



# Simon Everitt

Acting Chief Executive

Healthy, thriving communities, *Kia Momoho Te Hāpori Ōranga.*



16 December 2016

## Creating our Culture

Sessions	17
No. of staff attending	1010
No. of patients attending	80
Staff surveys completed	1537
Patient surveys completed	289
Feedback being analysed	377 A4 pages long

The buzz from the recent Creating Our Culture workshops is still being felt and the numbers above alone highlight what a tremendous success the project has been so far.

Many people had a hand in this success but three people deserve special mention in Ros Jackson, Diana Marriott and Gail Rose. Their efforts were reflected in the impact the event has had and the discussion it has generated.

I had the privilege of attending an In Our Shoes session at Whakatāne and it was fantastic to see that there was standing room only, as such a significant number of staff were present. It was great that people had the opportunity to openly share their views about what's working and what are the opportunities for improvement.

Similarly in Tauranga I attended an In Your Shoes session and was privileged to spend a couple of hours with one of our 94-year-old patients, who is living independently with a little bit of help from our health services. Once again I heard about the great quality service we provide to support people in their homes but also listened to some of those areas where we need to be more responsive, or more timely with our care.

So what's next? The feedback is currently being analysed and that analysis will feed into further sessions in February.

From Monday 20 February, for five days, there will be three different sessions which can be attended. A description of these three sessions is given below. Details on how to book your session will be released in due course.

Staff feedback session	A chance for all staff to hear what colleagues and patients told us.
Hear what you told us	What we can all do about what we heard, and what we plan to do as a result.
Leading with values	All our clinical and non-clinical leaders should attend to hear feedback and develop skills in leading our culture.
Leadership masterclass	For people with leadership roles and leadership influence.
Embedding our values	Identify objectives and priorities for the four individual key work streams to improve staff engagement, patient experience and our culture.
Short planning workshops	



Multiple Creating Our Culture sessions were held across both Tauranga (above left) and Whakatāne (above right) hospital sites.

**“A leader is one who knows the way, goes the way and shows the way.”**

*Warren Bennis (1925-2014) leadership studies pioneer, scholar, organisational consultant and author.*



## Leadership from the Ground Up

On Monday 5 December I had the privilege of attending Leadership from the Ground Up, an inaugural event providing a clinical forum for New Zealand's next generation of healthcare leaders.

The evening was curated by Dr Allan Plant, Dr Sam Cutfield (both registrars) and Service Improvement Unit Change Manager Suzanne Round, after spotting a gap with no events focused on leadership for junior clinical staff whilst also supporting our focus on all staff being involved in improving healthcare.

I have to say I was so impressed with the calibre of the event and especially with Sam Cutfield, Allan Plant and Suzanne Round for making it happen.

The event provided a diverse mix of inspirational speakers on the night with different stories and perspectives that covered the importance of teams (Alan Merry from the Health, Quality & Safety Commission - HQSC), the impact of mistakes and being accountable for it (former Black Cap Lou Vincent who was banned for life from cricket after admitting match-fixing), and Dr Ella Nicholas on what you can achieve with determination and a great support network (i.e. training for two Olympics whilst pursuing a medical career)

The event was funded from the award money won as part of the Innovation Award 2015 by the Quality Improvement (QI) Residency and attended by over 70 junior clinical staff including RMOs (junior doctors), pharmacists, nurses, dieticians, SMOs and executive leaders.

There has been resounding support for staging the event again in the future.



*From left, Professor Alan Merry, Lou Vincent, Dr Ella Nicholas and Dr Sam Cutfield.*



## Christmas lunches

The Christmas lunches have taken place this week in Whakatāne and Tauranga and enjoyed by all who attended from what I'm hearing. The executive team also enjoyed themselves helping out on the serveries. Below is a selection of shots from both events.



## Whakatāne Christmas Lunch Wednesday 14 December







## Tauranga Christmas Lunch Thursday 15 December



Pete Chandler will be Acting Chief Executive from today (Friday 16 December) until Helen Mason's return on Monday 9 January.