



Tena koutou katoa,

We currently have high number of whanau isolating with omicron. As a distributor of Rapid Antigen Tests (RATs), you can order a kitset online and once provided with an order number can come into our clinic to redeem your order. Alternatively, you can arrange with our team to get assessment and a supervised RAT's test done. We also will continue to do testing throughout our communities. If you are doing your RAT's test yourself, we do encourage you to report the results for yourself and anyone else in your household on <https://mycovidrecord.health.nz> or call 0800 222 478 press option 3.

The guidelines for when to get tested is if:

- You are symptomatic
- You are a household contact
- You are critical worker

Remember the best protection against covid is vaccination.

In February we farewelled one of our team, Rangimarie Rameka. Rangi was our Community Connector and was an important member of our vaccination and testing team. All the best Rangi and thanks for the huge contribution you made to our organisation.

Over the last couple of months we've employed additional members to our team, they are Sarah Murray, Reno Tahitahi-Matiu, Maquita Lia and Lucy Wharerau – we welcome them to our team.

You will have noticed the clinic renovations being undertaken on the old "Wild Belle". Our Board is organising a blessing and official opening of the clinic on the 28 March 2022, so not too far away. We are also planning a time when the community can come through and walk through the clinic as due to the high rates of covid in the community the blessing and official opening will be conducted with limited numbers.

In our previous newsletter we shared that at our AGM our audited accounts were not available. The accounts became available in January and are now available, if you would like to see a copy feel free to contact me at our offices in Te Kao.

Biannually we conduct a Community Survey which was done in August and September 2021. A summary of the survey in this newsletter, it's taken me a while to find the time to summarise 😞. Thank you all for your feed-back 😊.

Whanau stay safe, look after each other, be kind and may God bless and keep you and your whanau.

Errol

Errol Murray

Calendar of Public Health events

March

1st - 31st Sun smart

6th - National Children's Day.

8th - International Womens Day.

13th - World Sleep Day.

20th - World Oral Health Day.

22nd - World Water Day

23rd – World Book Day

April

2nd - World Autism Awareness Day

7th - World Health Day

22nd – World Earth Day



Quality Feedback

Whakawhiti Ora Pai welcomes comments and treats all feedback as a means to improve our services. Suggestions, compliments, and complaints are immediately directed to the Complaints Officer. All complaints are forwarded to the General Manager who brings them to the Board's attention each month. Any action required is then given to the General Manager to follow up on if the matter has not already been addressed. Suggestions and compliments depending on whether they require a response are responded to by the Complaints Officer. All suggestions, compliments and complaints are presented at staff meetings as we see these as improving the quality of our services, they are then kept on file.

Compliments – (1) Thank for the “awesome” services provided to our whanau. (2) Awesome mahi being done by the team in the community. (3) Thanks to the Kaiarahi for helping a whanau over the weekend. (4) Positive feedback from the Children's Day event, that included information on preparing for isolation. (5) Thanks to the team for the delivery of a kai pack.

Complaints – (1) Turned up to the clinic after 4.00pm and the clinic was closed – apology given and accepted

If at any time, you as a whanau or community would like to discuss any issues or concerns you may have with any of our services don't hesitate to contact us, as we are happy to meet with you at a venue that suits you. Contact either Maureen Allan (Complaints Officer) or Errol Murray on (09) 409 7880.

So, patients, visitors and staff feel safe all our clinics are Smoke, Drugs, Alcohol and Violence Free – Thank you for your support.



NEED TO TALK? TEXT OR CALL 1737!

Need to talk? 1737 is a new phone number, people can use 24/7 to connect with support concerning **Mental Health and Addiction Support**.

By calling or texting the easy to remember four-digit number from any landline or mobile, people who need to talk can access professional help for free.

1 in 5 Kiwis experience mental distress, at some point in their life, there is a chance that you or somebody in your life may need to talk to somebody.

Budgeting

Please make use of our free budgeting service. Whakawhiti Ora Pai has available a trained budgeter who can assist whanau manage and organize their finances. This service is a free confidential service so if you are struggling to make ends meet and want some financial management advice, call 409 7880 and ask for Bella Nathan.

After-hours Service

If you call one of the clinic phone numbers after hours, your call will automatically be put through to an after-hours health line service where a registered nurse will provide general health advice.

Pukenui Clinic: (09) 409 8287

Te Kao Clinic: (09) 409 7880

Te Hapua Clinic: (09) 409 7874

Duty Doctor Number: (09) 408 9180

If it is an emergency, do not hesitate to dial 111.

Community Satisfaction Survey Summary – August/September 2021

Overall Respondent Results - 92

Age

14 – 20	21 – 45	45 – 60	61 +
5	32	30	25

Ethnicity

NZ'der/European	European	Maori	Other
33	8	61	1 Cook Is

Some completed more than one ethnicity

Two people never put their ethnicity

Area Residing In

Te Hapua	Te Kao	Ngataki	Pukenui	Other
25	25	9	32	1 - Awanui

Services Accessed

Receptionist	Doctor	Nurse	HP Team	Kaiarahi	Connector	Kaimahi Pumau	Puarangi	Budgeter
71	74	81	16	22	25	7	2	3

Happy with the service received

Yes	No
90	2

Additional comment – 33 examples below

- Having this service is beneficial (medical)
- Lovely ladies all very professional. They go out of their way to help with anything I need. Love them all.
- Health promotion team/stop smoking are slow at getting back to us to do what they said they were going to do
- Everyone is kind and attentive and ready to answer questions and explain things so that the patient understands
- Dr is always so understanding and very obliging
- Professional and courteous
- Rawe 😊
- Awesome service, friendly, primo day WOP
- Always satisfied with the service. Everyone is friendly, helpful, and informative.
- Super lovely – my first visit, new to this area

Quality of service provided by staff

	Poor	Fair	Average	Excellent
Professional	1%		4.5%	94.5%

Listened	1.1%		5.5%	93.4%
Understood	1.1%		4.5	94.4%

Additional comment – 14 some examples below

- Always accommodating and helpful
- Communication is awesome I can always bring my kids in to see the nurse if need be. I am really impressed with how the clinic has rolled out the vaccination programme. My kids are booked in for this Friday 😊
- Excellent service
- No problems in understanding
- Easy nice and fast
- Felt listened to

Are the services provided in a timely manner?

Yes	No
95%	5%

Additional comment – 14 some examples below

- Very efficient
- Yes, WOP are always on the ball, a lot of the issues are outside of their control
- Always on time
- All appointments were on time
- When the patient is informed to come to clinic
- Waiting ½ an hour plus 11.00am appointment
- Always been seen at last minute – even without appointment
- Always in a timely manner, even when there are a lot of people
- Always prompt

Rating of current services provided by Whakawhiti Ora Pai

	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
Rating	65	21	1	3	1

Improvements that could be made – 24 some examples below

- Maybe an afternoon/evening clinic for those who can't get time off to see doc's during the week
- Whakawhiti Ora Pai have excellent services we appreciate all that you do for us
- Get somebody else to replace this worker
- Maybe more public awareness of potential financial aid or service options
- Nothing, maybe open one weekend
- Phone patients with test results so that they can make an appointment to see the clinic staff immediately there is a change in the patients' condition
- Advertise the services they have available more
- Another doctor's day (Pukenui) x 5
- Perfect as is. Very friendly and professional
- Doctor more often – great to be able to see the nurse though

Health and Wellbeing Team

Tena Koutou Katoa.

The year is moving so fast and there is a lot happening within our communities. Please encourage whanau to attend our workshops in Pukenui this Sunday to gain more information about Omicron and how you as a whanau can be prepared. This can be a very stressful time, so don't be shy to give our team a call 0800TRYWOP if you feel the need to talk to someone or would like some counselling or support.

Our health and wellbeing team has grown so we welcome Sera Murray, Reno Tahitahi-Matiu and Marquita Lia into our team as well as our new admin support for our organization Lucy Wharerau.

Blessings to you all in these trying times, Health and Wellbeing Team



Te Puarangi (Addiction Support Service)

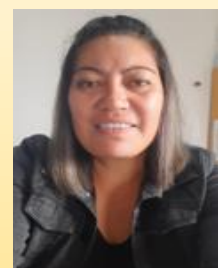
Tena Koutou Katoa,

Welcome to a New Year and humble beginnings for 2022!

In the month of February you would of seen signage up in every community. This initiative was all part of Te Puarangi, organized by Coordinator Barbara Larsen in 2020, where a competition was held in the community for Anti Meth posters and the chosen winner's poster was to be made up into signage and erected in each community. You will see these in Te Hapua, Te Kao, Ngataki and Pukenui. These beautiful signs were approved by Dame Whina Cooper's whanau prior to being made up and then blessed by General Manager Errol Murray. Just some of the amazing mahi Barb done in the community and will always be remembered for.

Lots of new ideas are being developed for our tamariki and whanau. Support Groups will be starting back in April for those whanau that would like to have a chat in confidence. Locations and dates will be available on our Facebook page.

Remember we have an open-door policy so if you feel like a chat about anything, nothing is too big or too small please come in and see me or give me a call Ph: 0800 TRY WOP ext 227. Mauri Ora Arby Larsen – Te Puarangi Coordinator.



Hutia te rito o te harakeke,
Kei hea te komako e ko,
Ui mai koe ki ahau,
He aha te mea nui o tenei ao,
Maku e kii atu,
He tangata, he tangata, he tangata,
Tihei mauri ora.



Toku whakapapa i te taha o toku matua,
Ko Moehau te maunga,
Ko Te Whanga nui o Hauraki te moana,
Ko Tikapa te awa,
Ko Manaia te marae.
Ko Te Kouorehua te tipuna whare,
Ko Marutuahu te tangata,
Ko Ngati Maru te iwi,
Ko Tainui te waka,
Ko Hoturoa te Rangatira,
Ko Te Pae o Hauraki te whenua.

Toku whakapapa i te taha o toku whaea,
Ko Tawhitirahi te Maunga,
Ko Parengarenga te moana,
Ko Te Awapoka te awa,
Ko Potahi te Marae,
Ko Waimirirangi te tipuna whare,
Ko Te Kao te kainga
Ko Te Hiku o te ika te whenua
Ko Mamari te waka,
Ko Ruanui te Rangatira
Ko Te Aupouri te iwi.

Ko Tony ahau. I am currently living in the papakainga at Te Kao. I have been home now for a little over 6 years. I have had the privilege of being able to complete my studies at Whakawhiti Ora Pai, as a student completing my Health and Wellbeing Level 4 papers. I am happier being home and a part of the super team in Te Kao. "A whanau in need is a whanau indeed" WOP have many whanau. I am proud to be part of a whanau. Tena koutou katoa, "mean maori mean"

Tēnā koutou,
Ko Sera Murray tōku ingoa, he uri ahau nō Te Aupouri.
He mokopuna ahau nā te whānau Murray, te whānau
Conrad me te whānau Atai.
Tokowhā āku tamariki, ko Justin rātou ko Naomi,
ko Quiara, ko Reihana.



I have recently joined the team at Whakawhiti Ora Pai as a 2nd Community Connector, I am grateful for the opportunity to serve and support the community in which I was raised. Prior to this position I worked in the Education sector for over 20yrs, along my journey I have learnt many things that I hope to implement into my mahi, for the benefit of our wider community.

I look forward to new learning experiences and connecting with whanau.





Kia ora, my name is Lucy Wharerau and I have just joined the Whakawhiti Ora Pai team. My job is administration and community support worker. I am the granddaughter of Ngaire (Wiki) and Koro Slade. I am the oldest of five children to Shirely (Slade) and Duncan Wharerau. I was brought up in Te Kao for the most part of my life. My whanau brought us up to care for one another, help those in need, be respectful and to work hard. I am very excited to have got the opportunity to work alongside the communities and meet new people.



Tēnā koutou katoa,
Ko Maquita Lia toku ingoa, he uri ahau no Te Aupōuri. Ko Bonnie raua ko Bullu Conrad oku tupuna, ko Francis Conrad toku māmā.
My role at Whakawhiti Ora Pai is Health Promotion Co-ordinator. I look forward to getting out in the communities and working amongst our people.
Ngā manaakitanga kia koutou.

Ko Māramarua tōku Maunga
Ko Perunui tōku Awa
Ko Hokianga tōku Moana
Ko Ngātokimatawhaorua tōku waka
Ko Nukutāwhiti tōku Tangata
Ko Motukiore tōku Rohe
Ko Arohamauroa tōku Marae
Ko Ngahengahe tōku Hapū
Ko Ngāpuhi tōku Iwi me Te Rarawa tona iwi
Ko Wiremu Matiu rāua ko Maramapai Dawn Samuels ōku Matua
Ko Reno Tahitahi-Matiu tōku ingoa
No reira, tena tatou katoa.



I am an North Shore Auckland born quadrangenarian who is passionate about helping my whanau, friends and the community I live amongst. I am a church elder at Te Kao Seventh Day Adventist church and have an eternal place in my heart for it and the community it serves.

I am in the final year of my social work degree, and I have been fortunate enough to learn throughout level 4 lockdown while doing my placement here in Whakawhiti Ora Pai last year. Since then I have learned how this organisation punches well above its weight and am privileged to be able to work as the new full-time 'Community Connector' which will aid me to further serve the community and people I have grown to appreciate.

Nurse's Corner

With Maureen Allan

Clinical Nurse Manager



Tena Koutou Katoa

2022 has started at a fast pace our nursing team has been busy keeping our clinics business as usual as well as doing covid booster vaccinations and covid testing.

For those who are not covid vaccinated we are still available to provide this service. Getting vaccinated against COVID-19 will be one of the best ways to protect yourself and everyone around you. The more people who get vaccinated against COVID-19, the better it is for everyone.

COVID-19 booster shots help keep protection high. After a person has received their initial vaccination series (one & two doses of Pfizer), they typically have a high level of protection against COVID-19. Newer data suggest that protection against infection can decrease over time, even as COVID-19 vaccines continue to be highly effective at reducing the risk of severe illness, hospitalization, and death. Another dose of vaccine, called a booster shot, can help get protection back up to a higher level.

COVID-19 vaccine: Children aged 5 to 11

Tamariki aged 5 to 11 are eligible for **two paediatric (child) doses of the Pfizer vaccine 8 weeks apart**. Parents and caregivers can learn about the benefits of tamariki being vaccinated, the effectiveness and safety of the vaccine, appointments, and consent.

The child formulation of the Pfizer vaccine is a lower dose and smaller volume compared to the adult formulation. The vaccine is administered with a smaller needle.

The paediatric Pfizer vaccine is highly effective. That means if immunised children do develop COVID-19, they're far less likely to fall seriously ill and less likely to transmit the virus to others.

For children aged 5 to 11, clinical trial results showed the Pfizer vaccine was 90.7% effective against getting COVID-19 symptoms, and no participants developed severe COVID-19.

I understand that some whanau are reluctant for their tamariki to be vaccinated. If you need more information regarding child covid vaccination's you can contact me through Te Kao clinic. To make a booking contact:

0800 TRY WOP (0800 879 967)

09 409 7880 Te Kao Clinic

09 408 8287 Tohoraha clinic

Whanau / families in isolation due to positive covid test and need a helping hand please contact us at any clinic for assistance

'I'm doing this for my whānau.'



Time to screen
National Bowel Screening Programme

New Zealand Government

'My body, my health, my future'

TE POARI HAUORA Ā ROHE OTE TAITOKERAU
Northland District Health Board

www.timetoscreen.nz/bowel-screening
0800 924 432

BOWEL SCREENING programme

The free National Bowel Screening Programme (NBSP) is for people aged 60 to 74. It saves lives by detecting bowel cancer early when it can often be successfully treated. This benefits patients and their families and reduces treatment costs.

Bowel cancer, also called colon, rectal or colorectal cancer, is the second highest cause of cancer death in New Zealand. Around 3000 New Zealanders are diagnosed with bowel cancer every year and more than 1200 die from it.

There may be no warning signs that bowel cancer is developing.

How testing works

People eligible to participate in the bowel screening programme are invited to complete a faecal immunochemical test (FIT). The test kit arrives in the mail and is easy to do at home. It can detect tiny traces of blood in bowel motions (poo) that may be an early sign of pre-cancerous polyps (growths) or bowel cancer.

If a test is positive, participants are invited for additional screening, usually a colonoscopy. A colonoscopy involves looking inside the bowel with a long tube that has a tiny camera on the end. A colonoscopy can identify both cancers and polyps. Polyps are not cancers, but may turn into cancer over a number of years. It is usually possible to remove polyps during the colonoscopy procedure. This prevents them becoming cancer in the future.

For every 1000 people who complete a bowel screening test, about 50 will be positive. Of those, about 35 will be found to have polyps and on average 3 or 4 will have bowel cancer

More about the FIT test and other aspects of bowel screening can be found on the National Screening Unit website:

How to do the test



To do the test, you need to:

- collect a small sample from your bowel motion (poo) using the test stick, and put it into the tube
- put the sample tube in the zip-lock bag provided, along with the signed and completed consent form
- post it as soon as possible in the reply-paid envelope provided.

Do the test as soon as possible. You need to return your test kit **within six months of receiving it** or the laboratory won't be able to process it. The laboratory can't process tests which have passed their expiry date. Keep the sample in a cool place until you post it. It does not need to be kept in the fridge. To prevent any postal delays, it's best not to send it on a Friday, Saturday or Sunday.

Te Hapua: The test can be taken to GP clinic on Monday and Wednesday for mail delivery.

ARE YOU AGED 15-30? YOU MIGHT NEED TO GET IMMUNISED AGAINST MEASLES

Measles is a serious disease that can make you very sick. It's even more contagious than COVID-19 so spreads fast. Getting immunised is the best way to protect you, your whānau and community from catching and spreading measles

PROTECT YOURSELF AGAINST MEASLES – IT'S EASY AND FREE

Come into anyone of our clinics and see if you require an MMR booster.

Or phone the clinic on 0800 TRY WOP (879 967) to speak with a nurse.

Head to: [6.1 mea002_protect_against_measles_factsheet_-_web.pdf \(health.govt.nz\)](#)

For more information.



Contact Kimberley Butcher for smoking cessation support

0800 TRY WOP (0800 879 967)

09 409 7880

Why have regular smear tests

Most cervical cancers develop from an infection – called HPV, or the human papillomavirus – that almost everybody (men and women) are exposed to if they have participated in any sexual activity, such as: touching, kissing, oral, anal and vaginal sex, and any sharing of body fluids. But with regular smear tests (every 3 years) we can detect it and get onto it, before it becomes cancer.

Early treatment is highly successful

Since the national screening programme started, the number of women who die of cervical cancer has dropped by nearly two thirds. And if every woman you know got tested regularly, the number could drop even lower.

Who should have smear tests?

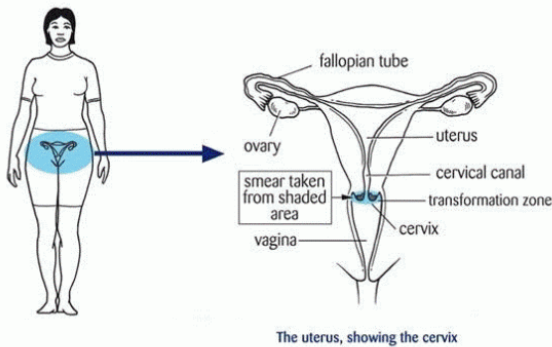
If you:

- are a woman or trans or non-binary person with a cervix
- are aged between 25 and 70
- have ever had sex

Then you should have regular

This includes if you:

- are immunised against HPV
- are single
- only have sex with women
- have a disability
- have been through
- are no longer having sex.



smear tests.

menopause

Smear tests save lives!

Any questions please feel free to phone one of our clinics and discuss this with a nurse.

Phone 0800 879 967

Repeat Medications:



For clients ringing in for repeat medications - Best Practice & Safety dictates that enrolled patients should be assessed by their GP at least once every - three months - this is to ensure that your medications are still appropriate and no medication changes are needed.

This is especially important if you have been a patient in hospital and your medicines have been changed.

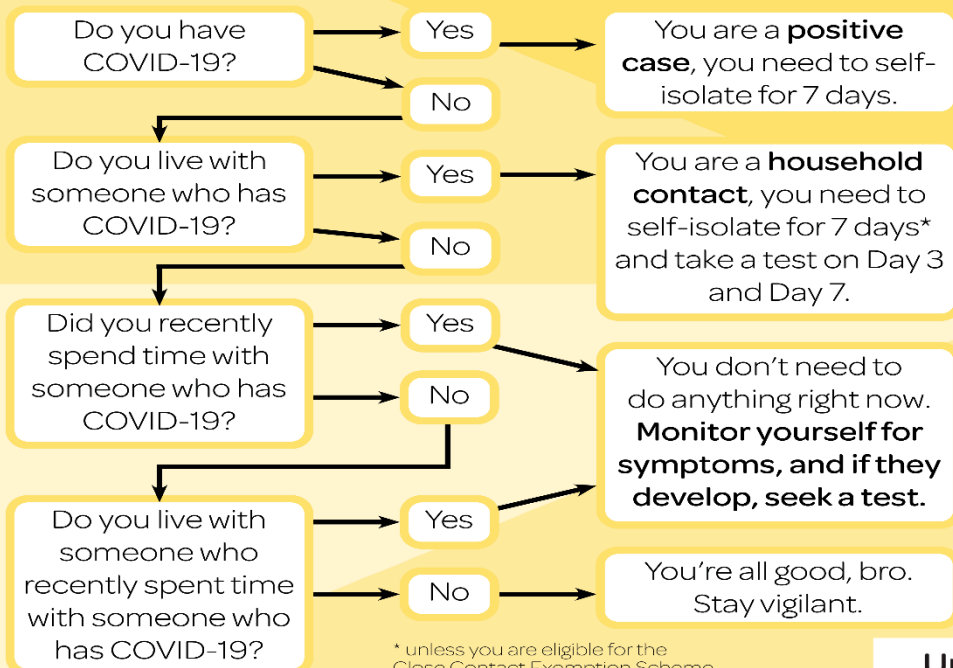
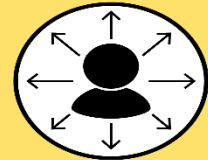
Your discharge letter will advise that you have a follow up with your GP in within 2 weeks.

Please make contact with your clinic for a doctor's appointment.

IT'S TIME TO BOOST YOUR WHĀNAU PROTECTION



What type of **contact** are you?



* unless you are eligible for the Close Contact Exemption Scheme.

Covid-19 and Isolation Support

Whakawhiti Ora Pai - Covid Welfare

Contact Number: 0800 TRY WOP (879 967)

After hours: www.wop.co.nz (click link "Covid Welfare")

Speak to one of our well-being team who will help whānau with the right process to getting support.

Healthline

Covid-19 Healthline: 0800 358 5453

Call the Covid-19 Healthline if you are needing support or advice regarding Covid-19. Their service is 24/7.

Request Rapid Antigen Test (RAT) Kits - Home Testing

Phone: 0800 222 478 (option 3)

Website: <https://requestrats.covid19.health.nz/>

*If you have **Covid-19 symptoms** or **are a household contact** you can now order RAT kits for home testing. Whakawhiti Ora Pai is now a distributor of RAT kits but you must meet the criteria above.*

Prescriptions & Medications

Unichem Shakletons Kaitaia

Phone: 09 408 0404

Email: Disp@kaitaiapharmacy.co.nz

Weekday Hours: Mon-Fri 8.30am - 5.30pm

Weekend Hours: Sat 9am - 12.30pm & Sun 10am - 12pm

Far North Pharmacy Kaitaia

Phone: 09 408 0851

Email: dispensary@farnorthpharmacy.co.nz

Weekday Hours: Mon-Fri 8.30am - 5pm

Weekend Hours: Sat 9am - 12.30pm

Please ensure you have an account at your chemist if you need medication.

Kai Support

Steeds Butchery

Phone: 09 406 8801

Weekday Hours: Mon-Fri 8am - 6pm

Weekend Hours: Sat 8am - 5pm

Steeds Butchery are happy to send meat to whanau via the Rural Delivery Service.

Te Kao Local Store

Phone: 09 409 8866

Hours: Mon-Sun 8am - 6pm

Te Kao Local Store is happy to do click and delivery, so whanau are able to order and pay online. Kai will be delivered via the Rural Delivery Service.

Pukenui Houhora Honey Bees

Phone: 0275431113

Weekday Hours: Mon-Fri 6am - 4pm

Weekend Hours: Sat-Sun 8am - 4pm

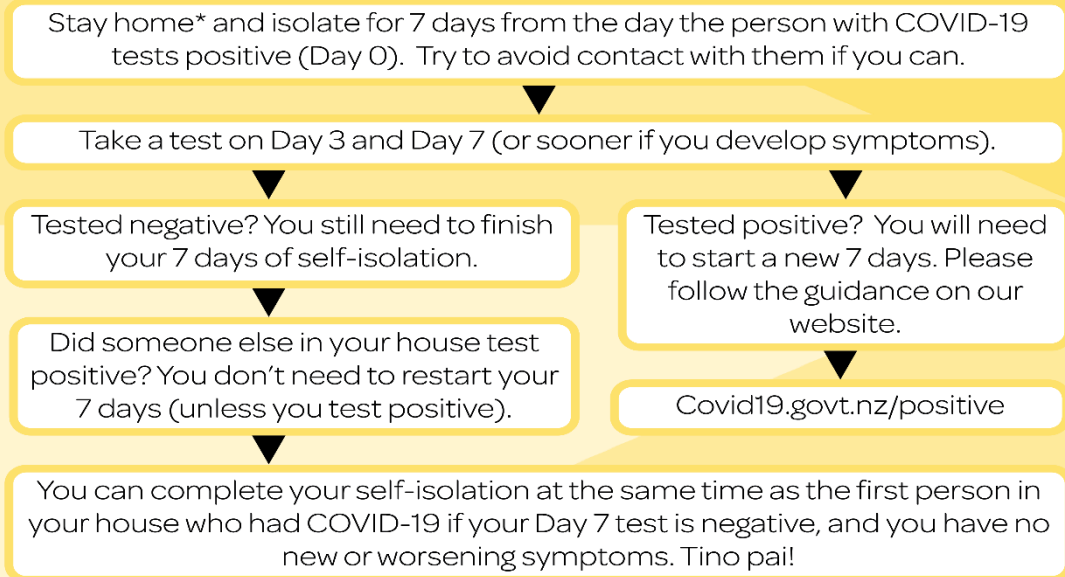
Honey Bees is happy to do deliveries.

For whanau that test positive please feel free to contact one of the well-being team members at Whakawhiti Ora Pai - 0800 TRY WOP

Household Contacts what you need to do



Do you live with someone who has tested positive for COVID-19?
Visit [Covid19.govt.nz/household](https://www.covid19.govt.nz/household) and follow these steps:



* Some people who are Household Contacts and critical workers may be able to still go to work through the Close Contact Exemption Scheme. See our website for more information.

Te Kāwanatanga o Aotearoa
New Zealand Government

Updated 12 March 2022

**Unite
against
COVID-19**

How to work out your 7 days of self-isolation



Find out what you need to do if:	you are positive for COVID-19	you are a Household Contact (living with a positive case)*
Day 0	The day you test positive or start experiencing symptoms, whichever is earliest.	Your Day 0 is the same Day 0 as the first positive case in your household.
Day 3	-	Take a Day 3 test today, or sooner if symptoms develop. If it's positive, start a new 7 days of self-isolation.
Day 7	-	Take a Day 7 test today, or sooner if symptoms develop. If it's positive, start a new 7 days of self-isolation.
After	After 7 days, as long as you are free of COVID-19 symptoms, you will be free to leave self-isolation.	After 7 days, as long as you have a negative Day 7 test result and no COVID-19 symptoms, you will be free to leave self-isolation.

start over if you test positive

* Some people who are Household Contacts and critical workers may be able to still go to work through the Close Contact Exemption Scheme. See our website for more information.

Te Kāwanatanga o Aotearoa
New Zealand Government

Updated 12 March 2022

**Unite
against
COVID-19**



Te Hiku Community *Response*

FREE TRAINING

Tēnā Tatou,

The Te Hiku Covid response group is offering some training / upskilling to any groups wanting it that would benefit.

At this stage it is to include training in:

- PCR (nasal swabbing usually done)
- How to correctly use PPE
- R.A.T (Rapid result)
- CPR skills
- A.E.D. use
- Other basic First Aid / emergency response skills as required
- Topics identified by you (e.g. – Diabetes, Asthma, Heart disease, Stroke etc.)

Training can be tailored to suit your roopu. If you have people interested to engage in this, please contact me on 0272825361 or at Te Aupouri House. You can also email me on liddicoatron@gmail.com.

Nga mihi nui,

Ron Liddicoat
Trainer