



**The PHOnetic**  
*For anyone interested in primary health*

Turanganui PHO's Fortnightly Newsletter, Issue 51, December 22, 2008.

**DRMC gets the Christmas Tree-tment?!**



**Kathy Willis and Christine Pritchard with DRMC's smaller-than-normal...tree!** Image [Clare Webber Photography](#).

**Desmond Road Medical Centre's Christmas tree was a little smaller than expected this year after its predecessor was deemed too big for delivery!**

For the past five years a green-fingered patient has dropped off a potted conifer for display during December. It's been the same tree every year. And not surprisingly, every year it's been quite a bit bigger.

This year sadly, the regular Christmas tree had out grown its handler.

"It's taller than I am", says patient, and Tolaga Bay resident, Sam Lewis.

"I brought it down last year, staggered in with it! It was getting pretty big, so I have left it at home this year."

Instead, the talented gardener has had a bit of fun with a ground cover shrub, and steel wire jewellery holder! Sam was hoping to coax the shrub to creep and crawl around the steel arms of the holder, but the plant was having none of it.

"It was most reluctant" laughs Sam, who has worked in plant shops on and

off. "Oh well, they can hang decorations on the holder instead!"

Which is exactly what the staff at DRMC have done. Receptionist Christine Pritchard said staff loved receiving Sam's Christmas tree every year, and gifts of fruit from her orchard.

"She's amazing with plants. Sometimes she comes in, sees one of our regular plants is struggling, and she takes it home to nurture it back to good health."

Sam, says the original Christmas tree will not be languishing alone this festive season. She has lugged into her house to become a focus for her own Christmas with extended family and friends.

## A Christmas Critique for 2008

By Keriana Brooking



**Another year, and another classic Christmas snapshot of Turanganui PHO CEO Keriana Brooking supplied by Jack Brooking. (Toka the dog was reined in to help!)**

**Ahead of a chance to relax over Christmas I have been given the opportunity to look back on 2008 knowing never once did we relax our standards at Turanganui Primary Health Organisation.**

It was a year of evolving sophistication for the PHO which expanded its role from a funder of health services for 32,000 people, to a provider of services.

HealthRight was the lead vehicle, and over the past 12 months four new staff: Robert Armstrong, Helen Love, Tina Holmes and Shelley Mitchell, have worked in their relevant fields helping patients with chronic conditions and or mild to moderate mental health illness, take more control of their lives.

These HealthRight staff now work hand-in-hand with general practice and Turanga Health staff on this unique primary health service which is changing the way we reduce the incidence and impact of chronic health conditions.

Thank you to all HealthRight staff at Kaiti Medical Centre, Serendipity Health, and The Village Clinic, who were the first to put up their hand, and become the Navigation Sites for this service. As the patient's entry point for the programme, your perseverance and patience while playing troubleshooter, has smoothed the way for City

Medical Centre, Desmond Road, and Mangapapa Medical Centre to come on board.

A growing portfolio of services for patients reflects a maturing relationship with Tairāwhiti District Health at a funding and planning level. It's faith in Turanganui PHO as a responsible funder and provider, is supported by its recent offers for us to:

- manage sexual abuse assessment and treatment services,
- establish a cardiac and pulmonary rehabilitation service,
- offer mental health services to patients outside the enrolled population, and
- start the Medication Management Service.

Next year will certainly be busy!

The growing responsibilities have been tempered by a 'steady-as-she goes' Board. With a former deputy Mayor, David Scott, at the helm, the Board is confident yet analytical, and transparent with it. I want to offer the Board my thanks for their guidance during 2008. Farewell Tracey Tangihaere and John Macaskill-Smith, who have both stuck to what they know when it comes to propagating the PHO!

On a more personal note, the highlight in 2008 for my family and I was the surprise dinner attended by colleagues and friends to celebrate my Sir Peter Blake Leadership award. The award has sharpened my appreciation of what a great job I have. There are always new adventures to be had and my PHO and provider colleagues are superb. I have a supportive husband and tamariki, and get to wake up every day in this magnificent province.

On Christmas Day the Brooking whanau will be heading to family friends for lunch, then moving on (more slowly!) to other family friends for Maorioke by the pool.

Thank you to those who are working during the holiday period. Your commitment to the health care of others is exemplary and I trust with a bit of planning, you will still be able to enjoy all that the season brings.

Have a safe Christmas and a happy New Year.

Keriana Brooking, Turanganui PHO Chief Executive.

## General Practice, Turanga Health, Turanganui PHO Holiday Shut Downs and Cover

**Below is a summary of holiday shut downs, closures, and referral information relevant to Turanganui Primary Health Organisation's general practices and Turanga Health.**

**Mangapapa Medical Centre, Serendipity Health Ltd, Desmond Road Medical Centre, City Medical Centre and The Village Clinic** will use the 'town' rotational roster for all statutory holidays, with a General Practitioner available on call during December 25 and 26, and January 1 and 2.

Outside the statutory holidays, each medical centre will be open its normal hours.

**Kaiti Medical Centre (KMC)** will be open on the statutory holidays 9am to 6pm except for December 25 when it will be open 9am to 1pm. There will be a doctor on call for KMC patients after hours.

KMC medical staff will also be available for non-registered patients visiting the area during the Rhythm and Vines music festival on December 29, 30, and 31. Out of town patients attending ED with a Triage 4 or 5 condition (less serious) will be offered the services of doctors at KMC and this will usually result in the patient being seen by a doctor more quickly.

**Turanga Health** will be closed on December 25 and 26, and January 1 and 2. It will operate with a skeleton staff on December 22, 23, 24, 29, 30, and 31. Turanga Health reopens on January 5. Last referrals were taken by Turanga Health on 19 December.

The **Turanganui Primary Health Organisation** office on Grey St will be closed from midday 24 December, reopening 8.30am on Monday 5 January.

Turanganui PHO has not taken any new referrals to its Primary Mental Health Clinical Liaison, Social Worker and Lifestyle Co-ordinator since 10 December. Referrals can resume on 5 January.

Referrals received on 11 December and dated 10 December will be acknowledged as received. It is expected that between 11 December and 5 January patients will be managed by their general practitioner.

If a referral is received by Turanganui PHO during this time, the referral will be returned via facsimile.

It is expected that for referrals received from 5 January, the general practice will have recently seen the patient.

**T-Lab sites**, at Gisborne Hospital and Gladstone Road will be closed during the four statutory holidays, with an emergency on-call service in place through the hospital switch board. Tlab will remain open for normal business hours every other working day.

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## Former Board Member Now National Director

By Hayley Redpath

**Former Turanganui Primary Health Organisation board member Tracey Tangihaere has been appointed National Director of the Maori Land Court.**

This prestigious position sees her based in Wellington leading a team of 145. The Maori Land Court (Te Kooti Whenua Maori) is the New Zealand court that hears matters relating to Maori land. Tracey says about 1.3 million hectares in New Zealand is designated as Maori freehold land, just under five percent of the total 26.4 million hectares in the country.

"The special bond between Maori people and land is recognised by the Maori Land Court, and the records held by this Court form an invaluable part of the whakapapa of all 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](mailto:info@phonetice.org.nz).

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Alternatively you can request an addition to The PHONetic's email distribution list.

**CPR Training** For Level 4 training (IMAC required level) St Johns have now confirmed the following: ACLS Level 4, St Johns, Gisborne, Friday 30 January 2009, 5.30pm-9.30pm. Maximum number of participants is 10. For more information contact [Diane Williams](mailto:diane.williams@stjohns.org.nz).

TDH have also opened their CPR training to all, and have a bigger range of training available: Level 5,6 and 7 courses (suitable for GPs). Price for doctors is \$200, and \$150 for nursing staff for Level 5/6. Dates include: Level 4, 3 February, 17 February, 12 March, 26 March, 7 April.

Level 5-7, 26 February, 17 March, 2 April. Contact [Jo Whibley](mailto:jo.whibley@tdh.org.nz) to book your place with TDH.

**Gisborne Stewart Centre Update** The Gisborne Stewart Centre introduces its new Brain Injury Association New Zealand advocate Tina King. Tina has previously worked for CCS Disability Action.

It farewells Occupational Therapist Julia Cowan who has been with the organisation for six years, and is going on Maternity Leave.

The Gisborne Stewart Centre continues to offer a day rehabilitation service catering for people with acquired brain injury. For more information phone the Centre on Palmerston Road on **(06) 868 8708**, or email [the Stewart Centre](mailto:info@stewartcentre.org.nz).

The Gisborne Stewart Centre will be closed 23 December until 19 January.

**Tairāwhiti District Health Board** Meeting, Tuesday 24 February, 9am, Morris Adair Building, Gisborne Hospital.

**Community and Public Health Advisory Committee/Disability Support Advisory Committee** Meeting Tuesday 17 February, 9am/11am, Morris Adair Building, Gisborne Hospital.

**Hospital Advisory Committee** Meeting, Monday 23 February, 10am, Morris Adair Building, Gisborne Hospital.

Visit [www.tdh.org.nz](http://www.tdh.org.nz) for all TDH meeting agendas.



**Tracey Tangihaere**  
Image [Clare Webber Photography](#).

Tracey, who is Ngati Porou and Ngati Maniapoto, was one of two community representatives on Turanganui PHO's board. During most of her three year tenure on the PHO board, she was also deputy, or acting, Chief Executive of Tairāwhiti Polytechnic.

Tracey says the three things she is most proud of during her time on the PHO Board are: the accreditation status earned by the six general practices, and Turanga Health; the Sir Peter Blake Emerging Leader Award for Turanganui PHO's Keriana Brooking; and the improving relationship between general practice and Turanga Health.

"The disciplines can be so diverse but for the one purpose, they are coming together."

Tracey says ultimately, the PHO, and the Maori Land Court, are working towards the same thing – better health outcomes.

"We are trying to implement new structures, new legislation. Land that is in good health ensures the health of the people."

Tracey will spend this Christmas white water rafting, kayaking and joining whanau and friends at Lake Taupo.

Turanganui PHO is now seeking to fill the vacant community representative position.