

# Friday Positivity

Our stories from our Lakes' people



**20 December 2024** | Local information and stories from Health New Zealand Te Whatu Ora

## Thank you for your hard work – Group Director Operations, Alan Wilson

I would like to wish all of our staff a very Merry Christmas and Happy New Year.

Thank you to everyone for all the hard work over 2024 and a special thank you to those of you who will continue to work over the holiday period to keep our hospital services operating.

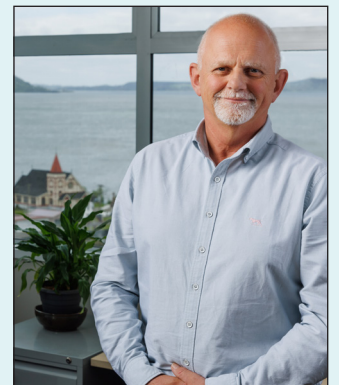
I hope you all have an opportunity to get some rest and recuperation over the holiday period.

As I walk around the hospital I have been amazed at the creativity and colour of the Christmas Ward Decorations with the theme of Unity.

I think the effort staff have put in to the decorations exemplifies the team spirit we continue to share at Lakes.

Our team spirit and commitment

to the health of our communities also shows in our results this year. Despite the challenges of demand, our hospitals continue to perform well across the health targets and we have made some really good progress.



In particular, we are leading the country with the proportion of people who wait less than four months for a First Specialist Assessment from date of referral (97.4% for period 1 July to 30 September).

We have made good improvements over the last six months in getting more people through ED within the target timeframe – yesterday we achieved 90% of our patients being admitted or discharged in six hours in Rotorua – top the country!

Our goal is to achieve 95% – we are

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nearly there. The strong focus on processes, has meant the ongoing improving of results.

Of course we can always do better and I look forward to the coming year as we work together to continue to put processes in place to improve our results.

We have some exciting new staff appointments to celebrate for next year including; a fully staffed medical registrar contingent, a number of physicians joining our team, a full complement of psychiatric registrars (we

haven't had so many before), a record number of new nurse graduates, low nurse and allied health vacancies, and several new dental therapists joining the community oral health service team.

This is a great start for the year as we continue to provide compassionate and high quality health services we can be really proud of for our patients.

Thank you again for everything you do – your efforts and commitment are highly appreciated.

## Trevor receives Minister of Health Volunteer award

Seven outstanding individuals and organisations have been recognised in the 2024 Minister of Health Volunteer Awards.

One of them is Lake's-own, Trevor Johns (pictured, centre) who has been a volunteer on Rotorua Hospital help desk since it was first set up, 10 years ago.

Trevor has received the Long Service Award for his work with Hato Hone St John as a volunteer driver.

Minister of Health Dr Shane Reti has acknowledged all winners, as well as other volunteers across New Zealand.

"Since 2013, the Minister of Health Volunteer Awards have given us an opportunity to celebrate and acknowledge our incredible health volunteers.

"Across the country, thousands of New



Zealanders support others in their communities through volunteering. Patients, staff and the whole health system benefit from their efforts."

The 2024 Minister of Health Volunteer Award categories are Health Care Provider Service, Community/NGO Health, Māori Health Service, Pacific Health Service, Youth Health Volunteer, Long Service, and Mental Health and Addiction Service.

## Highlights of 2024

- The Waiariki Mana Ake team welcomed 11 new team members to the Lakes' rohe. The team officially commenced service implementation in February 2024.
- The completely refurbished Perinatal Unit was blessed on 23 January before patients moved in the next day.
- Rotorua Hospital help desk volunteer Trevor Johns celebrated his 90<sup>th</sup> birthday in February.
- New Lead Chaplain for Rotorua Hospital, Reverend Paul Leighton, started at Rotorua Hospital in February.
- Three new voluntary chaplaincy assistants were commissioned in a service at the Rotorua Hospital Chapel.
- The MHSOP (Mental Health Services for Older People) team returned to their refurbished 1930s' villa having been re-located to 2 Ranolf Street two years ago. The Outpatient's Department booking team vacated leased offices in Biak Street and made a welcome return to the hospital moving into 2 Ranolf Street.
- The last vestiges of coal fired energy were removed at Taupō Hospital. This used 300 tonnes of Huntly pea coal every year.
- Rotorua Hospital replaced its old CT scanner for a new state of the art CT scanner.
- Te Toki Haumanu started. It's a new mental health service framework which adds cultural and peer support workers to community and home based mental health teams.
- Consultant radiologist Barbara Hochstein was appointed a Member of the New Zealand Order of Merit for services to radiology and education in the King's Birthday Honours.
- Staff in Rotorua Hospital celebrated Matariki in June with a shared lunch hosted by Te Aka Matua.
- START launched at Lakes in Rotorua in June and Taupō in September. START provides an Early Supported Discharge programme and the community based Non-Acute Rehabilitation Programme (NARP) which is community-based.
- In July, forty-six staff members were recognised for their long service in ceremonies at Rotorua and Taupō Hospitals. Three were recognised for 40 years' service.



## Highlights of 2024

- Three Taupō nurses completed Masters degrees.
- Rotorua Hospital staff celebrated Filipino Language Month with a feast and cultural performances in August provided by the Rotorua Hospital Filipino community.
- Nurses in Rotorua Hospital's Medical Unit and Whare Whakaue Mental Health Inpatient Unit celebrated Onam. Onam is an annual harvest and Hindu cultural festival celebrated mostly by the people of Kerala.
- A special morning tea at Rotorua Hospital was held for migrant staff
- Lakes received an exceptionally positive surveillance audit report in September with auditors saying the number of findings identified were the lowest number the audit team had seen in any hospital in the last year.
- Local artist Donovan Bixley shared his artistic skills with Rotorua Hospital patients. The finished art works were displayed in the refurbished children's unit.
- The completely refurbished Children's Unit at Rotorua Hospital was officially opened on Tuesday 1 September with Health Minister Dr Shane Reti joining Dr Steve Bradley and long-stay patient Leah-May Elliott, 14 in cutting the ribbon.
- More than 100 nominations were received for the inaugural Allied Health, Scientific and Technical Professionals Awards, which were presented to coincide with their annual day of recognition.
- Lakes is part of a significant research project, Te Kete Rongomau, "Enabling supported decision-making: mental health advance preference statements" a 36-month project which has been awarded \$1,399,977 by the Health Research Council.
- Lakes house officer Dr Fatima Hakak was awarded the 2024 New Zealand Intern of the Year-recognition from the New Zealand Medical Council. The winner is nominated for the Australasian Intern of the Year.
- The BadgerNet maternity solution went live in Taupō on 11 November and in Rotorua on 26 November.
- Lakes Obstetrics and Gynaecology Consultant Dr Ruth Swarbrick was awarded the Royal Australia and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) Excellence in Women's Health Award in recognition of her significant contributions to Women's Health.
- A \$1M upgrade of geothermal production bores began in December.
- There were 10 entries from Rotorua and two from Taupō in this year's Christmas Ward Decorating Competition. This winner of the Board Cup was the Children's Unit at Rotorua Hospital, in second place, winning the Friends of Rotorua Hospital Cup was the Special Care Baby Unit. In third place was Corporate Services, for its inclusivity of children.
- Construction of the new mental health inpatient unit on Rangiuuru St. is going well and is due to open next year.



## Hospital wards unified for Christmas decorating competition

A baton was passed between entries in this year's Rotorua Hospital Chaplaincy Ward Decorating Competition to demonstrate the theme of Unity.

There were 10 entries from Rotorua and two from Taupō in this year's competition, which was judged on Tuesday.

The baton was made by Medicine Services and was carried from each entry to the next by a representative of that area.

This year's winner of the Board Cup was the Children's Unit, which created a Kotahitanga Café in the new multi-use room.

In past years the Children's Unit and Playroom have entered separately, Clinical Nurse Manager Michelle Robinson said (pictured, below).



In second place, was the Special Care Baby Unit and in third place was Corporate Services, for its inclusivity of children. Bunting in the corridor was made by Maria Strachan and two children who she is teaching how to sew.

Pictured, the judges community member Claire van Wyk, Director of Allied Health, Joe Monkhouse and Leanne Allport of Radiology.



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## Rotorua and Taupō Christmas Ward Decorating



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## Taupō Christmas Barbecue



## Unity in the Season – by Whare Whakaue tangata whaiora

Christmas poems are usually full of joy and anticipation, but one created by tangata whaiora inpatients in Rotorua has revealed what this time of year means for them.

*Unity in the Season* was part of Whare Whakaue's entry for the Rotorua Hospital Christmas Ward Decorating competition. It was read out to judges by the tangata whaiora who came up with the idea. Activities co-ordinator Rawinia Te Rangipuawhe said one of their tangata whaiora wanted to create the poem using an app, so everyone collaborated with words that resonated. She said he put whole lot of info in and this is what was created. He was quite proud of the poem and it fitted with the theme of 'Unity'.

### Unity in the Season

In the land of Aotearoa, beneath  
skies so vast,  
A time for togetherness approaches  
at last.  
Christmas bells ring, their echoes so  
clear,  
A reminder of hope as the season  
draws near.  
But not all hearts feel the season's  
delight,  
For shadows of struggle linger in the  
night.  
Mental health battles, unseen but so  
real,

Call for compassion, for wounds we  
can't heal.

Let us weave unity, a strong, binding  
thread,  
Across the whenua where many  
have bled.  
Through valleys of sorrow, where  
voices seem lost,  
Together we'll carry the weight of the  
cost.

A hand to a stranger, a smile to a  
friend,  
Small acts of kindness, the messag-  
es we send.  
For healing begins where connection  
takes hold,  
In gestures of warmth, more precious  
than gold.

The pōhutukawa blooms, crimson  
and bright,  
A symbol of courage through dark-  
ness and light.  
It whispers to all: you are never alone,  
This season of giving is where love is  
shown.

So this Christmas in Aotearoa, let's  
stand side by side,  
With aroha guiding, let empathy  
abide.  
For in unity's glow, we'll banish the  
night,  
Together we'll shine, a beacon of  
light.



## Graduation celebrated amongst family and friends

The 2024 cohort of the NETP and NESP programmes were celebrated recently with a graduation ceremony among colleagues, family and friends.

There were 19 who completed this year's Nurse Entry to Practice programme (NETP) and four in the Nurse Entry to Specialist Practice. They were celebrated at a graduation ceremony with highlights of their year.

They also presented their artwork that reflects on their past year.

"We're so proud of all of you," said Janice Hansen, Clinical Nurse Educator (PDU).

"In your first few weeks you were mostly quite shy and reserved but look at you now. It's fantastic to see your confidence in so many skills. Nurses are the people who can make a difference for all our patients."

The programme enables its participants to focus on integrating into the nursing profession from a student to a Registered Nurse. They are offered new clinical experiences in a supportive environment to help grow confidence, knowledge, skills, and career as well as a day out of their unit.

As well as the clinical nurse educators the nurses have also learned from preceptors – other nurses – on the floor. There were 36 preceptors this year and they were also acknowl-



edged.

NESP Graduates: Ronel-Lee Oosthuizen, Maia Thomas, Dhanya Kavukattu and Janine van der Vegte.

NETP Graduates: Ansu Suresh, Jaylea Swetman, Rio Weko, Allie Sharples, Moana Wilson, Hannah Sydiongco, Abin Cherian, Kataraina Fredricksen, Jhem Brondial, Hannah Gimblett, Deni Glanville, Kate Funnell, Jessica Kok, Parth Amin, Anju Timilsina, Mahanawai Daniela, Letitia Van Delft-Luff, Georgia Thompson, Tecia Edwards and Aleena Paulson.



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## Taupō Christmas carols



Taupō Pharmacist Nikki Murphy says a group of staff and family walked around all areas of Taupō Hospital singing carols and giving out lollies to very appreciative patients and hospital staff on Thursday afternoon.

## Bouquets

### 10/10 for Rotorua Hospital

Thank you to the staff in Ortho Unit during my stay. The nurses were friendly and cooperative, support staff were helpful and efficient and the doctors were professional and reassuring.

My time in hospital was longer than expected (10 days) but I understand that my surgery was not urgent and I was comfortable.

The food was amazing and some of the best I have had in hospitals 10/10.

### Best treatment ever

I had a fall. I came here and had stitches on my forehead. After the stitches, I had the best treatment I have ever had in my life. I would like to thank you and wish you all the very best for Christmas and New Year.

### Impressed with food, care and staff

Food is surprisingly pleasing; Moroccan baked chicken—delicious and soups really great, always plenty. Really impressed with the hospital care and staff.