

# PHOCUS Newsletter

Issue 8, December 2007



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## Welcome...

to the final PHOCUS newsletter for 2007. It is really hard to believe that yet another year has rolled around. Looking back it seems to have been a busy one for us all. I have even managed to fit a wedding into it (on the 1st December) and am now looking forward to the Christmas break with a minimal amount of planning and organising to do!



Thanks to the people who have contributed to the newsletter and I'm looking forward to more input in the future... anything that you would like to share, e.g. clinics you are running, projects you are working on, pictures or articles of interest, would really be appreciated. It would also be good to hear about any community events happening, especially in the rural areas. So if there is anything on, don't forget to take your camera with you.

Karen Veldhoen - PHOCUS Editor

## CEO message

This newsletter concludes the 2007 year. We are now 6 months into our current annual business period and a recap on outcomes met to date matches the weariness that the team is feeling! WRPHO has the luxury of closing up from 21st December (close of day) and will reopen on the 7th January. It has always been a desire for the organisation to try and manage the work / home life split and we don't always achieve the desired balance as work commitments / community accountabilities and social responsibilities get in the way of getting home within reasonable hours from time to time, however we can for the team offer exclusive 'home time' at a very special family time of the year. The recharging of batteries is essential when working at pace and we tend to be much more productive as individuals once we have enjoyed that break away from the work place. Here's hoping that our practice member teams, colleagues and peers in the primary sector have some quality 'me' time over the Christmas break.

The team recently met to strategise over future pathways in regard to chronic care management. The academics within the organisation guided us using the Wagner model of six pillars (community / self management / delivery systems / system organisation / information systems and decision support). We then benchmarked performance from a PHO and practice perspective. While there is much to do overall we considered the 'glass was half full' (meaning some progress has been made but we have further to go). Some of the future strategies will include engagement in the development of an overarching WDHB Chronic Disease Plan, community engagement at a practice level, strengthening the information system within the primary sector and working with the provider towards a more integrated primary sector of experts / generalist specialists / health workers and whanau working within a Whanau Ora model.

Gonville Health has developed into a very interesting community development project, therefore has required much more extensive consultation with community stakeholders. This has been a new experience for someone relatively new to Wanganui (8 years) and required presenting to a room full of people that I had never met or as a PHO we had never had the opportunity to interface with before. Should funding be confirmed by the end of March, WRPHO will be publically shouting from the roof tops and zooming out to Gonville to show the community some of the early design plans for the centre. It feels like we are working on a jigsaw puzzle and as each piece of the puzzle fits into place there is much cause for satisfaction!

Right, now I need to use the editorial space Karen has provided for me to thank the many people that have added value to our organisation over this past year. It is always risky to single out individuals but there are some I must mention. To Rick, John and Alan your clinical leadership, good humour and enthusiastic passion for general practice and for the

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PHO and subsidiary businesses remains outstanding. Your value far exceeds what you are paid and without your leadership, lively banter and earnest strategy discussions we as a PHO would not be as effective. Lesley, as a PHD research student I am quite sure it was never intended that your contribution within WRPHO would be as extensive and far reaching as it has been. You have tirelessly supported the community garden project, made yourself available as an advisor for other projects and essentially rolled your sleeves up wherever needed. You are amazing and its a pleasure to have had you within our fold.

Jill, you have filled the breach vacated temporarily while Leanne had baby and you have fitted in like a glove and quietly got on and did the business so thanks to you. To all our team that have taken on new challenges this year (some of you kicking and screaming and others quite willingly) thank you for choosing to make a difference. To our Board, Community Advisory Group, Diabetes Governance and Diabetes Clinical Governance Groups, Primary Nursing Development Group, Education Sub-Committee, Pasifika Advisory Committee, thank you for your enthusiasm, passion and participation.

To our collective team, you are all awesome and such a great bunch. It has been noted in dispatches that we are similar to a dysfunctional family - complete with our little foibles and idiosyncracies! So, to my dysfunctional family best wishes for a happy Christmas and go out there and make some memories, returning in the new year charged and ready for another productive year. To all our Practice members, colleagues and provider partners, it's been a pleasure working with you in 2007, go well and keep safe.

Kind Regards, Jude

## Making the Office Environmentally Friendly



From left: Lisa Talbot, Leslie Batton and Lynda Cobb

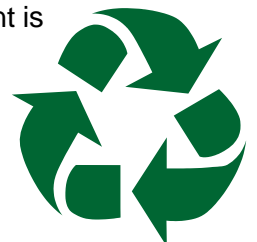
**PHOTO COURTESY OF THE WANGANUI CHRONICLE**

The Whanganui Regional Primary Health Organisation (WRPHO) has initiated action to become more sustainable. With advice from the WDC Waste Reduction Educator, Lisa Talbot, Lynda Cobb (WRPHO Administrator) has lead the way and introduced recycling systems within the Guyton Street office. A new shelf has been installed and the kitchen re-organised so that the new recycling bins can be housed. The staff have all come on board to support this new system and everyone feels like they are doing their bit to help maintain a more healthy environment.

A Bokashi composting system has been established in the staffroom / kitchen to collect organic waste, which was formally being sent to a landfill. Bokashi is a composting system which

makes use of effective micro-organisms (EM) to ferment organic waste in the anaerobic environment of an air tight bin. A tablespoon of 'compost zing' is sprinkled on food waste as it is added to the bin each day. Once the bin is full it is set aside until a white fur becomes visible on the surface (which takes around two weeks). The 'ferment' which has an odour similar to cider vinegar, is spread out and buried in a trench in the garden to continue the composting process within the soil. With vast populations of micro flora and fauna, the ferment is quickly converted to rich humus to nourish your soil.

This is the second 15 litre bucket of Bokashi that the WRPHO staffroom has produced since the system was started in early October. The Te Mana Park Community Garden is the lucky recipient of this buckets goodness, which was buried in the outer ring of the circular garden to help nourish future crops (as pictured above).





# Grab a Bite That's Right!

## Heritage Tomato Seedling Distribution

As part of the 'Grab a Bite That's Right' Programme three thousand heritage tomato seedlings were distributed free from various venues during November 2007, to coincide with 5+ A Day Fruit and Vegetable Month. These tomato seedlings are heirloom 'open pollinated' varieties, which means you can save the seed and grow them in future years.

Over ten old fashioned heirloom varieties which were high in lycopene had been selected and grown for distribution. Lycopene is responsible for the tomatoes colour and is an antioxidant which has been proven beneficial for health.



The tomatoes seedlings given out produce fruit which are different from supermarket tomatoes, as they come in differing colours, shapes and sizes.

GABTR would like to thank all those who assisted with the distribution of the tomato plants and take the opportunity to wish everyone a Merry Christmas and a Happy New Year.



## It's a Girl!

Congratulations to Leanne and Pete on the birth of their gorgeous daughter (pictured below on day one) Novamarie Kowhai-May.

Nova arrived at 4.10am on the 31st October and weighed in at 7lb 8oz.

All is well and we can look forward to Leanne returning to the HEHA Coordinator role in the new year.



# Maori Consumer Forum - November 2007

E nga reo  
E nga mana  
E nga waka  
E nga iwi

Whakarongo mai  
Whakarongo mai!

Ki te tangi a te manu e  
karanga nei  
'Tui, tui, tuituia!'  
Tuia i runga, tuia i raro  
Tuia i roto, tuia i waho  
Tuia i te here tangata

Ka rongo te po,  
Ka rongo te ao  
Tuia i te kawai tangata  
i heke mai i Hawaiki nui  
i Hawaiki roa  
i Hawaiki pamamao  
i hono ki te wairua  
Ki te whai ao  
Ki te ao marama

Tihei Mauri ora!



The WRPHO held a hui for Maori consumers of our service on 16 November at the Christ Church Hall. The forum was open to Maori clients of all WRPHO staff. We started off with an afternoon tea and then participants got into groups to talk about how they have found the health service as a whole.

It was a fun and productive day, as can be seen by some of the photos. The PHO find these forums an effective and responsive way to address consumers needs.

The feedback received was positive and clients and their whanau were happy to have the opportunity to be heard, share their experiences and have some input into how services could be improved. The WRPHO aim to look at how this feedback can be actioned. At the PHO planning day it is intended that the team will look at how we can improve. Already the PHO has followed up with the Public Health Unit regarding the issues raised for the Ratana community.

"Kia piki te ora, Kia piki te kaha, Kia tau te Rangimarie i nga wa katoa" - Heal in health, Strive in strength, Peace be with you always. (TW Ratana)

"Ma iti, ma rahi, ra rapa te whai" - Working together we will achieve.

# TIPS FOR THE MERRY SEASON...

Season greetings to you all. Just a little reminder to all you folk to keep yourself safe over the Christmas period. With all the social events and opportunities to drink, here are some tips to remember:

- Drink a lower percentage alcohol
- Eat snacks while drinking
- Drink water or non alcoholic drinks inbetween alcohol beverages
- Just remember for each standard drink it takes an hour for your body to process, so in effect if you have 14 standard drinks that's 14 hours you cant drive
- Keep occupied with things like playing pool, cards or other games
- Make sure you have days off drinking
- Plan nights out in advance, ensuring you have a sober driver, money for taxi, eat well prior, don't take your car - but if you do then use the Home James service (they will drive your car home for you)
- Drink lots of water before bed and the next day, and the use of vitamin B can be useful to replace fluids and vitamin B that alcohol strips from your body
- Carry your drinks with you all the time to lower the risk of your drink being spiked
- Check that you are in a good space to drink... often moods will determine how we drink and what kind of night we will have
- Avoid binge drinking... keep aware of the amount you are drinking in one sitting
- Recommendations (from ALAC) for men over a weekly period is 21 standard drinks or six in a session. For woman 14 standard drinks over a week period or four in a sitting.
- For those over 20 a reminder that the alcohol level for drink driving is 400mcg breath or 30mg blood.



Have an awesome Christmas and New Years! Debbie Biggar, AOD Counsellor

## Working Together to Address Diabetes in Wanganui

There is an old Māori proverb: "Kaua e rangiruatia te hā o te hoe; e kore tō tātou waka e ū ki uta" which means 'do not lift the paddle out of unison or our canoe will never reach the other shore'. This proverb highlights the importance of people working together to achieve a common goal.

The Whanganui Regional Primary Health Organisation (WRPHO) is the only PHO in New Zealand to be contract holders of a Regional Diabetes Contract and the end of 2006 WRPHO saw its first full year as contract holder. The contract move from secondary to primary healthcare signified a shift in thinking for how diabetes in our region is approached and new possibilities for the improved health of our population.

WRPHO have learnt what works and what doesn't over the first year and the stand out lesson is the importance of WRPHO and Whanganui healthcare providers working together in partnership, to achieve a healthy population and meet the contract targets. One method used during 2006 was the generation of practice specific lists of Māori and Pacific Island patients who were overdue for their Annual Diabetes Checks (ADC). This list was given to those diabetes providers who then actively addressed the list and managed to action each patient indicated. Of those who they could not contact or found 'hard to reach', WRPHO offered an outreach service where a kaiawhina (support worker) contacted the patient, identified and addressed the barriers to that patient's attendance. The final quarter of 2006 saw an improvement in the volume of ADC's performed. This is where our partnership approach paid off. It is only by us both working together in unison that a positive outcome can be achieved.

Within the diabetes contract are regional targets to meet. Over 2006 WRPHO have learnt that ownership of the target success needs to be with general practice. Health providers will then see how their individual performance contributes to a collective result. The key here is to build a relationship of transparency and trust by presenting each provider with a breakdown of the contract targets and their performance in relation to them.

The first sentence of the Primary Health Care Strategy says "A strong primary health care system is central to improving the health of New Zealanders." To achieve a strong health care system in our region a strong relationship between general practice and Whanganui Regional Primary Health Organisation is fundamental. 2007 presents us with new Diabetes targets and thus further possibilities to be innovative and collaborative in how we achieve our goals.

So, in order for our waka full of healthcare providers, general practitioners, practice nurses and Whanganui Regional Primary Health Organisation to reach that distant shore of healthy outcomes, we paddle together in unison.

Matt Rayner, Projects Administrator, Whanganui Regional PHO



**Whanganui Regional Primary Health Organisation**

## WEBSITE EVALUATION [www.wrpho.org.nz](http://www.wrpho.org.nz)

Thanks very much to everyone who participated in the website evaluation. To date I have received back 40 questionnaires (a very impressive fifty percent return).

I have already implemented a couple of suggestions and will be collating all of the feedback and making more changes in the new year. Cheers, Karen.

## Medical Assurance Society - HealthyPractice™

Medical Assurance Society has developed an online business support service for General Practice called HealthyPractice™. They recommend you consider this service for your practice if you haven't already done so. HealthyPractice™ provides excellent value as it has been subsidised by the MAS to cover direct operating costs only and further discounted for practices that hold business insurance with MAS.

Some of the HealthyPractice™ features include:

- Resources for RNZCGP Cornerstone Practice Accreditation (non-clinical)
- 0800 helpdesk support including two practice managers with over 20 years experience and financial/legal expertise
- User friendly site, simple navigation and search function
- Content written by business experts and totally customised for general practice
- WORD templates that you can download and customise for your practice, e.g. position descriptions, privacy brochure
- Benchmark reports, e.g. GP remuneration, staffing and patient ratio's
- Financial toolkit of calculators to help with budgeting and business planning

You can visit the public site area at [www.healthypractice.co.nz](http://www.healthypractice.co.nz) and download a brochure and registration form from the home page. If you have any questions about HealthyPractice™ or would like a demonstration please contact the MAS Business Advisors on 0800 800 627 (MAS).



The Pharmacist Facilitators advise that from Friday 21st December 2007 and during January 2008 the Pharmacist Facilitation Service will be patchy as we take annual leave during this time.

Referrals for medication reviews, drug information and other queries may be communicated to the service in the usual way. However you may experience longer delays before these are responded to.

We apologise in advance for any inconvenience and wish you all a very Merry Christmas and a safe and happy New Year.

**Fiona Corbin & Julie Wells**

**Whanganui Regional  
Primary Health  
Organisation office closes  
for the holiday period on  
the 21st December 2007 and  
staff will be returning back  
to work on the 7th January  
2008.**

**Wishing you a Merry  
Christmas and Happy New  
Year from everyone at  
WRPHO!**