

PMAANZ Matters Newsletter



June 2020

Dear Carole,



Welcome to our mid year Newsletter!

Congratulations and thank for all your wonderful work during Covid19. Being at level 1 is a well deserved reprieve and reward. At the same time, I would like to acknowledge those who have been adversely affected, either financially or personally. Our thoughts

are with you, and if we can help please reach out.

There have been many learnings from these past few months and GP Docs has written an interesting article on Telehealth.

MAS (Medical Assurance Society) has also contributed with thoughts on life after the pandemic, specifically around team members.

Sadly, our PMAANZ conference is postponed until September 2021, but we are planning an education summit in February 2021 to fill the gap and get some invigorating learning and networking happening, read on for more on this in Mark O'Connor's (Conference Portfolio) report.



Remember, if you have any items that you wish to contribute to future issues, please send them through to secretary@pmaanz.org.nz

Deadline for submissions for the next Newsletter 14th September 2020 (for late -Sep publication)

Warmest regards

Heidi Bubendorfer - Executive National Secretary

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A WORD FROM OUR CHAIR



The financial impact of Covid 19 on many practices was huge, with many of us having to use the wage subsidy, delay payments to some staff members and in some cases possible closure. If any of you need help,

advice or just want to share ideas please email us - we know how resilient and adaptable primary health was in our response to the pandemic and how it has changed forever the way we deliver our services, on the same funding models. The meetings I attend in Wellington are in huge support of our organisation and many other areas of the health sector in getting our voices heard around the rubbish funding models we endure which do not support the services we provide and are NOT sustainable models at all. Again watch this space.

Our next Executive Zoom meeting is in 2 weeks time and I have asked GPNZ Chair Liz Stockley and CEO Jeff Lowe to attend to give us an update about what GPNZ is doing for Primary Health and actually to answer any questions our organisation may have. At the Zoom meeting we will also be discussing how we have our AGM 2020 this year. It will most likely be held in September by Zoom but we will let everyone know and we really need your support.

I left my words in this newsletter to be a bit lighter and less formal as I know and heard from many of you how hard it has been. PMAANZ is committed to supporting our members and growing it and we value and need your feedback in these trying times.

Last but not least another shout-out and huge virtual hugs go to our conference committee - I know how hard you worked and how excited you were about Conference 2020. It broke my heart to cancel this event but I know you have already started plans for the best conference in the history of PMAANZ 2021, and are close to releasing our exciting Education Summit program for February 2021. I hope you can all make it.

Anyway I am spending a weekend in Queenstown as I was meant to be in Europe, so I am helping our economy where I can, and am blessed to have a job in these times. Stay safe, stay sane and reach out to us if you need. Kia Kaha.

No rei ra Tena Koutou, Tena Koutou, Tena Koutou Katoa.

Nga mihi
Michelle Te Kira - Chair



NEW MEMBERS

The Executive would like to warmly welcome the following new PMAANZ members. We look forward to meeting you in person, and hope that you engage fully and benefit greatly from your membership.

Lorna Tuaiti	Auckland
Toni Hartnell	National
Nicole Lamont	Nelson/Marlborough
Nicky Sloss	Canterbury
Ruth Trout	Wellington
Cassie Campbell	Otago
Janice Choi	Auckland
Gail Wilson	Auckland
Trudi Smith	Wellington



INTERESTING READING

Cornerstone to restart now COVID-19 woes have eased

The RNZCGP will begin signing practices on to the relaunched Foundation and Cornerstone programmes now the COVID-19 workload is easing off.

The revamped quality programmes kicked off as scheduled on 1 April, but college chief executive Lynne Hayman says they were kept low key due to the pandemic: “The college took a pragmatic approach and had a soft launch so as not to burden the practices at that time.”

Via email she says they will soon begin actively engaging with practices to ensure they’re signed up and participating in the programmes.

To read the full article, [click here](#).

GPNZ 2020 Vision: transforming to a primary care-led health system

General practice leaders are calling for a fundamental shift in the focus of health services away from hospitals and towards community-based services in order to tackle New Zealand’s systemic health challenges.

General Practice New Zealand (GPNZ) believes that the health and disability system review, combined with the learnings from managing COVID-19, provide a unique opportunity to improve the health of all New Zealanders.

GPNZ CEO Liz Stockley said: ‘We need to seize this opportunity to transform the way we provide health services. To do that, the Government has to have the courage to shift the

focus of care and funding from hospitals to primary and community services, and to shift services such as radiology, rehabilitation, minor procedures and the majority of management of long term conditions out of hospitals to where they are best placed for local communities.

To read the full article, [click here](#).

eHealthNews.nz: News Articles | Digital Innovation funding focused on health outcomes

Picture: Spark Health chief executive Will Reedy
eHealthNews.nz editor Rebecca McBeth

Showing improved health outcomes from applying AI and machine learning in health is central to Spark Health's Digital Innovation Programme 2020.

Spark Health chief executive Will Reedy says outcomes based digital innovation, where the impact of change is measured, is not always well done in New Zealand or internationally, making this programme of work particularly exciting.



To read the full article, [click here](#).

Health and disability services at Alert Level 1

Information on how we access health and disability services at Alert Level 1.

From 11:59pm on Monday 8 June, New Zealand is at Alert Level 1.

At Alert Level 1, there are a few small differences in how we access health and disability services. These are summarised below. You can also read about ways to protect yourself and others from COVID-19 at Alert Level 1.

- Key things to understand
- Hospitals
- General practices
- Community health services

- Screening services
- Disability and aged care services
- More information on Alert Level 1.

Key things to understand:

Health and disability services will be running as normal under Alert Level 1 but some precautions will be in place to protect people who are more at risk of severe COVID-19 from exposure to the virus.

Strict adherence to infection prevention and control protocols will continue, and staff who are unwell must stay at home.

COVID-19 related precautions are not expected to affect the availability or timeliness of health or disability services.

To read the full article, [click here](#).

A time of change: Researchers analyse general practice during pandemic and beyond

With a switch to many more virtual consultations and an important focus on infection control, the COVID-19 pandemic has altered general practice, some say permanently.

There have been staff lay-offs and difficulties with personal protective equipment. Practice income dived as patient numbers dropped during the lockdown and some business closures are anticipated.

Now researchers hope to drill down into how practices responded, and what lessons the collective knowledge might offer for the future.

To read the full article, [click here](#).

**How can telehealth contribute to equity at your practice?**

It's easy to assume that issues such as access to technology, language barriers, or confidence with technology mean that telehealth will only increase inequity.

However, when used thoughtfully and in the right situation, telehealth can be a key part of your practice's health equity journey.

Reducing barriers to access

Barriers to access are a major driver of inequitable health outcomes. Traditional health care – where patients need to come into the practice between 9 and 5 – is difficult for many people. For example:

- Full-time workers who can't easily take time off work, especially people in lower-paid manual or labouring jobs.
- People with physical or cognitive limitations.
- Older people who don't drive.
- Parents without childcare who have no option but to bring all the kids if they come.
- Rural patients who have to drive long distances and incur high petrol costs.

Telehealth can improve access for patients in these kinds of situations by removing the cost and inconvenience of travel – making it possible to have a consultation at home, or in a lunch break.

Building relationships in a different way

The concept of Whānaungatanga is vitally important in Māori health – the importance of interpersonal relationships. Seeing patients in-person has always been considered a crucial way to connect with Māori patients.

It can be more difficult to build a relationship with the patient over the phone, and the practitioner does need to work hard to ask questions and ensure a connection is made. But where there is already a relationship, phone and video consultations can offer a way to talk to patients more frequently, or to easily monitor disease progression and suggest interventions. Some practitioners reported during Level 4 lockdown that patients were showing them around the house and introducing them to their extended whanau via video. Practitioners valued this window into the patient's life and loved the strong connection it created.

Some PHOs held Facebook live sessions for Māori mother and baby groups and reported a high turnout. Enabling groups to connect simply and easily from home may encourage people to join who would find it difficult to physically get to a meeting.

Seeing patients who aren't comfortable coming to the practice

Telehealth consultations have had very positive feedback in areas such as youth sexual health and mental health. Phone or video consultations offer a way to support patients who aren't comfortable coming into the practice to talk about personal issues – some patients may be more comfortable sharing this kind of information when they aren't in the

same room.

But – don't assume!

Feedback from practitioners working in the Equity sphere insist that the key to using telehealth successfully is don't assume!

While it's true that there will be patients who don't have mobile phones, data, or confidence with technology, many Māori and Pasifika patients and older people are perfectly comfortable with technology. And on the flipside – don't assume all young people are “digital natives”.

Ensure your practice is using telehealth to support equitable outcomes by:

- Being aware of any unconscious biases that lead you to assume that a patient won't be comfortable using technology – you may be wrong.
- Knowing your patient data – audit which patients are choosing to use telehealth, and which aren't. This will enable you to see if education or support is needed for particular groups.
- Providing videos or written instructions about using your telehealth platform so less-confident patients know how to use the technology.

And finally, understand that there are some patients or situations where an in-person consultation is preferable. The best option is always the one that creates the best outcome for the patient.

More information

[NZ Telehealth: Webinar #2: Equity and Improving Access with Telehealth](#)



GPDocs is an online system for managing your policies and procedures. We provide you with a set of Cornerstone or Foundation-compliant policies and procedures – tailored to your practice and kept up-to-date by our team of industry experts.

healthypractice
BETTER BUSINESS

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[What comes after the pandemic?](#)

The COVID-19 pandemic has forced an enormous number of changes on the way we all live and work within a very short time. It hasn't been easy and a full economic and social recovery may take years. But for many individuals and workplaces, the lockdown also

provides an opportunity to review the way they work and reassess their options for when things get back to some sort of normality.

Many practices have been heavily affected by the lockdown, and practices have had to adapt quickly to providing services in a different way, working to meet the expectations of patients under extraordinary circumstances. These pressures can take their toll on practice staff and it's important to think about their resilience and well-being at times like these.

There are lots of small things you can do to support your staff

Say thank you for a job well done, regularly

As a practice owner or manager, one of the most effective things you can do to improve the wellbeing and resilience of your staff is to regularly show your appreciation for their work. It sounds simple but it makes a huge difference – even if you only spend a few minutes at the start of team meetings, highlighting four or five positive things that have happened around the practice since the previous meeting. And if a staff member isn't happy about their progress in a certain area, focus on the positive – remind them how much they have achieved, rather than commiserate over what they haven't.

Think about what could be done differently next time, rather than who was at fault

Of course, problems are going to crop up from time to time. One approach to dealing with these situations is to try to depersonalise it. Rather than apportioning blame to an individual, it is a good idea to step back and see whether the problem could be a fault in the systems and processes you have, or whether a similar problem in future could be avoided by tweaking your processes.

Communicate often, and remember it's a two-way street

It's also important to communicate well with your staff and regularly ask them how they're getting on and whether they need help with anything. Hopefully, this will help your staff feel comfortable to speak up when things are getting difficult, allowing you to head off problems before they become insurmountable. In return, you need to ensure your staff know what you expect of them. Provide clear position descriptions with expected outcomes, give them achievable goals and make sure they have the resources required to attain them.

Resilient staff take their lead from resilient managers

Good leadership is a key factor in building resilient teams. Team leaders and managers need to be strong and committed to getting the job done but also be open, honest and compassionate in their dealings with their teams. When your practice is going through challenging times, it's important to remember that it's tough on everyone, and your staff

will only be able to do their jobs well if they're feeling confident in themselves and the practice.

Ultimately, their mental health and wellbeing is something staff need to take responsibility for but a well-timed word or thoughtful gesture from their manager can do wonders. At the very least, you need to be aware that your staff deal with stress in different ways and may need extra support at work. This may include directing them to the appropriate agencies where mental health support is available.

From a business perspective, your practice also needs to be set up in such a way to have the management structure and financial strength to survive setbacks. This can be achieved by thorough planning and risk assessment. All practices should undertake a regular budgeting and planning process, have a business continuity plan and review insurances covers to make sure all contingencies are covered should the worst-case scenario eventuate.

Want to know more? HealthyPractice® has resources to help practices with all employment and business-related issues. Contact the team on phone 0800 800 627 or email business@mas.co.nz.

Fiona Mines

HealthyPractice® Adviser, MAS

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If you manage a health practice, our HealthyPractice® online business support service has been designed especially for you. It provides information and templates on all areas of business ownership, employment and management – all backed by our business hours helpdesk support. Visit www.healthypractice.co.nz to find out more or call our HealthyPractice® team on 0800 800 627 for a free trial and website tutorial



UPDATE FROM THE EXECUTIVE



Treasurer

First and foremost ... "*how are you doing?*". It's been crazy, right. We understand the stressors and strains you have been experiencing – we

empathise and we stand solid in offering our support to you.

If you're not already in touch with your Branch network – now is the perfect time to regroup. Let's re-focus, rise up and re-claim – replacing surviving with thriving.

On the 18th June we will be circulating to our membership the 2020 Practice Managers and Administrators Association of New Zealand biennial remuneration survey.

This is later than intended as we did not want to overload our workforce – we are very cognisant that we have all been extremely over-extended during the last few months. This has been an incredible period of time for general practice and we acknowledge the work that is being done in our sector by the many dedicated and skilled general practice teams.

This survey is a foundational aspect of PMAANZ's contribution to its membership and provides the Association with important information to assist the Executive with strategic planning, and also provides you with information to benchmark your remuneration alongside practices of a similar profile.

We believe this is an invaluable tool in identifying current levels of remuneration as well as potential disparity. I have no doubt you are “surveyed-out” but if I could plead our case that this survey will be of direct and specific benefit to you and our profession as a whole. Please take the 10-15 minutes to complete the survey – your voice needs to be heard (all individual responses are unidentifiable).

As this is the ninth survey we have conducted we now have empirical data which enables us to better understand the changes that have occurred in the health sector.

We will keep the survey for the following 3 – 4 weeks, after that time we will begin the compilation process with the intent of having the hard data available early to mid-August.

The results of the survey will be available free of charge to PMAANZ members. Non-members will be able to access the report for a fee of \$175.00(incl GST).

Thank you, take care and stay well.

Sue Taaffe - Treasurer



Conference

As the old rugby adage goes, it has certainly been a “game of two halves.” Like everyone else in New Zealand, the year will be split into

life before Covid-19 and some other version of life during and after the global pandemic. In an extremely short period, we went from planning and preparing for our 2020 Conference in Palmerston North to locking our doors and to practicing healthcare in so many difference ways. Stay home, save lives became the catch phrase and that meant we all had to adapt.

With the arrival of Covid-19 New Zealand was plunged into the biggest period of uncertainty any of us have experienced in our lifetimes. What comes out the other side is still not clear but we as Practice Managers & Administrators must play our part in the social recovery of New Zealand.

Given the uncertainty of when New Zealand would revert to “normal” the PMAANZ Executive after careful consideration decided to cancel the PMAANZ 2020 Conference in Palmerston North until next year and look at other options to connect with its members. The decision was not been made lightly, given the incredible amount of work that has gone into the organisation of what was shaping up to be an outstanding conference. However, PMAANZ needs to act wisely and ensure our health care professionals remain available where they are needed most and want to diminish placing undue pressure on all our attendees.

Whilst it is disappointing that we will not be celebrating our 25th birthday altogether in September 2020, we think a 25th Anniversary Conference next year will be an opportunity for a wonderful celebratory, inspiring and enriching event (which by then we will all deserve). The 2021 Conference will now take place in September 2021. The final destination for the Conference is yet to be finalised, but we will let you know as soon as possible.

However, ahead of this the PMAANZ Executive have endorsed a two day Education Symposium in Palmerston February 12-13 2021 in Palmerston North. The Symposium will highlight our resilience, diversity and strength as we all move back to “normal” following the Covid19 Pandemic.

The programme for the Education Symposium is well in hand and a range of interesting and diverse speakers are being finalised. The aim of the Symposium is not to replicate our annual conference but to provide an event the will educate and inform our members. We are intending to release the new PMAANZ Educational Programmes in conjunction with UNE Partnerships as well as a new professional development CPD programme aimed at those who work in the healthcare sector.

Further information will be released shortly regarding the Symposium including registration details, costs and finalised programme. However, the meantime “SAVE THE DATE” - Friday 12th & Saturday 13th February 2021 - Palmerston North.

Mark O'Connor - Conference



Education

March, April and May seem to have merged in to one long month called COVID-19. Filled with endless emails, updates and Medinz alerts practice managers had to keep up to date with the latest changes, new developments, regulations and testing algorithms and ensuring all the new information was disseminated to all staff in a timely manner. PPE became a acronym that we became all to familiar with along with the challenge of ensuring we had enough on hand to protect our staff. Practices had less than 24 hours notice to prepare for virtual clinics. Posters printed one day were irrelevant the next as protocols changed.

No matter how experienced a manager this was completely new, never before had the country locked down. Needless to say the ability to focus on PMAANZ as a volunteer has taken a bit of a battering. We have had to delay the launch of our new education programme but continue to offer our evidenced based KASF papers. There have been some great KASF papers come through the mail and we continue to mark these (although not in a very timely manner unfortunately). Congratulations to the following for successfully completing their KASF papers

- Kirsten Nel, Silver
- Michelle Ingham, Silver
- Sandi Rozema, Bronze
- Kelly Musgrove, Bronze
- Jahnita Kati, Bronze
- Jade Antenor, Bronze

We know it can be hard to make the time outside of work to focus on education however if you have enrolled in one of our papers and are struggling please touch base so we can work with you.

Bethan Rajwer - Education



FOOD FOR THOUGHT



... so true!



BRANCH NEWS

Central North Island Branch

Hi Everyone

Well we seem to have survived the COVID Stress so far. Like most people we were definitely put under the pump over the last few months. The unknown of what was happening, are the Flu vaccines arriving, should we be swabbing, is the e-prescribing working today or not.

Thankfully at Bulls Medical Centre we have a great supportive team, and we had weekly meetings to try and keep up to speed with everything changing rapidly.

One of the advantages of Covid was I really enjoyed walking to work. No traffic, the birds were chirping and actually I dawdled along the middle of State Highway 1.

It was lovely watching children and parents walking along the streets looking for Teddy Bears. I managed to find a wee Teddy Bear and put a poppy on it for ANZAC day and put it up the tree so the children could see it. Both Toni and I were outside for Dawn Parade

on ANZAC day. It was a great to see the Neighbours in the street Partaking.

Also we had some really clever people in Bulls they actually put masks on our Bulls.



Our family were spread all over New Zealand during COIVD. It was great to catch up with our girls recently and have a gathering to celebrate two birthdays and a graduation.

It is a bit of a shame we will not be having conference this year but next year we will be able to have a great Education Symposium in Palmerston North and then later we will be able to have a great catch up with Conference.

Have a great rest of the year, take care and make sure you take some well-earned you time.

Cheers

Karen Greer - Branch Chair

Auckland Branch

Well that was quite a start and journey for the first six months of the year!!

Unfortunately Auckland Branch - we did not get off to a good start with our first and then second education days being cancelled due to Covid-19 and here we are at June with no face to face time and a delay in getting to our AGM.

There will be so many stories and experiences had during this unusual time we find ourselves in. They will come in many forms – sadness, distress, challenges, fear in some cases, affirmation of incredible team-work, capability where you thought you had already reached your capacity! and possibly the most amazing useful and enlightening one – reduction in barriers to a new way of working. Who knew we could all embrace new things with such pace? It was both exhausting at times but exhilarating to see what we can do when we collectively go for it and JUST DO IT.

I don't know about the rest of you, but I entered into this period of time with a bit of trepidation around Zooming. Not now..... it has opened up possibility, time, connections and a new way of working and educating for me.

The key thing we hear the most often in Auckland is sitting in traffic is no fun at all, getting to our education meetings difficult due to the time it takes to get across Auckland (or down to AND across Auckland for our Northern members), parking is expensive and it all becomes too hard. So you don't attend. And trust me I know – coming from Waiheke that is a four hour travel venture covering car, ferry, train, bus and return. So lets get Zooming!!

With amazing speakers organized (and all the effort that goes into this – and it is a lot!), I would far rather see a much higher percentage of our members participate virtually, having organized their own favourite cuppa and munchies, settled into a spot that works for them than the much smaller numbers sitting at an expensive and extremely hard to find venue. Our success depends on your participation – so lets minimize those barriers and lets get cracking Auckland Branch.

As mentioned in the February newsletter, our plan was to weave the theme of celebrating and supporting the leader (and aspiring leaders) throughout the year with some inspirational and informative speakers along the way. This next meeting will be a Zoom meeting and include our delayed AGM. Watch this space.....

Look forward to seeing you soon either in person or virtually.

And above all – stay connected, continue with your kindness and look after yourself!

Ellen Sumpter - Branch Chair

Wellington Branch

The Wellington branch met via ZOOM on Thursday May7th at 1.00pm- and then quickly moved the meeting on 45minutes as it was realised that the time clashed with the Prime Minister's live update! Weren't we fortunate in New Zealand to have clear daily communications from our Prime Minister and Director General of Health.

This was the day that it was announced NZ would be moving to Level 3. The PM words were "We think of ourselves as halfway down Everest. I think it's clear that no one wants to hike back up that peak. The descent is known to be even more dangerous and so we need to proceed with caution, with the highest degree of confidence, and to look after one another on the way. And I absolutely believe we can do that."

The group discussed the practical steps practices were implementing. For example; reducing the number of staff in the practice, separating patients for swabbing, phone/video consults and ways of managing the flow of patients in to the practice. There was discussion about the positive aspects of people's experiences during lockdown and Level 2. For many, working from home brought the luxury of uninterrupted time to concentrate on tasks and this is something that they will continue with in the future. Returning to level 1 has brought with it an increase in work as patients enjoy their new found freedom and are able to come in to the practice. Using the PM's metaphor, we can imagine the busyness of Everest Base Camp. All practices are working to ensure that we don't have to put on the PPE and head back up the mountain.

We were in agreement that ZOOM meetings are an efficient way for us to meet, removing the time taken to get to and from the meetings, and potentially enabling more of our members to attend.

Lyn Allen - Branch Chair

Otago Branch

New ground was broken for the Otago Branch when our AGM was conducted on Zoom. We cover a huge geographical area and members are spread out all over the region. There has long been talk of using video formats to support engagement and suddenly it's here, and successful. We elected a new chair, Andrea Pullar, new treasurer Shannon McKay and a new committee before an informative interactive forum with Paul Rowe, WellSouth PHO Practice Network Director and Kate Lewis, WellSouth PHO Practice

Relationship Manager reviewing some of the issues currently troubling practices.

Outgoing chair Ali spoke about the huge changes we have all been experiencing, how general practice has been completely reconfigured in a very short time and how those changes are working out to be “not too bad”. We seem to be coping and learning along the way. She thanked the committee for their support, and after 13 years of service our branch owes Ali enormous gratitude.

Our previous February meeting seems so long ago. It was held in the traditional format and Andrea presented on her attendance at the executive and branch chairs meeting in Auckland. She reported on discussions there about plans for the year ahead having enjoyed her opportunity to meet and greet, to put faces to names and learning of the issues other branches face.

In the south we are clearly not alone in struggling with declining or low attendance at branch activities. We look forward to seeing how plans to develop PMAANZ card holder benefits unfold, hoping that may help engagement with the many practice managers and administrators in our region not currently involved with PMAANZ. The discussion that followed Andrea's presentation unveiled some topics of real interest and concern in our practices, issues that will inform the new committee as they set about planning branch meetings for the rest of the year. One of those was optimising office ergonomics for efficiency and safety which will be very pertinent after changes in many office processes caused by the COVID-19 situation.

The meeting schedule for the rest of 2020 may need a tweak following our late AGM but as soon as the committee has decided we will circulate dates and proposed meeting topics to seek priority in diaries that might now be filling fast with post lock down escapades.

Russell Hurring - Branch Secretary

Waikato Branch

Greetings to all from what is a very foggy and chilly Waikato day today.

It is hard to believe that we are already in June in what has been a very challenging year so far for all practices. I felt that 2020 started with an expectation and promise of great things to come. Little did I realise just how monumental and unsettling the next few months were going to be.

Taking a step back....I met with the Waikato Branch Secretary and Treasurer (Michelle

and Teresa) early in the year to do some planning and put things in place for education sessions and training with a focus on health and safety, customer service and change management. As I consider these topics now, I only wish we had had time to complete these trainings as once March hit, they would have come in extremely handy. Unfortunately, we had to put everything on hold and rapidly switch to managing a major pandemic that we all now know fondly (or not so fondly!) as COVID 19.

What have I learnt in the last few months:

1. Primary healthcare staff are extremely resilient and adaptable when they are faced with a crisis
2. Change can happen rapidly and frequently with minimal consultation and we can survive
3. We can reinvent the way we do things completely and implement them within 24 hours
4. We can continue to deliver high quality healthcare services during a crisis
5. Patients are responsive to having services delivered in a variety of ways if we provide clear communication and a robust process
6. There are a whole lot of fabulous people in general practice who have come together, supported one another and shared ideas – THANK YOU!

So where to from here.....

1. Engage with Waikato branch members to check in
2. Organise education sessions for the rest of the year

Keep smiling 😊

Wendy Harris - Branch Chair



BE HEALTHY



Homemade ginger ale- just the trick for winter!

DESCRIPTION

A super easy healthy homemade Ginger Ale recipe. Perfect for nausea, soothe an upset stomach, and fight colds.

INGREDIENTS

5 cm piece of fresh ginger juiced or grated (use only 2.5cm if you do not want such a strong ginger flavour)

1 cup of sparkling or carbonated water

1/2 lemon juiced or squeezed

1 tbsp honey

INSTRUCTIONS

Juicing Method: First you need to juice the ginger and lemon. Then, mix well with the sparkling or carbonated water, and honey.

Blending Method: Grate the ginger and squeeze 1/2 lemon. Then blend all the ingredients together and pour through a fine strainer.

Drink it up and Enjoy!

NOTES

You can add 2.5 cm of peeled fresh turmeric and incorporate it to your ginger ale recipe and turn it into a wellness shot! Turmeric is really great for fighting inflammation and boosting the immune system. Either method will work fine (blending or juicing with the rest of the ingredients).

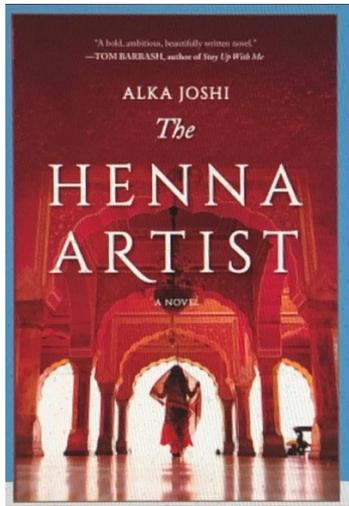
Use a pinch of cayenne pepper to help clear any congestion you might have if you are dealing with a cold. The lemon, ginger and cayenne combination will give you lots of energy!

I recommend starting with just 2.5 cm of fresh ginger and work up your way to 5 cm or desired taste. Ginger has a very strong taste.

Use more or less honey according to taste. Remember the benefits of eating Pure Natural Raw Honey are simply amazing. Buying raw honey is really important!



BOOK & NETFLIX REVIEWS

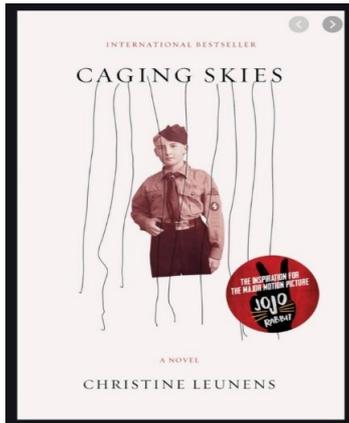


The Henna Artist by Alka Joshi

Escaping from an abusive marriage, seventeen-year-old Lakshmi makes her way alone to the vibrant 1950s pink city of Jaipur. There she becomes the most highly requested henna artist—and confidante—to the wealthy women of the upper class. But trusted with the secrets of the wealthy, she can never reveal her own...

Known for her original designs and sage advice, Lakshmi must tread carefully to avoid the jealous gossips who could ruin her reputation and her livelihood. As she pursues her dream of an independent life, she is startled one day when she is confronted by her husband, who has tracked her down these many years later with a high-spirited young girl in tow—a sister Lakshmi never knew she had. Suddenly the caution that she has carefully cultivated as protection is threatened. Still she perseveres, applying her talents and lifting up those that surround her as she does.

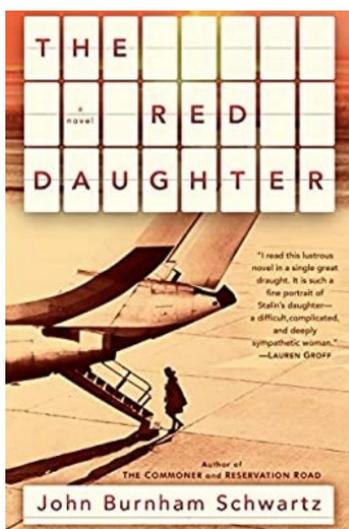
Review by Goodreads and highly recommended by me! I loved this book. Heidi B



Caging Skies by Christine Leunens

A gripping, atmospheric novel about obsession and love. 'Little by little, Elsa leaked out of her enclosure, strayed out into every corner of the house ... In my bed at night, she switched places with me, she enjoying the softness of my bed, and I finding myself cramped up in her airless niche.' This extraordinary novel is seen through the eyes of Johannes. An avid member of the Hitler Youth in the 1940s, he discovers his parents are hiding a Jewish girl called Elsa behind a false wall in their large house in Vienna. His initial horror turns to interest, then love and obsession. After the disappearance of his parents, Johannes finds he is the only one aware of Elsa's existence in the house, the only one responsible for her survival. Both manipulating and manipulated, Johannes dreads the end of the war- with it will come the prospect of losing Elsa and their relationship, which ranges through passion and obsession, dependence and indifference, love and hate. This gripping, masterful work examines truth and lies at both political and personal levels, laying bare the darkest corners of the human soul.

Review by Goodreads and endorsed by me! I really enjoyed this book which was the inspiration for the film Jojo Rabbit. Heidi B



The Red Daughter by John Burnham Schwartz

Fiction 2019

A momentous event of the Cold War Svetlana Alliluyeva the only daughter of the Soviet Ruler Joseph Stalin abruptly abandoned her life in Moscow in 1967 and arrived in New York to a crowd of reporters and a nation eager to hear her story. Accompanying her is Peter Horvath a young lawyer sent by the CIA to smuggle Svetlana into America Svetlana is a very contradictory celebrity charismatic headstrong lonely and a stranger to her adopted country a radically different society she persuades herself that all she yearns for is to lead a simple life in suburban New Jersey but when the dream ends in disillusionment Svetlana reaches out to Peter the

one person who understands how the chains of her past still impact on her.

As their relationship changes and deepens unfolding under the eyes of her CIA minders their private lives cease to be their own.

The Author has written a compelling story of fiction which was based around the events of how Svetlana Alliluyeva came to live in America in 1967.

Joseph Stalin was the ruler of the Soviet Union from the mid 1920s until his death in 1953.

The only daughter and surviving child of Joseph Stalin Svetlana Alliluyeva published three memoirs in 1967 1968 1982 with varying success.

Review by Elizabeth Hanson



13TH (2016)

Everyone should see this Academy award winning film. Ava DuVernay's documentary about the criminalisation of African Americans in the US prison system is incredibly relevant to the appalling murder of George Floyd. There is testimony and statements from Angela Davis, Malkia Cyril, Cory Booker, Michelle Alexander, Van Jones and many other historians, activists and experts who share their wisdom and knowledge. Additionally, there is a follow up interview called *13TH: A Conversation with Oprah Winfrey and Ava DuVernay* that provides further context and insight from director and

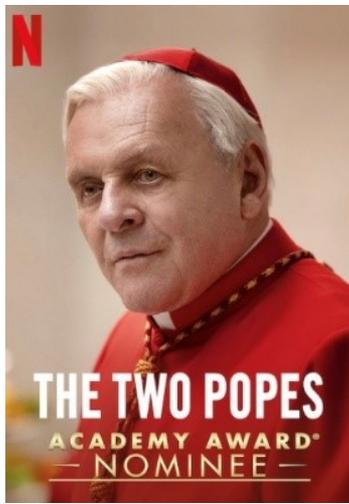
producer, DuVernay.



LONGMIRE (2012-2017)

This crime tv series is based on the mystery novels by Craig Johnson and set in the fictional town of Durant in Absorako County, Wyoming. Immerse yourself in the rural lifestyles and

sweeping mountain landscapes of the American West. Walt Longmire (Robert Taylor) is the lead and I found myself connected to many of the characters, especially Vic (Katee Sackhoff) and Henry Standing Bear (Lou Diamond Phillips) who is Walt's childhood best friend and confidant. I love a good crime drama and found Longmire going beyond the usual to explore inter-personal relationships, issues of death/dying and an underlying tension between white privilege and the local Cheyenne Nation.



THE TWO POPES (2019)

The Two Popes, inspired by true events, takes a closer look at Jorge Bergoglio's path to becoming Pope Francis (Jonathan Pryce). The character development focuses mostly on Pope Francis, but explores his relationship with Pope Benedict XVI (Anthony Hopkins) as he transitions from Cardinal to Pope. The journey Jorge's character takes is captivating, and the process to become the Bishop of Rome and head of the Roman Catholic Church is fascinating. This film received several Oscar nominations, including: best actor (Pryce); best supporting actor (Hopkins); and best adapted

screenplay.



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