



NEWSLETTER

**Dear healthcare consumers and partners in health,**

It is a privilege to be asked to write a few words to you in Waitakere Health Link's end-of-year newsletter. This year the DHB has focused on extending our services and improving access for patients with a number of significant advances in the services we provide the people living in the west of our district. Some of our key advancements this year include:

- **The start of 24-7 emergency care services for adults** at Waitakere Hospital from June 7. The service's commencement marks the completion of our commitment to delivering 24 hour emergency care to all residents in west Auckland and follows the introduction of 24-7 emergency care services for children in 2010.
- **Start of a \$3.2 million expansion of the Rangitira paediatric inpatient unit** at Waitakere Hospital. Once completed in June next year, the expansion will see an additional 11 beds added to the existing 22 beds, along with a new negative pressure isolation room to help control the spread of diseases like measles and chicken pox.
- **More accessible and affordable after hours urgent healthcare** with west Aucklanders now able to access a network of Accident and Medical clinics that will be open evenings, weekends and on public holidays until at least 10pm. The move means residents in our district living in the west can access the two White Cross clinics- in New Lynn and Henderson - at reduced charges after hours. For example, in Henderson, under 6 year-olds usually charged up to \$36 on a public holiday will now be seen free after hours.
- **Start of our Bowel Screening Pilot**, a four-year programme that will screen 134,000 eligible people aged between 50 and 74 years residing in our district. Bowel cancer is the second most common cancer in New Zealand, and our death rate from it is one of the highest in the developed world. Over 100 Waitemata residents die of bowel cancer each year and the screening programme will help reduce these deaths. At the hub of this screening programme is a purpose built endoscopy room located at Waitakere Hospital, which is now operational.
- **Development of Awhina Health Campus** facilities at Waitakere Hospital through a \$1 million joint Unitec-Waitemata DHB investment. The project- part of a DHB-wide project to support better research, learning and training opportunities- will see the development of a 164-seat seminar room, student spaces, teaching and IT facilities to support better, smarter, more work-ready healthcare graduates. For young people in west Auckland, it means more opportunities to train for healthcare professions close to home.
- **In child oral health**, we have also rolled out three transportable dental units- in Henderson, Pomaria and Kelston - and two fixed clinics in Henderson and Te Atatu. These clinics are part of our DHB's ongoing commitment to providing better access to those at greatest risk of poor oral health. Good oral health and hygiene is an important part of general health. By supporting high quality oral health services for young people in our district, we are setting them up for good oral health for life.

These improvements underscore our commitment to expanding and improving the services we provide in western Auckland. Looking to 2012, Waitakere residents can expect to see more from our DHB, including:

- more hip and knee replacement surgeries at Waitakere Hospital
- more urology clinics and operations
- additional otorhinolaryngology (ear, nose and throat) clinics and operating sessions
- development of knee arthroscopy surgery in the west
- in oral health services, the completion of the rollout of our transportable dental units with four additional units next year. Two more fixed clinics are also expected to be developed in west Auckland next year.
- full commissioning of the new Rangitira ward and health campus facilities

Warm regards,  
Dr Dale Bramley, CEO, Waitemata DHB



Ensuring the community voice is heard in healthcare decision making.

**IN THIS ISSUE**

- Letter from WDHB, CEO, Dale Bramley
- Measles Update
- Helping WDHB help patients
- Bringing the NGO community to hospital
- Its respect
- Breast Cancer - we've been there too
- Free Home Insurance



## Do you live in a cold damp house?

### WARM 'n' WELL

Apply for free home insulation now  
Is your home cold, damp and draughty? NOW is a great time to insulate your home and avoid the waiting lists in winter. Free home insulation is available to eligible families living in Waitakere City, North Shore or Rodney. A free home health visit with the nurse is also provided.

Benefits of insulation include:

- a warmer and drier home
- cheaper power bills and heating costs
- fewer visits needed to the doctor a healthier family

Warm 'n' Well is a FREE SERVICE for families that meet the criteria:

- You live in West Auckland, North Shore or Rodney
- You have a child aged 14 years or under living in your home or have a baby due soon
- You have a Community Services Card
- You own your home or rent privately (NOT a Housing New Zealand home.)

If you said YES to ALL the criteria contact us for an application form.

Phone 09 838 1898, 021 244 3759

Or Email [info@warmnwell.org.nz](mailto:info@warmnwell.org.nz)

## Warm Up Waitemata

Free home insulation –  
programme for eligible families.

Waitemata District Health Board is offering a free home insulation programme Warm Up Waitemata. Find out if you are eligible to be eligible for this programme applicants must:

- live in the North Shore, Waitakere or Rodney District
- live in a home built before 1<sup>st</sup> January 2000
- own their own home or rent privately (NOT a Housing New Zealand home)
- be the owner occupier or tenant and MUST have a Community Services Card
- we are prioritising households that have a pregnant woman, babies, children under 14 years of age or older adults (aged over 65 years), with housing related health conditions such as respiratory disease (we recommend that a letter of support is obtained from a health professional to assist with the application).

For further information please contact:

The Warm Up Co-ordinator  
on 09 262 9583 or email  
[warmup@CMDHB.org.nz](mailto:warmup@CMDHB.org.nz)

## Helping the WDHB help patients



*Ron Paterson says that even as a high school student he was fascinated by ethical and legal issues in healthcare. It's a fascination that has stood him in very good stead.*

With law degrees from Auckland and Oxford Universities, he has taught law in New Zealand and North America. But most New Zealanders know of him as the country's Health and Disability Commissioner from 2000-2010.

Now he is turning his experience and expertise to helping Waitemata DHB in a new role as chief advisor for quality.

Working two days a week (complemented by his role as professor of health law and policy at the University of Auckland), his task is to look for ways to improve quality

and the patient experience at Waitemata. Ron was appointed by CEO Dr Dale Bramley and will report directly to him as part of the DHB's focus on quality, in partnership with clinicians.

Since his appointment in October, he has been meeting as many people as possible, discussing their ideas about patient care.

"I've been very impressed by the energy and enthusiasm, the shared commitment to improving the safety and the quality of our services, and also to improving the patient experience," he says.

"Naturally, given my background, I've probably read more complaints about healthcare delivery than anyone else in the country. It's important to look at what they are telling us about our services and how effectively we are responding to and learning from them." Waitemata DHB is under enormous pressure from its growing and aging population, he says, and has to find ways to meet their health needs with a constrained budget.

"I fully appreciate that it's all the clinicians and staff working here who will solve these problems. I already have a sense of a place that is determined to continue to make improvements." Ron will conduct a thorough review of the quality of patient care at Waitemata DHB, and present his findings to the board next June.

## It's about respect

*Naida Glavish has recently been appointed as Waitemata DHB's chief advisor, tikanga.*

The role is now shared across the two DHBs, bringing a regional perspective to the way health authorities incorporate Maori culture into their operations.

"One of my roles is to develop a regionalised Maori health service." But she is, she says, also here to support and help the vulnerable and protect their tika (truth, justice), across all cultures. There is now more understanding, says Naida, that different cultures have different beliefs about death, birth, and aspects of health, and these beliefs should be respected.

By working to understand and respect those beliefs, we can help to make the changes necessary to turn around some of the extremely poor health statistics for Maori and Pacific people.



## Free after-hours medical advice in your home

For patients of many of Auckland's GP practices, getting access to free, quality after-hours health advice from the comfort of their own home is now easier than ever.

A newly expanded telephone nurse triage service means that if you or a family member feels unwell and your GP practice is closed, you can simply call your usual practice number for free from a landline.

Calls connect directly to a registered nurse who will discuss your health concern and provide expert medical advice and the best course of action, either by helping you to self-manage your healthcare needs at home, or by referring you to the nearest Accident and Medical (A&M) clinic, or to the emergency department if required.

In most cases you won't even need to leave home; meaning you can avoid any unnecessary costs or trips to the A&E.

Each time you access the after-hours telephone advice service, your GP will receive a feedback report about the call, enhancing the continuity of care you receive.

To find out whether your GP practice offers the free after-hours telephone nurse triage service, please speak to a member of your general practice team, your doctor or nurse.



# HEALTH UPDATES

## Bringing the NGO community to hospital

NGOs are 'non government organisations' that are not-for-profit organisations who provide support and health services to people in the community.



Waitakere Health Link host a quarterly "NGO Health Network" meeting for staff from Waitemata District Health Board, Primary Healthcare Organisations and Non Government Organisations to create opportunities for more effective communication between the three sectors to provide for the needs of the Waitakere community.

Waitemata District Health Board staff who work 'hands on' with patients in hospital, are not always aware of all the services and support available to patients when they leave hospital.

To this end, Waitakere Health Link organised a 'NGO Health Network Open Day' in Waitakere Hospital for Non Government Organisations to showcase the support and services they provide in the west to raise awareness of their services and network with hospital staff.

Over 40 community organisations took part in an NGO Open Day, to spread the word of how they can help patients.

There was a wide variety of participation, ranging from a focus on asthma, to home insulation, disability or helping teen parents the NGOs provided a wealth of information about what they can do and how they can help.

Feedback from hospital staff was very positive with a number of requests for the 'open day' to become a regular occurrence in the hospital.

Waitakere Health Link hope to provide this opportunity again for hospital staff again next year.

## Breast Cancer - 'we've been there too'

The West Auckland Breast Cancer Support group meets at 7pm on the 3<sup>rd</sup> Tuesday of the month at the Plunket Society, 5 Woodford Ave, Henderson

A diagnosis of breast cancer can be one of the most challenging and life-changing moments a woman may face in her life and Breast Cancer Support (BCS) is here to help. Trained BCS volunteers who have 'been there too' provide free, community-based support for Auckland-area women experiencing breast cancer. BCS offers individual telephone or face to face 'visits' and women are welcome to attend a Breast Friends support group facilitated by trained Coordinators who have had breast cancer themselves. BCS has six groups throughout the greater Auckland area.

The West Auckland Breast Friends group offers women the opportunity to share experiences, information and receive

support from others over a friendly cup of tea in a relaxed and safe environment. If you have experienced breast cancer at any time in your life, please join us. The group meets at 7pm, third Tuesday of month at the Plunket Society Rooms, 5 Woodford Ave, Henderson.

For information 0800 273 222 or visit the BCS website [www.breastcancersupport.co.nz](http://www.breastcancersupport.co.nz)



## Community Meetings

### Events at Hospice



#### Light Up Hospice

Sat 3 Dec, 7.30-9.30pm, Hospice House, 52 Beach Rd, Te Atatu Peninsula  
Free family event for the whole community

#### Christmas Stars

Dec 3-25 at Shopping Centres in the West  
Give a donation and receive a star to hang on the Christmas tree.  
Ph 834 9752 or visit [www.hwa.org.nz](http://www.hwa.org.nz)

#### Age Concern

10am to 12noon, Wed 7 Dec  
WINZ Entitlements  
Free information presentations for older people. Ph 820 0184.

#### Taking it to the Kids

Thursday 1 Dec, 10am to 2pm  
Kingdale Reserve, Henderson.  
Bring your kids along for well child checks, dental enrolments and checks, ear checks, Westfono and Healthwest support, child safety advice, summer wellness for whanau, parenting advice, thrive teen parent support. Ph 440 6966

#### Wellbeing Summit

9am-3pm, 9 Dec, Kelston Community Centre. To collaboration and beyond  
Cissy Ph 301 0101 extn (42)8403

### Update from Auckland Regional Public Health Service

#### Measles Update

The Auckland Regional Public Health Service confirmed as of Monday 21 November 11, 344 probable cases of measles, 63 of those cases have required hospitalisation.

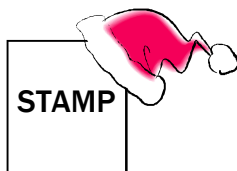
Immunisation is the best protection. "Measles symptoms include fever, runny nose, cough, sore red eyes and white spots on the inside of the mouth. After 3-5 days a rash appears on the head and spreads down the body. If you think you might have measles contact your doctor or Healthline on 0800 611116 for more advice.

For info [www.arphs.govt.nz/notifiable/measles.asp](http://www.arphs.govt.nz/notifiable/measles.asp) or ph 0800 611 116



Merry Christmas and a safe holiday  
from Waitakere Health Link





## Ensuring the community voice is heard in healthcare decision making.

Sender: Waitakere Health Link, Freepost 159013, PO Box 21 852, Henderson 0650. Telephone: 839 0512.  
Website: [www.waitakerehealthlink.org.nz](http://www.waitakerehealthlink.org.nz) Email: [office@waitakerehealthlink.org.nz](mailto:office@waitakerehealthlink.org.nz)

## WHATS ON / FIND A SERVICE

### Support Groups

**AGE CONCERN** Carers Support Group every Thursday from 10.30 to 12. Ph 820 2716

**ALZHEIMERS SUPPORT GROUPS** Monthly meetings held in Te Atatu Peninsula, Massey, Henderson, Kelston & Hsn. More info Ph 835 2387.

**ARTHRITIS** Offer free education clinics every Monday, 103 Lincoln Rd Ph 835 9653

**BARNARDOS TEEN PARENT GROUP** Meet other young mothers. Ph Sharyn 838 0419

**BEREAVED PARENTS GROUP** is a support group for parents who have lost children. Meet 2nd Wed of month 6-8pm. Ph Maxine 486 1688.

**CANCER INFORMATION HELPLINE** For cancer information and support phone Cancer Society on 0800 CANCER (226 237).

**CHALLENGE TRUST** Mental health family and carers support group, 2nd and 4th Tues of month, 1-2.20pm. Ph 839 7301 or [nickit@challenge.co.nz](mailto:nickit@challenge.co.nz)

**CHRONIC OBSTRUCTIVE PULMONARY DISEASE SUPPORT GROUP** Meet first Thurs of month in Rm 10, West Wave Henderson. FREE session and guest speaker 1-3pm. Ph 630 2293

**DEVELOPMENT GROUP FOR PREMATURE AND HIGH RISK BABIES** For babies that have been in NICU or SCBU. Ph 307 4949 ext 25469#.

**DIABETES SUPPORT GROUPS**  
**Avondale:** 1st Mon in mth, 9.45-12noon. Ph 827-8315. **Blockhouse Bay:** 2nd Mon in the mth 1.30 - 3.30pm. Ph 626-2711. **Henderson:** 2nd Mon in mth, 10am-12noon. Ph 836-7225. **Te Atatu Evening:** 2nd Wed in mth 7.30-9.00pm, Ph 834 4554. **Chinese:** 2nd Wed in mth 10am-12noon, Mt Eden. Ph 626-2711. Or visit [www.diabetesauckland.org.nz](http://www.diabetesauckland.org.nz)

**MAORI DIABETES GROUP** Last Sat of month 9.30-12. Te Puna Manawa 18 Lincoln Rd Ph 963 7581.

**EPILEPSY NZ** Provides info and support. Social group meets monthly. Ph 837 2530

**INTEGRATED NEUROLOGICAL REHABILITATION** Provides rehab service for neurological disorders ie: stroke, parkinsons, MS, head injury. Ph 836 6830.

**LUPUS TRUST** West Auckland support group meets

monthly Mar to Nov. More info ph 817 2060.

**PARKINSONS SUPPORT GROUP** Offer home visits, info and support. Ph 278 6918.

**POST NATAL DISTRESS SUPPORT SERVICES** Free support group—no referral needed. Tues with FREE crèche. Ph 09 836 6967.

**POST NATAL PSYCHOSIS SUPPORT GROUP** Provide support and information for families suffering the effects of Post Natal Psychosis. Website: [pnpsupport.org.nz](http://pnpsupport.org.nz) Ph: (09) 449 1011

**STROKE FOUNDATION** Offer information, support groups in Massey, New Lynn & Glen Eden and a hydro therapy group. Ph 475 0070

**SUPPORT FOR PARENTS OF ADHD AND ASD CHILDREN** Share experiences, find solutions. 1st Wed and 3rd Mon of month 7.30-9.30pm and last Fri of month 10am-12pm. Ph Sue 834 9559.

**TOUGHLOVE** Weekly support groups in New Lynn, Massey and Takapuna for parents experiencing unacceptable teenage behaviour Ph 624 4363.

**TE ATA** offers a range of mental health support groups. Ph 837 0671

**WAITAKERE ABUSE & TRAUMA COUNSELLING** Offer a range of services. Ph 837 2491

**WOMEN'S CENTRE WAITAKERE** Offer: counselling, phone & drop-in service, library, violence support groups, massage, info and referrals. Ph 838 6381

**WOMEN'S MENTAL WELLNESS** Weds Ph 818 3723

### Information, Services and Courses

**AGE CONCERN** Provide information presentations for older people, 1st Wed of month. Ph 820 0184.

**GRIEF CENTRE** Provides counselling, support groups, information, resources, ph 418 1457

**HOME HEALTHCARE EQUIPMENT** Offers mobility aids, bathroom, kitchen and bedroom aids. Ph 627 6241 or email [homehealthequip@clear.net.nz](mailto:homehealthequip@clear.net.nz)

**HOSPICE WEST AUCKLAND** Offer free support services for palliative care patients and the people who love them. Ph 834 9755 or [trishf@hwa.org.nz](mailto:trishf@hwa.org.nz)

**KIDNEY SOCIETY** Provide support and information on kidney failure and their families. Ph 278 1321

**MAN ALIVE** Courses for men. Ph 835 0509.

**HOSPITAL CHAPLAINS** Comfort, spiritual support, prayer, Waitakere & Nth Shore Ph 358 0825.

**OVEREATERS ANONYMOUS** Addresses issues of abuse, addiction and overeating. Ph 486 8900.

**PARENT AID** free help to parents with new baby, stress, accident up to 13yrs. Ph 836 4122

**PARENT TRUST** Practical help for parents. Ph 376 0400, [www.parenttrust.org.nz](http://www.parenttrust.org.nz)

**PARENTING COURSES** Lifewise Family Services Ph 818 0204, [griffir@lifewise.org.nz](mailto:griffir@lifewise.org.nz)

**PHOENIX HOUSE COUNSELLING** Counselling & psychotherapy, supervision offered. Ph 837 1797.

**SENIORLINE** free info service for older people and families. Ph:375 4395 [www.adhb.govt.nz/seniorline](http://www.adhb.govt.nz/seniorline)

**TE ATATU PENINSULA COMMUNITY HOUSE** Courses include: Age concern info, Joggers & Walkers, Infant Massage, Diabetes Clinic, Plunket. Ph 834 5827

**THRIVE TEEN PARENT SUPPORT** Supports young parents during & after pregnancy, parenting classes, coffee groups, [admin@thrive.org.nz](mailto:admin@thrive.org.nz) Ph 551 4367.

**VISIONWEST COUNSELLING CENTRE** offer counseling services to children, families and individuals. Ph 818 0760.

**WEST AKL PARENTS CENTRE** provide childbirth education, parenting courses Ph 837 8481.

**WOMEN'S HEALTH CHECKS** Free smears for Maori, Pacific and Asian women. For appt ph 846 7886.

### For Your Health

**ACTIVE CHOICE EXERCISE** 2 hour sessions with physiotherapist and info. Ph 027 227 9501

**KELSTON WALKING GROUP** Ph Rhonda 838 4711 or email [packelston@extra.co.nz](mailto:packelston@extra.co.nz)

**MOVE 4 HEALTH** Low to medium fitness to music, Fri 1-2pm, Ranui Community House, Ph 833 6280

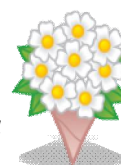
**TAI CHI FOR HEALTH** Weds 2pm in school term. Massey Comm House. Ph 833 9220

**WOMEN ON THE MOVE** Low impact exercises to music. First time free. Weds Ph 817 7228

**ZUMBA CLASSES** Glen Eden ph 827 7142, Titirangi ph 021 116 0439, Te Atatu Pen ph 836 3563.

## Gratitude Expressed to Waitakere Hospital Staff

*Rangitira Unit and Emergency Department - "I have had fantastic experiences of the Rangitira Unit and ED with my older children. Today I again had a great experience when taking my 4 week old son in to ED to check out an upper respiratory tract infection which led to him having difficulty feeding. The staff were wonderful, from the doctor to all the nurses. They listened to my concerns and dealt with the situation in such an empathetic and efficient way. By the time we left the hospital I felt satisfied I could cope with my son and how to deal with him feeling unwell. I have experienced health care in several hospitals in NZ and overseas, and I have to say the quality of care and staff at Waitakere is world class. "*



**DISCLAIMER:** The views expressed in this newsletter do not necessarily reflect those of Waitakere Health Link.