's Bay, in partnership with St John.

The new urgent after-hours system sees GP care available in both Napier and Hastings from City Medical and Hastings Health Centre until 9pm. After-hours, people who need medical care should call their general practice clinic and their call will be diverted to a health professional who can assess their medical concerns. If required, the nurse has the ability to send a paramedic to people's homes. A highly qualified nurse will be available 24/7 at City Medical, free to anyone who has an urgent medical issue they need to be checked.

Health Hawke's Bay and Hawke's Bay District Health Board medical advisors have championed this project, as a better way for GPs to work so they are able to manage their day time jobs without an on-call roster that was unsustainable.

With a Bachelor of Health Science under her belt Paramedic Lindsey Hope is the perfect recruit to the after-hours urgent medical care team.

Lindsey is one of a team of paramedics who provide after-hours care directly to people's homes from 9pm-3am, if it's needed.

Napier GP David Rodgers said the new service had been up and running for a couple of weeks. "While it's only early days we really want the community to understand there are many options after-hours to get the right medical care.



Shown above are some of the after-hours health care team, from left Dr David Rodgers, paramedic Lindsey Hope, registered nurse Wendy Shelley and Brendon Hutchinson St John Hawke's Bay territory manager.

"We've made it as simple as we can. All people have to do is call their GP after-hours and their call will be directed through to a registered nurse who will be able to offer them advice over the phone, the ability to book an appointment with their GP the next day if it's needed, or the ability to send a paramedic to someone's home."

While there is a cost of \$65 associated with the paramedic call out, for many people it would prevent someone from getting so sick they needed hospital care, and that's a huge cost to people in terms of stress, Dr Rodgers said.

For paramedic Lindsey Hope the new service is something she feels very passionately about.

"I can really make a difference, and help keep people out of hospital – it's urgent community care brought right to people's homes.

"I used to work in another region for St John and I hated having to drag someone out of their homes and take them to hospital for something I knew I could treat and manage with patients in their own homes. This really is unique and great after-hours care for people.

"I'm really looking forward to getting out and about and making a difference," Lindsey said.

Playground reopens



It was smiles all around when Hawke's Bay Hospital's paediatric playground, which is part of the Piki Te Ora Early Childhood Centre, was officially blessed and reopened on 8 November following a radical transformation.

With the help of local landscape designers, Espaso Verde, and Leanne Sanderson from The Nest Early Childhood Centre, our DHB's Piki Te Ora hospital play specialists have been able to create a relaxing and welcoming environment with a variety of spaces that offer natural play materials and exploration, as well as shaded relaxation areas.

Claire Caddie, service director of Communities, Women and Children's Directorate and her dedicated project team should be proud of their many years of hard work and planning which resulted in this significant achievement that will be enjoyed by our youngest patients and their whānau for many years to come. Well done!

Health Awards - Congratulations

The Hawke's Bay Health Awards were held on 24 November at the Hawke's Bay Opera House Plaza and it was another great night of celebration and well deserved recognition of some exciting work happening in the Hawke's Bay health sector.

Congratulations to this year's winners and we look forward to receiving entries from far and wide in 2018.



The Year Ahead

This year important work began on designing the future of the Hawke's Bay health system with two key projects that will carry over into 2018 - the Clinical Services Plan (CSP) and the Big Listen.

The Big Listen

A series of people-focussed workshops were held during September/October with health care professionals and the wider community. These workshops focussed on what it's like working in the sector as well as receiving care.

The idea was to gain a better understanding from staff and consumers about what works well at the DHB and within the sector, and where more support or improvement was needed. All of this work will help us to deliver safer and higher quality care across the Hawke's Bay health system and I am buoyed by those who took the time to participate, providing open and honest feedback that gives us a great starting point to build a better us.

Within the DHB, additional Big Listen staff briefings were held in late November with key findings assisting in the development of a People Strategy. This strategy will set out to embed the DHB's values and behaviours framework into everything it does, build capability across the workforce and ensure staff are engaged and well supported in their roles.

The People Strategy will be developed over the coming months, so keep an eye out for how you can get involved in 2018.

Clinical Services Plan

Clinical Services Plan workshops delayed.

As we focus on turning the feedback from the Big Listen into action early next year, we have decided to delay workshops for the Clinical Services Plan until March 2018.

The early part of the year will see the return of Tim Keogh, who will be running BUILD workshops which many staff will be involved in. However, many staff also want to be involved in developing the Clinical Services Plan, therefore moving out the timeline for the Clinical Services Plan will enable staff to dedicate time to both.

Primary care is actively involved in work relating to modernising general practice which will inform the Clinical Services Plan process.

That work will continue in the early New Year as there is a lot of momentum and enthusiasm for this.

If you have already been asked to attend a Clinical Services Plan workshop scheduled for January and February 2018, those workshops will be postponed and new times and dates will be set up.

More information on these workshops will be provided in February.

To find out more about
the Big Listen



To find out more about
the Clinical Services Plan

CHB opens state-of-art digital x-ray services

Christmas came early for Central Hawke's Bay Health Centre this year with the official opening of its new state-of-the-art radiology equipment last week (14 December).

Deputy Mayor Ian Sharpe officially opened the new digital x-ray imaging service – an investment of more than \$400,000 by Hawke's Bay District Health Board (HBDHB) to future-proof Central Hawke's Bay's (CHB) radiology services.

This is great news for the CHB community who now have the most advanced x-ray technology in the region and also great news for staff who will not only be working with less radiation but equipment that is much more effective, efficient and reliable than before. The technology will allow instant imaging access giving radiologists in Hastings the ability to view images in real-time, meaning immediate advice or opinion can be shared with the GP or clinician in CHB.

Radiology staff have now been trained in using the new equipment and full services returned on Monday 18 December.

A temporary mobile x-ray unit was available at the health centre during the refurbishment process.



Our Health Pop-Up

Our Health has popped up in the main entrance to Hawke's Bay Hospital as an information centre for staff and patients.

The Our Health pop-up includes a touch-screen linked to the Our Health website to welcome patients to Hawke's Bay Hospital. It also contains handy information on opening hours for GPs, pharmacies, dentists and much more.

Every week there will be updates from Our Hub with the news of the week, as well as other information to help keep staff and patients better informed.



Sexual health service expanding

Some fantastic work is happening behind the scenes to enhance and develop our Sexual Health Service, including the Sexual Assault Assessment Treatment Service (SAATS).

Integral to this work is Lei Johnson who this year attained Nurse Practitioner status with authorised prescribing. Lei has a nursing background of primary care and youth health and has worked hard to specialise in Sexual Health and Sexual Assault.

Lei joined the DHB in 2012 as a clinical nurse specialist. She was mentored by Sexual Health Physician, Dr Anne Robertson, to complete her Masters Degree in Nursing through Massey University and successfully presented to the NZ Nursing Council in August this year to become a Nurse Practitioner.

Lei has been instrumental in establishing a local level agreement with Police and Victim Support and SAATS staff are looking forward to the opening of a second co-located room in Hastings at a shared space with NZ Police from January next year.

Lei is passionate about her chosen field and has a leadership role in the governance and operations of the Sexual Health service providing influence on service delivery and the wider profession. She is working with MEDSAC - the national training provider for SAATS to develop New Zealand's first nurse practitioner (NP) role specialising in sexual assault.

This new NP role will extend Lei's current nursing role in which she supports our medical colleagues to provide the sexual assault forensic examinations.

"I am hoping the new Nurse Practitioner SAATS role will enable me to provide the same services as our doctors, which includes providing examinations, evidence in court and utilising my prescribing authority. This will increase access to SAATS services for the Hawke's Bay population during day time hours," she says. Lei also plans to support primary care nurses to work to the top of their scope of practice in other areas of sexual health.

Retirements

We've recently said farewell to the following staff and wish them well in their retirement.

- John Waterson, Security Officer.
- Maggie Nicol, Registered Nurse
- Carol Edwards, Registered Nurse
- Toni Ormsby, Registered Nurse
- Linda Mayo, Practice Nurse
- Sheryl Cushing, ACC Admin Coordinator Corporate Services

**OUR
HEALTH
OUR
PEOPLE**
TEAM MAGAZINE

**Our Health Our People team
magazine is out now!**

The magazine celebrates and highlights much of the great work done this year. Copies are being delivered to reception areas throughout the hospital, as well as to Wairoa, Napier and Central Hawke's Bay - make sure you get your copy or you can view [online here](#).

Email comms@hbdhb.govt.nz if you need further copies.

