

iN FOCUS

News & views about Our Health from Hawke's Bay
DHB chief executive Dr Kevin Snee.

March 2017



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Ground-work for the new Gastroenterology Unit begins. Pictured from left Trent Fairey facilities, gastroenterologist Dr Malcom Arnold, Graeme Johnson GEMCO construction manager and chief executive Kevin Snee.

CEO news



Dr Kevin Snee

Exciting year ahead as clinical service planning begins

Daylight saving ends this weekend and shorter daylight hours sadly lend themselves to more coughs, colds and influenzas circulating in the community as we all spend more time indoors and in closer proximity to other people.

In April we have public holidays Easter and Anzac Day that will need careful planning to help our services manage the health care demand over this time. Presentations to Hawke's Bay Hospital's Emergency Department this year have already seen a number of high spikes, so planning will begin next week to prepare for the public holidays and for winter demand.

A number of services have moved homes with the most recent move of HR and Recruitment to the North Wing (old mental health building) Health Hawke's Bay is settling into its new home co-located in the district health board's corporate office building, NASC (formerly Options) is also well settled in the North Wing.

The much bigger piece of work we are now undertaking is the Clinical Services Plan, which will provide our future blueprint for the health system in Hawke's Bay. This will deliver an integrated service plan to match what our health care service demands are, as well as taking into account projected population need. We will also have to include in the preparation of this plan the fundamental issue of being able to deliver this with the resources we have available.

The terms of reference for this project are being drawn up and the steering group will meet for the first time next month. As the project gathers momentum we will be looking to keep you all informed of progress, and we will be wanting to make sure our community is well involved in what the future of health services in Hawke's Bay will look like.

What will set us apart from other DHBs with this planning is that it will start 'bottom up' from a patient's perspective. This will mean we will design our services and infrastructure in the community before turning to redesigning our hospital services, and not the other way around. This will be a very exciting road map to the future. I look forward to reporting back to you as it develops.

The final appointments to the corporate restructure have been announced and I have great confidence in what Tracee Te Huia will bring to her new role of Executive Director Strategy and Health Improvement. I am also looking forward to welcoming Chris Ash, who will join us in August as Executive Director Primary Care. Both of these positions are vitally important to further develop our focus on providing better more integrated community health services through Health and Social Care localities, more effective urgent care after hours and overall improvements in health outcomes for our community.

This month we will also launch the refresh of Transform and Sustain. This refresh will enhance what we have already achieved as well as move us forward to continuing to deliver the 11 key intentions of Transform and Sustain. The launch will be held on 21 April in the Education Centre. This is a launch you shouldn't miss and I look forward to seeing as many of you there as possible. We will have a number of speakers that will be well worth learning from and listening to. More details of the agenda will be sent out closer to the time.

Financially we have had a tough year, impacted by the two Resident Medical Officer (RMO) strikes and the campylobacter outbreak. The campylobacter outbreak is now estimated to have cost us close to \$1million. We are still expecting to post a surplus, to invest in services and facilities, at the year end but it will be less than originally planned.

We still have a few months to go before the end of the financial year but I would like to thank you all for your hard work and commitment to health in Hawke's Bay and I look forward to seeing you at the Transform and Sustain refresh seminar on 21 April.



Accolades for Maternity

Congratulations to Liz Banks, RN and Breastfeeding Advisor, who works across our maternity services and wider hospital to promote and educate patients and staff regarding the importance of breastfeeding.

Liz's passion for the cause has seen our DHB again pass its 3-yearly audit by the New Zealand Breastfeeding Alliance (NZBA) with flying colours - achieving an 86% success rate of mothers exclusively breastfeeding their babies before leaving hospital.

Our DHB is aligned to the Baby Friendly Hospital Initiative (BFHI), an accreditation programme that encourages hospitals and health care facilities to adopt practices that fully protect, promote and support exclusive breastfeeding from birth.

Liz says that education at every level for all staff linked to maternity is key to normalising breastfeeding.

"Over the past three years 94% of all staff working within maternity have been given required breastfeeding education," says Liz. This includes administration staff, cleaners, phlebotomists, nurses and midwives, doctors, Consultants and Anaesthetists.

"We work according to the *Ten Steps to Successful Breastfeeding* which provides the foundation of providing good care and breastfeeding support to mothers and their babies before, during and after birth.

"Our philosophy is then better understood by staff and reinforced at many levels throughout the organisation which all aides towards achieving our goal to encourage mothers to exclusively breastfeed until six months and beyond," she said.

"Research shows that women who are exclusively breastfeeding at discharge, are more likely to continue to breastfeed for longer than those who are not exclusively breastfeeding. Our next challenge is to support women and their whānau in that initial period once they are home."

According to *The Ten Steps*, every facility providing maternity services and care for new born infants should:

- 1 Have a written breastfeeding policy that is routinely communicated to all health care staff
- 2 Train all health care staff in skills necessary to implement this policy
- 3 Inform all pregnant women about the benefits and management of breastfeeding
- 4 Place babies in skin-to-skin contact with their mothers immediately following birth for at least an hour. Encourage mothers to recognise when their babies are ready to breastfeed, offering help if needed
- 5 Show mothers how to breastfeed, and how to maintain lactation even if they should be separated from their infants
- 6 Give new born infants of breastfeeding mothers no food or drink other than breastmilk, unless medically indicated
- 7 Practise rooming-in - allow mothers and infants to remain together 24 hours a day
- 8 Encourage breastfeeding on demand
- 9 Give no artificial teats or pacifiers (also called dummies or soothers) to breastfeeding infants
- 10 Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital

Waioha official opening

This month we celebrated the official opening of Waioha, Hawke's Bay's new primary birthing centre. Well done to our fabulous maternity service. We now have a wonderful low risk birthing unit for women and their precious Hawke's Bay babies to be born in.



Retirements

We said farewell to the following staff recently and thank them for their service.

Berry Rangī	Pacific Island Cancer Prevention & Screening – Population Health
Jocelyn Tonge	Receptionist – Inpatient – Operations Directorate
Jocelyn Crawley	Registered Nurse – Medical Directorate
Josephine Ross	Registered Nurse - Communities Women & Children
Lynda Van Kooten	Medical Typist – Operations Directorate
Margaret McGuire	Kaitakawaenga - Communities Women & Children
Dolly Toombs	Clinical Nurse Specialist – Diabetes - Communities Women & Children
Rhona Lincoln	Health Records Associate – Operations Directorate
Jennifer Taylor	Cook – Operations Directorate
Margaret Sutherland	Duty Manager – Operations Directorate

Go Well – Paid Parking

Following the introduction of paid parking at Hawke's Bay Hospital and Hastings' corporate site earlier this month, patient/visitor parks have been freely available - approximately 30 spaces at any given time.

It's all part of our overall Go Well travel plan initiative, to help ease congestion and it's working well with plenty of positive feedback from our visitors/patients who are grateful to be able to easily find a park. Outpatients are also making the most of their free bus transport option, with 435 trips to attend their appointments at the hospital or Napier Health last month.

From a staff perspective, we appreciate there has been a teething period as we get used to the changes and charges, but we hope you are understanding of the fact that Go Well offers many options already for staff, including some exciting opportunities in the future which you will learn more about in coming weeks.

Positive steps

- We have promptly addressed logistical concerns – the main one being PM shift workers who park off-site but need security escorts back to their vehicles. For the past fortnight Security has been driving a HBDHB Fleet vehicle to drop staff back to their cars and they report this is not only efficient, but is working well. This will continue. Simply call Security when your shift ends to arrange drop-off.
- A new bike shed with temporary bike racks has been installed near AB block. This creates additional secure bike parking for eight more bikes and once complete in May, it will accommodate sixteen bikes.
- An [Active Transport Facilities Map](#) has been uploaded to Nettie to direct staff to the location of secured bike parking, bike racks and showers. This map is a starting point and will be updated as our Go Well teams adds active transport amenities to the site.

To recap:

All staff who park on site, including corporate staff, are required to pay \$1 per day unless they have applied for a carpooling permit - carpoolers can park for free.

Staff payment options include using the ParkMate App, purchasing scratch coupons in bundles of 20 for \$20 at the Fleet Office or the Hospital Gift Shop or by requesting a permit via payroll deduction. To view all the options and our Frequently Asked Questions flyer, please click on our Go Well Staff link [here](#).



Welcome to our new friendly parking officer, **Tom Wihapi**, who is overseeing the paid parking scheme at Hawke's Bay Hospital and Hastings' corporate site. Tom has recently relocated to Hawke's Bay from Tauranga and says he is really enjoying his newly-established role coupled with the Hawke's Bay lifestyle. "I've spent all my life driving trucks which has had a large element of customer service," says Tom. "I'm now really enjoying being out of the truck and walking around in the fresh air while still getting plenty of customer contact." Tom averages 15km per day on the job and is only too happy to help visitors, patients and staff with parking queries, lost car keys or machine issues. Whilst employed with the Go Well Team, Tom also works alongside the Security Team in a co-supporting role.

"It has been going very smoothly, people are very understanding of the pay scheme and visitors especially are only too happy to be able to find a car parking space.

"These things take time, but people on the whole have been very accepting."

If you work at one of our Hastings sites, keep an eye out for Tom. He's a great bloke and will always greet you with a smile.

Joint Alcohol Strategy

It's great to see Napier City and Hastings District councils acknowledge our DHB as a key partner, alongside others, in the delivery-of their reviewed Joint Alcohol Strategy (2017-2022). Our DHB has reaffirmed its commitment to taking a leadership role in reducing alcohol related harm in our community by adopting a position at the Board meeting in November last year - [Click here for the position paper](#). This sets the platform for making the reduction of alcohol related harm a DHB priority for action.

A quarter of Hawke's Bay adults are classed as hazardous drinkers. We see up to 600 hospital admissions each year as a result with associated costs of more than \$3 million. HBDHB promotes the safe use of alcohol in the Hawke's Bay community. We do this by working with local and national agencies, non-government organisations and groups, and the Hawke's Bay community. We also support national campaigns aimed at reducing harms caused by alcohol and have also developed our own local campaigns and initiatives such as 'One for One' - encouraging drinking of water to reduce alcohol consumption and 'Ease Up in the Bay' - working with sports clubs.

The joint council alcohol strategy is currently out for public feedback. It is reviewed every five years. Objectives set down for 2017-2022 include fostering safe and responsible drinking environments, to change attitudes towards alcohol, to reduce tolerance for alcohol harms and to demonstrate leadership to achieve a safe drinking culture. Our own additional health objectives are to reduce hazardous drinking, to reduce illness and injury from alcohol and delay uptake of alcohol by young people.

Please consider how your own health area can contribute to our DHB vision of "Healthy communities, family and whanau living free from alcohol-related harm and inequity".

Minister of Health Volunteer Awards

Health Minister Jonathan Coleman says nominations are now open for the 2017 Minister of Health Volunteer Awards.

“These awards help to recognise the thousands of unsung heroes who support New Zealand’s health and disability services,” says Dr Coleman.

“Health volunteers make life better for New Zealanders in many ways, often without seeking any recognition.

“Last year’s award recipients ranged from helping people to navigate their way around hospitals and health services, to visiting isolated older people in their homes.

“If you know an individual or team of volunteers who deserve to be recognised, I encourage you to nominate them.”

Last year the overall winner of the Health Volunteer Awards was ‘Sing Your Lungs Out’, a choir for people with severe respiratory disease.

The choir meets weekly in the Wellington region and is a good example of health professional’s combining their skills to deliver an innovative approach to improving people’s quality of life.

Choir members have noticed significant benefits from singing including enhanced physical and mental wellbeing.

To mark applications for the awards opening today the choir gathered at Parliament to showcase their talent. Nominations close on 21 April 2017. The Awards will be presented during National Volunteer Week, 18 – 24 June.

For more information about nominations and the Awards go to <http://volunteerawards.health.govt.nz/>

More than 400 staff got their flu jab at Hawke's Bay Hospital on the first day of the staff campaign

Free Staff Flu Vaccinations OPEN

This week our staff flu campaign began with clinics now open across the organisation offering the flu vaccination for free to all staff.

Did you know that 80% of people infected with influenza show no symptoms and unintentionally expose their patients, other staff members, family or people in the community without even knowing it?

Help us to protect our workplace and others by taking advantage of the free flu jab today!

As health care workers we are at a higher risk of exposure to the influenza virus, so protecting ourselves and those around us is so important.

For more information on when and where you can get your free staff flu jab, [click here](#).



HR has shifted

Our HR team, including the Executive Director of People and Quality, Recruitment and HR Advisory, has officially moved into their new premises, situated at the North Wing (old mental health building) alongside NASC. We took a sneak peak this week and the team report they’re enjoying their new space!



Payroll remain on Level 2 in Corporate Offices at G.J. Gardner building.

FLU
CAN BE
ANYWHERE

Monthly Profile

This month we profile our Security Team.



Hawke's Bay District Health Board's Security Manager, Rob Thorpe, is not only a affable guy, but he has decades of experience in security/enforcement roles and has been at the helm at HBDHB for a little over nine years. Rob and his team oversee the comings and goings of HBDHB's premises covering Central Hawke's Bay, Hastings, Napier and Wairoa.

While Security's primary role is to ensure the safety of our staff, visitors and patients, Rob says his team also carry out other duties such as helping with orderly work and the lifting of patients, to jump-starting vehicles on average at least four times per day during the winter months!

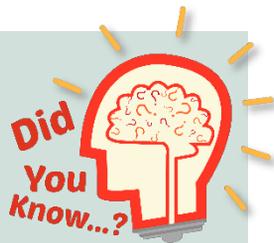
"We have our own jumper leads in the office because we ended up getting called so many times by people who were having car trouble," he said. "It's all part of what we do and it's great to be able to help out."

Rob says while certain aspects of the Security Team's role is challenging – i.e. helping staff to deal with aggressive patients who may be under the influence of drugs or alcohol, he says the relationships made with staff, visitors and patients, as well as outside support from local police, make their work rewarding.

"There are many challenges, most certainly, but there are equally many rewarding occasions where our presence makes a difference and situations are averted.

Rob's team has recently received stab-proof protective vests to aide their personal safety while at work and are always looking to up-skill by undertaking security-related training.

Did you know that our Security Team are now transporting Hawke's Bay Hospital staff who are parked off-site back to their vehicles in a fleet van after dark? Simply call Security when you're due to finish shift and arrange for your pick-up and drop-off.



Hawke's Bay Youth Consumer Council

The Hawke's Bay health sector now has its own youth consumer council. Newly formed, the group of nine members, will help the health system to come up with ideas and concepts so it can be better connected with young people.

Aged between 17 and 24 the members will make sure the youth voice is heard. Charged with getting out and about the council will also meet with a variety of other organisations and established youth groups, so they can be well informed about what motivates young people to be proactive about their health.

Two members of the Hawke's Bay Youth Consumer Council will also attend monthly Consumer Council meetings so it can be confident that in an advisory capacity the youth voice is able to influence decision making in the health system.

Dallas Adams will chair the youth council. Dallas is an internal board member for Eastern Institute of technology and a business owner of Inu Ora Juice.

The council has its own Facebook page, HB Youth Consumer Council, where you can keep up-to-date with what they are up to.

We are looking forward to the input of the council to the health system. Anyone wanting to make contact with the council can by contacting Jeanette Rendle jeanette.rendle@hbdhb.govt.nz or directly to their Facebook page.

A Good Shot

Congratulations to Hawke's Bay Hospital medical lab scientist Kirsten Birrell, who after only two years competing in Target Shooting, represented the North Island at a nationals competition recently bringing home several gongs which holds her in good stead for future selection to major fixtures such as World Cup events and the 2022 Commonwealth Games.



Photo: Courtesy Hawke's Bay Today Photographers.

Kirsten, who began working at HBDHB over 11 years ago, says her relationship with Smallbore rifle shooting began as a teenager.

"I was introduced to shooting by my science teacher who was in charge of the school smallbore and clay target/skeet team." Kirsten says she enjoyed the challenge of shooting but the sport was put on the backburner while she attended university and eventually got a job at HBDHB.

"It was two years ago that I decided I needed a new hobby to keep me busy outside of work, especially seeing as I kept getting told I was doing too many night shifts," explains Kirsten – who works on the Scientist shift roster covering the 24/7 Laboratory service

"I just happened to drive past a sign for the Hastings Smallbore Rifle club so I gave them a call and now I pretty much live there. "I love the challenge of trying to get a perfect score, and then trying and trying to keep at that level."

Kirsten says her ultimate goal is qualify for World Cup selection and other international competitions such as the Commonwealth Games.

"I'd love to gain selection for the Commonwealth Games in 2022 - NZ won a Gold medal in the Women's 50m prone at the last games, an event I was competing in at Nationals.

"It's going to take a lot of work and a lot of training, and a lot of money too, but it's possible."

Kirsten's national champs success was reported on in our local daily, Hawke's Bay Today. Check out [her story here](#).



Pictured from left are Tremayne Kotuhi, Nikela Franklin, Taurua Hatihana, Breeze Taurima Dallas Adams - Chair, Kylarni Tamaiva-eria, Absent were Deveraux Short-Henare and Waitawhara Tupaea.

Tremains Tri – we're all winners

On Sunday 19 March 28 DHB teams took part in the 2017 Tremains Triathlon. While the number of teams was down on previous years, the enthusiasm and camaraderie was at an all-time high. On a stunning Hawke's Bay day our blue shirted DHB-ers were a force to be reckoned with as they 'walked the talk' for healthy lifestyles.

Thanks goes to all our sponsors – NZCU Baywide, Go Well, The Coffee Club, Diamond Dry Cleaning, Cranked Cycles, Kia Ora Hauora, Sutto Café, Fuse Café, Wellesley road Café, Fone Mate and Yummy for the apples – their support meant our teams enjoyed a stash of spot prizes, t-shirts, water bottles and refreshments on the day!

The DHB has been able to place a large numbers of contestants each year and special thanks must go to Di Wepa – a self-confessed tri junkie – who each year coaxes and cajoles us to get involved in this fun event.

Well done to all who took part, helped organise and support the DHB Tremains Tri teams. The winners on the day were:

First place: Flash Splash Dash - Joanne Doolan, Lesley Huddleston and Kate Stevens - in 1:22:42 captured first place in the Kayak Female category.

First place: Arthro Fasties – Dulia Daly and Angus Wickham in an impressive 1:00:18 took out first place in the Swim Mixed category.

First place: Volatile Gals – Louise Speedy, Allanah Scott and Katie Moynihan in 1:13:39 won First place in the Stand Up Paddle-board Female category.

Third place: Cyclops – Alex Buller, George Fuge and Ewan Fraser in a time of 1:01:13 made third place in the Swim Male category.

Third place: we really were all winners on the day with Hawke's Bay District Health Board gaining third place for the workplace with the most number of teams entered!



Tim Evans presented the DHB's Sports Shield to the three departments - CAFS (Child Adolescent and Family Service), Child Health and Pharmacy - who equally share the shield for the department's with the most number of teams entered.

Mary Wills moves to PSEC

This month we farewelled Mary Wills who has left us to take on the role of General Manager Social Services with Presbyterian Services East Coast. Mary worked for the DHB for 15 years and has huge knowledge of the healthcare system in Hawke's Bay. We look forward to working with Mary in her new role and wish her well in the next stage of her career.



Patient Info screens go live

Regional round-up

Congratulations to Acting Napier Health manager Sally Stewart for her efforts to get patient information screens up and running within the waiting area at Napier Health.

As of yesterday, outpatients are able to take a glance at TV monitors in the waiting area to see whether their clinics are running to time. This is a great initiative. Well done Sally.

Clinic	Status
Andrew Dowley	Clinic Delayed, Estimated Wait: 25 Minutes
Andrew Dowley	Clinic Finished
Audiology Nap	Clinic Not Started Yet
Dental House Surgeon Napier	Clinic Not Started Yet
Dermatology	Clinic Finished
Dr Kai Steinmann Napier	Clinic Delayed, Estimated Wait: 45 Minutes
Dr Philip Moore Nap	Clinic Finished
Dentist Dr Dawn Rorrison -Nap	Clinic Finished
Dermatology - Procedure	Clinic Not Started Yet
Dr Oliver Grupp Napier	Clinic Not Started Yet
Gastroenterology Locum	Clinic Finished
Gastroenterology Locum	Clinic Running On Time
Mr Michael Shields	Clinic Finished
Nurse (Uro) Practitioner	Clinic Not Started Yet

Mobile bus celebrates 15th anniversary in Waipukurau

Earlier this month the [Mobile Health Solution's surgical bus](#) spent the day parked up at Central Hawke's Bay Health Centre performing paediatric dentistry whilst also celebrating its 15th anniversary!

Waipawa dentist Stephen Jenkinson closed his clinic for the day to perform the surgeries.

The bus visits 23 rural towns during a five week cycle, offering surgery that is most in need on the doorstep of rural communities.

The Ministry of Health provides funding to Mobile Health Solutions which enables rural residents better access to low-risk elective day surgery. To date, more than 21,000 elective day surgeries have been performed since the bus began surgeries. Professional development training is also provided to rural health professionals with interactive digital video equipment enabling collaboration with health professionals in other parts of the country and overseas.

The mobile surgical bus provides a range of services from paediatric dentistry to colonoscopies and hernia repairs.

Find out more about the open day [here](#).



Wairoa scanner trial

For the first time ever in Wairoa, a product trial has been initiated by staff. This trial involved the use of an Acuvein Scanner to better assist staff in Intravenous cannulation. The trial has been a success.

The trial, which ran between December 2016 and March this year, resulted in great feedback from nursing and medical staff who found the scanner:

- Was particularly useful in elderly and cancer patients
- Gave staff more confidence in cannulating and collecting blood
- That while the device did not increase skill in cannulation, it did assist directly with correct siting of the cannula which ultimately provided less stress and pain for Wairoa patients.

I am thrilled to announce that thanks to a donation of \$7500.00 from the Pam Torbett Trust, Wairoa will soon have an Acuvein Scanner in permanent use! A scanner has been purchased and the equipment is expected to be up and running next month.

HPS Week celebration

Hawke's Bay District Health Board has a great following on Facebook and it's through this social media channel that we are able to not only celebrate success, but help to educate our community whether it be promoting health services and events, or advising of health safety alerts.

Here's an activity highlight during March:

Earlier this month Hospital Play Specialists nationwide celebrated their work during HPS Awareness Week – (6 to 12 March)

Here at HBDHB we promoted our wonderful team within Hawke's Bay Hospital and via our Facebook page which gained more than 6000 likes!

Based in the Paediatrics Ward, our play specialists are fully qualified Early Childhood Teachers, and they do an amazing job helping children settle into the hospital environment through play while supporting and educating both patient and whānau in preparation for medical or surgical procedures.

Our fully licensed Early Childhood Centre – Piki Te Ora at Hawke's Bay Hospital is equipped with four wonderful staff and resources who have a positive influence on the lives of many during what can be difficult times. Well done team, you are appreciated by so many!



Pictured: Our Hospital Play Specialists celebrating their work with 10 year old patient Haylee.

This post attracted some wonderful comments from past parents. I've selected a couple to share

[Stacey Lory](#) *An amazing team! My son and I (and my daughter!) all love the team and room. You provide support for us all, a friendly smile to know you care and we love seeing you all. Thank you so much for everything you all do xxxx*

[Jess Harrison](#) *Wonderful ladies who helped us a lot with my daughter's fear of gloves from so many hospital admissions*

[Sino N Sarah](#) *Nawwww me and my whanau appreciate everything u guys done for our son when he was in hospital for what felt like years lol after 3 room changes lol our boy was in the children's ward for 3months and thanks to [Pamela Mccullough](#) val and Amy we got there in the end...he had his ups and downs but u guys kept him calm and me sane ur all amazing at what u do...Thank you so much xx*

April Falls

Next month we will be joining DHBs nationwide to help highlight the Risk of Falls across all age groups - an initiative supported by the Health Quality Safety Commission (HQSC) in association with ACC which is now in its fifth year.

Our focus this year is promoting 'Move to Improve' – providing education that good balance and strength is key to preventing falls in any age group.

We'd love staff to participate for their own health and wellbeing so to kick things off, we have arranged free Tai Chi balance and strength classes on **12 April** at Hawke's Bay Hospital's Zacs courtyard between **12:15pm – 12:30pm and 12:45pm-1pm** – an event that will coincide with our public showcase –the 2017 Falls Prevention Expo.

Members of the public are invited along to the expo, which will be set up within Zacs courtyard to learn more about how they can prevent falls. Supporters St John ambulance staff, Sport Hawke's Bay, Age Concern and HBDHB Physio teams will also be on hand with useful information as well as fun quizzes and competitions. Our teams in Napier, Wairoa and Central Hawke's Bay will be putting up static displays. We also have branded T-Shirts that will be made available for Orderlies and some Physiotherapists and other staff.

Want to win a fitness tracker? Then make sure you enter the *Design a Poster* competition (open to staff and public) – winning entries will also be displayed within the hospital to remind people about *Move to Improve*.

Keep an eye on Staff Notices and Nettie for further updates and for more information about the national falls prevention initiative, [click here](#)



Patients pen letters to editor

I would like to share with you some recent letters which were penned by former patients about their experiences at Hawke's Bay Hospital and published in Hawke's Bay Today. It is always heart-warming to come across letters like this – it simply reinforces the great work staff undertake on a daily basis.

Heartfelt Thanks

"On Friday, February 2, 2017 Suzi was seriously injured in a road crash on Te Aute Road, Havelock North. A number of wonderful people have been instrumental in saving Suzi's life by their quick, professional and caring intervention and by their ongoing support.

We would like to express our heartfelt thanks to these people and their organisations...(emergency services)..... and the amazing medical and support personnel at ICU, HDU and Ward B3, Hawke's Bay Fallen Soldiers' Memorial Hospital. ...Abridged.

Suzi and Rick Merson, Abbey, Jesse, Tilly and Shane. Edges Art and Framing, Havelock North

Hospital Praise

My husband had cause to be admitted to the Hastings hospital recently and the lengths that the doctors went to, to make a diagnosis, were very encouraging.

Their dedication to finding answers to my husband's problem has left us with nothing but praise for all the staff. Take this accolade and congratulations on your service to the people of HB and surrounding areas. Sylvia Kelsen, Hastings.