

WAIKATO HEALTH NEWS

AUTUMN 2016



Pharmacy on Meade team

Customers love Pharmacy on Meade

Over the counter medicines and advice, a prescription service, gifts, personal care, cosmetics and first aid products – the Pharmacy on Meade has them all.

And its service and products are hitting all the right notes with customers.

The pharmacy provides the full range you can expect from any community pharmacy. The difference is that it is located within Waikato Hospital, on level 1 of the Meade Clinical Centre.

Pharmacist and manager Bianca Montgomery says the feedback from customers has been very positive – “They are rapt it is here at last, and they are finding it really convenient.”

She says outpatients seen in late afternoon clinics or patients from rural areas discharging late in the day used to worry about getting to their local pharmacy before it closed, but now they can have prescriptions dispensed before they leave the hospital campus and go straight home. “It gives them peace of mind,” she says.

“I’ve even had phone calls from customers later on saying how helpful our staff are and how having a community pharmacy at the hospital made that part of their discharge journey so easy.”

Visitors can purchase gift items and personal care items on the way to visit a patient.

Staff and even local residents are also customers of Pharmacy on Meade, with over the counter medications, first aid products, and gift items proving very popular.

Pharmacy on Meade

Opening hours

Monday to Friday 8am-6pm

Saturday 9.30am-2pm

Just some of the products available...

- Cough and cold therapies
- Over the counter medicines – e.g. antihistamines/ allergy products, pain relief, reflux therapies
- Vitamins and natural health products
- Smoking cessation therapies
- Toiletries
- A small supply of PJs and underwear
- First aid and sport products, sun care
- Pregnancy, maternity, sexual health and breast feeding products
- Eye care range – contact lens solutions, small range of sunglasses and reading glasses
- Haircare
- Moderately priced gift packs, soaps, lotions, hand creams
- Low to medium priced make-up range



“Outpatients or discharged patients from rural areas used to worry about getting to their local pharmacy before it closed, but now they can have prescriptions made up before they leave the hospital campus and go straight home.”

WELCOME

TO OUR AUTUMN ISSUE WHICH INCLUDES STORIES, HEALTH ADVICE AND INFORMATION FROM WAIKATO DISTRICT HEALTH BOARD FOR VISITORS, PATIENTS AND PUBLIC.

PUBLISHED BY

Waikato District Health Board
Hamilton, New Zealand
March 2016

CONTACT

news@waikatodhb.health.nz

WEBSITES

Information about our organisation, services, publications etc

waikatodhb.health.nz

News, feature articles, events

waikatodhbnewsroom.co.nz

FOLLOW US



IN THIS ISSUE

SMALL TEAM

GLOW BABIES

FLU SEASON

HOW WE RATE

WE ASK, WE CARE

VIRTUAL HEALTH

SKIN SPOT CHECK

KA PAI KAI

SMOOTHIE RECIPE

Referrals to the under 65 DSL team can be made by:

- individuals with a long-term disability,
- their family/whanau members,
- GPs or other health professionals,
- disability support groups and organisations
- a friend.

Note: To be eligible for a needs assessment the person needs to have a diagnosis of physical, intellectual, Autistic Spectrum Disorder or a sensory disability or a combination of these.

Contact details:

Free phone:
0800 55 33 99

Email:
dsloffic@waikatodhb.health.nz

Fax:
07 839 1225

Small team, great work

The small, specialised Disability Support Link (DSL) under-65 team at Waikato DHB often flies under the radar but in terms of achievements they do an exceptional job in coordinating support for younger people with long-term disabilities.

Graham Guy, manager of Waikato District Health Board's DSL service, says their success and reputation is recognised far and wide, particularly for their creativity in terms of tailoring a package of care to individual clients.

The team has seven staff members who specialise in coordinating the assessment and support for younger clients who have conditions such as muscular dystrophy, motor neurone disease, stroke resulting in physical disabilities, as well as people with intellectual disability and/or autistic spectrum disorder.

The contracts the team manage include rehabilitation care in residential facilities, community supports such as personal care and home management, and respite services to give the person's main carers a break.

Each member of the team is passionate about their work. The high volume of clients does not stop them seeing each one as an individual who has particular needs and a unique future. Making

a positive difference to that future is their aim.

"It's about supporting and developing a client's abilities, rather than focusing on their disabilities," team leader Barbara Walters says.

A great example of that is one of Barbara's clients, Cathy Harbour who had a stroke when she was 38 and was living in a resthome facility. "The facility wasn't geared for the rehabilitation and support she needed, it just wasn't the right place for her to be."

Harbour was referred to the Waikato Disability Support Link team, which got a support and rehabilitation plan

underway. She is now married, living in her own place, and does volunteering work around Hamilton, has a part time job and only needs a few supports now.

While clients like Cathy Harbour can make huge progress, others need intensive support for the long-term, both for themselves and their caregiver.

Graham Guy is very proud of what the team achieves. "We have a goal to assess 80 per cent of clients within 20 working days of their referral to us. Currently we exceed this figure – we are seeing 90 per cent of clients within this time frame.

"This is remarkable considering the size of the team and the number of clients," Guy says.

"The high volume of clients does not stop them seeing each one as an individual who has particular needs and a unique future."



Under 65 Disability Support Link team: (standing from left) Nellie Harris, Hilary Coalter, Susan Rogers, Tema Aperehama-Tapu.(seated from left) Wendy Waugh, Leanne Heke, Barbara Walters (team leader)



GLOW researchers (left to right) paediatrician Dr Phil Weston, neonatal nurse practitioner Dr Deborah Harris, and lactation consultant Alana Cumberpatch

Getting that newborn GLOW in Waikato

We know that blood sugar is important. But we have very little idea about what is a normal blood sugar level in a newborn baby.

Glucose in Well Babies (GLOW) is a new study being conducted by the Newborn Intensive Care Unit research group at Waikato Hospital.

GLOW aims to describe the normal sugar levels in newborn babies during the first five postnatal days.

Before Christmas parents Julia Viladomiu and Daniel Delgado participated in the study with their first child Erika. Participating in the GLOW study means extra monitoring including blood tests and also placing a small glucose monitor placed on the baby's upper thigh.

"All this happened very quickly, Erika didn't even notice anything," said Daniel. "Erika will help other kids in the future, which is a good way to start her life."

Waikato District Health Board neonatal nurse practitioner Dr Harris said blood sugar levels in newborn babies has never been reliably reported.

"Our research team has a great deal of experience with babies who are at risk of low blood sugar levels," she said. "Our findings from the Sugar Babies Study have changed the way babies are treated for low blood sugar levels all over the world."

"We are very pleased to have the opportunity now to understand blood sugar levels in healthy babies."

"We hope that this study will help us not only understand normal, but also may change the way babies and their families are cared for in the future."



Julia and Daniel with their GLOW baby Erika

You could have a
GLOW baby!

If you are interested in participating in the study please contact the GLOW research team

Email: GLOW@waikatodhb.health.nz

Facebook page: facebook.com/glowbabiesstudy

GLOW
babies study
an observational study to determine the normal glucose profile in healthy babies

HOW OUR PATIENTS RATE US

(out of 10)

COMMUNICATION

(Understanding, being listened to)

8.2



PARTNERSHIP

(Involving patients and families)

8.4



COORDINATION

(Consistent and timely information)

8.4



PHYSICAL AND EMOTIONAL NEEDS

8.7



Source: From the latest National Patient Experience Survey, results for Waikato DHB

Get yourself and your family

That time of the year is coming again – the flu season.

Influenza is much more serious than a cold, and the symptoms are much more severe. Symptoms of influenza include a cough, headache, fever or chills, body aches and pains, fatigue, and generally feeling really crook for about 10 days. As if that wasn't bad enough, influenza can be severe enough to require hospital treatment, particularly in the very young, elderly, and in people who already have health problems.

So prevention is a great idea.

Those most at risk are eligible for FREE influenza immunisation, and include

- adults and children with long-term health conditions,
- pregnant women (any stage of pregnancy)
- and people aged 65 years and older.

If you or your daughter, father, mother, grandparents, friends or work colleagues are in one of these groups, make sure they get the flu shot this year. Even someone who is fit and healthy can become ill with influenza, and risks passing it to family/whanau and friends who may have serious complications.

You can find more about eligibility for free immunisation and what long-term health conditions are on the website: fightflu.co.nz

If you are eligible, FREE flu vaccinations are available from your GP, medical centre and (for those 65 plus) from selected pharmacies.

A list of participating Waikato pharmacies is on the Waikato DHB website: waikatodhb.health.nz/flu

Anyone else who wants to get protection from influenza can be immunised at their local medical centre; there will be a small charge but it will be worth it if someone is depending on you staying well over winter/spring, or if you can't afford to get ill and be away from work.

Whether you are vaccinated or not, remember to:

- stay at home if you are unwell.
- cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a lined bin. Cough or sneeze into your elbow if a tissue is not readily available.
- regularly wash your hands thoroughly with soap and hot water and dry them with a clean dry towel or paper towel.

The flu vaccine is available from mid March and the official campaign starts in early April.

Contact your GP, local medical centre or selected pharmacy to get the influenza vaccine.

CAN THE FLU VACCINE GIVE YOU THE FLU?

No. You cannot get influenza from the vaccine, as it does not contain any live viruses. However, some people will experience mild side effects such as muscle aches or headaches for a short time after immunisation. This is a normal reaction. Remember, the vaccine will not protect you against common cold viruses, but a cold is not nearly as serious as influenza.

Patient survey gives valuable feedback

Results from the sixth round of the National Inpatient Experience Survey are out.

All DHBs participate in the survey and local DHB results are compared with the national average.

The survey invites 400 people who were inpatients at Waikato DHB's facilities during November to rate their experience.

The results are important to us and are used to improve what we do.

We are grateful to all those people who took the time to give us feedback – Waikato DHB has one of the highest response rates in the country.

The results for Waikato DHB once again highlight areas of good performance, and areas for improvement. Overall we rate similar to or above the national average.

We are delighted that patients rated us particularly highly in terms of meeting their physical and emotional needs – 93 percent of people who completed the survey said that they always felt that staff treated them with dignity and respect while they were in hospital.

This was higher than the national average for other DHBs. High levels of trust in doctors, nurses and other staff were also noted.

Areas for improvement include:

Discharge information: making sure people have enough information from the hospital to manage their condition after discharge, and telling people about medication side effects to watch out for on discharge.

ready for flu season

FLU FACTS FOR PREGNANT MUMS

Influenza is not a cold. It can be a dangerous illness that can pose a very serious risk to your life and that of your unborn baby. The danger comes from your body as it fights the illness, and the impact that can have on your baby. The hormonal and physical changes in pregnant women lowers the ability to fight viral infections.

It is very important for pregnant women (all stages of pregnancy) to get immunised against the flu. The vaccine gives protection to the mother, the unborn baby and the newborn baby. And it is free (usually from early March to 31 July each year).

The vaccine will not harm the baby at all.

FLU

CAN BE ANYWHERE

Influenza.
Don't get it.
Don't give it.

IT IS
OK TO ASK FOR HELP

Family violence is never ok. If you need help or want to talk to someone, contact one of the Waikato support services below.

In an emergency, ring the Police 111.

- Waikato Women's Refuge (24 hour crisis number): 07 855 1569
- Hamilton Abuse intervention Project: 07 834 3148
- Rape and Sexual Abuse Healing Centre: 0800 839 4433
- Parentline: 07 839 4536
- Family Works: 07 858 4413
- Barnados: 07 847 1088
- Shama Ethnic Women's Centre: 07 843 3811
- K'aute Pasifika Services: 07 834 1482
- Thames Women's Refuge: 07 868 3132 or 0800 8683132
- Tokoroa Women's Support Centre and Refuge: 07 886 7671
- Waitomo Waipa Women's Refuge: 0800 155 799
- Taumarunui Women's Refuge and Support Centre: 07 895 7869

Websites:

- areyouok.org.nz
- womensrefuge.org.nz
- tewhakaruruhau.org.nz (local Waikato Women's Refuge)



FAMILY VIOLENCE IT'S NOT OK

IT IS OK TO ASK FOR HELP

“We ask about family violence because we care.”

Chantelle Hill, associate charge nurse manager, Newborn Intensive Care Unit

Sometimes our staff might ask if you have experienced abuse or violence by a member of your family.

We are not being nosy or just collecting statistics.

We ask because we care.

This is part of a Ministry of Health programme that covers women 16 years and over. Men and 12-15 year olds are also asked these questions when we see signs and symptoms of abuse. At Waikato DHB this programme is currently in the Emergency Department, Women's and Children's Health and Sexual Health Services.

Family Violence is a health issue. If you are being abused, it affects you deeply - physically, emotionally and mentally. It's not your fault – and it's not ok.

Research shows us that victims of family violence report to Emergency Departments

three times as often as non-victims, to GP practices and clinics twice as often and that those affected by family violence also present more often to psychiatric services.

This means that health services are in an ideal position to make caring enquiries to support those affected by family violence and help them to access the support they need.

DHB staff members are trained to listen and give important messages such as:

- It is **not your fault** that you are being abused and it is **not ok**
- Everybody has the **right** to live in a **safe, violence-free** environment
- You are **not alone** and there is **help available**

If you are struggling or concerned about someone close to you, please talk to one of our staff members.

We can help.



Telehealth can also connect health professionals. Dr Ruth Large gives tele-support from Waikato Emergency Department to the Thames Hospital team caring for a patient over 100kms away

Sneak peek: How virtual health will transform healthcare

THIS...

Sandra lives in Te Kuiti with her elderly mother and two young kids. She's got an outpatient appointment at 10am next Wednesday with the specialist at Waikato Hospital, a follow-up on recent same-day surgery she had. That means organising for someone to check that her mum has lunch, letting the school know when she drops the kids off, and making sure her car has enough petrol for the one-hour trip each-way as well as money for parking at the hospital. She wonders if getting the community trust bus that comes through from Taumarunui to the hospital might be a better option, but that could mean longer away from home and an earlier start. It becomes a 3 hour journey for what might only be 5 or 10 minutes with the specialist, but there are some questions she wants to ask. So she makes the effort to get there.



Connecting with health professionals via a mobile phone app

IS MOVING TO THIS...

Sandra is weighing up two options for her appointment with the Waikato Hospital specialist.

She could go into her local medical centre and sit with her own GP or practice nurse while they use a telehealth link to the hospital specialist. That way, everyone gets to listen to what the specialist says and that saves her having to remember it all. That will only take 40 minutes or so, allowing for the time to get to the medical centre, and the video link means she can show the specialist exactly what she is still worried about.

Or she can get the Waikato Hospital specialist to come to her house – via her mobile phone. Using a virtual health app on her mobile phone she can get an appointment at a time that suits, and then have a one-on-one consultation with the specialist without even leaving her home, or her mum. It's not just a telephone chat, either. This is a video link – a bit like Skype – so they can see each other and she can demonstrate the movement that is still bothering her. The notes from the appointment will be automatically added to her clinical record which is shared with her local GP for future follow up. A virtual health app consultation will take 15 to 30 minutes, and she can have a cup of tea and keep an eye on her mum at the same time.

That is a glimpse into the near-future of healthcare. In many cases it is now a reality, bringing doctors and patients together in

a "virtual" space.

At Thames Hospital, some ward rounds can be done via telehealth connections on mobile computers to specialists based in Hamilton, which means more regular contact with patients outside of a scheduled visit by the specialist.

Jik Loy, a child and adolescent psychiatrist at Waikato Hospital, is using telehealth to see follow up patients in Te Kuiti and Tokoroa, alternating the "virtual health" method with a physical visit to meet new patients at those locations.

This brings mental health support for young people in rural areas that can otherwise feel remote from their clinician.

And Amanda Oakley, a dermatology specialist, is already trialling a virtual health mobile phone app to consult with several of her patients. "I have asked about 15 of my patients if they wanted to sign up to the app and only two preferred to see me face to face, the rest thought it was a great idea. They really like the convenience of having the consultation where they want it. For people who don't have transport or who have to stay home to care for children or the elderly, it's ideal," she says.

And that sums up the benefits of virtual health – it's closer to home and face-to-face, more convenient and often cheaper for both the patient and the health professional than physically meeting at an appointment in hospital.

Waikato DHB is actively moving towards a range of virtual health options over the next couple of years.

"With virtual health, you can meet in your home – or even in the palm of your hand."

The skin you are in

As we move into autumn and winter thoughts about “slip, slop, slap and wrap” protection from the sun seems a bit over-the-top. But is it?

Cancer nurse coordinator Lee-Ann Creagh says our New Zealand climate and our out-door lifestyle means bright autumn skies still let through a lot of ultraviolet rays that can damage our skin and cause melanoma (the most serious type of skin cancer).

She has two tips for people over the next few months.

“First, if you do need to be out in the midday, use clothing to cover the majority of your skin, seek shade and use sunblock to the exposed skin areas. Remember if you spend a lot of time outdoors keep using and reapplying sunblock to exposed skin areas, even if it is cloudy.

“Second, start a monthly routine of skin checks. Sharing it with a partner or friend is a good idea so you can check hard-to-see parts like your back and the back of your legs.”

Why check?

New Zealand has one of the highest rates of skin cancer in the world. In 2012, 486 New Zealanders died from skin cancer. It can affect both sexes, and young and old. However men older than 50 years have greatest risk.

That’s a good incentive for all of us to learn how to check our skin and what to look out for.

Lee-Ann explains that there are some high risk factors, such as getting sunburned under the age of 20 and having many moles or freckles. Lighter skinned people are roughly 20 times more likely to develop melanoma compared to dark skinned people.

“The body’s trunk is most common site in males and in females it is the legs, but melanoma can develop even on non-sun exposed areas of skin, including under nails, palms of hands and soles of feet, scalp and groin,” she says.

So when you are checking, don’t skip the tricky bits!

What to check for?

Melanoma may present as a new spot or freckle that changes and becomes larger, more irregular and has changed or developed more colours.

Use the chart on this page to help identify unusual, new or changing moles and spots. Similar charts and photos are available on many websites including www.melanoma.org.nz, www.skincancer.org and www.dermnetnz.org

It is essential that new, changing or unusual moles and spots are checked professionally to exclude malignant melanoma. So if you or your partner/friend notice something that could be a problem, get it looked at by your GP or medical centre. In many cases, it won’t be melanoma – but if it is, early detection can save your life.

“I’ve got your back”

Ask your partner, family member or a good friend to buddy up with you for checking on a monthly basis. You can remind each other, encourage each other, and help each check the hard-to-see parts of your body.



Lee-Ann Creagh, cancer nurse coordinator

THE BAD NEWS

IF LEFT, MELANOMA SKIN CANCER CAN SPREAD TO OTHER PARTS OF THE BODY AND CAUSE DEATH.

THE GOOD NEWS

IF DETECTED EARLY, MELANOMA CAN BE TREATED EFFECTIVELY WITH SURGERY.

THE ABCDEs OF MELANOMA

What to Look for:

Melanoma is the deadliest form of skin cancer. However, when detected early, melanoma can be effectively treated. You can identify the warning signs of melanoma by looking for the following:

- A** **ASYMMETRY**  One half is unlike the other half.
- B** **BORDER**  Irregular, scalloped or poorly defined border.
- C** **COLOR**  Varied from one area to another; shades of tan and brown, black; sometimes white, red or blue.
- D** **DIAMETER**  While melanomas are usually greater than 6mm (the size of a pencil eraser) when diagnosed, they can be smaller.
- E** **EVOLVING**  A mole or skin lesion that looks different from the rest or is changing in size, shape or color.

Example:



IMMUNE BOOSTING Smoothie

SERVES 2



After watching a documentary on juicing recently I have introduced a range of breakfast smoothies and juices to the family diet, a great start to the day and an easy way to get a few serves of fruit and vegetables into the kids before they have even left the house for the day. This one is loaded with vitamin C, fibre and iron. The vitamin C in the kiwifruit enables the body to absorb the iron from the spinach. I don't own a juicer so I just peel and chop up my fruit and vegetables and blend well until smooth.

Ingredients

- 4 stalks of spinach
- 1 x 2cm piece of ginger, peeled and chopped
- 1 pear, peeled and chopped
- 2 kiwifruit, peeled and chopped
- 2 feijoas, peeled and chopped
- 1 lime, zest and juice
- 1 cup cold water

Instructions

Place all ingredients in a blender or liquidiser and blend until smooth

This healthy recipe was kindly provided by Waikato DHB food and environmental services manager Sarah Turpitt.



Tokoroa's Ka Pai Kai school lunches

When children come to school hungry or when they eat or drink fatty and sugary food, their health and their school performance both suffer.



Nutritious food gives students more focus and energy at school so they learn better, and also it lowers the risk that they become overweight or get diseases like diabetes later in life.

Last year Sarah Turpitt, Tokoroa Hospital Food and Environmental Services manager started a Ka Pai Kai school lunches "pilot" scheme in Tokoroa, partnering with Amisfield Primary School and its principal Bex Kilgour.

Sarah and Bex developed a menu of nutritious and appealing lunches that low income families can order at an affordable price and that meet the national guidelines for school food programmes. The lunches are prepared at the Tokoroa Hospital kitchen and delivered to the school.

The pilot scheme has proved popular with families and the children, and Sarah is keen to see it expand. There is a growing interest from nearby schools.

That's where Waikato DHB's Population Health team comes in. They will work with Sarah, the school and the community to evaluate Ka Pai Kai in terms of nutritional benefits and what the school students themselves think

about it. Other important factors will be to reduce costs so the food is very affordable, and assess the ability to cope as demand grows.

DHB health promoters, who already work with local schools, will be doing a lot of the ground work. They will be looking for opportunities to talk to the community and the local iwi about the scheme and its potential, and hopefully collaborate with them in developing it further.

Project manager Zaynel Sushil says follow up measures will be taken at the end of term 1 and a longitudinal study will follow students through the primary school to see if Ka Pai Kai influenced their behaviour and their families towards nutrition.

"If that is the case, we are doing a lot more good than just giving the students a healthy lunch."

Concurrently, Kai Pai Kai will take 'the whole of school approach' by promoting healthy school food policies and building health literacy - just a few other components of Ka Pai Kai.

"The overall aim is to see Ka Pai Kai reach other parts of South Waikato, and also to showcase the success of Ka Pai Kai as a model for other schools to adopt," he says.

1990 INTENSIVE CARE UNIT



THEN
and
NOW

2016