

Pegasus 2025

Kia atawhai ki te tangata



A MESSAGE FROM OUR CEO

Tēnā koutou katoa - Greetings to you all

Health system under pressure

This edition of our newsletter was due to go out the day after Alert Level 4 was enacted.

We'd planned to acknowledge the heroic efforts of health professionals responding to the spike in RSV cases along with the usual challenges of winter ills. Then, with the growing numbers of general practices taking on COVID-19 vaccination duties and operating under Level 4 restrictions and protocols, we had the recipe for some of the highest demands being made on primary care for some time.

Despite moving to Level 2 here in Canterbury, we are still operating under demanding circumstances, and it has been inspiring to see how primary care has adapted to continue to provide care.

I'd like to acknowledge the 24-Hour Surgery (24HS) at this time. There has been unprecedented demand on our urgent care service. On several days, more than 400 people have presented in a 24 hour period. This demand reflects the pressure across the system and indeed, the whole country.

I'm proud to say that no matter what we are faced with, Pegasus people continue to be there, to stand up to the challenge, and we've had more than our fair share of challenges in Canterbury over the last decade.

Student challenge

Our Board Chair, Peter Townsend and I have been involved in the University of Canterbury Entrepreneurship - 'The Future of Health Challenge'.

This initiative involved tasking Canterbury tertiary students with envisioning tomorrow's healthcare provision. Working in teams, the students were tasked with suggesting innovative and creative solutions in response to some of the biggest problems facing the Health Sector in Canterbury and New Zealand, namely:

- Can you design a better primary care system?
- What could be done better to help with training, development and ongoing learning of our nursing workforce?
- How can we do better in the wellbeing and prevention space?

The winning entry looked at developing a technology system that would match post-graduate nursing education to the actual communities they would be caring for. It was evident that the students involved have a real grasp on what is happening in healthcare, providing hope for the future.

Hāpaitia te ara tika pūmau ai te rangatiratanga mō ngā uri whakatipu

*Foster the pathway of knowledge
to strength, independence and
growth for future generations.*

Ngā mihi maioha

Thank you with appreciation

MARK LIDDLE

MANUKURA / ACTING CHIEF
EXECUTIVE OFFICER



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RETIREMENT NO BARRIER TO FIGHT AGAINST COVID-19

Rosemary Moore came out of retirement to administer vaccinations at Eastfield Health's new dedicated COVID-19 clinic and "make a difference to New Zealand's efforts" to fight the virus.

Ashburton-based Moore was a nurse for almost 50 years and a registered vaccinator before she retired five years ago. Moore renewed her practicing certificate in advance of the COVID-19 vaccine roll-out and is now working at Eastfield Health's COVID-19 vaccination clinic at the Ashburton Raceway.

"I'm really enjoying being part of the efforts to vaccinate our population and get them protected against COVID-19 and, hopefully, have more freedom in future. I feel honoured to be able to use my skills to make a difference," Moore said.

Leeston business owner and essential worker Nick Treleaven was one of those Moore vaccinated at the raceway clinic. He quickly booked an appointment after his age group, the over-40s, became eligible for vaccination.

"My staff are going out into the community during lockdown and I look after my elderly mother, so I wanted to make sure I was protecting her." Treleaven said the process of booking and getting his vaccine felt easy, safe and stress-free.

Eastfield Health Business Manager Tony Dann said the practice had been vaccinating its patients for about a fortnight before the country moved to Alert Level 4.

"We wanted to keep up face-to-face



Leeston Business owner, Nick Treleaven gets his vaccination from Rosemary Moore at the Ashburton Raceway COVID-19 Vaccination clinic.

consultations during lockdown for those patients who wanted or needed them, plus run an efficient community vaccine clinic, and keep everyone safe. So we worked quickly to set up a dedicated COVID-19 clinic at the Ashburton Raceway," Dann said.

"We learned a lot from last year's lock-down and in advance of this lockdown had devised split rosters with separate teams. We had two different teams for working in the practice, then added a third for the vaccine clinic. We had sent the details to staff months ago in case of another lockdown, so everyone knew the plan."

Two doctors work during the day at the practice, doing both face-to-face and telephone consultations. Two nurses, an administrator, a health care assistant, and a doctor working from home doing only phone consultations complete one team.

Dann said some extra staff, such as Moore, had been employed for the COVID-19 clinic but because there was less demand on the practice during lockdown, some permanent staff were able to be deployed to the raceway clinic.

MORE BYTE FOR WHĀNAU

The Partnership Community Worker (PCW) Service has teamed up with the Brush Your Teeth Everyday Charitable Trust (BYTE) and Cholmondeley Children's Home to support the oral health needs of tamariki, rangatahi and whānau.

Using resources provided by BYTE, a trust that aims to improve the oral health of at-risk groups in New Zealand, 200 packs each containing a toothbrush, toothpaste and brushing instructions were put together at Pegasus House during the July school holidays.

A visit to Cholmondeley Children's Home led to a new partnership being established between the two organisations. The PCW service delivered the dental packs as part of a new partnership being established between the two organisations. The PCW Service will deliver the dental packs as part of this ongoing relationship, as well as providing support to Cholmondeley whānau around accessing health services and supports when there are unmet health needs.

PCW Coordinator Maureen van Venrooy (left) and helper Rico Perelini pack up dental supplies ready to deliver to Cholmondeley Children's Home.



OUR WHENU



Brendan Sillifant, Health Improvement Practitioner talks about how mindfulness practices are part of his work and personal life. Brendan is based in a general practice and works with patients on a range of health issues from high cholesterol to depression. He is always striving to keep his practice effective, developing and forward leaning.

[!\[\]\(b792654f2cef9719eabeb6c5be00811e_img.jpg\) Watch the video](#)

Amelia Howard-Hill, Lead Nurse Practitioner in the 24 Hour Surgery tells us about how her role is based within the bounds of caring and looking after others. It is closely linked to manaakitanga (kindness/ support) – and all about supporting people who need it most.

[!\[\]\(2bae76de5ebbd5c4d7d47162f1673734_img.jpg\) Watch the video](#)



SCHOLARSHIP EASES TOUGH START TO NEW LIFE IN A NEW COUNTRY

“I want to be much more human-focussed now, as opposed to being task-focussed.”

Lobna Falestine was a practising doctor in Egypt but now, re-training as a nurse in New Zealand, she is excited about a future that brings her closer to the people she is keen to help.

“Nursing brings you closer to your patients and here in New Zealand, nurses are well respected here. I love being close to my patients – to be able to offer them the support, the time and the compassion they need to recover,” she says.

Lobna was born in Egypt and graduated there as a doctor 1986. She practised as a general practitioner for ten years before working in the ophthalmology department of a public hospital. Her career in primary health care management was halted by a family tragedy, changing her life course.

“When my husband and son were killed in a car crash ten years ago everything changed, and following that, and in recovering from the trauma, I decided I had to do something new for myself. That led me to immigrating to New Zealand in 2016 with my daughter, Sandra, who is now 29.”

She says starting a new life in a new country in her fifties has been tough, but she has valued the support she has received from Pegasus Health. Along with receiving a Pegasus Health Workforce Development Scholarship, Lobna says the Pegasus team has given her invaluable support.

“At 58, I’m not eligible for any student loans or allowances, so starting life as

a student again has been tough. The scholarship has made a big difference to me. I’m currently studying for a Master’s Degree in Nursing Science through Otago University in Christchurch. It’s an intensive two-year course – a shortcut because of my existing medical degree – and at the same time, I am now doing a five-week placement with Pegasus Health in Hei Hei in Christchurch.

Lobna says she’s learned that people are the most valuable thing in our lives.

“Seeing people grow and recover is important to me. After my own experience of trauma, I feel I have a level of compassion and empathy that enables me to relate to people better. I can show them how to live happier, healthier lives. I want to be much more human-focussed now, as opposed to being task-focussed and Pegasus Health has been right behind me. I’m excited about my future here in New Zealand.”



Lobna Falestine, seen here between CALD Health Advisory Deputy Chair Vibhuti Patel (left) and CALD Health Advisory Group Chair Sade Iposu, is excited about helping patients in New Zealand.

GLOBAL RECOGNITION FOR NURSING EXPERTISE

Te Tumu Wairoa Health Improvement Practitioner (HIP), Tony Gomez has been recognised as a Certified Global Nurse Consultant by the International Council of Nurses and CGFNS International*.

Tony currently works at Eastcare Health, in Aranui, Christchurch.

Tony came to Christchurch in 2018. A critical care and trauma nurse by profession, he is currently operating in the mental health and addictions field while working through the NZ Nursing Council requirements for registration in New Zealand. In addition to being a HIP, Tony is a facilitator of 'Blueprint for Learning', delivering training modules Mental Health 101 and Addictions 101 across New Zealand.

Blueprint for Learning is one of New Zealand's largest training providers in mental health and addiction, dedicated to both workforce development and community training projects. He was nominated for the certification by peers in Auckland and overseas.

Eastcare Health Practice Nurse, Jeanette Banks, says the whole team at Eastcare is "thrilled" at this recognition for Tony.

"We highly value Tony for his unique nursing knowledge, skills, experience, and expertise. He's a great member of our team and provides a superb service for our patients, with a huge focus on equity. He cares a great deal, for not only the people he sees, but those he works with," Jeanette said.

The certification came as a surprise for Tony who didn't know anything about it until he was told to check his email. He says the recognition extends to nurses everywhere.

"This is affirmation for me. I have been recognised as a nurse, doing the right thing



"We highly value Tony for his unique nursing knowledge, skills, experience, and expertise."

Health Improvement Practitioner Tony Gomez is highly valued for his nursing knowledge, skills, experience and expertise.

in my community and I also consider it recognition for all the nurses and medical professionals in New Zealand and overseas battling COVID-19. The nursing path I have chosen is very fulfilling," Tony said.

Tony's academic achievements include a Bachelor and Master's degree in nursing, Postgraduate degree in Mental Health, Certificate in criminal justice, Diploma in psychology and is currently working on a Doctoral degree at Victoria University and Rongoa (Māori wellness) studies at Te Wananga o Aotearoa.

*CGFNS International is an immigration neutral nonprofit organization that helps foreign educated healthcare professionals live and work in their country of choice by assessing and validating their academic and professional credentials.

BETTER FOOD CHOICES FOR HEALTHIER LIFE

Appetite for Life is a free six-week healthy lifestyle programme, run in small group classes by expert Pegasus Health facilitators.

It provides a non-diet approach to a healthy lifestyle. The focus is on health gain rather than weight loss. Appetite for Life supports participants to make small changes to eating, activity and behaviour by promoting foods that look after their health.

Mother and daughter facilitator

Attending a community health day gave Jen Walker – and her daughter Nuku Waitokia – not only a healthier outlook on life, but new careers.

Jen and Nuku are Appetite for Life group facilitators. Together, they run the six-week Pegasus Health programme that gives people information about healthy eating and living.

While attending a community health day, Jen came across an Appetite for Life stand. She signed herself and Nuku up – and loved what she learnt.

“We’re both at home and in the kitchen, so I knew that if we wanted to make healthy changes I needed to get her onboard as well,” Jen said.

The programme was amazing for Jen and made a huge difference in her life.

“The first time I did the course I took one thing away from it, which is having a high



fibre breakfast. This made a huge difference and I lost some weight. It’s like doing exercise for the inside but I don’t have to do anything.”

Nuku says she wasn’t convinced the course would be worthwhile, but went along for her mother’s sake.

“I did it so my Mum would stop nagging me. My diet was really bad - chips, fizzy drinks, energy drinks. Appetite for Life really did change my life and how I look at food,” Nuku said.

After finishing the course, the lively pair were asked by Appetite for Life Coordinator Chris John if they would train as facilitators. They jumped at the chance and now love sharing their belief, knowledge and experience.

As Jen says, “I think it helps participants to know we’ve done the course ourselves. We’ve been where they are and we’re still learning ourselves about things that can make for a healthier life.”

SHARE YOUR STORY

If you’ve got a Pegasus Health story you’d like to share, email communication@pegasus.org.nz



| Alisa's story

Before doing the Appetite for Life course, young Linwood mother Alisa Siaki would have coffee for breakfast, struggle to feed her two-year-old nutritious food and was constantly feeling tired.

"I was running on empty.... I struggled to eat things that would fuel my body. I felt tired. I didn't know much about healthy eating or what was good for me," said Alisa.

Over the six-week course, Alisa learnt about how to fuel her body and keep it energised throughout the day. She also learnt about the importance of eating vegetables and whole foods, as well as understanding there are healthier options for things such as butter and sugary drinks.

"I now have a better understanding of label reading at the supermarket. My partner is an Islander and loves everything



Alisa, pictured with daughter Ne'etia, is improving the health of her whānau following Appetite for Life guidelines.

 **Watch the video**



full cream... I learnt tips about replacing butter with oils, spreads and light cream cheese as substitutes," Alisa said.

Alisa says she's proudly sharing her learnings with her wider whānau. Her step-dad struggles with high cholesterol and she has looked over the Appetite for Life course book with him to help him improve his health.

Alisa says the biggest win is knowing she is helping her daughter reach her potential.

"By doing Appetite for Life, I'll put practices in place in my home that will give my daughter a better start in life."

APPETITE FOR LIFE

WITH CHRIS JOHN, HEALTH PROMOTER APPETITE FOR LIFE

Is Appetite for Life just another diet?

No. The programme focuses on making small lifestyle changes to increase health and wellbeing. People may want to lose or gain weight and they can do this slowly while enjoying the process.

Who can do Appetite for Life?

The programme is designed for people who are tired of the cycle of dieting, may still be struggling to lose or gain weight, or want to improve their health or that of their whānau.

How much does it cost?

The programme is free and each participant receives a book with information, tips and recipes.

Q&A



How do I join a course?

Ask your general practice team. If you are not currently enrolled with a doctor, contact Appetite For Life directly. You can email them through their website:

 www.appetiteforlife.org.nz

 www.facebook.com/afl.programme

HEALTHCARE PARTNERSHIP MAKING A DIFFERENCE

Late one night, Caitlin* called a St John Ambulance for her two-year-old daughter. Paramedics quickly realised the child did not require transportation to the Emergency Department (ED) at Christchurch Hospital. Caitlin had called them out of concern for her daughter's wellbeing, because she was not enrolled with a general practice.

As part of an initiative between Pegasus Health and St John, launched in early 2021 the paramedics took Caitlin's details and, with her consent, passed the details on to a Pegasus Partnership Community Worker (PCW).

St John Right Care Advisor (South) Jenna Cook says those who work for St John are driven by the desire to help their local communities.

"Since January this year, our ambulance personnel have referred 16 patients via the PCW referral pathway," says Jenna.

"Subsequently, patients have been able to access a range of health and social services that otherwise may not have been available to them. Together with Pegasus, St John is helping to build resilient communities and supporting vulnerable patients and their whānau to access the healthcare services they deserve."

Partnership Community Worker Sarah Foster contacted Caitlin, visited her at home and, discovering Caitlin couldn't enrol with the general practice because of a discrepancy between her common name and the one on her formal identification, helped her access funding to secure new identification.

Sarah identified that Caitlin was dealing with violence within the home, resulting in significant harm issues, and referred Caitlin to relevant agencies. She also put her in touch with several child-friendly groups for them both to connect with.

"Our primary focus is on health services but by gaining a holistic view of their situation, we can also help connect them with other agencies that can help," says Sarah.

Pegasus Health Community Access Liaison Manager Melissa McCreanor says St John paramedics are frontline health-workers with a unique connection to people in times of health crisis.

"By partnering with them, our PCWs can support people to link with health services. They see people who aren't enrolled with a general practice team and have unmet health issues, people who have significant social needs that impact on their health, and those who experience significant barriers to accessing health support.

"I really value the work St John and their paramedics do in supporting our community. This new collaboration and partnership strengthens the difference we can make in someone's healthcare journey," says Melissa.



Partnership Community Worker Sarah Foster (pictured in her office) is helping a number of clients identified through a new partnership initiative with St John

** Caitlin's name has been changed.*