

PHOCUS Newsletter

Issue 22, June 2011



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Welcome...

to the second issue of PHOCUS for 2011. It's been nearly two months since we moved into our new premises on the hospital grounds and it already feels like we have been here for ages. It is very handy being close to the hospital, WAM and Gonville Health, but unfortunately the sales in town are now not very accessible! I'm repeatedly told that I'll save money, but I'd rather have the retail therapy. Check out the photos in this edition that I took during the move process.

I have visited a couple of rural practices in the last month - Raetihi and Taihape. So that has given me more photos and information to add to the rural page I'm building on the WRPHO website... watch this space! This month's rural feature is on Waimarino Health Ltd (thanks to the practice team for contributing).

If you are going past the Sarjeant Art Gallery in the next two months check out my art work which was selected for the Whanganui Arts Review.

Karen Veldhoen - PHOCUS Editor



CEO message

It's been another busy quarter and we are in the thick of winter, although yesterday afternoon it didn't feel like it as the sun was shining and we were enjoying an energetic game of golf (energetic due to the number of shots we had!!). I have a new office, the first I've ever had where the morning sun warms my back. The convenience of being on the hospital site is apparent to all of us as we exercise our legs more often to attend a meeting, rather than take the car - so we as a team, are in a small way contributing to a 'greener' footprint.

General Practice and WRPHO team members who have contributed to the excellent performance for the 2011/12 Health Targets all deserve a hearty pat on the back. We are now ranked second in NZ for diabetes and the immunisation rates for high risk population are outstanding. I am confident this will be replicated when the flu immunisation programme concludes. CVD risk assessment is improving and the smoking cessation programme results have been outstanding. I have been informally advised that over the past two months 186 people attended the Quit Clinic and 40% have recorded a quit attempt post one month of attending so that is fantastic. I think as non-smokers we forget that it can take numerous attempts to successfully quit, but the positive reinforcement and encouragement provided by general practice teams and the Quit clinic all culminates in making a real difference.

John McMenamin is to be commended for being the clinical lead for a very successful pilot programme with our partner ALAC for ABC alcohol. The ALAC team met with WRPHO Clinical Directors and Managers recently and are optimistic the findings of this pilot, particularly for Maori people, have been so outstanding that it may well be considered as a national strategy in the future.

Alan Mangan has been leading the WAM review and two good meetings have been held with both the steering group and PHI GP members. A good process is being progressed and the work is shaping the future for after-hours services in the Whanganui region which is high risk due to workforce and economic pressures.

Finally, a special mention goes to Sharon Duff and Piri Rurawhe for the very positively received project presentation they fronted in Wellington for the Central Region Cancer



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Network 2011/12 inequalities projects. The CCN governance group considered that the Whanganui project made the most positive contribution for reducing Maori inequalities, was well supported by Maori and the evaluation supported achievement of the project objectives. Our thanks go to all the Iwi providers around the district that supported this project by going on the bus and evaluating the cancer journey our people experience across our districts. Findings unanimously supported good clinical care and service provider services, however, a focus needs to be made to improve the level and quality of information provided to patients, remove barriers associated with transport, parking and reduce the footprint associated with accessing treatment, such as pharmaceuticals at MidCentral DHB.

Trust you are all keeping well and taking time out to enjoy time with the people that are important to you. Take care, Jude.

Whanganui District Diabetes Programme

Background

In November 2009 the Ministry of Health released the first of a series of reports which benchmarked District Health Board (DHB) performance across a range of indicators (benchmark report to the right). For the cardiovascular and diabetes indicators Whanganui DHB were shown as having the worst performance of all DHBs.

The results of this benchmarking report acted as a catalyst for change in delivery of diabetes and CVD services in our district and over the past 12 months Whanganui Regional PHO, Whanganui DHB and other stakeholders have been reviewing the programme and have created a number of recommendations for improvement. These include:

DHB Benchmarking result Quarter Three – 2010/11



Quarter three performance		Change from previous quarter	
Rank	DHB		
1	Taranaki	94%	6.9%
2	Whanganui	81%	2.8%
3	Hutt Valley	77%	2.5%
4	MidCentral	77%	-3.2%
5	Lakes	76%	-0.7%
6	Hawke's Bay	76%	1.4%
7	Wairarapa	75%	2.0%
8	Waikato	75%	-1.0%
9	Capital & Coast	74%	2.9%
10	Counties Manukau	73%	0.5%
11	Waitemata	73%	-0.5%
12	West Coast	73%	-1.3%
13	Northland	73%	0.5%
14	Southern	73%	-0.4%
15	South Canterbury	72%	1.8%
16	Bay of Plenty	71%	-2.6%
17	Auckland	70%	0.0%
18	Nelson Marlborough	70%	0.7%
19	Tairāwhiti	69%	0.1%
20	Canterbury	68%	0.7%
All DHBs		73%	-0.3%

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 Data capture and coding improvements required
 Information Technology decision support systems
 Education and mentoring of primary care workforce
 Funding supports access within primary sector

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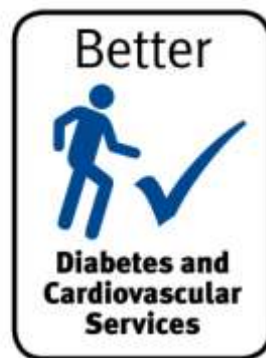
Since then the Whanganui DHB have consistently shown improved performance regarding this indicator and the most recent results (shown left) indicate Whanganui as second overall.

What next?

Over the next few months the implementation team will be rolling out the recommendations in partnership with general practice teams. This includes:

- The introduction of a new IT software package that will provide clinicians with up to date best practice guidelines at each step of the CVD/Diabetes assessment process
- Establishment of Stanford Self-Management teams, both in Wanganui and rural locations
- Diabetes specific education sessions for general practice teams

DHB Benchmarking result Quarter One – 2009/10



1	Taranaki	79%
2	Wairarapa	77%
3	Hutt Valley	76%
4	MidCentral	74%
5	West Coast	70%
6	Waitemata	69%
7	Lakes	68%
8	Tairāwhiti	68%
9	Hawke's Bay	68%
10	South Canterbury	67%
11	Waikato	67%
12	Capital & Coast	67%
13	Otago	65%
14	Southland	64%
15	Bay of Plenty	64%
16	Northland	64%
17	Nelson Marlborough	63%
18	Auckland	63%
19	Canterbury	62%
20	Counties Manukau	59%
21	Whanganui	56%

Health Promotion Update

Disability May Day - 6th May

Whanganui Regional PHO gave out 600 Rainbow Chard plants (silverbeet) to participants at Disability May Day. Many went to school children who took a plant to give to their mothers on Mother's Day, the following Sunday. We also gave away hundreds of green runner beans seeds. This year many of the

participants came back to report on how they got on and to get different seeds for this spring. All bean growers had good success with the beans, some had grown the beans in pots and had still done well. Thank you to the Kidney Support Group who helped the WRPHO give out the plants and seeds.



Montys Surprise Apple Competition

The annual competition took place at the Riverside Markets on 16th April and even with the rain we had lots of people participating. Prizes were awarded to the heaviest, the biggest circumference, the most interesting story, the reddest, the best tattoo, the most unusual apple and the best all-rounder.



Cancer Journey

WRPHO has been funded by the Central Cancer Network to undertake research on the barriers to cancer care services for our enrolled population. The project took the form of a Cancer Care Services Journey in April, to help inform carers. The health professionals visited the cancer services and went through some of the different care facilities, from diagnostics to palliative care, so that they could get an idea of what the patient's journey is like. The health

care professionals were able to ask questions and see exactly what their patients can expect from the parking and accessibility of the service, through to the treatment and care of patients. The journeys went well and barriers were seen in the information flow and accessibility of services, but not in the treatment provided. All the cancer services were seen as providing excellent care, with high standards achieved in wait times and quality of care.



WAIMARINO HEALTH LTD

Dr Jim Corbett

Waimarino Health Ltd is a caring, friendly, locally owned Practice, operating since 1987 and situated at 38 Seddon Street, Raetihi. The practice operates five days a week utilising an after hours phone triage service, providing GP on-call (with back up referral to Wanganui), so help is always available for our patients. In a small rural community we work closely with other health professionals, Iwi providers and community services. People like our community health workers and community mental health team are key supports to what we do.

The Practice serves the extended Waimarino District, including Raetihi, Ohakune, National Park, Pipiriki and Waiouru. Patients even come from as far away as Taupo and Wanganui. Our enrolled patients are a similar proportion of Maori and European, with a 67% high needs population. Many other nations are represented as casual patients during the ski season.

Located just 11km from Ohakune, half an hour from Turoa skifield, close to Taupo, the Whanganui River and innumerable natural attractions, if you are an outdoors enthusiast then this is the area for you! Hunting, fishing, tramping, cycling, kayaking and more are all local activities within easy reach if skiing down Mt Ruapehu isn't your forte.

As a busy rural Practice we offer a wide range of General Practice services including: Lab Collection Services, Youth and AOD Clinics, Counselling Services, Chronic Care Specialist Nurse Clinics, and Minor Surgery. Our wonderful outdoors location does create some unique challenges. The Wanganui Hospital Emergency Department is an hour and a half away, so with both Dr Jim and PN Katherine PRIME trained, they work closely with our great local ambulance team, responding to medical/accident callout events.



CONT.

Our isolated setting has required us to think outside the square in order to provide the best possible care for our patients. The experienced team know their community well and a team approach is vital to all that we do. From receptionist Liz, administration staff Sharon and Frances, through to clinical staff Jim and Katherine (and our helpful relief staff), we all play a part in caring for the family's entire health. Administration staff take care of all recalls to free up the clinical staff for face to face patient contact. We closely monitor progress with the PHO Performance Programme (PPP) and other targets, providing feedback and setting goals at monthly team meetings. This approach has shown great improvements and we continue to be committed to improving the quality of our service.

There is never a shortage of variety in our day!



Tai Chi for Seniors



Tai chi combines a type of meditative relaxation process with flowing movements, which results in benefits to both the power of the body and the mind. While tai chi attracts people of all ages, tai chi can be especially beneficial to those who have arthritis, are recovering from injuries or have difficulties in working with any but the lowest impact exercises.

Many seniors are concerned about losing their balance and falling. Tai chi can help to improve balance. Studies indicate that seniors who practice tai chi regularly are less likely to fall than those who do not practice tai chi. In

addition to balance, tai chi can help improve range of motion and flexibility. Many people also report that practicing tai chi can help control pain. Tai chi exercises are low impact. Therefore, these exercises will put minimal pressure on your joints and tendons.

We recently had a lady in her early seventies who was suffering from the after effects of a stroke. When she joined our Tai Chi Falls Prevention Program she was using a walker and shuffling to get around unable to go very far. After completing the Tai Chi Falls Prevention Program she was able to walk unaided, experiencing better health, positive outlook, clear mind and improved quality of life.

Through the support of ACC, Sport Wanganui are able to offer Falls Prevention Tai Chi courses for those over 65 (Maori or Pacific Islander 55+), who have either had a fall in the last 12 months or have been identified as being at risk of falling.

For more information call Karen Bukholt at Sport Wanganui on (06) 349 2315.



Tai Chi Instructor Emily Potroz

World Immunisation Week



WRPHO Immunisation team held a colouring competition in celebration of World Immunisation week (the last week of April) and children were asked to depict their families.

Trinity Boswell (left) from Gonville Kindergarten, took first place and Taukirangi Karena-Patea (right) from Mangawhero Te Kohanga Reo was runner-up. The two 4-year olds received their prizes from Mayor Annette Main in the Council chambers.

There were 49 entries in total, which came from the three to four year old children at Mangawhero Te Kohanga Reo, Gonville Kindergarten, Marie McFarland Kindergarten and Born and Raised Pasifika.

After the pictures were judged and the prizes handed out, The Warehouse kindly let us put them all up for display in their front entrance window.



An information stand was set up at Trafalgar square to promote immunisation and the week, with resources available and advice on offer from (left to right): Lucia Fua'ava (WRPHO Community Support Worker), Sue Hina (WRPHO Immunisation Coordinator), and Karen Howard (WDHB HPV Vaccine Coordinator).



We bid a fond farewell to our old Guyton Street premises on 13th May, when all of our possessions were moved over to our new site on the Wanganui Hospital grounds. We are now situated at 100 Heads Road and our entrance is located to the left of Gate 2.

All our contact details remain the same with the exception of our physical address.

I captured three key stages of our move on camera: The powhiri on 4th May, where the WDHB handed the building over to us; the packing during 11th-12th May, and the moving day on Friday 13th May (we were thankful the movers started on the 12th). It was a mammoth task which took a bit of coordinating, but we got there in the end and are now all settled into our new home.

Powhiri





Packing above and moving in below

