

PMAANZ Matters Newsletter

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December 2018

Dear Carole,

Welcome to the fourth and final e-newsletter for 2018.

Another year is coming to an end and as we head into the holidays, we find ourselves reflecting on the year gone by... challenges and accomplishments, the good, bad and ugly! So, a big shout out to all you awesome people, you are doing an amazing and important job and your efforts are appreciated by many, even if it's not always obvious to you!

The PMAANZ executive wish you a very Merry Christmas, a well-deserved holiday and a happy and a prosperous New Year!!



Please remember your ideas or feedback are most welcome. Any opinion piece (Letter to the Editor), an article or anything else you would like to share with your fellow members, please send through to secretary@pmaanz.org.nz before the next issue cut, off of 1st March 2019

Warmest regards

Executive National Secretary
Heidi Bubendorfer

FROM THE CHAIR

Tena Koutou

December is upon us already and another busy season has begun. For many of us the business started somewhere around September/October with the Ministry of Health release of funding changes to Under 14s and CSC holders

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Since becoming chair in September, I have been privileged to attend Central North Island, Canterbury and Auckland Branch meetings. Thank you to Karen Greer, Nicole Hill and Jessica Dodd for your exceptional leadership and dedication to our branches. I thoroughly enjoyed meeting many of our membership and I value our conversations and your feedback.

Our Executive had our first face to face meeting in October, held in Auckland. We utilised the time to reflect on the history of PMAANZ, explore the various portfolios and their requirements, share our passions and the skills we can bring to the table and revise our strategic plan. I'm humbled to be working with an eclectic Executive and look forward to things to come.

A small number of New Zealanders travelled across the ditch to attend the AAPM's (Australasian Association of Practice Management) annual conference held in Canberra from the 16-19 October. It is always a great opportunity to connect with our Australian colleagues and learn about latest software, infrastructure solutions, professional development, education and industry direction. Practice Management in Australia is not too dissimilar to here in New Zealand.

There are those among us who absolutely love the holiday season and embrace all that it entails. It is your time to shine. Many Practice Managers are exceptional organisers and put their skills into top gear and have already ticked off various items of a growing list such as, preparing staff rosters, sorted the Christmas party, staff gifts, decorated your practices and displayed your Christmas and New Year holiday trading hours. Ka rawe to mahi. Excellent work. Over these holidays, please remember to schedule some personal time for reflection, rest, relaxation and time for whanau.

Meri Kirihimete. Nga mihi o te tau hou – Merry Christmas and Happy New Year.

He Aroha whakato, He Aroha puta mai – If kindness is sown, then kindness you shall receive.

Naku noa, na
Henrietta Taia



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.

Rebecca Lee	Wellington
Nicola Kihirini	Central NI
Rosalie Glynn	Auckland
Jennifer Nunnerley	Auckland
Leesa Russell	Auckland
Nikita Williamson	Nelson/Marlborough
Robyn King	Canterbury
Marie Collins	Auckland
Akhil	Auckland
Trish Anderson	Waikato
David Gillespie	Auckland
Ryan Nadakkavukaran	Auckland
Trish Nydam	Wellington
Vicki Richardson	Wellington
Jane Green	Nelson/Marlborough
Keryn Matheson	Wellington
Hannah Hilbert	



HOT TOPICS

Avoiding a Personal Grievance (PG)

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BETTER BUSINESS

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Taking an employee through a disciplinary process is something you hope you never have to do. The process can be short and simple, or it may be complex and time consuming.

Our advice is that you should follow the process outlined in the Employment Relations Act and seek professional advice. Under the Act, your actions will be judged on the 'test for justification', which is what a fair and reasonable employer could do in the circumstances. The following guidelines will help to determine if your actions were fair and reasonable:

- Having regard to the employer's resources, there has been sufficient investigation of the allegations against the employee.
- The employer raised all the concerns with the employee before taking action.
- The employer gave the employee reasonable opportunity to respond to the concerns.
- The employer genuinely considered the employees explanation before taking action.



The steps in a disciplinary process

Start with an open mind. Check the employment agreement and your practice policies carefully. Then make sure you follow any process steps outlined in these documents. The guiding principles are:

- investigate the allegations
- fully inform the employee of the allegations
- give the employee an opportunity to respond to the allegations with representation
- consider their explanations prior to presenting your proposed decision, and
- allow time for the employee to respond before presenting your final decision.

Carrying out the investigation

Any allegations or complaint, whether from a patient or colleague, need to be investigated fully. This might include talking to witnesses and documenting their observations. Make notes of any interactions.

Your preliminary enquiries will help you determine whether you need to enter a disciplinary process or not.

Calling a disciplinary meeting

The employee must be invited to a meeting. They should be advised to seek advice and bring a support person or representative if they want to.

Before meeting, they need know what the allegations are, have copies of all the information you have collected during the investigation, relevant employment clauses and policies, and know the potential worst-case outcome of the meeting. If you don't state in the letter that a warning or dismissal might be the potential outcome, you won't be able to implement this outcome.

You should always record the steps in your process and your communications with the employee in writing.

At the meeting

The meeting is the employee's opportunity to respond and be heard. Always take good notes, and if possible, and with the employee's permission, record the meeting. Share these afterwards. Don't accept an employee's resignation during the meeting. but if they offer it, ask them to take 24 hours to consider their decision and seek advice before confirming in

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If new information comes to hand during the meeting, you may need to follow up after the meeting. At the end of the meeting confirm timing on follow up and when you will confirm your proposed decision.

The decision

Always give the employee a proposed decision in writing. If there is a disciplinary outcome, give the employee and their representative at least 48 hours to come back to you with any further information, before you give your final decision. 48 hours is not a hard rule. There may be good reasons to give the employee more time. Remember to think about what a fair and reasonable employer would do in the circumstances. You may choose to call another meeting to deliver the final decision.

In summary

Undertaking a disciplinary process for the first time can be daunting. We advise you to seek advice from your professional advisers or the MAS HealthyPractice® team before you start. If you hold employment disputes insurance, there will be a notification process, so make sure you contact your provider.

For further information contact the HealthyPractice® team on 0800 800 627 or email business@mas.co.nz.

Fiona Mines

HealthyPractice® Adviser, MAS

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HealthyPractice®

If you manage a 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.

Charging for Notes from NZ Doctor



Health centre staff are being reminded they cannot impose fees to provide patients with copies of their medical notes.

Earlier this month, Auckland's Orakei Health Services was in the news for trying to charge a patient \$100 for a copy of their health records.

Practice manager Kanwal Shah didn't want to comment on the incident when contacted by *New Zealand Doctor*.

The patient, who complained to the privacy commissioner, received an apology and refund from the practice, which is owned by Ngāti Whātua Ōrākei development company Whai Maia.

To read the rest of this article [click here](#).



e-READING

ACC Website - New rates for CoTR providers confirmed - [click here](#)

Top picks from NZ Doctor Mag

- Fear of utilisation rise with rollout of cheaper fees in December - [click here](#)
- Leadership crisis has RNZCGP adrift upon sea of unhappy staff - [click here](#)

[Subscribe](#)[Past Issues](#)[Translate ▼](#)[RSS](#)A few words from Sue Taaffe - [click here](#)

UPDATES FROM YOUR EXECUTIVE



Treasurer

It was great to meet with our new Executive in October and get to know each other. We have some very exciting projects in the pipeline for our members and look forward to sharing these in due course.

As we wrap up another year done and dusted take the time to reflect on your achievements at a personal and practice level, celebrate the successes and take mistakes as an opportunity to learn and grow. Now is the perfect time to start thinking about what you want to achieve in 2019 (amidst the challenge of Christmas present buying!)

Wishing you a very Merry Christmas with friends, family and good food!

Lana McNicholas - Treasurer



Education

Kia ora koutou

Hi to everyone, hope you have all been looking after yourselves. If you are anything like my practice it is a total rush to get everything sorted before the end of the year.

I was lucky enough to be able to attend the AAPM conference in Canberra in October and we were able to make some solid connections in regards to being able to model our CPD Education points system alongside our Australian counterparts. They have even offered to come over and help us launch it.

Lana and I will be working on this over the next few months as it will be a place for all members to keep a track of your professional development.

Another exciting connection in Aussie for Education was meeting the UNE Partnerships and Education who are very keen on a possible alliance or agreement with PMAANZ and we will be meeting with them as well possibly before Christmas via Zoom. UNE offers great higher Education for Managers and Administrators in business management, leadership all tailored around our diverse roles. These papers would sit alongside our KASF papers nicely. They also offer Healthcare assistant training to upskill receptionists, which looks great as well. Will update as we go along to all our members. It is very exciting as I know a lot of us are seeking higher Education that relates to our industry.

PS: Got to wear my fave evening wear again at the AAPM Black and White gala – it was a blast!



Congratulations for completing your KASF Papers goes to:

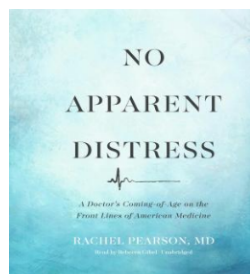
- Keely Macgibbon – KASF Bronze

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Apologies if I have missed anyone out the standard has been really of a high quality and a lot of our Bronze recipients are moving straight into the silver, we are all very clever.

A shout out to all the outstanding Silver and Gold KASF papers – flick me an email if you need a hand, I am aware it is mainly time issues but it could be a lovely relaxing summer project.

Education Book Review:



A fantastic, gentle but brutally honest memoir of medical training, with a view on error, harm and dealing with social inequities – from a US perspective, but I found that there was substantial comparability's with NZ, and overall it was intensely thought provoking. My favourite quote “in this place we are kind”.

That's all from me folks – we have a great new executive with amazing drive and ideas so bring on 2019.

Don't forget to Like our [FB page](#) and share the love AND TO EVERYONE.... A Merry Christmas and a happy New year

Michelle Te Kira - Education Portfolio



Conference

So, first and foremost – please, go to your calendars and lock in these dates **12, 13, 14 September 2019** ... and Hamilton, we are coming to your place in 2019.

The wheels are well in truly in motion for 2019 and we have an awesome Conference Committee to support our conference mahi ... your Conference Committee for 2019 are : Teresa Waitere, Barbara Fredericksen, Michelle Meenagh, Fiona Hale and Wendy Harris.

We also have PHO support through Nikki Belfield and Trish Anderson; and the PMAANZ representation is Heidi Budendorfer, Henrietta Taia and myself (Sue Taaffe).

Conference Innovators (Anna and her stunning team, who you will have met at this year's conference) are our event planners and we are very much looking forward to working with them again in 2019 to deliver a high performing conference that meets your needs.

Meeting your conference needs is something PMAANZ takes very seriously and we always, **always** want to get it right. Thank you to all the attendees who completed the post conference survey; we had a response rate of 35.53%. Your comments have been reviewed by Conference Innovators and the PMAANZ Executive and please be assured this evaluation will be a foundational document for our planning for 2019 – we will look to improve in the areas which had mixed reviews and we will take on board all the suggestions for “areas of knowledge” (sessions) for 2019. Our thinking caps are on and I believe our initial conversations have been innovative, exciting and next level.

We have some key indicators we want to achieve for this conference – in a nutshell they all draw back to communication. Getting the important information to you, our members, in a clear and timely manner.

It's never too late to feedback and if you would like to share your thoughts on what would make a GREAT conference experience for you then I wholeheartedly invite you to email me on conference@pmaanzt.org.nz.

So, what can I tantalise you with ... we have our theme for 2019!

It is INDUSTRY TRANSFORMERS. Let's face it, that's exactly what we are – so let's own it! We are going to develop our programme around “areas of knowledge” – similar to the streaming concept this year, and we **will** be including a receptionist day.

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will share with you in the very near future.

In the meantime, I wish you all a truly joyous Christmas, please stay safe, take enough time to recharge your batteries and spend as much time as you can with the people you love. Keep smiling, even if it is just on the inside.

From me to you ... Meri Kirihimete

Sue Taaffe - Conference Convenor



Branch Liaison

It is a privilege to have been voted onto our executive committee and to have been given the challenge of understanding and learning the new role of Branch Liaison portfolio encompasses.

My motivation on joining the executive is to ensure that members of PMAANZ feel connected and heard by our executive.

To this end I hope to meet with your branch chairs and committees over the coming eighteen months and to hear what it is you want from me and from your executive committee and from the PMAANZ organisation.

Thank you

Sue Neems - Branch Liaison.



Membership and Marketing - The Importance of Membership

Having just come on the Board of Practice Managers & Administrators Association of New Zealand (PMAANZ), it is taking me a while to come to grips with the role of membership and marketing liaison and the importance of it to our organisation. Your membership is way more than a financial contribution that enables us to do good work for you; as a PMAANZ member you have become a part of the wider PMAANZ whanau which gives you all the connectivity, access to resources and mutual support that such a family offers.

Becoming a member of a professional association like PMAANZ is not like subscribing to a magazine, it is a career choice. It is part of what being a professional is all about. It may sound old-school to some, but being a professional is not about "going it alone" or "knowing it all" it is about things like, working smarter not harder; seeking out and being open to new ideas; and being responsible, ethical and accountable.

Whether you are interested in strengthening your network, furthering your career or maybe just in need of a few more friends, PMAANZ can be a great option for you. In addition to providing information about our chosen field of practice management, PMAANZ can enhance your personal and professional development through a soon to be developed CPD program. There are also endless networking opportunities on a local, national and even global level through our branch activities, national conference and relationship with the Australian Association of Practice Managers (AAPM).



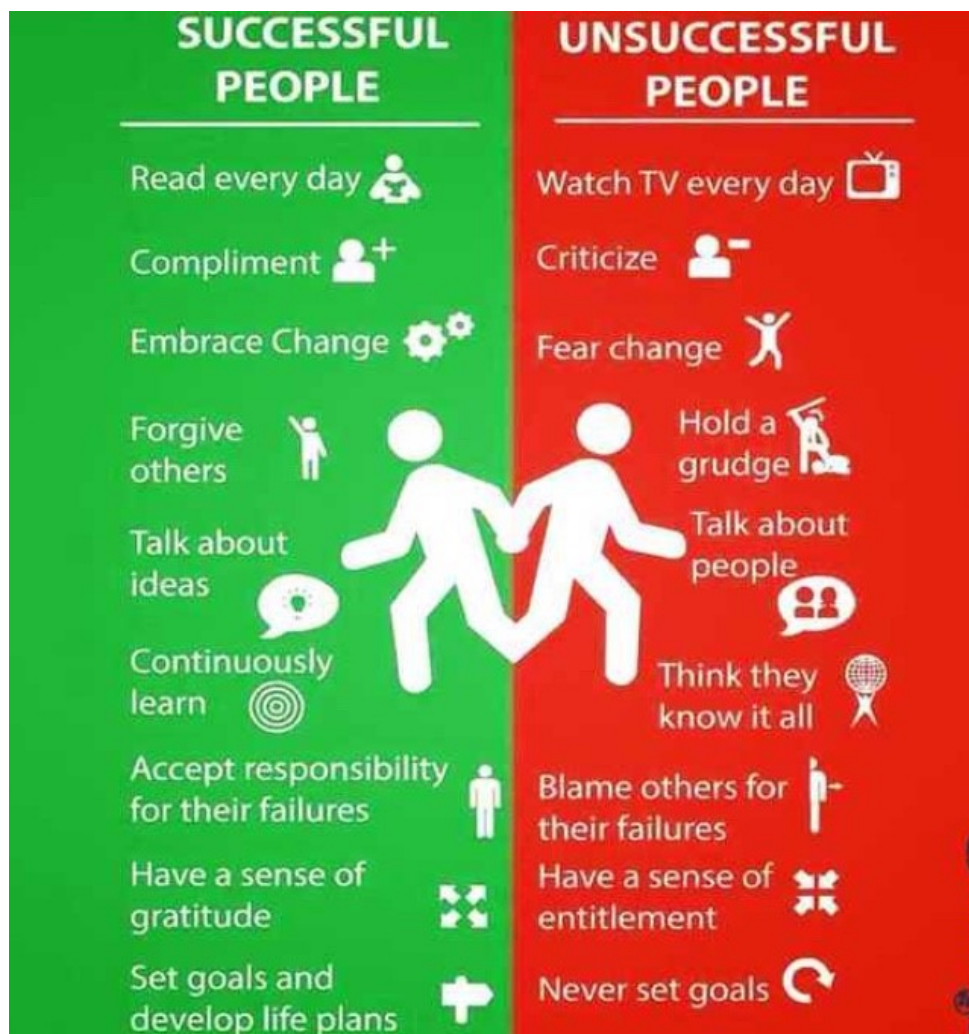
PMAANZ is built on the ethos that we are here to promote excellence in, and recognition of, Practice Management in the wider health sector by supporting members through professional development, networking and peer support.

PMAANZ is and will continue to review its commitment to achieving these objectives, but it cannot be achieved without the support, guidance and feedback from you our members. So, if you have any ideas, please do not hesitate to [contact me](#).

Mark O'Connor is General Manager of the Lower Hutt After Hours Medical Centre based in Lower Hutt. The Centre provides after hours care to the 30+ medical practices in the Hutt Valley. It currently has over 120 doctors, 16 nurses and 11 receptionists on its roster. Whilst the After Hours does not have any enrolled patients, it caters for approximately 28,000 presentations per annum.



FOOD FOR THOUGHT



BRANCH NEWS

Auckland Branch

Our Auckland Branch chair, Jess, is now on maternity leave, having given birth to a beautiful baby boy called Jaxson. Jess plans to be off for around 6 months.

The Acting Auckland Branch Chair role will be shared between Ruth Mansell and Ellie Sumpter who will be organising the next Auckland Branch education session scheduled for February 15th 2019. Please forward any communications to them at auckland@pmaanzt.org.nz

The education session on 27 October was hosted by Vensa in Penrose. It was an amazing success with a large turnout and very interesting speakers. We plan to repeat this central location as we think it enabled more people to attend.

It was wonderful to see everyone there, chatting and networking, enjoying a shared Xmas lunch and getting into the Movember theme that Vensa was getting right behind!

Our speakers were all excellent. PMAANZ members Sue Neems and Ellie Sumpter spoke to us about Mentorship (Sue)

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Heidi, on behalf of Jessica Dodd - Branch Chair

Waikato Branch

Greetings All from the Mighty Waikato or “The Tron” “Where it’s all Happening.

Mark your Calendars for the PMAANZ 2019 Conference Hamilton. Dates are 12th – 14th September 2019. We have a sub committee of seven very experienced Practice Managers to walk alongside Sue Taaffe and Conference Innovators to ensure that you our members have an amazing Conference experience in Hamilton.

Waikato’s last meeting for the year will be held on Friday 23rd November to set our programme for the New Year and welcome in our new Chair Wendy Harrison and her committee. Contact Rod with any queries regarding this meeting (07 8397761)

This meeting will be followed by a wee bit of fellowship to share events of the past year, say hello to the festive season and raise a glass to 2019.

Wishing all PMAANZ Members a special, safe and healthy Christmas and just the best New Year 2019 can offer.

Warmest Hugs

Rod Tombleson - Branch Chair (Outgoing)

Wellington Branch

The conference in Nelson was well attended by Wellington branch members. It was a very good conference with many elements coming together to make the event memorable. Nelson is a lovely location, the venue was exactly what was required, the exhibitors were relevant and informative, and the speakers both entertaining and enlightening. And importantly, attending the conference gave us all an opportunity to meet colleagues from all over New Zealand. We definitely encourage you to think about coming to the next conference in Hamilton.

Our topic for the November meeting is 'Getting more done in Less Time' presented by Debbie Mayo-Smith. Debbie spoke at the Australian Practice Managers Conference recently and was very well received there. The presentation will cover tips on managing email, communication, smart phones and how to be more persuasive.

We work in a dynamic environment and the Wellington Branch members have had an interesting year with many involved in the implementation of the Health Care Home (HCH) model of care in their practices. Support from those who are further along in the process can be beneficial and members are always welcome to contact PMAANZ if they have queries that they want to send out to the wider group.

Lyn Allen - Branch Chair

Canterbury Branch

Those from Canterbury who attended conference in Nelson, found the sessions really enjoyable as there was something for everyone with a wide range of topics covered. In October, we had Andrew from KPMG come and present a very good session on succession planning, there was lots of discussion and engagement. We came away with information that we could apply in our businesses regardless of whether you worked in a GP clinic or in a specialist practice.

We are looking forward to having Henrietta, our current PMAANZ Chair come and give a presentation at our November meeting and also have a good networking session with members. December sees us once again have a lunch together

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To our colleagues around the country, the members of PMAANZ Canterbury Branch hope you have a nice break over Christmas and New Year and that you get some time with family and friends and enjoy a change of pace and routine.

Nicole Hill - Branch Chair

Nelson/Marlborough Branch

Well, here we all are at the end of another very busy year and what a year it has been!

The highlight of the year was to once again hold the PMAANZ conference in Nelson. We hope those that attended enjoyed it as much as did. Thank you to Henrietta, Sue, Anna and the team at Conference Innovators, you are amazing and made our role so much easier.

We are delighted to have welcomed many new members to the Branch and would like to say thank you to the team at Nelson Bays PHO for their financial support in helping these new members from general practice join our branch. Sadly, throughout the year we said farewell to Marion Smith, our previous treasurer, Deborah, Jo and Corrine who have all left general practice.

Like every branch we are always looking at ways to support our members so that they can meet the challenges we face in the primary health sector. We have held a few sessions throughout the year such as 'social media – the pros and cons.' Employsure also presented a session on 'Employment – topics of importance' and finally a presentation on 'Interpersonal Conflict' by Cher Williscroft.

We will end the year with a meeting and dinner at the beautiful Appleshed Cafe in Mapua.

Stay safe over the Christmas period and enjoy quality time with family and friends.

We look forward to catching up in 2019

Meri Kirihiemete

Sue Fox - Branch Chair

Otago Branch

As always, the end of the year appears to just disappear, never enough hours to complete all that needs done before the inevitable chaos of Christmas and holidays.

Our branch meetings over the last quarter have been very interesting, one could say our November outing was captivating!

In August we held our regular meeting and had speakers from WellSouth Primary Network to give an explanation of "CLIC" the new programme that is replacing the current CarePlus programme. Several of the managers present had already moved to the new programme and were able to give some helpful advice from an administration perspective which should make the change over easier for the rest of us.

In October we had GP Dr Jill McIlraith speaking to the group on Sexual Harassment in the Workplace. She spoke of differing ways that harassment can manifest itself in the workplace. It could be patients harassing admin staff, nurses or GPs, staff harassing staff, male to female, female to female and how it could be quite subtle through to stalking. She gave several incidents that had happened in her practice over the years.

End of November we had our annual Christmas dinner out, altering it slightly this year to have a team building activity before we had our meal.

The weather was just horrific and that halved our numbers, but the six of us that went along had an enjoyable time at 'Escape Dunedin' at the former Dunedin Prison. Three participated in the "Prison Break" experience and the other three experienced "Espionage". Great fun to do and it had us using our brains and working together as a team to get ourselves out. Tough on an empty stomach!

We wish all our members in the Otago/Southland area plus others around New Zealand a safe and happy festive season.

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Ali Barbara - Branch Chair



BE HEALTHY

Formal and informal mindfulness practice ... by Sue Taaffe

Take a moment to separate out when we are practicing mindfulness in a formal or informal way.

Informal mindfulness practice... encourages us to bring mindfulness to our every-day. To be aware of our thoughts, emotions, feelings and the environment on a moment-to-moment basis. Have a wonderful open and embracing mind – bring mindfulness to:-

- Our work life
- Our relationships with others
- Our relationship with OURSELVES
- Good times
- Bad times
- All times

Formal mindfulness practice... is our daily practice. Compare formal mindfulness practice to fitness training – it takes time, intent, consistency and commitment. This means setting aside a minimum of 12 minutes each day, to sit quietly and practice mindfulness techniques (you can get these from mindfulness apps). Over time and with consistent application most people find that formal practice helps them to become more mindful throughout the day.

Don't try too hard ...

We are flawed humans and often we have an overarching need to do things right, to strive for perfection. So remind yourself –

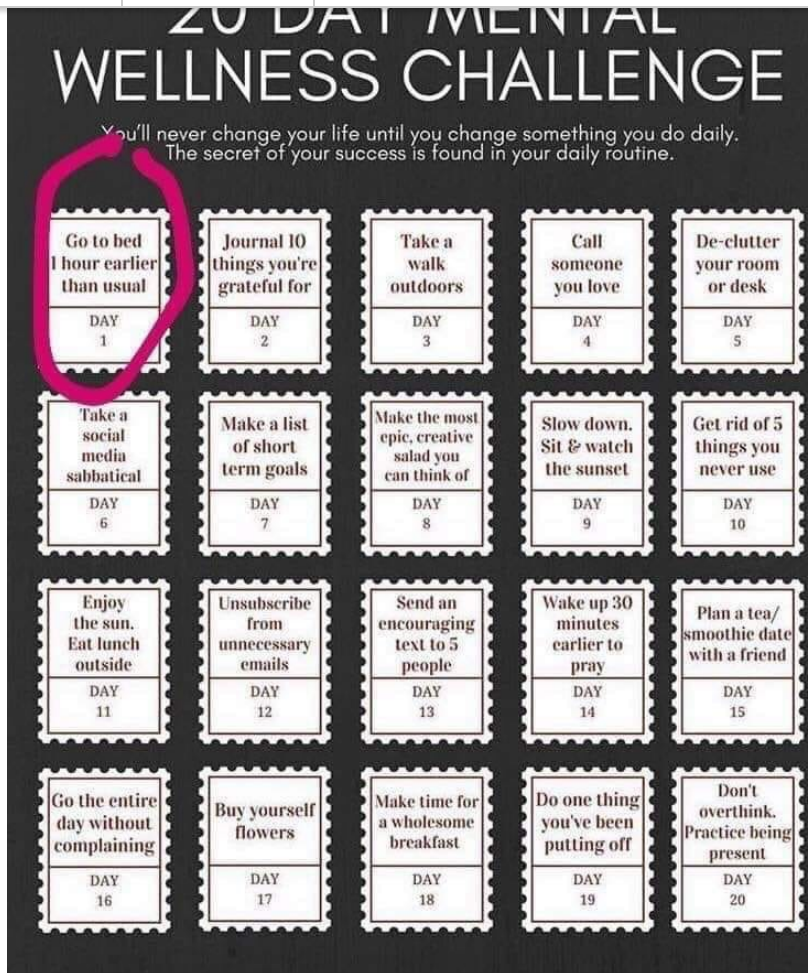
- Mindfulness doesn't require trying or striving – it is as innate as breathing.
- We are not aiming for perfection – the goal is to enhance how we watch, feel and observe.

Try sitting in one place, focus on your body and your breathing and as you start to relax you will notice

- Your breathing slows
- Your blood pressure drops
- Your heart slows
- Your muscles relax
- Your mind starts to race less and feels more “spacious”

Don't try to stop your thoughts – it's never going to happen; it's a function of the brain to have thoughts. Mindfulness will not, and is not about stopping this process. Instead allow thoughts to flow in, acknowledge them and then let them go.

Take the 20 Day Challenge ...a great way to kick off 2019!



The best Christmas cocktail ever!

RASPBERRY LIMONCELLO PROSECCO



Ingredients

Three cups Prosecco, chilled
One cup limoncello liqueur, chilled
One cup frozen raspberries
Six sprigs fresh mint

Directions

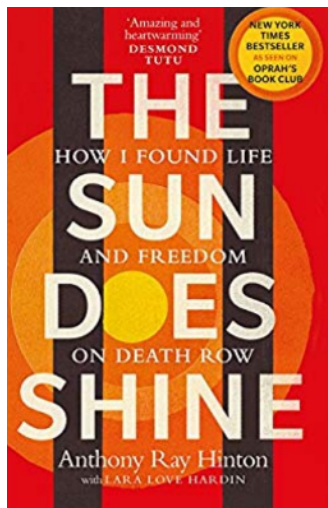
And a large pitcher, whisk together Prosecco and limoncello. Serve over raspberries, garnished with mint (if desired)



BOOK REVIEW

Book Review: The Sun Does Shine

Anthony Ray Hinton's memoir of his wrongful imprisonment for 30 years for three murders he did not commit. This reverting account outrageous injustice, endurance, forgiveness and triumph.



Anthony Ray Hinton's memoir of his wrongful imprisonment for 30 years for three murders he did not commit. This reverting account outrageous injustice, endurance, forgiveness and triumph.

The introduction written by Mr Hinton's lawyer, Bryan Stevenson, left me appalled at how this travesty could have happened. Bryan Stevenson writes: "Never have more guards, correctional staff and prison workers pulled me aside to offer assistance ... during the many years I have worked with Ray.

I have never experienced anything like it." And he provides this ghastly statistic: "With 34 executions and seven exoneration's in Alabama since 1975, one innocent person has been identified on Alabama's death row for every five executions."

It is Co-authored by Lara Love Hardin, This book conveys all the horror of his years in solitary confinement, and yet how something deep inside his character made it possible for him to make friends, endure, forgive and triumph.

"My only crime was being born black in Alabama," Mr Hinton writes, his prosecution "nothing less than a lynching in which the white robes of the Ku Klux Klan were replaced by the black robes of justice."

One of the arresting officers said to him, "You know, I don't even care whether you did or didn't do it ... In fact, I believe you didn't do it. But it doesn't matter. If you didn't do it, one of your brothers did. And you're going to take the rap..."

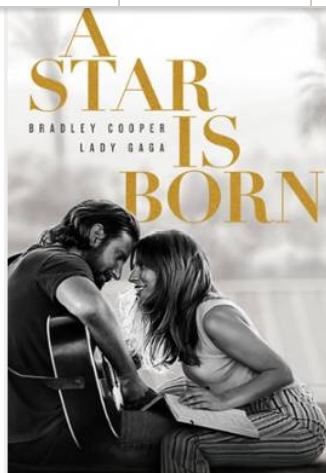
Since then, Mr Hinton has been able to forgive everyone responsible for his imprisonment, "because that's how my mother raised me" and "because I have a God who forgives". He has become an inspirational speaker, traveling the country and the world. He has one message for everyone who will listen: "Our system is broken, and it's time to put a stop to the death penalty. As my good friend Bryan Stevenson says, the moral arc of the universe bends toward justice – but justice needs help."

Movie Review : A Star is Born

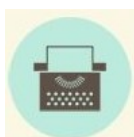
'A Star Is Born'. has been made three times previously in 1937, 1954 and 1976. I loved the 1976 version starring Barbra Streisand and Kris Kristofferson and used to have the vinyl album of the soundtrack with the iconic song "Evergreen"

2018 "A Star is Born" stars Bradley Cooper and Lady Gaga. Bradley Cooper also directs this movie. The film is a tragic love story where a seasoned musician falls in love with a struggling artist who has just about given up on her dream to make it big as a singer.

I really enjoyed this film. Lady Gaga as Ally was so believable and her voice is amazing as was Bradley Cooper as Jack. (Is there nothing this gorgeous man can't do?) The songs are original and were all performed live for filming. My new favourite songs are "Shallow" and "I'll never love again"

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ongoing battle with his demons. Take your tissues and enjoy.



REFLECTIONS FROM YOUR OUTGOING EXECUTIVE MEMBERS

Judy Gilmour

As I have ended my three-year term on the National Executive of PMAANZ, it is timely that I reflect on my PMAANZ journey.

Having been a member of the association since 2001 I have attended every conference and taken the opportunity to attend as many other educational events both locally and nationally. For my first seven years as a member, I was located in an area of the country too far away from any branch to attend branch meetings. Once I moved to sunny Nelson, I was able to contribute as a member of the local branch and have valued this opportunity. PMAANZ needs its branches and I challenge everyone to get involved at branch level, even if it is by just attending meetings. With electronic communication available, there is no longer an excuse for not being able to attend in person or virtually.

I was honoured to be elected to the National Executive in 2015, and the three years have flown by and I have honestly enjoyed the experience. I've overcome some fears, gained knowledge, and worked with some amazing people. I hope that during this time, I have helped PMAANZ connect, influence and inform others associated with the Health System.

I am really excited that we have an enthusiastic executive going forward, and I wish Henrietta and her team all the best. Until we meet again - at conference 2019 - Kia Kaha.

Wendy Slight

AGM 2018 was my last official duty as a member of the Executive having completed my three-year term.

The experiences and opportunities that came my way as a result of serving on the Executive have broadened my skills, enhanced my own personal development, and given me access to forums that I otherwise would not have had.

Representing PMAANZ at the General Practice Leaders Forum (GPLF) was a privilege. Sitting around a table regularly with the influencers of our sector was an eye opener. The capacity that these individuals have; their work ethic; their passion for primary care; and their determination to be heard by government, the Ministry, and other agencies involved in our sector is inspirational. Forums such as GPLF give primary care a voice and it is a reflection of PMAANZ's growing reputation that we are invited to have a seat at the table.

As far as personal development goes, from my time on the Executive I have a much better understanding and appreciation of what is involved in the governance of an association. While juggling day jobs and personal lives we worked hard to promote our profession and association. Never again will I take the smooth running of a professional association for granted. It can be hard work a lot of the time, but the people alongside you make it all worthwhile.

Throughout my three years I have met some passionate Practice Managers and felt overwhelmingly supported - by the leaders in our sector who want our input; by the allied companies and agencies who are keen to see PMAANZ grow and

and dedicated Executive members that I have had the privilege to serve with, and get to know, over the last three years. I am so very grateful for the support, wisdom, and friendship.

I am confident that PMAANZ is in great hands going forward. As future vacancies arise I encourage you to consider giving back to PMAANZ by putting yourself forward for nomination. Our organisation will only grow from strength to strength as a result of the diversity and passion that we share for our chosen profession.



Angela Wilson

Kia ora koutou,

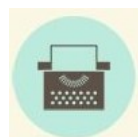
Highlights of my Executive term:

Attending the Executive Meetings were always enjoyable, as well as educational. It was opportune that one of the early on face to face Executive meetings I attended, was dedicated to PMAANZ's strategic plan. This meeting was led by the brilliant Brett Jeffrey from AUSAE, with his penchant for sharing knowledge in a dynamic manner. Jeff along with the Executive updated our Strategic Plan and all the executive took away useful tips for their own practices.

During my first two years on the Executive, I had the privilege of holding the Education Portfolio. In this role I was fortunate to be in regular communication with the participants of the PMAANZ papers. I was inspired by the participants' enthusiasm to learn new things and build on their existing knowledge bases. In this role I had the opportunity to attend the Health Symposium hosted by the Director General of the MOH. I listened to a number of interesting speakers from the different sectors of health in NZ, most of which focused on the patient experience of healthcare. This was a very valuable experience for me. I try to keep this to the forefront of my mind in the day to day running of my practice.

I took the opportunity while on the executive to attend the Hobart and Melbourne conferences. It was great to listen to the high calibre international speakers, such as Matina Jewell (who described her time working for the UNTSO on the Israeli-Lebanon border, during which her troupe was caught in the crossfire between these two countries, an inspirational woman). Also, it was great to enjoy the comradery of the Australians who were very welcoming.

The members of the Executive have changed during my three-year term. However, all of the past and present members I have worked with, have been dedicated, talented individuals and a lot of fun. My best wishes to the current Executive who are highly capable and good humoured, which is an excellent mix of qualities to lead PMAANZ to a bright future. Nga Mihi.



2018 AAPM CONFERENCE IN CANBERRA

The recent 2018 Australian Association of Practice Management [2018 AAPM] conference in Canberra was a fantastic experience. The Australians are great hosts and appear to really appreciate and enjoy the Kiwi contribution (all seven of us there!)

The Conference was held at the National Convention Centre which comfortably accommodated the approximately 700

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- personal development
- IT security
- HR
- complaint management
- financial handling and business development
- change management
- efficiency measures
- the future of medical technology
- plus a few inspirational talks from international presenters.

As you would expect, it focused on Australian practice management-centric topics, but the selection at any stage was varied enough that we could tailor our days to have topics relevant to the NZ environment.

Some of the stand out presentations for me [of which there are many so a very short summary of a few!]:

- Miroslav Doncevic talking about credential theft, crypto-jacking and ransomware. A timely reminder about the dangers of the cyber-world and the consequences of getting things wrong. Balanced of course with measures that could reasonably be taken by practices to prevent these issues.
- Saroo Brierley [the real lost Indian child in the film 'Lion'], who may have not been the strongest orator, however his story on perseverance, goal setting and problem solving moved most in the audience
- Debbie Mayo-Smith and 'Smarter, faster, cheaper, better'. A wonderful mixture of how-to's and tips showing how to be more efficient and effective in your practice using technology. Debbie is based in NZ so if you get the opportunity to listen to her speak don't miss it!
- Dr Jordan Nguyen, a very engaging speaker and documentary producer who (looked like he was barely 20 but assured us he was 34) is a **biomedical engineer** and inventor whose technological innovations are targeted at improving the lives of those living with **physical disabilities**. This was another DO NOT MISS if you get the opportunity to listen to him.
- Dr Grant Lester, a forensic psychiatrist discussing the management of the vexatious and unreasonable complainant including threat assessments and management of threatening and violent complainants and litigants. Skills certainly welcomed by most practice managers I assume, (certainly welcomed by me!).

I could go on, but in the name of brevity I will reign myself in there. However, I feel it would be unfair to close this without a shout-out to Canberra. An under-rated city if ever I have come across one and I fully recommend it as a destination!



Lorraine Wood - Wellington PMAANZ Member



SAVE THE DATE

- Auckland Branch Education day in February 2019
- PMAANZ 2019 Hamilton Conference - 12-14 September 2019



HAVE YOUR SAY....

Your contribution is welcomed – please get in touch with secretary@pmaanzt.org.nz



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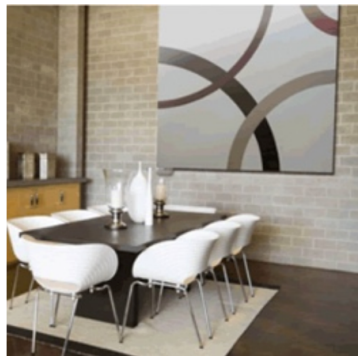
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