



The PHOnetic
For anyone interested in primary health

TPHO's Fortnightly Newsletter, Issue 5, 21 March 2007

Turanga Health Earns Accreditation E

Turanga Health learned last week that it has earned Accreditation from Quality Health New Zealand.



Quality Manager Shirley Keown

Accreditation is to a health service, what a positive Education Review Office report is to a school, and Turanga Health Chief Executive Reweti Ropiha said he could not be more thrilled.

"We were put under the microscope," says Mr Ropiha. "It's like one big long examination by people you have never met. But at the end of it, we know that Te Hauora o Turanganui a Kiwa or Turanga Health, has earned a well respected mark of approval that offers confidence to our staff, and more importantly gives our funders and the community confidence knowing our services are credible and robust."

"I want to acknowledge and thank the Turanga Health staff, everyone who has used the services, and the huge wider Turanganui a Kiwa community that contributes to the services each in their own way."

Mr Ropiha said the Accreditation status lasts for three years but Turanga Health staff were certainly not relaxing.

"Accreditation gives us the minimum standards but there are still ongoing challenges for us to maintain our unique features, our kaupapa, which Accreditation doesn't necessarily tick off."

Turanga Health offers a range of services aimed at Turanganui a Kiwa Maori including the Kaumatua Programme for older people, Well Child checks, drug and alcohol education and intervention, community injury prevention programmes including a baby and child car seat scheme, holiday programmes for youth, dental education, and dietary services.

Along with six Gisborne GP Practices, Turanga Health is part of Turanganui Primary Health Organisation.

The process of Accreditation started in 2005 when Turanga Health staff were asked to do a self-assessment of their performance in areas like providing mental health and primary care services.

They were also asked to assess their performance around health and safety, human resource policies, information technology capabilities, and management structure and strengths.

Turanga Health Quality Manager Shirley Keown said it was a fascinating process which allowed staff "to see any gaps and develop potential solutions."

"For example, we realized we didn't have one consistent standard registration form for new patients across the organization. It might seem like a small thing but now we have a standard form and our information collecting method is more straightforward and robust."

Five Quality Health New Zealand surveyors visited the three Turanga Health premises in November 2006 to carry out their first survey for Accreditation.

A media release was issued to local media last week. [Click here](#)

GPs Reminded that Referral to Turanga Health an option for Palliative Care GP

Turanganui Primary Health Organisation Chief Executive Keriana Brooking is reminding GPs that palliative care patients can be referred to Turanga Health.

"Under the programme a Palliative Care Primary Care Allowance pays for GPs to make up to 12 free home visits to a patient in the final stages of a disease. Within the service GPs can also bring in Turanga Health kaiawhina to be involved in the care and support of palliative care patients."

Ms Brooking said referrals to Turanga Health had been minimal and she wanted to remind GPs of their options.

"Latest figures show the palliative care service is not being used by the targeted patients, that is patients with high health needs, predominantly low income and Maori."

Community News

This section of our newsletter is devoted to you and your projects. If you would like to advertise your event, seminar or meeting email details to [The PHOnetic](#)

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Cancer Society Living With Cancer, Cancer Society Rooms, Wednesdays 21 March - 18 April, 6pm. A programme for people living with cancer, their families and friends, over five weeks. A series of workshops exploring issues and various ways of coping with and understanding cancer. For more information or to register [click here](#) or phone Gisborne Cancer Society 867 1795.

Ministry of Health A reminder that submissions are being sought by MOH on a strategic framework for medicines use in New Zealand. Views on *Towards a New Zealand Medicines Strategy: Consultation Document* are welcomed by 30 March 2007. Copies of the document can be obtained from [The MOH website](#) or by phoning (04) 496 2000 .

Responding to Child Abuse and Partner Abuse, Training for Health Care Providers Presenters include Dr Mary Stonehouse, Lee Foley, Kay Symes, Mere Pahau, Alison Williams, NZ Police, and Womens Refuge. Please register your attendance by Friday 23 March with Amanda Hinaki. Phone 869 0500 x 8256 or [email Amanda Hinaki](#). For more information on the presenters and learning objectives [click here](#).

Tairawhiti District Health Board Meeting, Tuesday 17 April, 9am, Morris Adair Building, Gisborne Hospital.



Palliative Care Services are available through Turanga Health

"Please remember that all patients who have been diagnosed as palliative end stage could be actively managed by the kaiawhina in partnership with your General Practice. Obviously the referral would be at the discretion of the general practitioner and would require discussion and agreement from the patient."

The service started in October 2005. In the first 18 months of the project 113 patients had made use of the free GP home visits with 75% of them European and 21% of them Maori.

Turanga Health had seen seven patients only.

"While we are pleased the Palliative Care service is being utilised across the district, Turanga Health certainly has the capacity to offer more of its services to more Maori."

Ms Brooking assured GP practices that a recent article in The Gisborne Herald mistakenly gave the impression that TPHO had signalled it was going to stop its palliative care service.

Ms Brooking said Tairāwhiti District Health, which funds the service, was keeping a watching brief on how the service was used. It, along with TPHO, believed it was vital the district have a palliative care service that was culturally competent and available to those who wanted it. She assured GPs the District Health Board wanted the service to continue "but we have to demonstrate its value".

"When you meet with palliative care patients and their families think about if you could use the kaiawhina's services. She can then offer the patient any of the Turanga Health services available such as mirimiri, extra home visits, spiritual healing and massage."

For more details on the Turanga Health service contact Personal Health Manager Albert Stewart on 869 0457 or [email him](mailto:albert.stewart@tdh.org.nz)

Hospital Advisory Committee TDH Hospital Advisory Committee meeting, Tuesday 27 March, 9am, Morris Adair Building, Gisborne Hospital.

Community and Public Health Advisory Committee/Disability Support Advisory Committee Tuesday 27 March, 12.30pm, Morris Adair Building, Gisborne Hospital.

Taki Tahi Toa Mano Tairāwhiti's regional smokefree group working towards a Smokefree Tairāwhiti. Bi-monthly meetings. Next meeting Friday 23 March, 9.30am, Gisborne District Council. For more information email [Taki Tahi Toa Mano](mailto:taki.tahi.toa.mano@tdh.org.nz).

Visit www.tdh.org.nz for all TDH meeting agendas.

And Ken Would Walk One Hundred Ks! E



Fit Happens are Ken McFarlane, Margaret Badger, Chris McFarlane and Ross McFarlane

Imagine walking from Gisborne to Te Puia Springs in one go. Reckon you could do it 24 hours?

Well that's the distance Mangapapa GP Ken McFarlane hopes to cover when he takes part in the Oxfam Trail Walk around Lake Taupo in April.

"Half way will be like getting to Tolaga Bay. And if you imagine walking as far as Tokomaru Bay - there would still be another 8km to go!"

The 100 km walk is a fundraiser to help overcome poverty and injustice, and each team undertakes to raise at least \$2000 for the cause.

Ken is the leader of a four-person team called Fit Happens, made up of his two sons Chris and Ross, and family friend and neo natal nurse Margaret Badger.

The team has 36 hours in which to complete the challenge but a successful training programme to date and keen determination has seen the team set themselves a 24-hour deadline.

"We'd like to do it in 24-hours. Twenty-eight hours might be more realistic. But considering that the fast guys can run it in 12 hours, it's an achievable goal."

Ken says the weakest link in any such challenge is the feet. The blisters and pain from the constant pounding over 100km will test them all as they plod away at around 4km an hour. Mizano shoes and Thorlo socks are Ken's secret weapon!

"Like everything you have to test all your gear during training. You walk 30 km and nothing happens. But you walk 40 km and there's a blister!"

The team has been training for around a year and in the past few months have conquered Lake Waikaremoana (14 hours the first time and 12 hours the second time), St James Walkway in the South Island, The Tongariro Crossing, and thousands of kilometres round the district.

The team will not sleep during their 24-hour mission and must cross the line together to qualify for a finish.

A support team is crucial to the foursome's success. Ken's wife and fellow GP Alison McFarlane and Margaret's husband Paul, will provide the crucial back up. They will have changes of clothes at the eight checkpoints, and plenty of muesli bars, filled rolls and fluids.

"To give you some indication of how much we have to take on board, during one 40 km walk last weekend I drank 6 litres of water," says Ken.

Fit Happens are passionate about raising funds for Oxfam and invite readers to make a donation by visiting their [Fit Happens webpage](http://www.oxfam.org.nz) on the Oxfam website.

Turanganui Primary Health Organisation has sponsored the team \$1,000, said Chief Executive Keriana Brooking.

"We wish them all the best on their venture."



These shoes were made for walking!

Fit Happens walk the 100km from 7am Saturday 14 April to Sunday 15 April. The PHOnetic will catch up with Ken after the event.

Court Rules Auckland Lab Contract Invalid GP, PM, PN

While Gisborne GPs and GP Practice staff still react to a decision by Tairāwhiti District Health Board to choose Tlab as its preferred laboratory provider, up north a court has ruled that the decision to award Auckland medical testing to a new company is invalid.

You can [click here](#) for the latest from The New Zealand Herald.

Reading Codes: PN Practice Nurse, PM Practice Manager, GP General Practitioners, C Community Groups and non-governmental organisations, E for everyone.

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