

Friday Positivity

Our stories from our Lakes' people



24 May 2024 | Local information and stories from Health New Zealand Te Whatu Ora Lakes

Full recruitment for surgical

Service Manager, Surgical Services,
Greg Vandergoot

I am pleased to be able to say that overall surgical services is doing really well. There's always room for improvement, but we have much to celebrate.

We welcomed Consultant General Surgeon, Neha Awasthi to the team this month and I am excited to say we are now fully recruited with general surgeons for the first time in several years.

January also saw the arrival of Consultant Orthopaedic Surgeon, Earle Savage and in early June we will be joined by Consultant Orthopaedic Surgeon Vincent Chan which will see the service fully recruited.

It's been a long road, but achieving full recruitment is extremely positive especially because

many of our colleagues in other districts still have major vacancies. We are not there yet with anaesthetics, which is an area we need to focus on. We are holding our own due to the ongoing support extended by the department as we actively recruit to our vacancies.

It's great to now have three women in general surgery and the perspective they bring to the workforce and our patients.

The service has been focused on reducing the number of patients waiting over 365 days for surgery. Nationally we were expected



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to achieve no one waiting over 365 days in all specialities by 30 December 2023 and orthopaedics by 30 June 2024. Thanks to the huge efforts by the planned care team the number of long wait patients has significantly reduced.

Two registered nurses who have been training as registered nurse anaesthetic assistants (RNAA) will complete their training in October

of this year, and two more nurses are about to start the training.

With the national shortage of the anaesthetic technician workforce, this is a way to address vacancies, support the current workforce and aid in maintaining service provision.

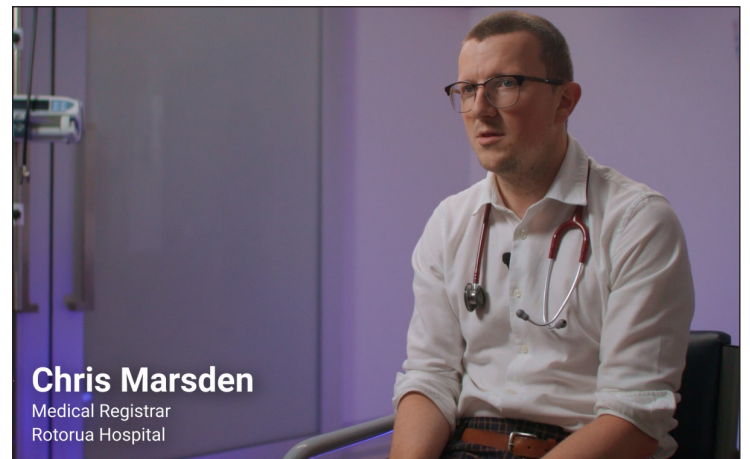
Thank you to everyone who contributes to the success of surgical services and the excellent care we continue to provide for our community.

Medical Registrars promote Lakes to overseas audience

Some of our medical registrars have featured in a promotional campaign to attract Resident Medical Officers to Health New Zealand Lakes. This was initiated by the Medical Management Unit.

It features interviews with our doctors highlighting the cultural, professional and lifestyle benefits of working here.

[Check out our Lakes website to see more.](#)



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State of art CT scanner ready for patients next week

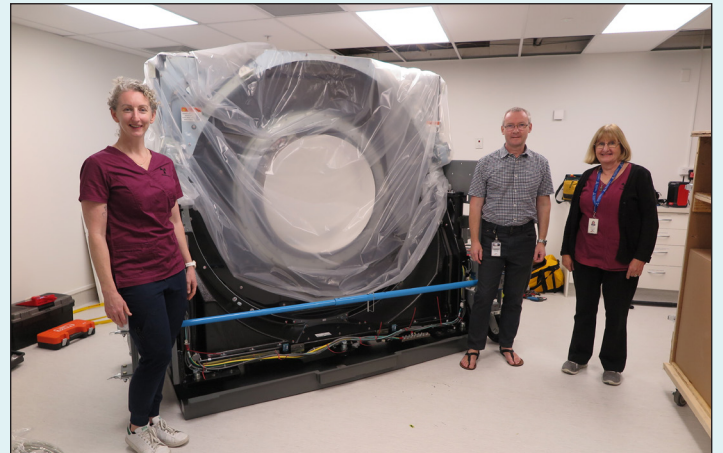
Rotorua Hospital now has a new state of the art CT scanner that will be much faster, allowing more patients to be scanned, and produce consistently very high quality images.

Radiologist and Head of Radiology Department Mark Barnes says CT scanners are the cornerstone of modern diagnostic imaging.

A CT scan is used to diagnose disease or injury as well as to plan medical, surgical or radiation treatment, he says.

“This scanner is one of the best available at the moment. We have taken care to select the scanner which best provides for the needs of our local population.

“It will allow better images of complex areas such as the heart. To do a good scan of the heart the scanner needs to spin so quickly



that it captures the heart between beats. This scanner does one rotation in .23 of a second compared with .4 seconds for the old scanner.”

Planning for the new scanner began in November 2022. This has included the refurbishment of the CT room, and the installation of a new air conditioning system.

Perinatal support worker shaves hair for good cause



Community Perinatal support worker, Bianca Taute is sporting a close shave look after losing her locks to raise awareness and funds for māmā

with perinatal anxiety and depression.

“The shave went well.... big thank you to all those within Health New Zealand|Te Whatu Ora who supported me,” Bianca says.

It was really humbling on the day of the shave to have a few of my colleagues- nurse Aman-

da and even psychiatrist- Dr Justin Wilson both come down with their families on Mother’s Day to watch the shave live!”

Bianca raised more than \$3000 for PADA (Perinatal Anxiety and Depression Aotearoa) to use funds to support them in the future.

“It was a liberating experience to know you spend all your life growing your hair and in the space of 15mins max it was all gone.

“Impressions on being bald... love the look, quickest time to get ready for work ever, love styling with hats and scarves but biggest take-away- it is breezy!

So beanies are my friend this winter.”

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Pink Shirt Day, 17 May 2024



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Pink lunch raises funds for Breast Cancer Society

The Lakes Breast Cancer team brightened up the Rotorua Hospital atrium this week with a pink-themed shared lunch.

Local providers, the Cancer Society, Rotorua Breast Cancer Trust, Simply Wigs and Aratika Trust all attended the lunch with many dressed in pink for the occasion.

It was a great opportunity to meet each other as well as fundraise for breast cancer.



Cultural and peer support workers for Mental Health teams



Pou Toko Ora

Te Arawa (Rotorua)

Joseph Huta, Shar Brown,
Alice Bennett.

Tūwharetoa (Taupō, Tūran-
gi)

Jordan Griffin, Leigh Lovett,
Candice Isaac.

Te Toki Haumanu is the name of a new service framework which adds cultural and peer support workers to community and home based mental health teams.

Within the Te Toki Haumanu framework, Poutokomanawa (Cultural Leader) Hubertus (Herbie) Langendoen will provide guidance, training and support to a new Pou Toko Ora (Cultural and Peer Support Worker) workforce.

Herbie says Pou Toko Ora are complimentary to clinical work and essential to continuity of care. Where the clinical interventions focus mainly on reducing distressing symptoms, Māori models of care applied by cultural support workers focus on increasing quality of life, e.g. reconnecting with whānau or whenua, exploring whakapapa and engaging in activities that bring meaning.

Bouquets

Shout out to SCBU

I would like to do a 'shout out' to SCBU staff as they have recently looked after babies that would normally have gone to Waikato for management.

- Lee Carpenter, Neonatal Nurse Practitioner

Thank you everyone for wonderful care

Kia ora everyone, I just want to thank everyone. The Tūrangi ambulance service, the Westpac helicopter service, Rotorua Hospital staff - the doctors, nurses, the HCAs, the cleaners for such wonderful care they gave me. So warm and loving and caring. I was told that I had a minor stroke and because of the awesome care they did for me and I have to say all the patients that were looked after, I have recovered really quickly. Thanks to the wonderful care that I had so thank you again everyone. I love you all. You're all awesome.

Huge thank you to Surgical Unit nurses

I spent a reasonable amount of time in Surgical Ward during Feb/March this year.

I just wanted to say a huge thank you to all my nurses and to Alice the HCA. You all made me very cared for and listened to. Thank you.

Thank you to Day Stay Unit

Please pass on a big thank you to the Day Stay unit and the nurses and doctors.

They were amazing.

Thank you Surgical Unit for care and understanding

I would like to thank all in the surgical ward for the care and attention I received during my time there. Everybody was understanding, caring and professional.

Special thanks to Dr Sam for his diagnostic skill and clear and detailed explanation of my condition. All the best to you all.

Heartfelt thanks for post marathon care

I just wish to pass on my heartfelt thanks to the team that assisted me last Saturday after I collapsed after finishing the Rotorua Marathon. The names I recall: Dr Emma Rouse, nurses Sarah Jane, Katie and a male nurse on at the same time.

Everyone was amazing. The bedside manner, consideration for my wellbeing, engagement and just keeping everything realistic without being over the top, made me feel well cared for and listened to.

I know it was a busy day for everyone - but you all took the time to deal with me in a considered manner without making me feel as though I was less important/urgent than any other patient.

Your care was amongst the best I have received in a public hospital - thank you. Keep on doing what you do and do so very well. All the best. Mauri ora.

Outstanding Service saves life

I was admitted to your hospital on the 25th of October after suffering a stroke at our holiday home.

The outstanding service I received has saved my life. Having arrived in an ambulance I was met by Dr Andrew Bowden and his team in the emergency area who very effectively administered the THROMBUS material.

I was then admitted to ward 10 where again the standard of patient care was outstanding. Dr Peace Tamuno and his team provided the drugs and gave me a long term plan.

I cannot thank you all enough for the amazing service provided to me and now enjoy normal health. Thank You. We will never forget!

Can't thank Te Aka Matua staff enough

To Whariki Gardiner, Te Whawhanga Williams, Koro Tini and the Manawa Pou whānau of the Rotorua Hospital, we can't thank you enough for your huge support, care and advice throughout mum and dad's recovery. Mum and dad are extremely happy to be back home recovering now as are their family. Our focus continues to remain both vigilant and optimistic for their wellbeing and are so grateful for your support in that space.

Although words feel insufficient mum, dad and their whānau would at the very least, love to extend our most sincere appreciation and gratitude to you all. Thank you so very much!

Done well

- Transfer arrangements to and from Taupō
- Care received whilst in medical ward
- The staff on the medical ward were a credit to this hospital
- The registrars, Drs, and radiologists provided clear, easily understood information and direction about and during my

medical procedure

- The attendant(Joe), the kitchen and cleaning staff were excellent with patients
- The staff in the patient discharge waiting lounge(Angel) was lovely and the ideal person for that role.

Praise from former nurse for Day Stay team

I have nothing but praise for everyone who cared for me during my time in RPH. The staff in the day stay unit greeted me with cheerfulness and respect immediately putting me at ease. Gina (admitting nurse) couldn't have done more for my comfort. Anaesthetic team-top marks. My pain relief and morphine concerns were listened to and considered. I am 69(a retired nurse) and this is my first hospital admission. At no time did I feel apprehensive. Staff in day stay unit appeared happy. I observed good team work.

Thank you to Orthopaedic Unit staff

The orthopaedic unit staff has been great. Nursing care has been good and again all my needs well attended to including pain relief. Staff have introduced themselves and referred to me by name which I have appreciated. I love the perfume the girls wear.

Meals shouldn't be criticised as the three I have eaten were delicious. Very nice to experience a diverse mix of cultures through the staff. My only concern- visiting hours. Elderly lady (next bed),sick visitors from 8am constantly at least three at a time! Go well RPH and many thanks. Keep up the great work.