

# Friday Positivity

Our stories from our Lakes' people



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

## Christmas lunch in the sun at Rotorua Hospital



Rotorua Hospital staff enjoyed lunch in the sun feasting on burgers and fruit salad served by senior management at the Staff Christmas barbecue.

More than 800 staff came down to the helipad to enjoy lunch. Both day and afternoon shifts were also able to pre-order for those who could not make it in person with pizza delivered for the night shift staff.

As per tradition, a can or non-perishable food item was collected for the two Women's Refuges in Rotorua. Quite a haul was gathered and the winners of the spot prizes were: Kari-za Interior of Outpatient Scheduling, Jodie Harding in Payroll and Darren Burborough in Purchasing. Merry Christmas and thank you to all our staff for your hard work and commitment over the past year.

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## Rotorua Hospital Christmas Lunch



## Natasha appointed to professional lead for social work

Surgical Services Social Worker Natasha Stevens has been appointed professional lead for social work. She has Samoan, Tongan and European whakapapa.

Natasha has been a social worker at Lakes for 20 years since she trained at Waiariki Polytechnic (now Toi Oho Mai). "The more I grew into the acting role and got more confident the more I liked the change and the challenges.

"Being responsible for the team, for social work practice and day to day running of services is a challenge, but I enjoy the challenge. It's an exciting opportunity for new possibilities and new learnings for myself and the service."



## Nuptials celebrations for Chaplain

Congratulations to newlyweds Chaplain Paul Leighton and Barbara who were married recently at Trinity Church in Tauranga.



Congratulations  
on your  
Wedding

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## SCBU recipe book supports theme of unity

SCBU staff have collated favourite recipes and made them into a beautiful, professional looking recipe book which showcases the diversity and creativity of the team. The book also includes recipes from SCBU families.

The idea of collating recipes into a book had been talked about for some months, but when the theme of Unity for the Ward Decorating Competition came up- it was all go.

The recipe book was an idea to demonstrate the unity of the staff in SCBU.

It was available for sale at the staff Christmas craft market for \$10. There are still more available in SCBU if you



are looking for a Christmas present. Any profits will be used for making up new born packs for SCBU babies and gifts for parents on special occasions when a small gesture can provide comfort and support.

## Geothermal production bores upgrade underway

Barhams Well Drillers came on to Rotorua Hospital site this week (pictured) to commence a \$1M upgrade project of Health NZ Lakes geothermal production bores.

Facilities Manager Dave Gower Rudman says three bores will be abandoned and two new bores drilled to a 200 metre depth under strict consent conditions.

“Lakes (Rotorua and Taupō) is uniquely blessed with abundant geothermal energy for most of its hot water and heating.

“It’s carbon free, reliable and very cost effective compared to every other energy alternative like wood chip, solar or diesel,” he says.



Dave says a major capital upgrade drilling new bores only happens every 40 years, although drilling maintenance to remove calcite build up happens annually.

A chemical dosing system however is likely to be introduced to make that a rarity in future, he says.

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## Staff Christmas Craft Market

The annual Staff Christmas Craft Market was held in the atrium of Rotorua Hospital recently. All products for sale were produced by members or immediate family members of staff.

It was great to see the creativity and talent of our colleagues on display!



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## Christmas cheer shared for ED colleagues

This amazing creation was made by the Emergency Department's RN, Helen Wallbridge (left with Social Worker, Hine Harris) to bring some festive joy to share some festive joy with colleagues.



## Upcoming Taupō Christmas celebrations

**Christmas events @ Lakes**

**Taupō Staff Xmas BBQ**  
Thursday 12 December 11.30-1.30  
*Bring a can or nonperishable item to donate to Taupō Women's Refuge. Donation boxes are in the cafe*

**Ward Decorating Competition**  
Monday 9 December 2pm

**Christmas Carols**  
Thursday 19 December 3.30pm  
meet at hospital front entrance

## Bouquets

### Positive hospital stay

Thoroughly recommend Rotorua Hospital and orthopaedic department.

I had a total knee replacement in Rotorua Hospital. It is fair to say I was more than a little apprehensive on many fronts; probably the understatement of the year!

One hears the inevitable complaints about the system and care, which has moved me to write this email.

My experience from being admitted to the waiting area for the surgery through to my discharge several days later was all positive. The anaesthetist, the surgeon, the nursing staff in recovery and on the ward, the physiotherapist, ward assistants: all undertook their work with empathy and knowledge, ensuring my stay and subsequent recovery was smooth and speedy.

### Thank you, Mitch McLaughlan

I would like to take this opportunity, to express our sincere gratitude and appreciation to Mitch and the team for the outstanding work they have done.

Although we have communicated briefly in the past, we wanted to specifically acknowledge Mitch's tremendous effort and commitment. It has been a very long journey, and Mitch's dedication has been remarkable.

We feel confident and reassured that if *patient* requires support from Te Ngako again, the door will be open. *Patient* is receiving exceptional care from a team of kind and caring professionals. There is nothing more he could want, need, or ask for. He is very happy and thriving in a stress-free environment that is perfect for addressing the health and physical challenges he faces daily.

We are deeply grateful for the recognition of the type of care he needed and the considerations and final approval that led to his placement. We believe there could not have been a better place for him to receive the level of care he so desperately needed.

Mitch, your support, your persistence and determination, and the professionalism and kindness you have shown us throughout this journey are beyond words. an enormous challenge for us as our hearts, for your efforts and dedication.

### Forever grateful for staff in mental health inpatient unit

It has come to my attention that there are some staff members in ward 4 who need special recommendation for their above and beyond work.

That is ALL of the staff workers at Ward 4. For this I am forever grateful.

## Bouquets

### **Appreciation for Orthopaedic Ward**

During the last two months I have been a patient at the Orthopaedic ward and then as an outpatient with a broken ankle.

I would like to offer a big thank you to all the staff that attended me, they were friendly, efficient and professional. Please pass on my appreciation to all involved.

### **Thank you to MH team for advocacy**

I would really like to acknowledge the Rotorua Mental Health team for looking after *patient*. Dr Matira Taikato and Hemi Richards for Te Aka Matua advocated for him to stay within Lakes because of his history with this service Thank you for this.

### **Dedication for all**

A big thank you to everyone who took care of me in September and again in November once I came back from Waikato Hospital. The service and dedication from all at Rotorua was fantastic cannot fault anyone compared to Waikato a fabulous team all around thanks so much.

### **Cannot fault service**

Since ACC stopped all treatment for my shoulder I was referred to Rotorua

Hospital. I have to say I can't fault the service or care I have had. There have been no long waiting times, communication has been 100%. The care has been the best.

### **Radiographer made me feel safe and comfortable**

I had an ultrasound for the first time and was VERY nervous...the lovely radiographer I saw made me feel so comfortable and safe Thank you.

### **Amazing care from perinatal care team**

It was an amazing experience with the whole perinatal care team after my C-section. I sincerely thank each among you for your valuable care and attention.

Because of your team effort and coordination, I had a speedy recovery. My little boy was always hungry and thank you so much for taking care of him as well.

As a new mum the care I received from the team was a cherishing special moments. I thank God and you all are heavenly angels.

No words to describe. I would like to sincerely thank everyone who supported me.

God bless you all.