



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



It is traditional that at the Staff Recognition Celebrations, a staff member cuts the cake on behalf of all those being recognised. At Whakatane Linley Brown, Dental Therapist with 43 years' service and at Tauranga Pat de Lange, Clinical Nurse Manager Out Patients Department with 30 years' service were the guest cake cutters this year.

I was delighted to celebrate the huge contribution made to our communities by the team members honoured at the Staff Recognition Awards in Whakatāne and Tauranga last week. The awards recognise staff with over ten years' service. The longest serving staff members recognised this year had served 59 years (Whakatāne) and two staff had each served 45 years in Tauranga.

This is an event I really look forward to. It was great to see so many people there, along with their supporters. In healthcare we seldom stop to recognise what we ourselves have accomplished or achieved. The focus is always on delivering better care for our patients. It's equally important for us to stand back sometimes and reflect on our teams' accomplishments and contribution.

The celebration represents what is so special about our DHB and, put simply, that is, our people. Across the DHB recipients provided 8,989 years of service to our community. I wish I had the numbers for the hundreds of thousands of patients and families cared for, the meals provided, the ambulance journeys made, the letters typed. Raewyn one of our librarians calculates that she's issued 19,000 books and helped 15,000 people.

Whilst it's important to have new ideas, to bring in new people who have a different approach, it's extremely important to have people who hold our institutional knowledge, who know us really well. Who know the good things about us, and also can see the things we can improve at.

It was lovely for Sally Webb our Chair and I, to have the opportunity to thank recipients for being these people for our BOPDHB, and for their loyalty and dedication. I am truly humbled to be Chief Executive of an organisation with so many outstanding and dedicated staff members.

What inspires me is that no matter how long people have been with us, they continue to be passionate about making things better, working to improve the care we provide, and being open to change.

Over the course of the last year, I've really been struck by this. We've had a lot of change happening, and it's been really heartening to see how much of that has been led by people who have been with us for some time.



Many of the recipients shared their stories, reflections and highlights of their time with our DHB. It was lovely to be able to read them. Some of these are included below.

The DHB has been such a huge part of these team members' lives, and they are such a huge part of our continued success. The events were about celebrating their successes with family, friends and colleagues. They can all be justifiably proud. Thank you again to all our recipients for your loyalty, your dedication, and your contributions to supporting and caring for our communities.

Whakatauki

He aha te mea nui o te ao

What is the most important thing in the world?

He tangata, he tangata, he tangata

It is the people, it is the people, it is the people

Recipients' stories and themes:

- Lots of people started off with us, went away and came back again.
- People who have been here for much longer than they expected to be (11 months turning into 11 years for example).
- A strong focus in the stories on patients and their families, and the satisfaction of seeing patients going from their worst state to being ready for home.
- How what we see as simple advice and techniques can be life changing for those we care for.
- The changes in buildings, grounds, staff and processes.

- Lots of satisfaction from patient education including the nurse who does ambulance transfers and likes it that her patients can't run away from the advice.
- The autonomy and diversity that comes with many of our roles.
- Seeing their children grow up whilst they've been part of the DHB.
- "The good old days" when as a young RN, the house surgeons were like older brothers. Now they're young enough to be her children.
- Many who trained here and still have colleagues who use their maiden names.
- Lots of people have progressed through roles and professional development, and worked in many different areas.
- The lengths team members have gone to, to support our community – climbing fences, crossing paddocks, using cars, 4xWD, barges and planes to get to people.
- Having her shoes stolen and chewed by the client's dog. And then returning to work in borrowed gum boots much to her colleagues' delight.
- The talents that our staff have outside of work: supervising rowing, brass band awards, hockey teams, wearable arts awards, DHB productions, hiking, travelling, nail art.
- Speaking at international conferences.
- So many said how much they love their work.
- That being part of their team is the best job they could have. How rewarding it has been.
- Describing their team members as extraordinarily knowledgeable and creative. Commenting how privileged they feel to work with such passionate professionals.
- How much it means to be appreciated by your colleagues and getting a note of thanks.
- Impromptu games of cricket in the plaster room.
- Ordering coffee tables instead of coffee, and never living it down.
- How people are always looking for ways to make improvements, and how much innovation there is.
- Many spoke about the kindness of colleagues. "It is your colleagues who are there to pull you through".
- How they have had life-long friendships, a great sense of camaraderie, and lots of fun.

How to look at, and download the photographs from the Staff Recognition Celebrations

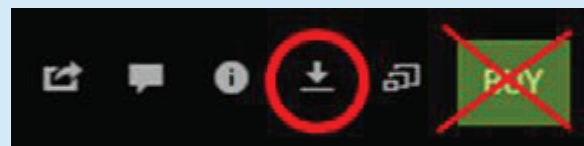
We have in this email a link to the photographs taken at the Staff Recognition Celebrations. There is no cost for the photographs so please don't push the BUY tab! You can email the photographs you want to yourself.

To download the Tauranga photographs click on this link.

Click on this link to view the photos:

<http://www.andrewwarnerphotography.com/Website-assets/Client-Galleries/Tauranga-dhb-awards/n-gFqW84/>

- Click on a photo to enlarge it.
- Click the icon circled below (bottom right corner of screen) to download the image.



- You'll be given the option to 'open' or 'save'.
- Either 'save' the image to your device or open it and then 'email' (using the 'email' option in the top left corner of your screen) to your home email address.

To download the Whakatane photographs click on this link.

Click this link to view the photos:

<http://www.andrewwarnerphotography.com/Website-assets/Client-Galleries/BOPDHB-Awards/n-L7cWLj/>

And then repeat the bullet point process above.