



## From the Chair

By MARY HACKETT, CHAIR, BOPDHB

It's mid-November and by the time you read this we will be closer to Christmas than many of us would like to be. The year has gone very quickly with many interesting and exciting things happening at the District Health Board.

We were privileged to have the Prime Minister with us to open the North Tower of the hospital. There is still a bit of a feeling of being on a building site as works continue, however not long to go before it will be finished and staff and patients can settle into a completely new/refurbished environment.

We have had a very positive response to plans for the redevelopment of Whakatane Hospital. The plan is to maintain the current services, build a facility that will accommodate this while also looking to 'future proof' any new build. Staff are already working on analysing the models of care preferred and they will become involved in detailed planning and consultation over the next 18 months. We are still in consultation with the community on what services people would like to see in the new hospital, and submissions will be accepted at Whakatane Hospital or by post. See the article on this page for details.

Alongside the hospital we are working to develop a clinical school which we hope will attract students from many disciplines to use Whakatane and Eastern Bay for their clinical experience both in the hospital and community. We believe this will give graduates an excellent grasp of what it is like to work in a



rural and remote community as well as in a small city hospital.

I am heading off to India for a short holiday and will be looking at some of the health/hospital facilities available there. Those who believe we have a 'third world health service' in New Zealand are misguided - for many in a place like India, health services of any kind are unaffordable and often unavailable. It is not uncommon for people to wait several days at a clinic to see a health professional who may not even be a doctor.

As Christmas approaches may I take this opportunity to wish everyone a healthy and peaceful Christmas with friends and family. Stay out of hospital if you can, enjoy the sun with the sunscreen on and whatever you do don't drink and drive.

Stay safe and healthy and look out for our children.

## Whakatane Hospital update

People in the Eastern Bay of Plenty have responded to the invitation to comment on the upcoming redevelopment of Whakatane Hospital.

Public meetings were held during October throughout the Eastern Bay of Plenty and a questionnaire distributed to canvas views on what service models should be offered at the hospital in future.

So far close to 200 have been returned, and people have taken the time to offer their views on outpatient and daypatient services, obstetric care, inpatient mental health, the clinical school and strengthening links with the community.

The DHB has confirmed there are no plans to reduce services at Whakatane Hospital and building code changes mean a new building is definitely on the agenda. This is likely to be in the form of a new wing added to the existing Stanton block.

The DHB is keen to ensure that the most efficient, modern service models are delivered.

Board chairperson Mary Hackett says treatment and hospital care has changed considerably since the original hospital was built and the new building will be future-proofed to keep pace with the region's development.

"We want to ensure the people of the Eastern Bay get the best care and service possible and our new building will be designed to reflect those improvements," she says.

Submissions from the community close on November 30.

Questionnaires can be downloaded from [www.bopdhb.govt.nz](http://www.bopdhb.govt.nz) or from Whakatane Hospital.

## Newly elected board

The District Health Board elections in October were a vote of confidence for the Bay of Plenty DHB, as all the existing members who stood for election were re-elected.

General practitioner Mogens Poppe from Ohope Beach is the only new elected face on the Board, and will join the team next month when the changing of the guard officially

occurs.

The new board's elected members are: Mary Hackett, Mark Arundel, David Stewart, Marion Guy, Debbie Short, Yvonne Boyes, and Mogens Poppe.

Up to four additional members will be appointed by the Government. These appointments will be announced later this month

## PM opens new hospital building

Seven months ago Prime Minister Helen Clark visited Tauranga Hospital for an art auction held in a building still under construction.

She returned to the hospital two weeks ago to open the hospital's new north wing ward block.

"When I was here for the art auction it was still a building site, so it's fantastic to come back to see it and to contrast the old with the new," she said.

Ms Clark said services in the new facilities were substantially different from the old wards, which had been designed in the 1960s. There were more single rooms in the north wing ward block, and each had its own ensuite. The new building also allowed types of patients to be grouped together.

"It's not about replacing wards for wards. It's about designing in such a way that you get best practice hospital care in the 21st century," she said.

Ms Clark acknowledged the challenges both the DHB staff and construction workers faced building a new facility around an existing hospital.

The completion of the north wing ward block and the podium buildings marks the half-way point in the \$139m redevelopment of the hospital campus. These buildings house the hospital's new inpatient wards, outpatients' department, central sterile unit and seven new operating theatres.



Prime Minister Helen Clark is delighted with the new facilities on offer at Tauranga Hospital.

Construction of premises for a new admission planning unit (APU) and orthopaedic outpatients' department are well underway. Both departments move into their new homes, in the area vacated by the former outpatients' department, mid-next year.

The hospital's internal street, which takes the public from the front entry to the lifts and to the outpatients' department, opens at the end of November.

The refurbishment of the west wing ward block building began several months ago after wards in this building began moving into their new homes in the north wing.

Demolition activities are underway on each level of the west wing ward block, with the exception of the intensive care unit and

coronary care unit on the top floor, which moves to a temporary location in around three week's time.

The refurbished west wing building will house mental health services for older people on the ground floor, maternity on the first floor, medical and surgical wards on the second and third floors and the paediatric ward on the fourth floor. These wards, scheduled to open mid-2008, will link seamlessly with those in the north wing ward block.

Next on Project LEO's 'to do' list is the refurbishment and extension of the emergency department and the revamping of the radiology unit. The new emergency department will open towards the end of next year. Big changes are also in store for maternity and the special care baby unit (SCBU).

## New ear vans impress

The new mobile ear vans are proving wonderful in every way except one – they are so much bigger than the previous models, that they are harder to park!

Ear nurse specialist Heather Trask says the new vans are a huge improvement, offering an examination table and specialist equipment. Two new vans have been commissioned, one in the Eastern Bay of Plenty and one in the West.

In Whakatane, ear nurse specialist Pop Tuhi-Herewini is enjoying the spaciousness of the new van.

"It has a very good microscope and it's great to have a workspace for writing letters and other documentation," she says.

Heather Trask and Karen Thomas share duties in the ear van travelling around Tauranga, Katikati, Te Puke and Waihi.

They visit 25 schools and pre-schools, daycare centres and kohanga reo each term. Generally they spend a day in each site, although it is not uncommon to visit two schools in a day if there are specific ear issues to deal with.

The vans are well known across the Bay of Plenty, having been around for 17 years. Most patients are children who have already been identified as having hearing issues, or they've come for a check up because their mums are concerned about speech development and behaviour. Around 8 – 10 children are seen daily.

"We check the middle ear for glue ear, wax, infections and perforations of the ear drum and we perform treatments such as cleaning or removing wax or checking ears after grommet operations," says Heather.

The vans also offer a hearing aid service.

Education of children and their



Rhiannon Kapa (2) has her ear checked by ear nurse specialist Heather Trask in one of the new mobile ear vans.



Ear nurse specialist Pop Tuhi-Herewini with general manager – regional community services Karen Smith with the new mobile ear van servicing the Eastern Bay of Plenty.

families to help prevent glue ear is an important part of the service. "A smoke-free environment in the house and car is vital for this," she says.

Other advice for parents keen to keep their children safe from ear infections includes immunisation against diseases and breastfeeding babies which also helps with immunity from disease.

"When feeding babies from a bottle, it's important not to leave them lying down with a bottle propped up as milk can trickle down the Eustachian tube and enter the middle ear, causing an infection."

In Whakatane and Tauranga, the new ear vans were blessed by kaumatua before they entered service.

## Innovation alive and well

By PHIL CANNISH, CEO

It was a privilege to attend the innovation and research awards recently, where staff in the wider Bay of Plenty showed they are at the forefront of new developments in health innovation.

Over my 13 years in the health sector I have come to realise that health organisations are full of enthusiastic people who thrive on the challenge of improving the health of the people they care for, or with whom they have contact.

At this DHB the board encourages staff to bring teaching, innovation and research to the forefront of our thinking, and to celebrate its existence and the benefits it brings.

I believe the same innovation is happening at board level, where exciting developments such as the establishment of a clinical school and the redevelopment of Whakatane Hospital signal major investment in health in this region.

In the Eastern Bay a community consultation has been underway to canvas views on what services Whakatane Hospital should be offering. We have committed to expanding the Hospital campus and we asked our communities from Te Kaha to Kawerau to Matata what its service models should look like. At the same time we promised there



would be no downgrade of services. As the region's largest employer, this news was welcomed.

It was a pleasure to welcome the Prime Minister, Helen Clark as she officially opened both the TECT helicopter hangar and the new extension at Tauranga Hospital. Ms Clark was impressed by what she saw as further examples of innovation in the region.

Christmas is merely weeks away and many people are beginning to attend end of year functions. At the DHB, we offer you season's greetings and wish you all an enjoyable holiday. Hopefully none of you will be visiting our emergency departments over the festive season.

## 10 year milestone reached

Last month Support Net- Kupenga Hao Ite Ora celebrated its 10th anniversary of providing services in the Bay of Plenty and the Lakes areas.

Initially established in Whakatane, today there are also Support Net offices in Tauranga and Rotorua. The organisation provides Needs Assessment and Service Coordination to clients of all ages and has a current client base of 9793.

Two of the original team operate from one small office in Jacaranda House on the Tauranga Hospital campus.

Oriwa Sissons and Judy Alexander have enjoyed sharing some of the history, changes and challenges since the early days of Support Net.

They both say their 'passion' for working with the community has kept them committed to the service.



Oriwa Sissons and Judy Alexander cutting the 10 year birthday cake.

## Super size your veges

Vegetables should make up half the contents of every child's dinner plate at every meal, according to nutritionists keen to fight obesity and promote good health in the nation's children.

A National Children's Nutrition Survey showed many New Zealand children are not eating enough vegetables every day.

"Vegetables are important for growing children, and kids need to eat a variety of them every day to get the right mix of goodness onto their plates," says Cheryl Billet, manager of the Healthy Eating Healthy Action (HEHA) campaign in the Bay of Plenty.

"We know nutrition is a complex issue, which is why we want to make it easier for parents to get their kids eating healthily.

"This does not mean chips – starchy vegetables like potatoes should only make up a quarter of what's on the plate."

Half a plate of vegetable should include colourful vegetables like carrots, pumpkin, silverbeet, cabbage, broccoli, mushrooms, or salad vegetables.

A quarter of the meal should be carbohydrates including rice or pasta, or starchy vegetables like potatoes, taro or kumara, and a quarter should be protein, like meat or fish.

With one-pot meals like stew or lasagne, it's just a matter of increasing the vegetables in the dish



Children's meals should be at least 50 per cent vegetables, like in this example.

itself, and adding a tomato or green salad on the side.

"Other ways of getting children to eat more vegetables include cutting them into different shapes, offering them raw – such as carrot sticks, or cooking vegetables in different ways, like steaming or microwaving.

"People don't always need to use

fresh fruit and vegetables. Canned or frozen can be just as good and can be cheaper. And buying vegetables in season helps make it cost effective," says Cheryl.

Further information about vegetables and recipes for simple every day meals can be found on [www.feedingourfutures.org.nz](http://www.feedingourfutures.org.nz).

## New mums love breastfeeding chairs

New mums in Whakatane Hospital's maternity wing are keen to use the new bedside chairs designed especially for breastfeeding.

Clinical midwifery leader Maggie Sadlier says the chairs were purchased with a donation from New Zealand Community Trust, and new mums are finding them very comfortable for breastfeeding their babies.

"We were able to buy 10 chairs, one for each bed in the unit," she says. "They were specially designed to support breastfeeding, with the height of the arms, the width and the height from the floor all to aid the comfort of the mother."

So far there's been great feedback from the unit's patients who report finding them very comfortable.

Louise Nelson of Ohope says the chairs are great for breastfeeding and very practical.

"They are the right height and a good depth," she says.

The donation came about through patients of independent midwife Kerrie Blackmore, who did the research into costs and dimensions.



Louise Nelson feeds her three-day old third son, Tait, while big brother Caleb (4) finds the chair is a perfect height to lean on and watch.

## New wards offer better care

Tauranga Hospital staff say new wards enable nurses to provide better patient care.

Staff had a big hand in the design of both the podium and north wing ward block, making recommendations to architects through a user group process. Their suggestions are reflected in the design of the building, which allows nurses to do their jobs more efficiently than they could in the old west wing ward block.

The BOPDHB's process improvement and change manager Suzanne Proudfoot says the new building allows types of patients to be grouped together.

As this makes rounds easier for doctors, patients are seen earlier and spend less time waiting to be discharged, she says.

Other changes are smaller, but

significantly increase the efficiency of each ward. The nurses' station, clean and dirty utilities, linen supplies and medications are all handy to patients, so nurses are not constantly walking from one end of the ward to the other. The end result is a noticeable increase in staff performance and in the quality of care that the patient receives.

Wards are significantly quieter, thanks to better acoustics, improved sound proofing and a new nurse call system which uses pagers instead of a bell system. Call buttons are easier for patients to operate. Overhead lights can be controlled by patients from the nurse call pendant and nightlights are less intrusive.

Modern décor and greater use of natural light means a more pleasant stay for patients and better working conditions for staff.

Inpatient wards have the infrastructure to support digital radiology.

There are more single rooms in the north wing ward block and each has its own ensuite.

Having a toilet in close proximity means patients use commodes less and have a greater sense of independence, Suzanne says.

The larger rooms allow patients returning from theatre to be transferred straight to their beds, something that couldn't happen in the old wards due to space constraints.

Another improvement is greater ward security in the new building. Staff use swipe-cards to access wards and the public are admitted by a receptionist outside visiting hours.

The children's ward is locked at all times, with access via an intercom system.

## Language support for refugees

A new national service will provide language and culturally appropriate telephone counselling support to refugees and their families in a range of languages.

Refugee speakers of Burmese, Farsi, Dari and Arabic languages will be able to access the support line, where advice can be given in their first language. There are many challenges for refugees arriving in New Zealand,

and language difficulties add to the problems associated with the settlement process.

This service is free and can be accessed from anywhere in New Zealand.

Numbers to call:

Burmese: 0800 88 66 45

Farsi/Dari: 0800 88 66 46

Arabic: 0800 88 66 47

www.refugeelifeline.org.nz

## Innovation cuts skin surgery rates

A pilot project to get minor skin surgery waiting lists down has had significant pay-offs for patients, doctors and hospital services.

The GP triaged minor surgery pilot project has significantly reduced waiting lists for minor surgery, and given GPs the chance to gain specialist credentialing in minor skin lesion surgery.

DHB medical director John Kyngdon says there was recognition that many GPs were already performing minor skin lesion surgery in their practices.

By offering advanced training and credentialing to these GPs, the DHB could channel mainstream patients to the GPs, ensuring patients could access surgery much faster. Complex cases are still referred to the hospital

or to private surgery providers, but with around 48 per cent of hospital referrals able to be treated by GPs, waiting time for surgery has been greatly reduced.

Patients surveyed have been very positive about the waiting time, the quality of work and the low complication rates

"It's been very successful and we think it is a great win-win initiative," says Graham Dyer, chief operating officer at the DHB.

The project gained further recognition at the recent innovation awards, where it was awarded second prize.

## FEDS now helping at Whakatane Hospital

The popular Friends of Emergency Department (FEDS) service is expanding into Whakatane Hospital from this month.

A welcome sight in Tauranga Hospital's Emergency Department for almost two years, the FEDS will offer their dollop of kindness to families and patients in Whakatane.

The volunteers are selected and trained by St John to offer whatever comfort and solace they can to worried ED patients and their loved ones.

Their efforts have lightened the load for ED staff and earned widespread praise from patients and their families.

The first FEDS moved into Whakatane on November 12 after

advanced training throughout October. Donna Smallbone, Midlands FEDS coordinator for St John, says the value of the FEDS volunteers is well recognised.

Colleen MacGregor, clinical nurse manager at Whakatane ED, says the arrival of the FEDS will be a great help to her staff.

"They are starting before our busy Christmas period, so there will be a lot of benefit to us through them supporting families."

The FEDS will provide a friendly face in ED from 10am to 10pm Thursday to Sunday.

"Those are our busiest days, and hopefully we can extend the service to other days later on," says Colleen.



## School dental service gets fresh look

A review of the school dental service will see consultants visiting schools in the region this term.

Around 112 schools in the Western and Eastern Bay of Plenty will be visited, to assess which ones require a permanent dental clinic building and those that could be served by a mobile visiting clinic.

The results will form the basis of a business case proposal to the Ministry of Health by the start of the 2008 school year.

Sharon McKoy-Thomas, manager community dental services at the Bay of Plenty DHB, says the consultant will talk with school principals and boards of trustees to get a clear idea of what each school's needs are.

Early indications suggest most are supportive of dental services being offered in primary schools.

"There is a preference to maintain access to dental services in schools, either from a fixed dental clinic or a mobile clinic," she says.



## Bay of Plenty Clinical School plans to secure future workforce

The Bay of Plenty Clinical School is working on a number of initiatives designed to create a workforce for the future.

Specific training programmes and undergraduate and postgraduate educational opportunities will help keep health professionals in the region.

"The idea is that people who train here will want to seek permanent employment here," says Lisa-Jane Dench, the clinical school project manager.

"If we give them a good educational experience, they'll want to stay working with us. That way, we can help ensure a competent and stable workforce in the Bay of Plenty to meet our future health needs."

The DHB already trains nursing and medical students, as well as allied health students such as occupational therapists and physiotherapists.

The initial focus is on increasing student numbers in all disciplines, particularly those that already face shortages of qualified staff, or are likely to in the near future.

It's not all work and no play. There are plans to create a multidisciplinary training environment where students from all health sectors can interact educationally and socially.

Some of the initiatives will place medical students into rural areas,

and enable Year 4 physiotherapy students to complete a full academic year here.

Nurses will get improved local access to postgraduate study opportunities.

"Crucial to all this work is the need to provide better training facilities in the region," stresses Lisa-Jane.

"This will inevitably lead to an upgrade of the training and educational facilities at Whakatane and Tauranga Hospitals and an expansion of the training facilities available in the primary sector."

## Charitable trust helps under 5's

Children struggling with a physical, sensory or intellectual disability in the Western Bay may be able to get some relief through the charitable trust Te Whanau Kotahi.

The trust, which has been operating for nine years, is funded by the Ministry of Health to provide a non-medical service utilising a range of allied health professionals in a community setting.

Barry Davies, the general manager of Te Whanau Kotahi, says much of the work done by his multidisciplinary team is conducted in the children's homes.

"We help kids with disabilities or forms of developmental delay so they can take a full part in their community. Our priority is children aged under 5 years, but we do treat children up to age 16 in priority order."

He says the trust is working with about 350 children at present, from Waihi to Te Puke.

In general, children aged under 2.4 years are seen by visiting neurodevelopmental therapists and psychologists.

Those in the older age group to 5 years are seen by occupational therapists and physiotherapists and/or psychologists.

The highest priority is given to children whose wellbeing or survival is at stake, then those who have been identified as being multidisabled with a combination of intellectual, physical, sensory, musculo-skeletal, behavioural, neurological,

ortholaryngeal problems and autistic spectrum. The trust does not treat children whose disability is the result of an accident (ACC supported), or those requiring surgical intervention through the DHB.

It also cannot treat children who are diagnosed with ADHD, or those receiving therapy through the Ministry of Education (GSE).

Most referrals are from hospital paediatricians, paediatric physiotherapists, schools and GPs, but Te Whanau Kotahi is open to families as well.

"Families who feel we may be able to help them are welcome to contact me on (07) 571 4766."

## Bacteria love the summer weather

It is National Foodsafe Week 2007 this week and the Foodsafe Partnership is reminding families that warmer temperatures mean bacteria on food can double in numbers in minutes.

"Luckily, a few simple rules can make or keep food safe, and protect you and your family and friends from spreading bad bugs from hands or kitchen equipment back to food that's ready to eat.

With warmer days already here Kiwis should remember the golden rules of food safety," says Sandra Daly, NZFSA deputy chief executive.

As warm sunny days become

more frequent our thoughts turn to entertaining friends, picnics and barbeques.

It's all too easy to focus on fun and push any thoughts of food-borne illness to the back of our minds, but there's no better way to spoil a good bash than by spending two or three days afterwards suffering from stomach upsets.

"Pathogens (bacteria, parasites and viruses that cause illness) are

just like people and love nothing better than warm temperatures. Add a nutritious moist environment like food and with the passage of time they can multiply really quickly.

"Following the 4Cs - clean, cook, cover, chill - and the 20+20 hand wash rule (20 seconds wash plus 20 seconds dry = clean hands) are among the most effective ways to ensure we keep our food safe, and stay healthy."

# Happy birthday 'Fruit in Schools'

An innovative project to get children eating more fruit has celebrated its first anniversary.

It's a year since a number of Eastern Bay of Plenty primary schools first received their free fruit as part of the Government's Fruit In Schools (FIS) initiative to encourage children to eat more fruit and adopt healthier lifestyles.

"In each FIS school, every child and staff member receives a different piece of export quality fruit each day, for three years," says Health Promoting Schools & Fruit In Schools Coordinator, Carl Cowley. "And it's awesome to see that the majority of these schools share their leftover fruit with their local Kohanga or Early Childhood Centre, even Marae."

FIS has been funded to provide fruit and support for approximately 280 (mostly decile 1) schools in the primary sector throughout New Zealand over the next three years (Total pieces of fruit delivered daily: 60,000 nationally, of that, 3175 pieces are delivered to the EBOP).

"The three year cost is huge, but the long-term investment has greater benefits. The short term health benefits of daily fruit consumption were noticed almost immediately.

"Within the first two months the anecdotal evidence was

overwhelming. The teachers said the children were easier to teach as they had higher levels of attentiveness and concentration. The School Nurses have noticed a reduction in school sores, and also commented on the kids' complexion and hair. And the admin staff had to order a lot more toilet paper – which is a good thing" laughs Carl.

Promoters are keen to increase the involvement and communication between staff, students and parents/whanau, so anyone interested should contact their local school, or contact Carl Cowley on [carl.cowley@bopdhb.govt.nz](mailto:carl.cowley@bopdhb.govt.nz) or 07 306 0978.

The 20 Eastern Bay of Plenty Health Promoting Schools & Fruit In Schools schools are: Raukokore, Te Whanau a Apanui Area, Opotiki Primary, Ashbrook, The Kura Kaupapa Maori o Waioweka, Taneatua, Te Wharekura o Ruatoki, Te Kura o Paroa, Te Kura o Te Teko, St Joseph's Matata, Kawerau North, Kawerau Central, Kawerau South, Kawerau Intermediate, Te Mahoe, Te Kura Maori a Rohe o Waiohau, Murupara Primary, Te Kura Kaupapa Motuhake o Tawhiuau, Te Kura Toitu a Te Whaiti nui a Toi, and Te Wharekura o Huiarau.



Fruit helps keep children alert, fuelled and regular.

## Thumbs up for new hoists

New ceiling hoists installed in the new north wing ward block at Tauranga Hospital have been given the thumbs up by patients and their families because they are clearly a safer and less obtrusive way of moving people.

No more tricky negotiation of the old cumbersome manual lifting trolley. No more struggling to get patients into the slings and out of bed.

Unobtrusive tracks attached to the roof over some of the beds in the new wing await the arrival of a nurse with a small handheld hoist pack.

Using a remote control no bigger than a TV remote, the nurse can attach the hoist to the tracks and glide it into position over the patient.

Down it comes, the slings are clipped into place, and the patient is lifted effortlessly.

For Anna Walsh at Tauranga Hospital and Debbie Smith at Whakatane Hospital, the devices are a godsend. The two women are manual handling and restraint coordinators, and oversee all the policies and processes to do with manual handling

at the two sites. "It's our job to train new staff, and current staff, in safe techniques so they will not hurt themselves or the patients," says Anna.

"With the old system, which no really liked using, the hoist would lift the patient but then the nurses had to manoeuvre the patient and the hoist at the same time.

"Now it's all in here," says Anna, waving the small hoist pack.

"Training alone is not going to solve the problems of staff injuries, and intervention such as equipment is a good prevention along with a positive organisational culture toward the safety of employees. Ceiling hoists are proven to have reduced staff injuries."

The 5kg hoist pack can lift 200kgs, and the bariatric unit has ceiling hoists that can lift 360kgs.



Anna Walsh, (left) demonstrates the difference in size between the new hoist pack and the manual hoist being operated by Debbie Smith.

## Project Hope progressing well

Whakatane's Project Hope cancer centre is nearing completion, and public support for the project shows no sign of abating.



"The Eastern Bay of Plenty Cancer Centre construction is well underway, and the facility is expected to be operational by the end of the year," says Kerrie Freeman, the project sponsor for the District Health Board.

"An official opening and handover from Project Hope to the BOPDHB is scheduled for January 2008."

She says the interest in the centre has not waned and the community's support has been the mainstay of the project.

"The community is continuing to support the project through voluntary labour and donations for equipment purchases."

As the Whakatane centre nears completion, work on the Tauranga

cancer centre is expected to start in the new year. The Tauranga centre will be built on DHB land on the corner of 20th Ave and Clarke Street. Architects have created an exterior design for the single-storey building that makes full use of natural light and airflow, to create a more 'homely' rather than 'clinical' environment.

## Thank you, hospital staff

Every day produces its minor miracles for hundreds of patients at Tauranga and Whakatane hospitals, who return home healthier in mind and body because of the superb care they receive from hospital staff.

Many people thank the doctors and nursing staff as they leave, and others write letters to express their gratitude. Recent examples clearly demonstrate the efforts made every day by caring staff.

"During my stay in Ward 3 I was treated with such kindness and respect. I was nurtured in such a wonderful way and made to feel that any request I asked wasn't any trouble.

*The nurses were so caring and never ever did I feel it was too much trouble to support me. Could all those nurses be thanked please."*

**Mrs D.**

*"I must underline the fact that the moment I entered the care of the hospital I knew I was safe. That really is something!"*

**Mr L.**

*"I am writing to say thank you for the great service the hospital*

*staff have given our neighbour.*

*When she went to the ward they could not do enough for her and that has made it much easier as prior to ending up in hospital, she had lost her husband just a few weeks earlier. When I rang the ward each day to see what my neighbour needed, the person on the other end of the phone was so good and helpful and I take my hat off to her."*

**Mr M.**