



## Our migration to Te Nikau, Grey Hospital & Health Centre is well underway

It's been a long journey since we first broke ground for this new hospital building back in May 2016 - longer still since we began planning this new facility, way back in 2014. So it is especially exciting to know that migration into our new facility, Te Nikau, Grey Hospital & Health Centre is well underway.

A special thanks to everyone on the Coast for your patience as your long-awaited new hospital and health centre has finally become a reality.

Special mention too to our West Coast DHB staff and indeed everyone involved in the project. From securing funding to the site blessing, a thoughtful design process, construction, testing and installing furniture and equipment to ensure everything is ready and all systems are go as we welcome the first inpatients today.

Te Nikau reflects the input of hundreds of people over a long period of time and I thank you for the part you have played.

The whakatauki below serves to emphasise the importance of all working together to succeed in any joint project. I'm very pleased to say our waka has finally reached the shore.

Kaua e rangiruatia te hāpai o te hoe; e kore tō tātou waka e ū ki uta.

Do not lift the paddle out of unison or our canoe will never reach the shore.

## Changing the way we work in response to the COVID-19 pandemic

I would like to acknowledge the huge effort everyone across the West Coast Health System put into supporting our response to the COVID-19 pandemic. Your collective efforts meant that we were well placed to manage this unique and challenging situation.

Our system wide response would not have been possible without the support we received from the West Coast Primary Health Organisation and the private practices, pharmacies and community dental services, Community and Public Health, Canterbury DHB, Poutini Waiora, aged residential care facilities, St. John, Civil Defence, Police, Fire and Emergency to name a few.

During this time, we had to change the way we worked and supported our health care teams to ensure we continued to provide services to our communities. And in typical West Coast style great things were achieved by using the full capacity of our wider health system.

There were logistical challenges with implementing physical distancing, which reduced the number of patients that could be seen in our facilities at any one time. People who needed to come in for a face-to-face consultation could still do so but the majority of outpatient and general practice appointments were done virtually, by phone, email, text or video.

Physical distancing didn't just stop with the people in our care it was also implemented across our various services and facilities. A number of staff worked from home, and in some areas, offices were taken over to be used by our Emergency Operation Centre staff or services split up their teams to limit the risk of infection.

Visitor restrictions at all of our facilities meant that staff had to record the details of every visitor on arrival. This was done to allow for rapid contact tracing in case anyone they had been in contact with tested positive to COVID-19. A big thank you to everyone who undertook what was often a stressful task and a special note of thanks to Linda Hawken and Ellen Dyne who looked after the Grey Base Hospital sign-ins for the majority of the time during lockdown.

More than ever, good hand hygiene and covering coughs or sneezes are vitally

important. All work areas (clinical and non-clinical) have access to hand washing and drying facilities and alcohol based hand gel.

Please keep up with the regular hygiene measures, and importantly if you're sick please stay home.

Whether you were at home juggling emails, zoom meetings and being a part-time teacher; or pushing through your own fear and apprehension before donning all the PPE and doing a shift in one of our facilities including our Community-based Assessment Centres; or working as part of our health system response and planning for the unknown, one thing's for sure, everyone's experience over the past few months has been variable and challenging in different ways. It's completely normal to have mixed feelings about all of the changes happening right now. The All Right team's **Getting through Together** website has some useful practical tips.

If you're concerned about a colleague or how you are feeling, help is available. The following services are available:

- Call the Employee Assistance Programme (EAP) on 0800 327 669.
- Phone or text 1737 to be put through to a trained counsellor any time of the day or night. This is a free service for everyone.



I also commend to you Dr Caroline Bell's short video on **managing through challenging times**. Watching it is 15 minutes well spent.

Haere ora, haere pai  
*Go with wellness, go with care*

**DAVID MEATES**

CE West Coast District Health Board



David Meates, CEO



## Tribute to Rodger Mills

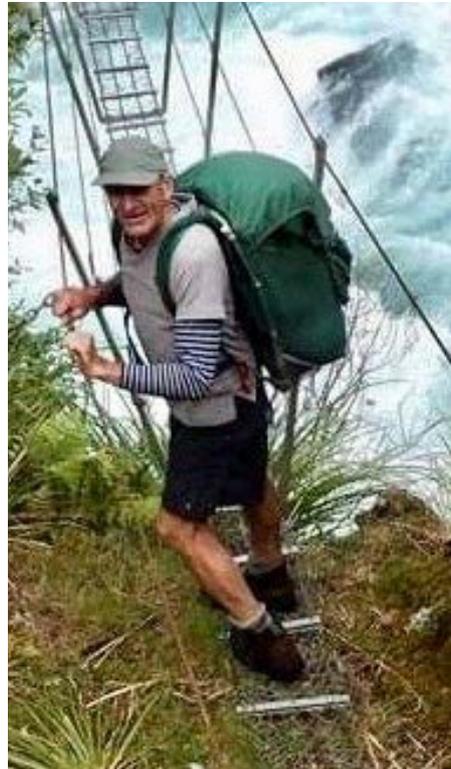
**A former long-serving West Coast DHB doctor, Rodger Mills, passed away suddenly while out bush walking with his wife near his home at Nelson Creek on May 29.**

Rodger was born in North Otago, attended Waitaki Boys' High and went to Medical School in Dunedin and Auckland.

After moving to the West Coast as a junior hospital doctor he opened and ran his own general practice in Greymouth before finishing his career at Grey Base Hospital.

He met his wife Marilyn (a registered nurse) there and they had three sons.

Rodger ran a 'cradle to grave' general practice service for 10 years, which included maternity services and home visits. He was well respected by his patients and throughout the community. Rodger was always looking for a new challenge and reinvented himself as an Emergency Department doctor at Grey Base Hospital where he stayed for 15



**Rodger Mills on one of his many adventures**

years. He was kind, practical, efficient and sensible, and conducted his duties in a professional no-nonsense way.

Rodger loved adventure and used his medical skills to work as a ski field doctor,

a ship's doctor on Antarctic expeditions and a Flying Doctor in Australia.

He had many other talents. With Marilyn, he developed his family farm. He was a competitive sportsman and outdoor adventurer, and played rugby, squash, tennis, and golf, skied, fished, ran and cycled. Rodger competed in the Coast to Coast eight times and was a poet (he had one published volume). His dancing and singing skills and party antics were considerable. His warm characterful face, bright eyes and cheeky smile will be sadly missed.

Rodger retired from medicine about eight years ago. He continued farming and took up guiding adventure cycling and walking tours. He took up the trumpet and the French language. He was actively involved in his sons and their families' lives.

His sudden and premature death came as a sad shock to many of us who knew him as the picture of vitality. He was a pillar of the community and a humble, hard-working, decent man.



**Check out the refreshed West Coast DHB Something For You page on the intranet!**

Featuring plenty of new deals from the local business community to say thank you for all that you do, from entertainment to home life and deals to keep you on top of your health and wellbeing.

Remember, you'll need your West Coast DHB ID badge to claim these deals, so be sure to take it along with you!

If you have any recommendations or would like to connect us with any local businesses please get in touch by emailing [somethingforyou@wcdhb.health.nz](mailto:somethingforyou@wcdhb.health.nz)



## Our COVID-19 Alert Level 3 baby

**During COVID-19 Alert Level 3, Matt and Katie Bonisch welcomed their son, Tom, into the world on 12 May 2020 at Grey Base Hospital. Matt provides the following account of their experience.**

*Although my wife, Katie and I live in Westport, we had always intended that our son, Tom would be born in Greymouth, even during COVID-19 Alert Level 3. On 11 May, we knew the day had finally come! As initial contractions started we notified our local Midwife Helen Turner who arrived at our house where she monitored Katie and our baby before advising us to make our way to Greymouth. Helen contacted our Grey-based Lead Maternity Carer (LMC) Rana Kamo, on our behalf, to update her on our situation and told us to contact Rana when we arrived in Greymouth.*

*Following an uneventful trip down the coast during heavy rainfall we arrived in Greymouth and contacted Rana who provided us with several options. We chose to remain in a motel near the hospital until Katie moved into the early stages of labour. In the early evening, when her contractions started to become more frequent, Rana visited us to complete an assessment.*

*An hour later, we were ready to go to hospital, so rang ahead to let staff know we were on our way, especially as COVID-19 Alert Level 3 meant that we needed to be screened at the front entrance. We were greeted by two people in Personal Protective Equipment who on realising Katie was in labour got a wheelchair and assisted us into the lift. The whole experience was as stress free and comfortable as possible for my wife, me and our birthing support person Emily. We went straight into the labour and delivery room where we were supported by Rana and latterly an Obstetrician (Reuben). Having an Obstetrician available was great as Katie had some complications which needed specialist support. The nurses and doctors were*



**Katie and Matt Bonisch with their son, Tom**

*all so lovely and could see that we had been having a stressful time and made us feel calm and that everything was going to be ok.*

*Katie was well cared for by the entire Maternity team and our son Tom was born in the early hours of May 12. I was involved in the whole process which is something I am grateful for.*

*The after care of the midwives and nurses on the McBrearty maternity ward was amazing and Jenn especially went above and beyond. I wasn't allowed to stay due to the COVID-19 visitor restrictions, however, I wasn't made to*

*feel that I had to leave straight away so I was able to spend time with my wife and new baby for a little while.*

*When I returned the following morning I was able to spend some valuable time with my family.*

*I would like to take this opportunity to sincerely thank Rana, Reuben and the entire theatre team, Jenn, Denise, Caroline and Bev from McBrearty Ward for the care we received during the birth of our first child. We are extremely grateful.*

*Many thanks,*

**Matt, Katie and Tom Bonisch**



## Welcome to Te Nikau, Grey Hospital & Health Centre

**The first patients are moving in today and the facility is amazing! It's bright, modern and designed to support the very best care. The views out to the coast and hills are stunning – the design makes the most of the natural light and beauty of the Coast.**

With a building footprint of 8,500m<sup>2</sup>, Te Nikau, Grey Hospital & Health Centre has been designed to support flexible ways of working.

- 56 in-patient beds
- Two negative pressure rooms
- Three operating theatres
- Whānau/Family room
- Whare Karakia/Chapel
- Four transitional care units
- Fit for purpose technology including wifi, nurse call, and security systems
- A central courtyard

The ground floor is home to the new Health Centre which will support more integrated primary and secondary care services. It features several clinic rooms, a dedicated audiology clinic, outpatient clinics and infusion services.

The facility also houses a 24/7 emergency department, critical care unit, acute and planned medical and surgical services, urgent care, maternity services and outpatient care, radiology, laboratory, kitchen, allied health services and children's ward.

The general ward on level one has six single rooms and 13 double rooms, each with an ensuite. The lower ground floor provides space for equipment sterilisation, laboratory work, medical records and food service.

### Entry and parking

Come into the hospital and health centre site off High Street, up over the bridge and turn right.

Access to all services is via the main entrance on the ground floor. There are more than 100 parks available with mobility parks close to the main entrance.

### Phone

- 03 769 7400 general enquiries
- 03 769 9300 general practice

### Hours

- Hospital services are available 24/7.
- Health Centre appointments are available 8am – 8pm; Monday to Friday.

### Take a virtual tour of Te Nikau

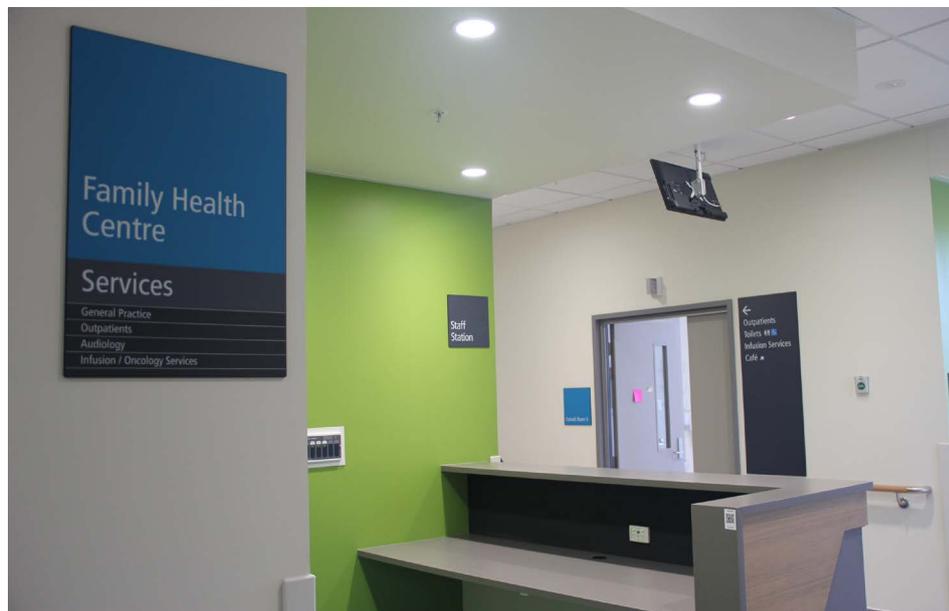
You can join Brittany Jenkins, West Coast DHB Director of Nursing for a virtual tour of Te Nikau – [HERE](#).

### Keep up-to-date

Keep up-to-date on our progress at [www.wcdhb.health.nz](http://www.wcdhb.health.nz) or follow us on Facebook.



Decal in the Children's Ward



Health Centre with newly fitted signage

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# CEUpdate

29 July 2020



West Coast  
- District Health Board -  
*Te Poari Hauora a Rohe o Tai Poutini*

...continued from overleaf



Waiting area outside the Children's Ward



Lamson tube in the laboratory



Kitchen pots



Te Nikau, Grey Hospital & Health Centre with Grey Base Hospital in the background



Panoramic of plant room

continued overleaf...

# CEUpdate

29 July 2020



West Coast  
– District Health Board –  
*Te Poari Hauora a Rohe o Tai Poutini*

...continued from overleaf



Panoramic of maternity suite with beach decal



Panoramic of theatre recovery



Sterilisation room

continued overleaf...

# CEU Update

29 July 2020



West Coast  
- District Health Board -  
*Te Poari Hauora a Rohe o Tai Poutini*

...continued from overleaf



Medical records



Outside cladding - Te Nikau, Grey Hospital & Health Centre



New fluoroscopy machine in Radiology Department



Transitional care units



## Combined health careers on the Coast “fantastic achievement”

**Two dedicated health professionals are stepping down from their West Coast roles to make Oamaru home where they are looking forward to being on the same side of the Southern Alps as their adult children.**

Stu and Sally Mologne have received an outpouring of sadness at the news they are leaving after 18 years for the next chapter of their lives.

“We have loved it here, the people and the place, and will really miss the people of the Coast,” says Sally, a former Phlebotomist who has just completed her enrolled nurse training and is currently studying for her state finals. She has worked as administrator/receptionist for the past three years at Buller Hospital.

Stu is going to take up the position of clinical director of Oamaru Hospital.

“We appreciate the support from everyone. The Coast is where we have both grown a great deal and had a lot of opportunities come to us.”

Stu emigrated from the United States to and has worked in Buller Hospital’s Emergency Department and as a general practitioner. He became the longest-serving Westport GP.

Manager Integrated Health Services, Northern, Deborah Wright and General Manager Planning and Funding



**Sally and Stu Mologne**

Philip Wheble say they would like to acknowledge Stu and Sally’s contributions to the West Coast Health System and in particular to Buller Health.

Stu, who originates from the USA, joined the Buller Medical team in August 2003 and a year later, Sally joined the team as a Phlebotomist.

“Their combined efforts over the past 18 years, is a fantastic achievement

and cannot be adequately described,” says Deborah.

Stu’s participation in the medical team, and in particular Foote Ward, has created a stabilising effect that we will work hard to replicate in the rural generalist model, says Philip.

“In a recent conversation with Stu, he reflected on the similarities that the West Coast DHB shares with the rural/remote regions of the USA and the challenges that health care teams in these types of locations face.”

He also acknowledged the dedication and commitment of the Buller Health team to health care and to their community, says Philip.

Over the years, Sally has provided excellent support in her role as a phlebotomist to all the teams and services at Buller Health as well as to the Buller community, says Deborah.

“This year finds her close to completing her Enrolled Nurse training and sadly we will miss having her in our clinical team. We wish both Stu and Sally well with their future endeavours.”





Poutini Waiora Whānau Ora Nurse Dianna McLean talks to patient Iwi Neate

## Providing innovative and flexible care to Māori during and beyond the COVID-19 pandemic

**Poutini Waiora (Māori Health and Social Services) continues to build on the success that was achieved during COVID-19 lockdown whereby they implemented innovative ways to engage with Māori and supported them to get their flu jabs.**

West Coast DHB Māori Health Portfolio Manager Kylie Parkin says more local Māori aged 65 and over have received an influenza vaccine this year than ever before.

“Like all DHBs around the country, West Coast DHB was tasked with the challenge of increasing influenza vaccination rates this year because of the COVID-19 pandemic. With the country going into lockdown Poutini Waiora staff very quickly rose to the challenge and worked closely with the general practices to identify Māori who were eligible for the flu vaccination and rang every single person to offer support and book them in for their jab.”

Drive-through clinics were held at the Greymouth Medical Centre, Coastal Health, Buller Health and at Poutini Waiora in Hokitika.

“In the past it has been a challenge to convince them of the benefits of getting their flu jab, but the COVID-19 pandemic has been a huge motivator for Māori to receive their influenza vaccinations. The challenge for us now is to learn from how the system was able to provide flexible care during this period and how we can maintain that flexibility to ensure Māori continue to access services,” says Ms Parkin.

### Primary care improvement case study West Coast Primary Health Organisation: Improving access to care and the journey for Māori and whānau with diabetes.

In 2018 the West Coast Primary Health Organisation (West Coast PHO) completed a Whakakotahi project in collaboration with Buller Health Medical Centre (Buller Medical) and Poutini Waiora (the Māori health care and social services provider for the West Coast). The project focused on improving outcomes for Buller Medical's Māori and Pacific patients with diabetes. You can read the case study online – [HERE](#).



**[CLICK HERE](#) to read about how telehealth has taken off in the South Island; GP uptake in e-ordering a positive outcome from lockdown; Well Child Tamariki Ora Chair steps down; reflections from Rosewood: Jo Hathaway – Regional Facilitator and Palliative Care Clinical Nurse Specialist; meeting the new-look South Island Alliance Board.**

## Remembering Florence Nightingale

**Each year nurses around the world celebrate the profession of nursing on 12 May, Florence Nightingale's birthday. This year we acknowledged the 200th anniversary of her birth.**

In 2015 whilst in the United Kingdom attending The Salvation Army 150th Anniversary Conference, I had the privilege to visit the Florence Nightingale Museum in London. It was a deeply moving experience to reflect on the life / profession Florence was called too.

Florence was born into a wealthy family and with this came the education, women of the time were not normally privy too. However, she felt constrained by the expectations of society for a woman of means. Having a Christian faith and a calling for humanitarian causes, she felt the need to do more. Hospitals in the 19th century were a place of filth, not a place for a lady. Nevertheless, Florence was humble and submissive. It was not about having to be great for God to use her; it was about

her being obedient to his calling.

The displays and dioramas I viewed, reminded me of those I had seen a few years before at the Canberra War Memorial Museum. War is not a place for the faint hearted; it is brutal and soul breaking. Yet Florence found her way to the battle fields of the Crimean War. She had the caring heart of a woman who lived a life, where putting the needs of others came first-before self. She may have not been a parent in a biological sense, but she was certainly a surrogate mother to thousands of men. This was at a time when they needed not only to have their wounds dressed, but to know someone cared (just as a mother would).

She sought to improve standards and she demonstrated the quality improvement cycle. This was evident



**Janet Hogan standing alongside Florence Nightingale's statue at the Florence Nightingale Museum in London**

in the large number of books / articles I saw. Florence went on to raise the profile of nursing as a profession through the establishment of nursing schools. A lot has changed in the last two hundred years. Still the caring heart which Florence had remains; I see it every day in my nursing colleagues. I certainly feel very proud to be a part of the wonderful world of nursing.

**Janet Hogan**  
*Clinical Nurse Manager,  
Population Health*  
29/04/2020

## Maternity staff say goodbye to McBrearty Ward



**Julie Lucas, Dot O'Connor and Dawn Kremers - the old guard**



**Patsy Sara, Paddy O'Connell and Lorraine Menzies - some the original McBrearty Crew - cut the cake to farewell McBrearty**



**Linda Monk giving a farewell speech**



## Looking after yourself

### Winter wellbeing winners

We've had so many wonderful entries for the 2020 Porters season passes!

A big thank you to all who wrote in their wellbeing tips for the competition presented by the Wellbeing, Health and Safety and Something for You teams.

Here are the winners of the season passes plus some of the other awesome winter wellbeing entries sent in from across Canterbury and the West Coast.

Stay tuned for another Porter's giveaway in the coming weeks!



**West Coast DHB winner: Caitlin Iles, Transport Nurse/IPC 2IC at Grey Base Hospital, West Coast**

"Keeping sane through winter involves as much outdoor time as I can get. Hikes, mountain biking and kayaking are my go-to. The photo I have attached was from a recent kayaking trip at Iveagh Bay."



**Katie Smith, GP Locum at Grey Base Hospital**

"For my winter wellbeing I'm going to get out walking my dogs every day and try to spend more time walking/running/biking with amazing views like this – #westcoastbestcoast!"



**Richard MacKay, Senior Safety Advisor, Wellbeing Health and Safety**

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- W** Walk, run, and play every day!
- I** Immune boosters – vitamin C, garlic and echinacea
- N** No screen times every day
- T** Talk to each other kindly, openly and honestly
- E** Eat well, lots of fruit and veggies, citrus
- R** Rest up, take time out from the busy day
- W** Water, water, water... stay hydrated!
- E** Explore our wonderful walks, parks and ski fields
- L** Local – support local business and produce suppliers
- L** Lead by example- our kids watch and learn from us every day
- N** Never be afraid to reach out if you are not OK!
- E** Enjoy a coffee, walk or date with a friend or loved one
- S** Sleep is the most powerful restorer of energy levels
- S** Stay positive in times of adversity

**Claire Marquet – Registered Nurse, Day Surgery**



**Preetha Sreedharan – Registered Nurse, The Princess Margaret Hospital**

“This winter I decided to get back to skiing which I have not done in 30 years!”



**Canterbury DHB winner: Biddy Flavell – Registered Nurse, Ward 12, Christchurch Hospital**

“I know getting outside in nature reminds me to feel gratitude and awe. I feel like the mountains give me perspective and energy.”



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND  
*Kiipa Taurangi Hauora o Aotearoa*



## E-DIGEST ISSUE 118

In the latest issue of the Health Quality & Safety Commission's E-digest you can read the case study “Walking with you” - preparing for cancer treatment; Disability rights report highlights systemic inequities and opportunities for real change; Wh nau M ori experiences of in-hospital adverse events and much more.

You can read it online [HERE](#).

**Activity & Nutrition Aotearoa**

Kia Hono, Kia Tipu  
*Connecting people and knowledge*

To sign up for the Activity & Nutrition Aotearoa newsletter visit – [ana.org.nz](http://ana.org.nz)



## Marion Smith

### Portfolio Manager – Hauora Māori

#### What does your job involve?

I work with the various teams to help embed an equity focus across all areas of the DHB. My main area of focus is Workforce – Cultural Safety and Competence.

#### Why did you choose to work in this field?

My background is in education and training – working in a health environment is a definite change of context but offers some interesting challenges and experiences.

#### What do you like about it?

I enjoy working with management and staff as well as offering meaningful and valuable training opportunities.

#### What are the challenging bits?

Navigating the intricacies of the DHB and the health sector in general is challenging.

#### Who inspires you?

My 92-year-old father.



Marion and her husband, Graham with daughter Lauren's dog Charlie. Charlie is a Groodle – a cross between a Golden Retriever and a Poodle

#### What was the last book you read and/or movie you saw?

I recently watched the 'Blind Side' again. I also like 'Overboard' – an oldie and a fun watch as well as 'The Shawshank Redemption' – a better read than a watch, but still a good watch.

#### If I could be anywhere in the world right now it would be...

In Melbourne with our daughter Lauren, her partner Pete and our new grandbaby Aubrey Jane who is now 10 months old or in Dunedin with our daughter Katie or in Westport with my dad.

#### What do you do on a typical Sunday?

Catching up with 'life' stuff and usually try to do a bike ride if it's fine.

In the winter, I normally work on the West Coast Netball Competition – doing the draw, updating competition points, umpire/training and coaching. And in the summer – there is always some form of socialising.

#### My favourite meal is...

I'm a bit of a foodie – anything Asian normally.

#### My favourite music is...

I like most music, but if I had to pick one – Country Rock.

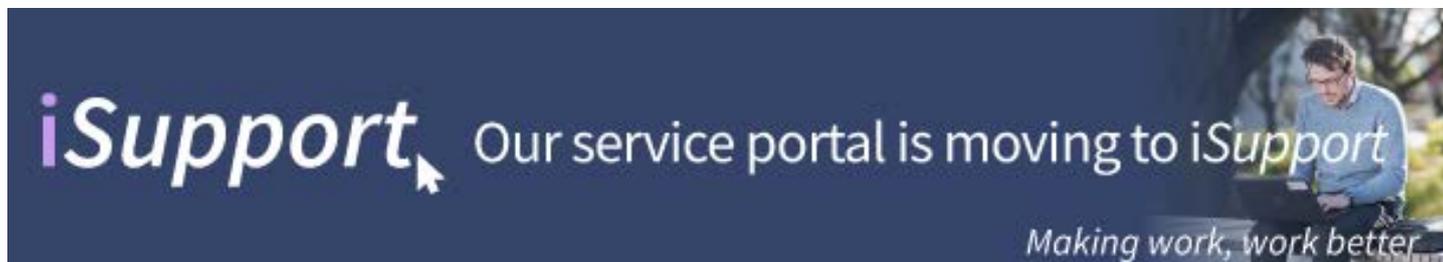
#### Have you ever won a prize/medal/competition?

I was awarded a Kiwi Bank Local Hero medal in 2018 for services to community and netball. I was also awarded a Life Membership to West Coast Netball in 2013.

If you would like to take part in this column or would like to nominate someone please contact [global@westcoastdhb.health.nz](mailto:global@westcoastdhb.health.nz).



The latest edition of the eCALD newsletter includes information on the New Zealand Asian Mental Health and Wellbeing Report (2020); New Zealander's Perceptions of Refugees – Survey Report (2020); Ethnicity standard classification: Findings from public consultation (2019) and Chinese Families Autism Support Group (21st July 2020). [CLICK HERE](#) to read more.



## iSupport: One source for all your ISG needs

On Thursday 11 June, we introduced iSupport, which is a new and additional way you can contact the Service Desk and make information technology requests with ISG and the Picture Archive and Communication System (PACS) team. iSupport is replacing the current system (Cherwell) and is moving to the same platform as max. If you know how to use max., you'll know how to use iSupport for all things ISG and Oracle related.

When you use iSupport, you'll be able to log Service Desk requests directly, allowing you to keep track of where your request is at. You can also view knowledge articles that will guide you through some common requests at a time convenient for you.

Here's some other iSupport features:

- Set up a new user (if you're a manager).
- Return clinical documents.
- Log an incident or service request.
- View knowledge articles covering topics like how to setup and use Microsoft Teams, how to connect

to our system so you can work remotely, and lots of tips for using clinical applications.

As we release new services, we'll let you know.

### How can I access iSupport?

You can access iSupport through PRISM, but you can also download the app onto your phone (find out how via [this link](#)). If you already have the max. app, you don't need to do anything – iSupport will be one of the tile options available when you open the app.

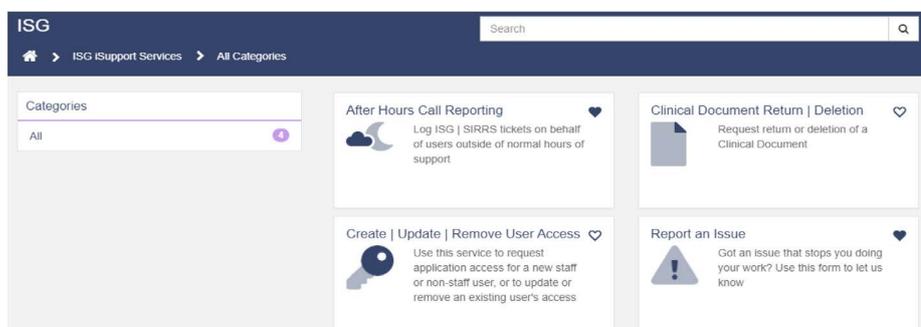
If you haven't already got the max. app, go to the App Store or Google Play store, search for 'ServiceNow' and then download it. Once you've downloaded the app:

- Open it and enter [pldc.service-now.com](https://pldc.service-now.com)
- Enter your work login details (you only need to do this once, as the app will remember these details).
- Make any ISG request from work, on the go or from home.

### What if I've recently opened tickets with the Service Desk or made ISG requests that haven't been resolved?

If you've recently logged a Service Desk request there's no need to open a new one in iSupport. ISG is working through these.

We'll need you to be patient as ISG gets up to speed with using iSupport – soon enough the new system will save all of us more time as we add more services and features.





## Bouquets

### Fox Glacier Health Centre

*My husband and I visited the Fox Glacier Health centre earlier this year on account of my husband having suffered a laceration to his arm that became badly infected.*

*Nurse Fiona was on call and she cleaned and dressed the wound and administered IV antibiotics. We want to say a HUGE thank you to Fiona for her professionalism and kindness over the two days she treated my husband.*

*Her care was nothing short of exemplary and truly was the turning point in his recovery and therefore his sense of wellbeing and confidence that the whole thing was going to be ok. She went above and beyond at*

*every interaction and we really cannot thank her enough. Fiona is one of life's people who restores your faith and we are very grateful our paths crossed.*

### Karamea Medical Centre

*Hi, I live in Karamea. I would like to acknowledge our local team - they're awesome!*

### Buller Medical Centre

*I sought medical attention at the Buller Medical Centre early this year, to which I was tended by Dr Dietzel and received the utmost care and attention. I thank you and acknowledge the services provided as great Manaaki and wish you all the very best for a successful future. I also want to wish you all a safe time as staff continue to care for others during this most trying time in our history.*

### Emergency Department

- *I had the misfortune of needing medical attention after hours in*

*Greymouth. However, I then had the great fortune of being seen by your wonderful Emergency Department team. Thank you!*

- *I just want to thank the staff at A&E for the great team effort. I am very grateful for the great care from the nurses and in particular, Dr Anna. Very thorough and kind. I take my hat off to you all!*

### Physiotherapy team

*We would like to thank Jessica and the Physiotherapy team so very much for the intense work you have put in to getting my husband back on his feet. Without you he sure wouldn't be where he is today – enjoying being able to get around at home with help from his walking frame, doing his jigsaws puzzles etc. Who knows, before long he may get back to a little gardening! Thank you for your continuing work and support.*

