

Engā iwi, e ngā reo, e ngā karangatanga maha, o ia marae huri noa o te maunga Tītōhea ā Rua Taranaki, tēnei te mihi manahau mō tēnei wā ki a koutou kia ora tātou katoa.

Hurihanga

Changes for 2017

This year we will be implementing improved services and models of care. It is the business end of our discussion and thinking, and a real opportunity for us to demonstrate what is possible in terms of greater flexibility in healthcare.

One way we are supporting these initiatives is embarking on a retrofit of our site. GP clinic Tui Ora Family Health (TOFH) completed a major renovation last month and a new pharmacy will move into an adjacent space, ensuring patients receive a complete service in the one place.

There will be a review of our Maratahu St site to support a more collaborative approach to services. We share premises with Pinnacle Midlands Health Network but they vacate within the next few months, freeing up space.

Last year workshops carried out in two Tui Ora teams - the Mental Health and

Addictions team and the Māmā Matua Pēpe Tamariki team - considered the way services were provided. Led by consultancy ThinkPlace, the workshops also involved client, whānau and provider feedback. Through this process, there is a drive to better explain what Tui Ora does, as well as implement whānau and family centric services.

Te Rau Matomato, which means lush green shoots and symbolises new beginnings, is a joint initiative between the TSB Community Trust, Tui Ora and the three iwi of Taranaki, Te Atiawa and Ngāti Mutunga. The aim is to develop programmes that will have a positive impact on the early years and youth. Collaboration and upskilling is the focus, with 10 people undertaking training in community development to equip them to mobilise others. We look forward to sharing updates about this initiative.

Noho ora mai
Hayden Wano

He poari tangata hou

New board appointee

Shelley Kopu (pictured) is no stranger to the boardroom. In a career, that has spanned more than 20 years, she has held senior management positions in the private sector. She is a trustee of Te Kotahitanga o Te Atiawa Trust, a member of the Institute of Directors, and last November became a director of the Tui Ora board.

Shelley's father is Te Atiawa and from Waitara, and her mother who is Pākehā is from Hāwera. Though she wasn't raised in Taranaki, Shelley feels a strong affiliation to the region and loves to spend time here.

Her day job at ASB Bank in Auckland sees her working as the Employment Relations Manager and Legal Counsel. The role, like much of her previous work, marries together her two areas of expertise: Law and Human Resources.



Tuwheratanga

Opening ceremony for GP clinic

A newly renovated Tui Ora Family Health is the fruition of 30 years of dreaming, says board chairman Wayne Mulligan (pictured with Dr Tony Ruakere). Speaking at its official opening on February 16, he paid tribute to the late Lindsay MacLeod for "forcing" us to provide a GP service, and acknowledged the contribution of Dr Tony Ruakere.

"Getting Tui Ora to where we are now was never easy, but we stuck at it, we worked hard and it has certainly been worth it."

Dr Diane Jones, another board member, described herself as a "proud grandmother" who could tick one more item off her bucket list.

Clinical Director Gal Carmi noted the challenges of renovating while

continuing to work, and thanked staff for their patience and resilience.

"Patients are really appreciative of the surgery. We have more consult rooms and more space to move. It means we can recruit more staff and offer a better service. It's a great start to 2017."

Dr Tony Ruakere explained the whakapapa of Tui Ora Family Health and the early resistance to Māori health initiatives:

"We encountered opposition from all sides. People said why do Māori need anything different. But we knew that our people needed something new. We had great triumphs and great disasters along the way."

Tokomaha auahi kore

Numbers soar for smokefree campaign

Registrations for a New Year smokefree campaign have flooded in. Eight weeks after the start of 2017, 129 people had signed up for a seven-week programme run by the Taranaki Stop Smoking Service.

The number has exceeded expectations. People were motivated by many things, including the ease with which they can receive support and useful information, says Tui Ora Public Health Service Leader

Tamara Ruakere. *"Some say they tried to stop before and have been unsuccessful, and it might be because they didn't know how to use the medicine and didn't have the support of someone to talk them through what was going on."*

Quit coaches play a vital role in working alongside people. They offer a range of free support from individual to group mentoring (including text reminders and updates), patches, gum, lozenges and medication. They are also responsive, going out into the community to meet people at a location suitable to them. Quit coaches use a carbon monoxide monitor to verify if people are smokefree at certain times during the seven-week programme.





Rangatahi kaupapa

Tackling youth issues

Aroha Nuku knows how to take a tackle and it is perhaps her training on the rugby pitch, which has helped prepare her for her job at Youth Service (YS) in South Taranaki. The female flanker works in the YS team in Hawera.

Aroha (pictured) grew up with her mum and her sisters in Opunake. She graduated last year with a social work degree from Massey University, and after a stint working in Palmerston North, jumped at the chance to continue working with young people in Taranaki.

Aroha feels a strong affinity to those she is trying to help. *"I wasn't a great young person myself. It's hard to be young. Things have changed a lot, even since I was at school."*

Aroha, who is 26, describes how access to the internet was still a relatively new thing when she was 16. For today's youth, having wifi cut off is a major drama and there are many issues around handling new technology.

"Abuse and bullying through social media is pretty common. If you already have low self-esteem this is just another way to bring you down."

At the other end of the spectrum, Aroha has clients who already have criminal convictions, some are suffering from depression and anxiety, and some have urgent needs.

Outside of work, sport has always been a big love. She played high school rugby for Taranaki and the Hurricanes before making it into the Manawatu Cyclones at university.

Aroha has also represented Taranaki in sevens rugby. Right now, she is taking a break from the Cyclones and channelling



her energy into her clients. *"It's about helping them make good decisions for themselves, and for their future. When they do, they feel good and so do you. It's pretty cool really."*



Nēhi matatau

High-level nurse steps up service

There are experts in many fields - Jenny Kissick is now an 'expert' nurse practitioner (NP), a registered nurse who has completed extra study and advanced training.

It enables her to carry out tasks beyond that of a registered nurse, and work independently as well as in a complementary manner with colleagues at Tui Ora Family Health. Her scope is primary health patients of all ages.

"It will help the practice and patients, and means we can be more responsive as well as work more completely as a team."

In addition, NP's provide diagnoses, order and interpret diagnostic/laboratory tests, prescribe medications, administer treatments/therapies, and admit and discharge from hospital and other healthcare services/settings.

There are about 200 NPs in New Zealand but only a handful in Taranaki. Jenny completed her qualification last December.

During her career, she has spent more than a decade in South Taranaki as a district nurse, rest home nurse manager and practice nurse before moving to TOFH four years ago.

Kissick said TOFH was unique in offering extra support, which could include using its outreach practice nurse or other community team members. *"Knowing the patient is getting supported in the community for their other needs fits with why I'm a nurse. You want to provide the best care, support and preventive care and you can do that here."*

Colleague Joyleen Connell (pictured on right with Jenny) also has a new role. She qualified as a MCA and can now carry out a variety of medical tasks such as taking blood pressure, recording vital statistics, applying dressings, interviewing patients or performing ECG's. She works under direction and delegation from registered nurses and the GP's. Her year-long study involved completion of two level four national certificates and she's thrilled about getting stuck into the new role.

Tākutatanga ako

Medical learning away from academia

A trainee doctor used to big city life will receive a different hands-on medical experience thanks to an agreement between Auckland University and Tui Ora.

Professor Felicity Goodyear - Smith, who heads the university's department of General Practice and Primary Health Care, was at Tui Ora on February 20 signing a memorandum of agreement to host a Year 6 medical student at Tui Ora Family Health.

The initiative aims to support medical students, who mostly live in Auckland, into rural or smaller urban areas to experience what being a GP means. The university encourages as much immersion as possible with the aim of getting up to 50% of medical students to choose general practice as a career option instead of specialisation. This in turn aims to improve the primary healthcare environment and outcomes nationally.

Prof Goodyear-Smith points out that the GP of the future is going to be quite different with different models of care, and new roles in a GP clinic such as that of a nurse practitioner. Tui Ora is seen as well placed to allow for an integrated, interdisciplinary approach to healthcare and service delivery.