

## Hospital Shop needs more volunteers

The Hospital Shop in the Main Foyer of the hospital is providing a great service for patients, visitors and staff. Proceeds go straight back into benefiting the people being served, through the 'owners,' the Hutt Hospital Foundation.

"We've been asked to extend our very popular 'shop trolley' service to wards and departments, as patients and staff can't always come to us," says shop manager Sujatha Venkatesh. "We'd love to do it, but we need more volunteers. If you are interested in helping out, please contact me: (04) 587 2804 [hfhf.trust.shop@gmail.com](mailto:hfhf.trust.shop@gmail.com)."

## We think we can do better...

We're getting most things right when it comes to national health targets about waiting times for surgery – not only did Minister of Health Tony Ryall thank our Hutt Hospital team last week for having no-one wait more than 6 months for booked surgery, but we also achieved the agreed number of operations for the year.

BUT – we still think we can do better. We've looked at the journey from when you first see your GP, through the hospital surgical experience and back to your GP – and we think there are too many steps. We've set up a number of teams within the hospital to try and shorten the journey and some teams are also working with community-based services to make sure the path back home is as simple as it can be. Expect to hear more about these Better Healthcare Services projects from us in future.

## Board meetings

### Community & Public Health Advisory Committee

9.00am Monday 17 September 2012  
Capital and Coast DHB Boardroom

### Hospital Advisory Committee

11.00am Friday 21 September 2012  
Hutt Valley DHB Boardroom

### Board Meeting

9.00am Friday 28 September 2012  
Hutt Valley DHB Boardroom

### Disability Support Advisory Committee

1.00pm Monday 12 November 2012  
Capital and Coast DHB Boardroom

Members of the public are welcome to attend these meetings. Meeting agendas are available on our website: [www.huttvalleydhb.org.nz](http://www.huttvalleydhb.org.nz)

## Better access for children



Even very young children can have kidney (renal) disease. Thanks to a collaborative approach between Hutt, Wellington and Starship clinicians, Hutt and Wairarapa children with advanced renal problems can soon be seen at Hutt Hospital.

"In the past, these children were seen at Hutt Hospital until they needed to be referred for 'tertiary' assessment, provided by a visiting Starship paediatrician at Wellington Hospital," says Anne Mitchell, head of Paediatrics at Hutt Hospital.



Left to right: Starship renal consultant Tonya Kara and Paediatricians Ross Wilson (Wellington) and Karla Fernandes (Hutt)

While local children had good access to the service, they had to travel further and their usual Hutt paediatricians were not part of the consultation. Sometimes their care was transferred to the attending Wellington paediatrician simply because they were part of that specialised consultation.

"After discussing the issues, we decided to trial having the Starship clinic at Hutt Hospital several times a year, starting in October," says Dr Mitchell. "One of our paediatricians, Dr Karla Fernandes is joining Dr Ross Wilson, a

Wellington paediatrician to run the children's renal clinics once a month alternating between Hutt and Wellington Hospitals. Dr Fernandes also attends the Starship renal clinics in Wellington. This not only keeps her immediately involved in helping these children manage their condition, it also provides better cover for the region when the Wellington paediatrician is not available."

Dr Fernandes, who has a background in intensive care and a real interest in renal medicine says, "having the clinic at Hutt Hospital means we are able to involve other disciplines also involved in the child's care, which means more continuity for children and their families."

"It's a wonderful teaching and learning experience for everyone involved," says Dr Mitchell. "These kinds of collaborative approaches have real potential for improving the quality of care we provide."

## Why are we waiting?

Over the last 4 to 6 weeks there has been a surge of people with serious illness coming to the Emergency Department and many have been admitted to hospital. Our target is to see, treat, and discharge or admit 95% of ED patients within six hours – so it's hard to understand why the wait in ED is sometimes long.

Why do people who arrived after you get seen first? Emergencies are always seen immediately. Some patients need to see a doctor or specialist, others are seen by an ED nurse specialist. So it depends on what the problem is and the availability of the Dr, specialist, or Nurse specialist.



Dr Dave Dubois, an emergency medicine specialist at Hutt Hospital Emergency Department says, "winter is when many patients seek care for respiratory problems. These take two to four times longer to assess and treat than summer-type injuries or broken bones - causing backlogs and delays."

So GP or ED? If you're not sure, you can phone your medical practice for advice 24/7. If it's not an emergency and you need to see a doctor, your best option is to see your GP.

## uBook trial a success

uBook is Hutt Hospital's new online outpatient booking system, recently trialled in six specialties. Based on great feedback and results it will now be rolled out wider.

The first 197 users were a good cross-section of our community and ages ranged from 12 to 88 years. Best of all, only one person did not attend the appointment they had booked (0.05%), compared with the average rate of 5-8% of people who do not attend.

uBook reduces administration time by at least 6 hours for every 50 patients who book online, but we will continue to offer a phone-in option for people to book appointment times.



(04) 566 6999  
main hospital phone number