



Turanganui PHO's Fortnightly Newsletter, Issue 54, February 4, 2009.

## Turanganui PHO's Primary Mental Health Programme Breaks New Ground

By Hayley Redpath

**Turanganui Primary Health Organisation's mental health service is breaking fresh ground now referrals can come from outside the organisation.**

**Referrals to the service, which helps people suffering mild to moderate mental health conditions, can now come from Work and Income.**

Work and Income helps job seekers and pays income support on behalf of the Government. Work and Income clients qualifying for help will be able to have an extended consultation with a GP at no extra cost, and may then be referred to Turanganui PHO's Primary Mental Health Clinical Liaison Helen Love.

The Ministry of Social Development, which manages Work and Income, approached Turanganui PHO after launching its Working New Zealand: Work Focussed Support Programmes.

Acting Regional Commissioner for the East Coast Region of the Ministry of Social Development, Annie Aranui said the programme increases the range of services the Ministry can fund to assist clients into employment.

"The initiative certainly has some exciting prospects. Treatment such as that being offered as part of the Turanganui PHO initiative is likely to improve the client's ability to enter into appropriate paid employment or training."

Turanganui PHO Chief Executive Keriana Brooking said Ministry of Social Development Referrals for the 2008/09 year the annual volume will be capped at 50 patients.

"This service will be delivered to all clients who meet the criteria irrespective of which PHO they are enrolled with."

As well as Turanganui PHO, the Poverty Bay region includes Ngati Porou Hauora Primary Health Organisation.

"Since its inception Turanganui PHO's mental health initiative has earned the respect of referrers and clients alike. Now, its ability to receive referrals from outside the organisation reflects the PHO's overall growing estimation and capacity."

Mental health nurse Helen Love has been employed by Turanganui PHO to manage the case load from the extended service.

Helen is a registered nurse, and was previously working as key worker (mental health nurse) with Gisborne Hospital's Community Mental Health service.

As of mid-January, Helen has had three patients referred from Work and Income.



**Primary Mental Health Clinical Liaison Helen Love**  
*Clare Webber Photography.*

## Hit Any Button! GPs and Nurses Review HealthRight Programme

**Despite the serious topic, there was humour during last week's open scrutiny of HealthRight as one GP vented frustration at its cumbersome computer programme.**

**"I hit any button...but I'm still trying to find it. Where is the 'Any Button'?!" bemoaned the bespectacled Kaiti Medical Centre GP.**

Just over 25 nurses, general practitioners, Pinnacle and PHO staff attended the review of HealthRight hosted by Turanganui Primary Health Organisation's Keriana Brooking, and HealthRight Manager Diane Williams.

The HealthRight Lifetime Lifestyle programme is a care management programme that was launched at Kaiti Medical Centre, Serendipity Health Ltd, and The Village Clinic in March 2008. The aim is to reduce the incidence and impact of chronic health conditions particularly for Maori. Cardiovascular disease and diabetes are primarily targeted. The programme was developed by Pinnacle Group Ltd, including the functional but frustrating MedTech Advanced (computer generated) forms staff use.

General practitioners Tom James, Murray Smith and Ken McFarlane support the principals of HealthRight

### 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@tpho.org.nz).

If you do not wish to receive this newsletter, please click [here](#) and send an email requesting that you unsubscribe.

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

**When P Stands for Plague** DVD presentations on the destructive progression of first time P users to full blown dealers and manufacturers. Session also covers: physical affects, understanding addiction, treatment, indicators, child abuse and neglect through methamphetamine use, signs of exposure to methamphetamine in children. Friday 27 February. Times to be confirmed but likely to be 9am-1pm, Conference Room, Tairāwhiti District Health, \$90. Register with [Candy Hauiti](#), or phone (06) 869 0500 x 8034.

**Locum Nurse Available** Carol Olsen, an experienced practice nurse, is available to work throughout the Pinnacle network. She is not a smear taker, but can do just about everything else! Carol is currently based in Taranaki. Her contact details are:

06 7566 250 home,  
027 497 3582 mobile. Practices are

but raised issues, including the complexity and "userbility" of the related computer programmes. Too many of the indicators collected were academic as opposed to operational.

Keriana and Pinnacle agreed. "The Medtech Advanced Forms used to be the only thing that would be capable but even Pinnacle would say that in January 2009, they are not," said Keriana.

Other issues raised by medical centre staff include:

- Encouraging the hardest-to-convince patients to take part
- Uncertainty around who (GPs, nurses, or both) can sign off lab requests
- Whether Saturday lab collections will be reinstated
- Current programme payments to medical centres being paid too far down the track, and not covering the resources used
- Confusion around the funding source (which originates from the Ministry of Health's Care Plus service)
- Encouraging patients to accept referral to an "outside" service
- Changes to which patients are targeted

Keriana said as the first of Pinnacle's PHOs to advance HealthRight this far, there were no fixed views on how things should be done. As Desmond Road Medical Centre, City Medical Centre and Mangapapa Medical Centre prepare to offer the programme, the Pinnacle and Turanganui PHO HealthRight teams will work toward solving the above issues.

Pinnacle and Turanganui PHO will feedback back to participants within a month.

welcome to contact her direct.

**Tairawhiti 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.

## Dynamically delivered seminar equips nurses and others

**A high-impact inspiring communication seminar has left staff fired up, focused and energized, and now Turanganui PHO wants to pay for more staff, particularly nurses, to attend.**

Eleven people attended the first of the Gisborne-based courses on January 21. It was tailored to meet the primary health context, and was run by David Henton from staff training company Confident Communication Ltd.

Turanganui PHO Chief Executive Keriana Brooking and HealthRight Manager Diane Williams were very impressed with the seminar prompting them to arrange for more staff, particularly nurses, to attend.

"One of the toughest jobs for health practitioners is recruiting and retaining poorly motivated patients and clients on lifestyle change plans," says Keriana.

"Many patients will have few goal setting and motivational skills and may even have their own techniques to avoiding change.

"Nurses are at the front line facing those attitudes every day so we are keen to offer them any chance to build on their skills."

Desmond Road Medical Centre practice nurse Mary Fisher has already attended the course and recommends it to others. She said seminar facilitator David Henton is an extraordinarily vibrant energetic presenter and she learned a lot.

"It was about being positive and trying to re-jig our same old message to patients. He himself was absolutely motivating. He couldn't sit still!"

Turanganui Primary Health Organisation Personal Assistant Tia Moeke left the seminar enthusiastic about improving the way she communicated with colleagues and stakeholders, and even her own children.

Ensuring team meetings are effective is an area she is already applying techniques learned.

Keriana said Turanganui PHO is entering an exciting but daunting phase in service delivery with programmes such as HealthRight. She wants provider staff to be "armed" with as many motivational techniques as possible.

Nurses interested in attending the February course Effective Communication and Motivating Others can email [Diane Williams](mailto:Diane.Williams) to register.



**Confident communicator  
David Henton**