

The PHOnetic

For anyone interested in primary health



TPHO's Fortnightly Newsletter,
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Libby Kerr: A Wanted Man! E

"You are not wanted. Whakahawera Rere Kite Pakanga." That was the bleak name bestowed on Turanga Health kaumatua

Libby Kerr 65 years ago as his umbilical cord was cut with a paua shell. "My grandfather cut my whenua and he repeated the words he had said earlier that year to my uncle who was going to war."

Libby says his name was in no way intended to be a curse. It was September 1941, and Libby's grandfather was feeling resentful and pummelled by the recent departure of his son. He hadn't wanted him to go, and the memories of two lost brothers in World War I still resonated. Prophetically perhaps, that very day, his uncle was wounded in Libya and from then on Whakahawera Rere Kite Pakanga has always been known as Libby.

On the day The PHOnetic caught up with Libby, the big man was recovering in Ward 9 from a recent hip replacement. Resplendent in a t-shirt reading "Top 10 Things Grandpa Says:" Number one in the list was "Back in my day..." The PHOnetic was there to profile Libby's involvement in health. Back in my day seemed like a good place for him to begin...

In 1985, having predicted the closure of the local freezing works, Libby Kerr had become a security guard in New Zealand's newest health facility - Gisborne Hospital. He recalls the work could be "ugly".

"Thursday to Sunday was the worst time. I'm talking about the abuse we and the other staff used to get in A and E. Women getting beaten up by their husbands and partners. Young children thinking they were grown-ups and drinking the hot stuff."

But there was plenty that was good about his job and some of his most memorable times were spent in Ward 11 talking and interacting with mental health patients. They would korero in te reo Maori, recite karakia and many began to call him "Uncle". Libby felt he was earning their respect.

As he worked hard to maintain that respect and show consideration to the patients, he says he was always saddened by the way many were treated. "It was like there were two grades of people in hospitals, the A grade, and then the C grade, the tangata whaiora [mental health patients]."

His belief was strengthened when he accompanied patients to Tokonui Hospital in Hamilton. "When I look back I think the mental health patients were treated like s***. Their [the staff] answer to everything was to inject them and put them in seclusion. If they had been given more dignity as human beings, it would have been better."

When made redundant some years later Libby was able to pursue his interest and passion for working with people with mental health illness. After a brief stint with the Health and Disability Commission, he started at Turanganui-a-Kiwa Health Services in 1997.

Turanga Health Chief Executive Reweti Ropiha says right from the start Libby was people focussed and naturally took on a facilitation role within the various positions he held.

"He initially worked with Maori men over 50, it was his forte, working with these guys. I mean he had a background in the freezing works, a union delegate at the works and hospital, he was involved in rugby, had done shearing, crutching and picked hops. He didn't introduce any barriers to the people he was working with."

According to Reweti he was also a good manager of staff, with a passion for demolishing top heavy structures. In 1999, after lengthy discussion with Libby, Reweti took the opportunity to designate him kaumatua of Turanga Health.

"The organisation had already started to lean on Libby in this role. He intimately acknowledged the three iwi of Turanga, provided stewardship around cultural expectations, and was a mentor for iwi outside our rohe. When dignitaries visited he was the face of Turanga Health."

Libby is Nga Puhī, Ngati Porou, Rongowhakaata, Ngai Tamanuhiri, Te Aitanga a Mahaki, and Tuhoē, and sits on the paepae of Takitimu, Pakowhai, and Rongopai Marae.

For the past six years Libby has been manager of the Vanessa Lowndes Centre (VLC). VLC is an organisation within Turanga Health helping people with physical and mental health illness. The organisation teaches skills in all aspects of daily living and helps many of its whanau find work.

On top of his work commitments Libby is a passionate family man. He and wife Mereaira have been married 44 years. As well as eight children, and 12 grandchildren, they have five great-grandchildren. Their third, fourth and fifth great-grandchildren were triplets born earlier this year at 28 weeks gestation.

Mereaira says they rekindled enthusiasm in Libby's weary bones as he has battled the discomfort associated with a long wait for his hip replacement.

"They gave him inspiration those kids, he wanted to go and visit them in Waikato Hospital even though he was in pain." And Libby doesn't hold back in



Mereaira and Libby Kerr

his own delight. "They are a joy to me. They came out so early because the littlest was being squashed. She was the smallest but now she is the strongest."

As soon as he is able, Libby says he will heading back to Waikato to see them. For now though he must face another two nights in hospital and then a vigorous rehabilitation programme introducing his new hip to the rest of the body. There's even a chance he could lose some weight he says! The faded "Top 10 Things Grandpa Says" T-shirt wobbles as he lets out a belly laugh.

Pinnacle's ACC/WINZ Evening a Success E



Pinnacle Coordinator Robyne McKeague sorts through resources from the ACC/WINZ evening.

Pinnacle Regional Coordinator Robyne McKeague would like to thank the 22 General Practice and Turanga Health staff who attended the ACC/WINZ Evening last month.

"The evening meeting offered a unique opportunity for Turanganui Primary Health Organisation provider staff, Accident Compensation Corporation (ACC), and Work and Income New Zealand (WINZ) senior staff to discuss relevant issues related to the working relationship between us all."

"The feedback I have received was that it was a positive evening. It signaled how beneficial it is when everyone gets together, often with all staff experiencing the same issues. The presenters were only too happy to listen and offer suggestions and advice where necessary. ACC was represented by Palmerston North-based Provider Relationship Manager Vanessa Thompson.

Discussion with ACC included:

How GP practices can maximise their ACC funding
The ACC Audit process and how GP practice staff need to be more descriptive in clinical notes when claiming consultations, particularly wound care
Provision of ACC resources for GP and Turanga Health staff
Gradual Process Claiming

"TPHO General Practice staff received enormously useful information during this part of the evening including tips on

clinical record keeping, an ACC Audit Protocol booklet, and phone numbers for ACC key contacts."

"Vanessa from ACC told us it was the first time in five years she had attended such a forum in this region, and added that Gisborne ACC staff were happy to visit individual practices or groups to make further presentations."

WINZ was represented by Gisborne Assistant Service Centre Manager Jasmine Puia and Gisborne Employment Coordinator for Health and Disabilities Erana Barker.

Discussions with WINZ staff focussed on:

- Additional allowances available to those on Disability, Sickness or Invalid Benefits
- Managing payment for GP services by people receiving benefits and the use of Redirectional Payments
- Supplementary Funding
- The need for clear, consistent information between case workers and practice staff

Erana from WINZ undertook to help TPHO provider staff in the future with queries for WINZ case workers.

Robyne said similar meetings were being held across the Pinnacle Network. "The doors have been opened for GP Practices and Turanga Health to work more constructively with these providers. Thank you to all who attended."

If anyone would like any of the resources collected during the evening [email Robyne McKeague](mailto:email.Robyne.McKeague)

Services to Improve Access Series GP, TH

Heard of SIA's? If you work for a GP Practice or Turanga Health you are probably part of an SIA. News to you? Well maybe it's because the work you do for the SIA or Service to Improve Access, is simply part of your business as usual.

Welcome to the Service to Improve Access Series. Each week The PHOnetic is profiling one of the six current Services to Improve Access projects and show you where you fit in!

Services to Improve Access are local health programmes running through Turanganui Primary Health Organisation helping people with high health needs get to the doctor or Turanga Health. Eleven SIAs have started since TPHO began in 2002 and six are still operating. All the country's PHOs run SIAs.

Of the six SIAs operating in TPHO two involve the GP Practices only (Sexual Health, Minor Surgery Skin Lesions) two involve GP Practices and Turanga Health (Palliative Care, Smoking Cessation), one involves PHO management but will eventually involve others (Kapai Kaiti Community Development), and one involves Turanga Health only (Oral Health Facilitation).

Minor Surgery Skin Lesions

In a nutshell, what is the Minor Surgery Skin Lesions SIA?

Free access to skin lesion removal in general practice.

What's the aim?

The aim is to improve access to skin lesion removal in general practice for people with high needs. Before

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:The.PHOnetic)

To add someone to The PHOnetic email distribution list, or to opt off email details to [The PHOnetic](mailto:The.PHOnetic)

BreastScreen Aotearoa Message from BreastScreen Coast to Coast Acting Team Leader Jo Anson: I am pleased to advise that a regular service will resume at Gisborne Radiology from the last week of April 2007. Breast screening services will be provided at a minimum of two days per week which provides capacity for currently enrolled women as well as those women joining the programme. The waiting list is expected to be addressed within the next 2-3 months. Letters have been sent to all the women on the waiting list to update them on the situation.

Central NZ Cancer Network Call for Nominations Central regional DHBs are building a Network for cancer as a key mechanism to achieve the objectives of the NZ Cancer Control Strategy and Action Plan. The purpose of the Network is to enable everyone involved in cancer (including providers of cancer services, primary care, public health, consumers and NGOs) to work across traditional organisational and occupational boundaries in teams to improve patient outcomes.

Five workstreams are proposed: Public Health, Diagnosis and Treatment, Support and Rehabilitation, Palliative Care, and Research and Surveillance. The Network is seeking nominations from suitably qualified people with experience in cancer care across the continuum. The Network will represent Tairāwhiti, Taranaki, Hawke's Bay, Wanganui, MidCentral, Hutt Valley, Wairarapa, and Capital and Coast DHB communities.

Enquiries to mike.grant@midcentral.co.nz or (06) 350 8911 . An application pack is available from alison.tawharu@midcentral.co.nz or (06) 3... . Nominations close 11 May.

Relief Practice Nurse Available Practice Nurse Ruth Newton is available for relief work. Click [here](#) for a summary of her certifications and experience, as well as her contact details. [Or you can email Ruth.](#)

Tairāwhiti District Health Board Meeting, Tuesday 22 May, 9am, Morris Adair Building, Gisborne Hospital.

Hospital Advisory Committee TDH Hospital Advisory Committee meeting, Tuesday 29 May, 9am, Morris Adair Building, Gisborne Hospital.

the SIA project GPs would in some cases charge for removal of a skin lesion. The project now means they are reimbursed for the cost of doing the minor surgery so the patient does not have to pay.

What is a skin lesion?

Skin Lesions can include moles, cysts, warts or skin tags. Most are benign but are sometimes removed if they are painful, unsightly or restrict movement. Surgical removal is the most common treatment for most skin lesions. Warts may also be removed by being frozen off using liquid gas or treated using a chemical paint. If suspected of being malignant, a biopsy is taken and analyzed in a laboratory for any signs of cancerous cells.

Where did the money come from?

The funding for this SIA came from the Ministry of Health but before Turanganui Primary Health Organisation could access it, it had to get sign off on the project from Tairāwhiti District Health.

How much is the GP Practice reimbursed?

\$70 or \$150 depending on the complexity of the surgery.

Who decided this would be a good project for TPHO?

When the GP Liaison Group and Tairāwhiti District Health Board clinicians were in the formative years of meeting regularly, the clinicians expressed an interest in more skin lesions being done in the general practice setting. Village Clinic GP Dr Murray Smith then worked with Turanganui PHO management and other relevant stakeholders to create the Minor Surgery Skin Lesion Service to Improve Access.

Which GP Practices are offering the Minor Surgery Skin Lesions SIA?

All the GP Practices offer skin lesion minor surgery. However Desmond Road Medical Centre, Kaiti Medical Centre, and Mangapapa Medical Centre (former First Health Practices) are using conserved resources for minor surgical procedures and do not yet claim under the Minor Surgery Skin Lesion SIA. City Medical Centre, Serendipity Health Ltd, and The Village Clinic are all currently claiming the subsidy through the SIA.

When did they start the Minor Surgery Skin Lesion SIA?

March 2006.

How many people are using it?

Because not all GP Practices are claiming under the SIA funding stream, Pinnacle can only supply uptake figures from City Medical, Serendipity Health Ltd, and The Village Clinic. Between March 2006 and December 2006, City Medical had seen 94 patients and claimed for 94 procedures. Serendipity Health Ltd had seen 21 patients and claimed for 22 procedures. The Village Clinic had seen 29 patients and claimed for 30 procedures. In total that is 144 patients and 150 procedures.

Do we know anything else about the people using it?

Yes. The large majority of patients who had skin lesions removed were identified as European/Pakeha (91%). And the majority of lesions were removed from people aged 65 years and over (57%).

What does this tell us?

Skin cancers mostly occur in fair skinned people, especially in sun damaged skin. And this may account for the high percentage of European/Pakeha seen in the figures. However more detailed analysis would need to take place. The reason for high usage by people aged 65-years and over is most likely that the incidence of skin cancers increases with age. But it's important to remember not all the lesions removed are cancer, and so a more detailed analysis would be necessary.

Has the PHO done anything to promote the project?

No. Not from a TPHO-wide perspective, however where appropriate GP practices are discussing the service with their patients.

Have there been any gremlins in the project?

None reported. However Pinnacle is doing an evaluation of the SIA. Issues being considered include future claiming by the former First Health practices, and whether the SIA is actually targeting patients with highest need. That report should be available to practices in the next four weeks.

Winner of The PHOnetic Getaway Prize Draw Very Impressed E



Dwayne (Tama) Tamatea walks off another three-course meal at Rangimarie Homestay!

The PHOnetic's Getaway Prize Draw winner Dwayne Tamatea loved his time at the exclusive Rangimarie Homestay, in Anaura Bay so much, he is sending one of his basketballers there!

Dwayne (or Tama as he is more well known), has worked at Turanga Health for six years and is currently the Population Health Manager. He and partner Lisa Fogerty took advantage of their prize package two weekends ago, and said it was "glorious".

"We were so spoiled by host Judy Newell, steak one night, fish in filo the next, all served in our room, three course breakfasts, and beautiful views and the beach to walk on. It was marvellous."

Tama is also the Turanga Health Rising Suns Basketball Team coach. He was so impressed with Rangimarie Homestay that as an incentive for his players he is offering a similar prize package for Player of the Year.

Anyone wanting to know more about Rangimarie Homestay can visit the [Rangimarie Homestay](#) website.



Anaura Bay captured from Rangimarie Homestay

Curtain Call for Turanga Health Te Matatini Stars E

Anyone who missed television coverage of Te Matatini National Kapa Haka Festival can now catch the performances again on Maori Television. The half-hour programme screens week nights and showcases some of the 30 teams who vied for top honours.

Catch **Albie Stewart** of Tauria Mai Tawhiti on Monday 14 May at 5.30pm and **Mere Waihi** of winning team Whangara Mai Tawhiti on Friday 25 May, 5.30pm.

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