

# PHOCUS Newsletter

Issue 23, December 2011



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## Welcome...

to the last issue of PHOCUS for 2011. Unfortunately I had to miss out the September issue this year, as things were too hectic for contributions. It has been a busy year with our move into new premises in May, but it feels like we have been here forever now. We have had a few staff changes recently, so check out the comings and goings section.

There are some success stories in this edition (you will probably all be aware of the awards that have been gained in the recent months) and also updates on various community events that have taken place over the last six months. Christmas is just around the corner and I think everyone is looking forward to a well deserved break. I wish you all a safe and merry Christmas and a happy New Year!

Karen Veldhoen - PHOCUS Editor



Does Santa look familiar to you?

## CEO message

The last time I was asked to write a comment was six months ago and we were experiencing the winter chills and the office move was new and a novelty. It's now summer and the year is coming to a close. It is with a heavy heart that I write this this morning as one of our own here at WRPHO has lost her husband who passed away over night unexpectedly. Sue and your whanau, you are in our thoughts and prayers.

Speaking of loss we have at the PHO over the year lost some great champions of manaakitanga. Angela Johnson, Piri Rurawhe, Laura Pepere and Debbie Bigger have all moved on to new opportunities and so our values and vision for a better future flow with them.

The happy news is that we have some new lives hibernating in their mummies tummies and we all look forward to having these special new people in our PHO whanau early in 2012.

Today I walk past the PHO Christmas tree and its ever increasing pile of presents. Matt champions our gift giving every year so that adults and children less fortunate than us have a present to open on Christmas day. It's been a real pleasure watching the activity and discussion this sharing has created. While it is a small gesture, it absolutely demonstrates the principles and values that we hold so dear as an organisation and as individuals.

Once again the organisation and practice members have experienced highs and lows for 2011. The stand out highs have been three recent events. The first is the ABC Alcohol programme supreme award win for John McMenamin and the team at the WDH B Health and Disability inaugural awards, and then for this programme to go on to a national roll out championed by the Minister which is expected for 2012. Such an achievement for all concerned, but particularly for John who has been passionate about alcohol related health issues for many years.

The second was Gonville Centre taking away the supreme award at the Whanganui Business Awards 2011. What a shock and honour this was for a community trust such as ours to take away the big event with three awards. This is a culmination of many peoples' efforts - the passion of the WRPHO Board to make courageous decisions, the excellent business advise from our advisors, the tenacity and commitment from Barb and the team, and the ownership from our community and support for all of the parts that make up the 'whole' at the Gonville Centre.

The third was sitting at the recent Taihape Health AGM and hearing from the chair, Ken Young and Clinical Services Manager, Gemma Kennedy, how essentially the business model at Taihape has turned around a situation that was definitely lose lose, particularly for



We can be contacted at:

**WRPHO**  
100 Heads Road  
Gonville  
P O Box 4260  
Wanganui  
Ph (06) 348 0109  
Fax (06) 348 8205

[wrpho@wrpho.org.nz](mailto:wrpho@wrpho.org.nz)  
[www.wrpho.org.nz](http://www.wrpho.org.nz)

the community. The service model is still fresh, but the team led by Gemma have certainly grasped and understood what their mission needed to be and what outcomes they needed to deliver. We expect this model to go from strength to strength and be a significant influence in how best to manage change within a small rural community, within the confines of a challenging national financial position.

Let's not forget those general practice members who have worked tirelessly to deliver good care for their patients or the teams at WRPHO - clinical and admin support who have made many things happen quietly and without fanfare to make a huge difference in creating sustainable improvements and outcomes for our communities. Without all of you as individuals the health landscape for our communities would be considerably poorer.

I truly hope that you all have time to value all that is important to you, particularly family, friends and significant others. Take time to charge your batteries and enjoy all the good things this time of year offers, if at all possible. I for one can't wait to get my 'Nanny hat' on and spend my time off with my two precious boys! Take care, Jude.

## EMERGENCY PLANNING

In August, Whanganui Accident & Medical took part in a simulation of a mass casualty event coordinated by St John and contracted to the DHBs throughout NZ. The exercise utilised whiteboards representing departments and units throughout hospital, and involved contractors and other external/internal services. It was a significant exercise with approximately 50 hospital staff, contractors and other services taking part.

Following the exercise the Whanganui DHB sort feedback and recommendations from participants and then started compiling a mass casualty plan. This is an operational plan, providing an emergency management response to a mass casualty incident that impacts on, or has potential to impact on Wanganui Hospital and/or the Whanganui community.

The exercise ran for close to five hours and I was there to photograph it.  
Karen Veldhoen - Whanganui Regional PHO, Communications Coordinator



# Health Promotion Update

## Tomato plant distributions

Whanganui Regional PHO, Bristols and Central Tree Crops held a couple of big tomato plant distributions recently. One at the Riverside Traders Market in October (pictured below), where 1200 plants were given away and also at the Age Concern Expo in November where 600 plants were handed out.

This year 1,500 apple trees, 600 peach trees, 900 Maori potatoes, 3,500 tomato plants, 1,000 rainbow chard, and 216,000 seeds have gone out to staff, patients and the community through general practices, the riverside market, schools, early childhood centres, Kura and Kohanga Reo, community organisations, Iwi health providers and the Whanganui DHB.



## Correspondence school end of year celebration

The Te Kura Correspondence School end of year celebration was held at the Gonville Centre in December with students receiving level 1 & 2 NCEA and unit standards from Training for You. After the ceremony everyone took part in creating a new mural to go onto the fence at Gonville Centre and then they enjoyed a BBQ dinner. WRPHO is partnered with the school to continue this service for a further year.



# Whanganui Business Awards



Gonville Health and Gonville Centre cleaned up in the 2011 Whanganui Business Awards winning the Public Sector Non-Government and Community Organisation Award and then the Supreme Business of the Year Award.

Judith MacDonald also won the Whanganui Management Excellence Award for her leadership in developing the Gonville Centre.

Group photo, left to right: Lucia Gribble (Gonville Health), Morag Walshe (Gonville Health), Judith MacDonald (WRPHO), Leighton Souness (Gonville Health Pharmacy), Presenter, Barb Cornor (WRPHO / Gonville Health), Dr Alan Mangan (WRPHO / Aramoho Health Centre), Presenter

## ...more awards during 2011



At the Whanganui District Health Board Quality Awards the ABC Alcohol programme won the Excellence in Innovation & Development in Health & Disability Award and the overall Supreme Award.

The Gonville Centre and Gonville Health Development also won the Excellence in Service Delivery Award. Pictured left to right: Judith MacDonald, Barb Cornor, Dr John McMenamin, Chloe Newton



At the final December Wanganui Inter-Professional Education (WIPE) evening we held this year, the following received a PHOie Award:

Lee-Ora Lusic and Chris Hogan (both from WRPHO) received Educational Achievement PHOies, and Val Southcombe (recently retired PN from Wicksteed House) won the Outstanding Contribution PHOie. Pictured left to right: Lee-Ora, Val and Chris.

# LISA'S JOURNEY

Did you know that 15-20% of couples will be affected by infertility at some point while trying to conceive? Well it just so happens my husband and I were one of those couples. I am telling my story to educate and share a perspective from someone who has been through the available treatment options.

After a year trying to get pregnant with no success, I decided to visit my GP for a routine check-up in July 2008. As there were no known illnesses and my cycle was regular I was referred to Fertility Associates in Wellington for further consultation. Six months later we met with the specialist in Wellington, where after blood tests and a scan I was told that I may have an ovulation problem. The first course of action to test this theory was to put me on Ovulation Induction (OI) therapy using Clomiphene – a medication used to induce ovulation and taken in the form of an oral tablet from day three to seven of the menstrual cycle. After three unsuccessful months we were referred to a Wanganui specialist. We were then recommended a further three months of the same medication, as previous blood tests and scans had showed significant improvement compared with the pre-treatment tests and therefore proved an ovulation issue existed. During this time I also had a hysterosalpingogram – an x-ray test to check that the fallopian tubes are open. Fortunately this came back normal.

Once again the three months went by with no success, so we met with the specialist to discuss further options. Due to the good results I was achieving, despite not falling pregnant, it was recommended that I continue a further three month course of the medication, so that we could then completely rule it out if unsuccessful and progress to the next level of treatment. It felt like a long nine months, but I learned very quickly in the process that if we were going to make it through patience needed to become my friend!

The next stage of treatment was also an OI therapy but with Puregon. This treatment differs from the

previous one, as it is taken via injection and for a longer period of time during the menstrual cycle. During this time I was again closely monitored with blood tests and scans. Month one the treatment had to be stopped due to over stimulation of the ovaries, which meant that the possibility of a multiple births was a concern. Month two involved the same process, however, the dose this time was perfect, but sadly the result was a negative pregnancy test. Month three was a repeat of the first month, which was disappointing and frustrating at the same time. At this stage we went back to the specialist to discuss options for going forward and it was recommended we cease all OI therapy and proceed with In Vitro Fertilisation (IVF).

Once we received funding approval our name went onto a six month waiting list. In May 2011 I was contacted to commence IVF preparation.

Treatment schedule:

- 10th May – start contraceptive pill
- 25th May – start daily Buserelin injections 400ug per day
- 1st June – last day of contraceptive pill
- 7th June – blood test to check levels
- 8th June – start daily Puregon injections 150iu per day, change Buserelin dose to 200ug per day
- 14th June – blood test to check response to Puregon
- 20th June – trigger injection to mature eggs
- 22nd June – egg retrieval
- 28th June – embryo transfer
- 7th July – pregnancy test

Thirteen healthy eggs were extracted during the egg retrieval. This is 13 months worth of eggs collected in one month – no wonder my ovaries were the size of mandarins and I was in a lot of pain!

Five days after the embryologists worked their magic we went back down to Wellington for the implantation of one fertilised egg (the only viable egg from the 13 extracted).



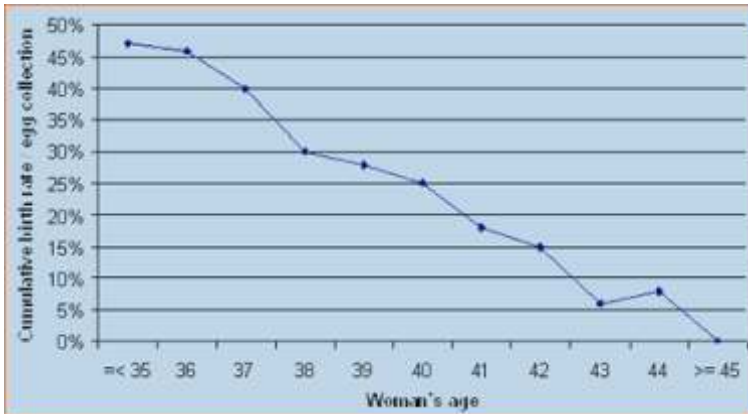
Self-injections



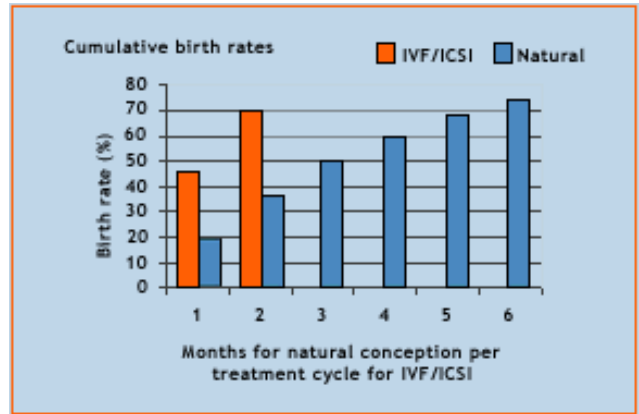
Toni taking my bloods



Day 5 embryo



Cumulative birth rate per egg collection by woman's age



Cumulative pregnancy rate for women 37 and younger after IVF/ICSI

Two weeks later the clinic phoned with the good news that we had been successful!

I am now 27 weeks along and have had no issues. I've found this whole process very interesting and have learnt a lot from it. It is not an easy road; however, being proactive about your treatment and having strong relationships and good supports has made it a more positive experience.

We would like to thank my GP and the Fertility Associates for their hard work and persistence in my treatment, our families, friends and WRPHO for their support during treatment, and for all the wonderful expressions of congratulations we received when we shared the news. We expect our little person on the 15th March 2012. The 20 week scan is pictured.



Lisa Mailman  
Whanganui Regional PHO, Administration Officer

## PPP Update



Flu Vaccination Coverage				
High Needs 2011 Performance		Change on Previous Year	Total Population 2011 Performance	
Region	Performance (%)		Region	Performance (%)
National	64%		National	65%
1 Whanganui	72%	↓	1 Whanganui	75%
2 Wairarapa	69%	↓	2 Canterbury	71%
3 Canterbury	69%	↓	3 Hawke's Bay	69%
4 Hawke's Bay	67%	↑	4 Taranaki	68%
5 Nelson Marlborough	66%	↓	5 Wairarapa	68%
6 Taranaki	65%	↓	6 Bay of Plenty	67%
7 Southern	65%	↓	7 Southern	67%
8 Capital and Coast	65%	↓	8 Capital and Coast	66%
9 Hutt Valley	65%	↓	9 Tairāwhiti	66%
10 Bay of Plenty	64%	↓	10 Hutt Valley	66%
11 South Canterbury	64%	↓	11 Lakes	66%
12 MidCentral	63%	↓	12 MidCentral	65%
13 Lakes	63%	↑	13 Nelson Marlborough	64%
14 Auckland	63%	↑	14 Waikato	63%
15 Waikato	62%	↑	15 Counties Manukau	62%
16 Counties Manukau	62%	↓	16 Auckland	62%
17 West Coast	61%	↓	17 Waitemata	61%
18 Tairāwhiti	61%	↓	18 South Canterbury	61%
19 Northland	60%	↓	19 Northland	60%
20 Waitemata	58%	↑	20 West Coast	58%

### Flu Vaccination Coverage

The complications of influenza (more commonly known as 'flu') can be serious or life threatening. As a result, the Government funds the cost of your influenza vaccine and administration if you are aged 65 and over or have certain long-term conditions. The national Programme Goal is that 75% or more of the population aged 65 or over have had a flu vaccination by 30 June of any year.

Congratulations to all Whanganui Regional PHO member practices! For the latest PHO Performance Programme cycle July – December 2011, WRPHO have consistently achieved well in all PPP indicators.

As shown in the table Whanganui is a high achiever on a national level for Flu Vaccinations, both total and high needs populations. This outcome is due to the efforts of each individual GP member. Thank you and well done!

For a full report please see PHinet or email Matt at: matt@wrpho.org.nz



The Quit Clinic officially opened its doors in April 2011, with the intention of being a complementary service to the existing ABC Programme already in PHO general practices.

The purpose of the Clinic was two-fold:

- Reduce barriers for smokers – through:
  - Offering a free service with no access criteria (including free onsite NRT);
  - Providing a free walk-in and/or appointment based service for smokers and their families; and
  - Providing a service that can be accessed by self-referral or by referral by another health professional/community worker.
- Work alongside existing cessation providers – through:
  - Promoting linkages with Primary Care Providers and strengthening the delivery of the ABC approach in the Whanganui region;
  - Working alongside other community cessation providers to provide a choice of pathways for smokers who wish to quit; increasing cessation services for smokers in Whanganui; and
  - Linking with other community cessation initiatives.

The clinic was formally evaluated by Gravitas, funded by The Ministry of Health Quality Improvement Fund and achieved a high level of success according to all data sources.

The results were positive with 395 patients were seen over a 9 month period. 64% of first appointments were walk-in (no appointment made). At four weeks post registration 33% of patients reported being smokefree. At three month post registration 44 % were smokefree.

### Moving forward 2012

The retirement of Val Southcombe and loss of Laura to the big smoke has meant new faces at the Quit Clinic. Our two new staff are Rosie and Ben (pictured right). They have already proven to be a hit with our visitors to the Quit Clinic and are a great asset to the team.

In January/February Rosie and Ben will endeavour to introduce themselves to practice teams. Part of the role of the Quit Clinic staff will be to support general practice teams in their own in-house cessation, so please feel free to contact Rosie or Ben if you have any questions.

We are currently working on providing electronic referrals/updates to practices operating to ensure that practice records are updated, and to ensure that if we are seeing one of your patients you will know how they are getting along.

The Quit Clinic team would like to wish you and all your families a Merry Christmas and Happy Smokefree Festive Season.



# Comings & Goings...



Sala Tiko-Temo has joined us recently and is here two days a week as Pharmacist Facilitator.



Linda Walker has been here since September as an Administration Officer.



Laura Pepere was a nurse in the Manaaki Hauora Wellness Support team for the last year under NETP and recently moved to Gisborne to work at the Turanganui PHO.



Piri Rurawhe worked here for 5 years as Cultural Advisor and has recently left to spend time working with the Ratana community.



Debbie Biggar was a Counsellor here for 6 years and is now Acting Manager at the Whanganui Drug Treatment Unit at Kaitoke Prison.

Angela Johnson worked here for 7 years in various roles, most recently as Projects Leader. She is now Service Development Manager Primary and Hospital Services in Wellington at CCDHB.



**CORNERSTONE** CORNERSTONE is an accreditation programme specifically designed by the Royal New Zealand College of General Practitioners for general practices in New Zealand. Accreditation is a self assessment and external peer review process used by health care organisations to accurately assess their level of performance in relation to established standards and to implement ways to continuously improve the health care system.

All of the WRPHO general practices are now Cornerstone accredited. This year the practices who have received Cornerstone accreditation include Castlecliff Healthcare Ltd, Jabulani Medical Centre, Dr John Kay, Dr John Moore, Springvale Medical Centre, St Johns Medical Centre; and the Quay Medical Centre has achieved re-accreditation.

**Whanganui Regional Primary Health Organisation office closes for the holiday period on 23th December 2011 and staff will be returning back to work on the 9th January 2012.**

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



## Gifts for Kids

Every year WRPHO staff (coordinated by Santa Matt) donate presents to kids from families in need, e.g. via the Wanganui City Mission or Birthright.

This year we are giving presents to the children of our patients. The gifts are gathering under the tree and will soon be delivered in time for Christmas!