

REPORT TO THE community

SUMMER 2013/2014



INSIDE
**Green light for
new facilities**

Healthy West Coast
Te Hauora o Tatou – The Health of Us All



West Coast DHB looking for people to join its Consumer Council

Get involved, have your say and make a difference. That's the idea behind the proposed West Coast DHB Consumer Council, says consumer advocate Joe Hall.

The West Coast DHB is calling for expressions of interest from people who would like to be involved in the new Consumer Council, which is another mechanism to help ensure that the people who use the health system have a real say in how it works.

The Consumer Council will be made up of between eight and 10 members who will bring a wide range of perspectives and experience – including the needs of Māori health, mental health, people with long term conditions, people with physical, intellectual or sensory disabilities, older people, youth, men and women and people with drug and alcohol addictions.

To express your interest and obtain an application form and information about the Consumer Council please contact Julie Bell direct on (03) 769-7457 or by email to julie.bell@westcoastdhb.health.nz

Front cover: Children from the Scenicland Preschool and Nursery – Hokitika.

Budget approval for a new hospital and Integrated Family Health Centre in Greymouth, and an Integrated Family Health Centre in Buller

The news from the Minister of Health that the West Coast DHB has been given the green light to proceed with planning for a new hospital and adjoining Integrated Family Health Centre to be built on the current Grey Hospital site is welcomed.

While we do not have a lot of detail, here is some information to ensure you are updated.

1. What's happening at Greymouth?

At the heart of our proposed development in Greymouth is a facility that supports the integrated delivery of health care services. What this means is that we are re-developing Grey Hospital, together with an Integrated Family Health Centre [IFHC]. The IFHC will provide a range of primary care services including GP services, nurse-led services, and allied health services such as physiotherapy, occupational therapy and pharmacist services.

2. What's happening at Buller?

While a lot of work has already occurred as part of the business case process, now that we have the go-ahead to move forward we are bringing together a group of people to work through the various elements of this exciting development for Westport.

We are looking at a brand new purpose-designed building to be located on the current Buller Hospital site.

While it's too soon to say what the building will look like, or exactly how big it will be or what each bed will be used for, our plans include a primary care centre, some in-patient beds, radiology facilities and space to support a range of other health services to be delivered under one roof.

The estimated cost is around \$8 million. One of the first steps in the process is to come up with a concept design. This will provide an overall

layout and will take into account things like space requirements and which services should be co-located. This process will involve staff and people who use health services in Westport.

Work on the design process is expected to start soon. The other important piece of work to get underway is the private funding aspect.

Once we move from concept drawings through to fully-developed detailed designs, tenders will be called for construction.

3. Are there plans to cut any services on the Coast?

There are no plans to cut any services. This announcement is about ensuring we have the right buildings that are fit for purpose and support our new ways of working.

4. What happens now?

We will ensure that the community has an opportunity to be involved in decisions about the rebuild. This will ensure our new facilities meet your needs – the people who will be using them.

Site work is expected to begin in late 2014, with the new facility at Grey expected to be completed by the end of 2016.

On behalf of everyone working in the West Coast health system, we wish you and your family a very safe and Happy Christmas. 

David Meates

CEO of West Coast and Canterbury District Health Boards

New focus on keeping people healthy and well at home



The West Coast health system is committed to ensuring people on the Coast have access to the kind of services that will enable them to stay well in their own community. With this in mind, the West Coast District Health Board has recently launched the Complex Clinical Care Network (CCCN).

The CCCN offers comprehensive care for people with complex clinical needs delivered by a team of multi-skilled health professionals. Its main focus is people aged over 65, but it is for anybody over the age of 18. The aim of the CCCN is to ensure improved coordination of services for those who require community support to live safely at home. It integrates services such as home-based support, residential and respite care, primary health, GP practices and hospital services.

“The goal of the CCCN is to support people to stay healthy and well in their own homes, for as long as possible – basically keeping people as independent as possible”, says Chair of the West Coast DHB Alliance Leadership Team, Stella Ward.

“Because of the way our services were configured we were missing opportunities to enable people to remain living in their own homes for longer. This is reflected in a far lower rate of people on the Coast living at home with high/complex needs than in any other DHB area.

“The West Coast currently has a higher than average rate of rest home entry. The new CCCN will see all services that currently provide care for the elderly in our community, such as home-based support, residential and respite care, primary health and GP practices, working much better together to meet the needs of patients. The CCCN will bring about improved coordination for those who require community support to live comfortably at home.”

Dr Michelle Dhanak – community geriatrician for the Complex Clinical Care Network

Geriatrician Dr Michelle Dhanak wants to encourage older people to be active so they can remain independent and well in their own homes.

Michelle took up the position as community geriatrician with the Complex Clinical Care Network (CCCN) last year. This is a Transalpine Service position, meaning Michelle works in both the Canterbury and West Coast DHB areas.

Michelle says she particularly enjoys the collaborative approach of the Transalpine Service.

“We cannot impose the Canterbury system on the West Coast because the West Coast is unique. Each area

of the West Coast – South Westland, Hokitika, Greymouth, Reefton and Westport – has its own strengths and challenges. We have to look at the trends for each of those communities, and ensure that we take these regional differences into account.

“Communities on the West Coast are smaller, and individuals are seen in the context of the community.

“I like that there is a tremendous amount of community strength on the West Coast,” Michelle says.



Geriatrician Dr Michelle Dhanak



Are you prepared?

Organisations involved in Civil Defence, including the West Coast DHB and local authorities, are encouraging the community to prepare themselves in the event of an earthquake on the Coast. The recent events in Wellington and the top of the South Island have reminded us of the significant disruption they bring.

A South Island-wide Civil Defence exercise, incorporating hospitals, emergency services, Government agencies and non-governmental organisations was held earlier this year. Named 'Exercise Te Ripahapa', the mock disaster focused on a response to a large Alpine Fault earthquake and was modelled on research by the University of Canterbury.

The exercise highlighted the isolation that the Coast community would face, and the need to be adequately prepared.

"It was made very clear that we would struggle to provide health services the public might usually expect from hospitals," says Raewyn McKnight, West Coast DHB Service Manager for Allied Health, Diagnostics and Support Services.

"We expect it will be some time before additional health support can get to us and our communities need to be prepared and understand that. In small communities we have been encouraging our rural nurses to work with other emergency services as a hub model to support each other."

Civil Defence Emergency Management Officer for Grey District Council, Allan Wilson, says the most important thing the community can do now is to make a plan and know what to do in the first instance.

"Just knowing what to do if an earthquake hits is really important. The messages of 'don't run outside' and 'drop, cover and hold' should be top of mind."

Being earthquake savvy

If the Alpine Fault ruptures, Hokitika resident Marybella Foster knows that her beautiful town – like many others along the Coast – could be at risk.

Not one to take any chances, Marybella and her family have an action plan of what they will do if an earthquake hits.

"In my car I have food, a spare set of clothing and an extensive medical kit," says Marybella, who works as a carver for Mountain Jade.

"I have supplies stored at work and scattered in various other places, and the kits are checked every month. I have two boys left at home aged 13 and 10. My oldest knows that if an earthquake happens he is to get himself home straight away and my youngest is to stay at school because I feel he is safer there."

Marybella stressed that people need to be prepared to a level that will allow them to be independent and self-sufficient.

"We need to be prepared as much as we can be. It is how you deal with it as an individual because Civil Defence won't be coming to you first – you have to look after yourself."

Having adequate medical supplies was particularly important.

"The first thing you need to have is your health. Here on the Coast we have a lot of farmers and hunters who are self-sufficient in regards to food, but no one is going to look after me and my asthma for example. So having spare medical supplies is really important.

"We need to be aware and plan accordingly. This is something that you can have a certain amount of control over when it comes to your safety. We know that it may happen; we just need to open our eyes and be savvy about it."

Free after-hours health care for under-6s



Children from the Scenicland Preschool and Nursery – Hokitika.

The West Coast Primary Health Organisation (PHO) is pushing the message that after-hours health care is free for children aged under six.

“Many in the West Coast community are unaware that this is the case, and we want to ensure people realise that when

their child is sick outside of their normal GP hours they still have free access to health care,” says West Coast PHO executive officer Helen Reriti.

“When kids get sick they can get sick quickly, and this service removes the cost barrier for families so that they can

get access to health care when they need it – at any time of day or night.”

In the first instance people are advised to call their usual medical centre if the on-call GP is unknown. They will then be directed to the appropriate health provider.

In touch with our community

The West Coast community has access to a wide range of support services and organisations. Below is a snapshot of what is available.

Supporting West Coast youth

The Shed is a community-based youth programme overseen by the local Greymouth Anglican Church. It operates from an activities centre at South Beach with a paid community youth worker.

A range of programmes are organised, including a Friday night social and recreational event that enables young people to gather in a safe environment and build positive friendships. The Shed also runs various camps and involves youth in the community through service opportunities.

Its team of adults are interviewed and police-checked, and all know the

importance of young people having positive role models in their lives.

To learn more visit www.theshed.gen.nz or contact Nicky Mora on 03 768 9605, 027 487 8560 or greychick05@hotmail.com



One of The Shed's camping trips.

Stroke Foundation of New Zealand (West Coast)

Helen Nolan is the Stroke Foundation's Community Advisor for the West Coast. Based in Greymouth, Helen covers the area between Karamea and Haast.

“My role is to provide information, support and advocacy to stroke survivors, their families and caregivers. I do hospital and home visits and ensure that the affected person and their families are linked in with the services they need,” says Helen.

Stroke education and group presentations can be arranged for community groups. There is also a support group in Greymouth that meets monthly.

Helen can be contacted on (03) 768 9104 or 027 224 4682. Her email address is westcoast@stroke.org.nz.



The Zeal Programme

West Coast youth alcohol and drug practitioners, police and school teachers are continuing to work together to help at risk young people through a specialised alcohol and drug education and treatment programme known as Zeal.

The programme was set up to avoid the need for disciplinary action by schools and to promote a young person's future through education. It has been running for two years and engages with youth aged between 12 and 18 years. The aim is to reduce the level of alcohol and drug use, address the potential for

alcohol and drug-related crime, and encourage young people to remain in some form of education.

Under the Zeal programme, a young person agrees to sign a contract that outlines expectations and behaviour. If they breach this contract the school may resort to the original disciplinary

action. When this happens, ongoing participation in Zeal is determined on a case-by-case basis.

Young people can be referred to the Zeal programme by the school and police. The programme lasts for six months and is reviewed three monthly, although it can be extended depending on individual need. Alcohol and drug practitioners working from Child and Adolescent Mental Health (CAMHS) visit schools weekly and conduct random urine drug testing. Schools support the programme by offering space and time for counselling and education. The young people in the programme are monitored by police, CAMHS and the school to ensure consistent progress.

The Government's Fresh Start initiative has allowed the programme to be extended to ensure that early intervention alcohol and drug services for young people are available on the West Coast.

How public health nurses can help you

Listening to Ann Knipe read through her list of responsibilities as Public Health Nurse is very inspiring. She is part of a four-person team of dedicated Public Health Nurses who provide a wide range of support and services for everyone from newborns to older persons across the West Coast. Rural Nurse Specialists also have a component of their work dedicated to the role of providing public health in the communities they work in rurally and remotely.

Whether it's the Tamariki Ora/Well Child checks, health camps, new entrant school checks or family advocacy, the Public Health Nurses conduct health assessments and educate for disease prevention in a variety of settings.

"We are really a key point of contact between families and the organisations that deliver health services at grassroots," says Ann. "We work in the community and build relationships, and work closely to support schools and early childhood facilities in the delivery of their health curriculums."

Public Health Nurses are Well Child providers so the emphasis of their work is on children including immunisation, B4School checks and behavioural management.

One of the problems the Public Health Nurses deal with is child incontinence. Ann says, "When you work with a family who has a child who wets their bed and you can help them, it's such a great sense of achievement. It's wonderful to see a child, sometimes as old as 10, who won't go to school camp, who struggles with dealing with the situation and then after some help, see their life change dramatically."

Public Health Nurses can also refer people for further treatment. The West Coast team works closely with

CDHB/WCDHB Paediatrician John Garrett if they need to refer children on. Other services available for referring people include child and adolescent mental health services, community agencies and social workers. "There is a fantastic collaborative approach to health on the Coast," says Ann. "We work across other health, education and welfare services and are available to discuss any aspect of children's growth, development and holistic well being and behaviour. Our job is really health promotion and health protection, and it comes in many forms", says Ann.

If you would like to contact a Public Health Nurse, you can do this via your school, early childhood facility, or through your GP.

Nurses take on dedicated Māori role

Three dedicated Kaupapa Māori nurses are already starting to make a difference for Māori patients on the West Coast.

Dr Melissa Cragg, Te Kaihautu (General Manager) of Poutini Waiora, (formally Rata Te Awhina Trust) the only designated Māori health and social service provider on the West Coast, says the three nurses are increasing access to primary health care.

The positions have become part of the Integrated Family Healthcare Centre Service. Fergus Bryant was appointed to the Hokitika/Westland role and is based at the Poutini Waiora offices in Hokitika as well as the Westland Medical Centre. He is supported by Kaiarataki (Māori Health Navigator) for the Westland region, Ursula Tainui.

Contessa Popata takes on the Greymouth role directly from a District Nursing position. She is based in Greymouth in the West Coast PHO

offices and within Greymouth GP Practices (currently Grey Medical).

Based in Westport, Dianna McLean has stepped into the Buller/Kawatiri role. She is supported by Yvonne Stephens who has also recently been appointed as the Kaiarataki for the Buller/Kawatiri region. Dianna recently completed her Bachelor of Nursing degree and is well known in the Buller community for the work she has done with communities on health and wellbeing.

Dr Cragg says the roles are based on a primary mobile nurse specification but a key requirement is to have an understanding of Kaupapa Māori practice. "It was really important that both the Kaupapa Māori nurses and Kaiarataki understood the dynamics of



working with Māori whānau because it is unique and diverse."

She says a key element of the nurses' role will be to ensure whānau become independent in terms of their own knowledge and use of the full range of primary and secondary care, and disability support services that are available.

What to do when life gets you down

At times West Coasters may feel the need to contact mental health and addiction services themselves or on behalf of a friend or family member.



The first step in addressing mental health and addiction issues is recognition that a problem exists, that there is a way out and there is plenty of help available.

In all cases your GP or practice nurse can be a good person to talk about any aspects of mental health that may concern you. They all have training in mental health and addiction, generally know the person involved and have a good knowledge of the services available. If necessary, they can refer the person to the appropriate agency.

In the case of an emergency there is a West Coast psychiatric emergency line 0800 75 76 78 (think of the first two numbers of Hokitika, Greymouth and Westport phone numbers), operating on a 24/7 basis.

In the case of issues associated with alcohol and other drugs, the Alcohol Drug Helpline, 0800 787 797, is open 10am to 10pm every day. The website www.druginfo.org.nz is also very useful for those who want information online.

Accessing health services in South Westland and the Buller

For the 1,600 registered patients in South Westland and 8,000 in Buller, a wide range of health services is provided throughout both regions.

The South Westland Area Practice provides all primary care to communities and visitors from the north of Hari Hari to the Haast Pass in the south, a stretch of more than 250kms. There are clinics in the five main settlements – Hari Hari, Whataroa, Franz Josef Glacier, Fox Glacier and Haast – each run by a Rural Nurse Specialist with a weekly doctor's day.

The Practice administration is based at the Franz Josef clinic, which coordinates the booking of appointments, prescriptions and patient enquiries for the entire region.

In December there will be an additional doctor joining the South Westland team, which will allow extra doctor clinics to be held. Hari Hari will potentially have two doctor days per week, and the other clinics will have increased hours available as required over the busy holiday period.

- 0800 SWHealth (0800 794 325) is manned Monday to Friday from 8:30am to 4:30pm by the Practice receptionist based at Franz Josef clinic.
- Each clinic is open most weekdays and there is a nurse on-call for urgent medical treatment at all times. To find out if your clinic will be open and where the nurse will be based, a roster is displayed on the front door of each clinic and is also available online at: http://www.westcoastdhb.org.nz/services/south_westland/

Buller Health Services

- Buller Health Services provides care as part of the West Coast DHB services for Westport and Northern Buller. It covers the area from Punakaiki in the south to Karamea in

the north and Inangahua Junction in the east.

- Buller Health in Westport brings together the medical centre, inpatient care, A&E, community services, allied health, elderly care, outpatient and maternity services – to name a few. General Practitioners and Rural Hospital Doctors provide primary and emergency medical services. Specialist services are provided by scheduled clinics at the Outpatients Department.
- In addition there are two satellite clinics – Karamea Rural Health and Ngakawau Rural Health – run by Rural Nurse Specialists.
- These clinics operate from Monday to Friday and the nurses are on call for after hours emergencies. Ngakawau has an emergency drop-in clinic from 10am-1pm on weekends.
- In Westport, General Practitioners and Practice Nurses run morning and afternoon clinics at Buller Medical Service on Derby Street. Weekend clinics are held from 2-4pm on Saturday and Sunday at Buller Hospital Outpatients Department. Foote Ward at Buller Hospital responds to medical emergencies 24 hours a day.
- Karamea Clinic is open Monday to Friday from 8am to 4:30pm. Walk-in clinics are held from 3-4pm on Saturday and Sunday for medical emergencies.
- To contact health services in Buller please call 03 788 9030.

Spring clean your nutrition!

Jen Brand is a New Zealand Registered Dietician and Nutrition Health Promoter with the West Coast DHB and Community & Public Health.



As the days get longer and begin to warm up we start thinking about our spring cleaning. How about this year we also think about giving our nutrition a spring clean so we are all feeling our best for summer?

Start with these simple tips:

- 1) Include plenty of vegetables and fruits. At this time of year there is plenty available, including cabbage, broccoli, cauliflower, carrots, kumara, asparagus, broad beans, apples and pears.
- 2) Choose wholegrains, lean meats such as chicken and fish, eggs, legumes, low fat dairy, nuts and seeds in place of takeaways and processed foods.
- 3) Be sure to drink plenty of fluids (6-8 cups a day), including water and unsweetened tea or coffee. Avoid sugary drinks such as juice and soft drinks as these give us a lot of sugar with little (if any) useful nutrients.
- 4) Eat regularly, whether it's three meals or smaller meals with snacks, but be sure to include a nourishing breakfast.



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We value your feedback and welcome comments to community@westcoastdhb.health.nz or to Community Relations, PO Box 387, Greymouth 7840.