



June 2019

Dear <<First Name>>,



Winter has well and truly arrived around the country and I hope you are keeping warm and dry! I recently came across this wee winter poem by John Steinbeck which I quite liked...

*"What good is the warmth of summer, without the cold of winter to give it sweetness."*

I am delighted with the contributions for this newsletter, it is a real bumper issue with some fantastic articles and contributions. So please read on, there is a lot of really great info in here.

Conference is not too far away, early bird registration will be closing soon so be quick if you want to register with a discount. I think the Conference Committee have done a wonderful job of compiling a very impressive programme, and am especially looking forward to the Gala dinner and the PMoY awards. The Gala dinner theme is "Transformers" so this is your chance to transform into whatever you want to be!

Remember, if you have any items that you wish to contribute to future issues, please send them through to me - [click here to email me](#).

Deadline for submissions for the next Newsletter is 23rd September 2019 for end September publication)

Warmest regards

Heidi Bubendorfer - Executive National Secretary

---

## FROM THE CHAIR



Kia Ora Koutou te whanau o PMAANZ

With winter well and truly here, I've dragged out the winter woolies to add an extra layer or two before venturing outdoors. I enjoy winters crisp mornings and beautiful blue skies. During the long nights I've found time to sit with a hot cuppa and reminisce.

As a youngster I grew up in a little town called Benneydale in the heart of the King Country. I was raised by the best grandparents who kept me grounded and appreciative of the simple things. I have fond memories waking in the morning to the warmth of the coal range blazing and the smell of burning wood, kettle boiling, porridge and toast at the ready.

On my way to school I would enjoy running through the frosty fields and the sound of crunching grass beneath my feet. It was also a treat to be the first to find and jump in an iced puddle to crack the ice or find a bucket of water with a layer of ice on top. Them were the days but somehow each day passes by so quickly.

### **Executive & Branch Chair Face to Face Meeting**

Your PMAANZ Executive meet in Auckland on Friday 24<sup>th</sup> May and were joined by many of the branch chairs on Saturday 25<sup>th</sup> May. Canterbury's Angela Hendry was grounded in Christchurch due to fog. The meetings were very productive and I'm impressed by the passion and enthusiasm around the table.

Our branch committees have held their AGM's and we have had a change in the ranks for several of the branches. Nga mihi, Thank you to all our outgoing Branch chairs and office holders and Nau mai, Haere mai, welcome to the PMAANZ whanau our incoming Branch chairs and office holders.

Special mentions to the wonderful Nicole Hill (Canterbury) and Rod Tombleson (Waikato) for their years of outstanding service and support to PMAANZ both on the Executive and Branch. Thank you to both Mary Ford (Taranaki) and Ali Barbara (Otago) for carrying the chair banner for 10 plus years each.

I encourage our members to contact your branch chair, introduce yourself and pop along to the branches next education session.

### **Budget 2019**

primary care. Other areas of increased funding will see increases to capitation, addressing equity issues to reduce health inequities for Māori and Pacific peoples and expanding the nurses in schools program. Primary Care practices will need to wait patiently till the DHB's and PHO's determine what services will be available and payment structures.

### **Practice Manager of the Year 2019**

It gives me great pleasure to announce that nominations for Practice Manager of the Year are now open! If you consider yourself a stand out above the rest or know of an exceptional Practice Manager who goes above and beyond for the community she serves please click on the link and nominate! Over the past three years we have had some exceptional candidates nominated and deserving winners of this prestigious award. Nominations close 31 July 2019.

### **Leadership Day**

I look forward to meeting with those registered for the 15<sup>th</sup> June 2019 Leadership Day to be held at Rydges Wellington Airport. Janet and the team at Professional Development Training have been a pleasure to work with and have some thought provoking material to share.

### **PMAANZ Roadshow**

Unfortunately, due to extra work pressures, our Executive have decided to postpone the Roadshow till next year. 😞

### **Conference 2019**

Your conference committee have put together a superb program which is sure to have something for all to fill our kete (basket). Have you registered? Get in quick to take advantage of the Early Bird specials.

For those of you who attended the 2018 conference in Nelson, you will remember our larger than life Master of Ceremonies Mr Luke Bird and Mr Kieran Bird workshop presenter and the guy from room 310. You can see the first Bird Brothers video on Instagram - @bird\_kieran . Luke is on form!

He taonga rongonui te aroha ki te tangata - *Goodwill towards others is a precious treasure.*

Henrietta Taia - PMAANZ 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.

Melanie Shaw	Auckland
Shannon McKay	Otago
Gayanee Gimhara	Auckland
Dassanayake	
Annchen Maisel	Waikato
Rosemary Barnes	Nelson/Marlborough
Danielle Staveley	Wellington
Lakin Wilton	Otago
Jayne Garvey	Taranaki
Charmaine Nicolls	Nelson/Marlborough
Wendy Forte	Auckland
Susan James	Wellington
Sheena Petera	Auckland
Elisha Sciarone	Auckland
Rita Patel	Auckland
Wayne Lim	Waikato
Karen Williams-Nuku	Auckland
Dawn Tucker	Wellington



## HOT TOPICS



**The Royal New Zealand  
College of General Practitioners**  
**Te Whare Tohu Rata o Aotearoa**

The Royal College of General Practitioners (the College) Quality Programme is undergoing a makeover to simplify it to meet the needs of practices.

Last year, the College consulted with a wide range of stakeholders to review the quality programme and in December the Board agreed to:

- Retiring the Aiming Excellence Standard and creating two new standards, Foundation and CORNERSTONE®
- standardising the Foundation and CORNERSTONE® renewal to four years (Foundation Standard was previously three years)
- shifting the annual assessment for both Foundation and CORNERSTONE® to an online midcycle review rather than a physical assessment
- running a six-month pilot of the new standards before implementing them nationally

In the New Year, the College Quality team started work to redesign the new CORNERSTONE® standard which will be a modular approach, giving practices more options.

### **How the new standards will work**

The new Foundation Standard will be one module that represents legal, professional and regulatory requirements that a general practice must meet as part of providing safe, effective and equitable care. To achieve CORNERSTONE® standard, practices will need to be accredited against the Foundation Standard module, Continuous Quality Improvement module and a practice-chosen module.

### **Getting the modules ready for piloting**

To get the standards pilot ready, the College Quality team held workshops with an expert advisory group made up of experienced external stakeholders, including PHO quality staff and practice staff (GPs, nurses and practice managers). This process was valuable, and it was helpful to have to have people from different backgrounds in one room to finalise the modules.

*The expert advisory group finalising the Foundation Standard module.*

### **What we're piloting**

We're running a pilot test out the new modules. Here's what we'll be piloting:

- Continuous Quality Improvement (CQI) module – pilot module expected to be available in June 2019
- Practice chosen modules:
  - Teaching Practice – ready now, view the [draft Teaching Standard module](#)
  - General Practice and Minor Surgery – pilot modules expected to be available in June 2019

The College will be adding further modules will be added at a later date.

### Pilot progress

The pilot is now underway with 42 practices signed up to trial the Foundation Standard module. It's great to see a range of practices interested – small, medium, large, urban and rural - this will help to ensure the final Foundation Standard module meets the needs of all types of practices.

The draft CORNERSTONE® Teaching Practice module was recently sent to practices along with an invitation to pilot it and coming up this month, the draft CORNERSTONE® CQI, General Practice and Minor Surgery modules will be sent to practices along with an invitation to pilot them.

The College is also welcoming feedback from practices not involved in the pilot. The easiest way to provide feedback is to download the modules from the [project webpage](#), add comments to the document and email it to [standards@rnzcgp.org.nz](mailto:standards@rnzcgp.org.nz).

### More information and contact

The College has set up a [project webpage on their website](#) where you will find an overview of the project, FAQs and links to previous updates.

If you have any questions about the project or the pilot, please email [standards@rnzcgp.org.nz](mailto:standards@rnzcgp.org.nz)



When news of an armed offender spread across Christchurch on 15 March, many workplaces around the city centre went into lockdown. This was a true test of their emergency procedures, and a wake-up call for those who had no written plan for what to do.

A lockdown (sometimes known as “reverse evacuation”) is where everyone is kept in the building and the doors are locked so that access is limited.

The mosque attacks are an extreme example of why you might go into lockdown. Other reasons might include an aggressive person outside, severe weather or flooding, a major accident in the vicinity (for example, a crashed truck carrying petrol nearby), or tigers have escaped from the zoo (this happened in 1967 in Wellington).

Having a well-thought-out and easy-to-access lockdown procedure not only helps keep everyone at the practice safe, but it also reduces panic and confusion during these alarming events.

When developing a lockdown procedure, or reviewing an existing one, think about:

Who will make the decision to put the practice into lockdown? And who is delegated to make the decision if that person is away?

Is there anything nearby that increases the risk of needing a lockdown? Examples include neighbouring industrial sites that store hazardous goods, a police station or prison in the vicinity, and local natural hazards such as a river that floods.

Who is responsible for what during a lockdown? For example, who will liaise with the police, and who will “guard” the door to stop people from leaving and decide who to let into the building?

Where is the safe zone for people to gather? This should be away from windows.

What will you say to people who want to leave the building, despite the risk? This needs to be flexible, because each situation is different.

What is the plan for communication with the outside world? For example, how will the practice contact people who are due to arrive for an appointment and tell them to stay away?

What supplies of food and water will be available if the lockdown lasts longer than a few hours?

Who will be responsible for dealing with the media if the event is newsworthy?

Once you have a procedure, it's important to train staff and carry out regular drills to practice it. It's also important that staff know where to find the procedure – the last thing they want to be doing in an emergency is trawling the intranet looking for a file!

Members of GPDocs have a lockdown procedure on their website that is tailored to their situation. If you don't have GPDocs and you're writing your own lockdown procedure, the NZ Government Good Practice Guide: Lockdown in Government Workplaces has useful information that may help.

GPDocs is an online system for managing your policies and procedures.



We provide you with a set of Cornerstone-compliant policies and procedures – tailored to your practice and kept up-to-date by our team of industry experts.



Using body language to deliver the 3 c's of patient service: competence, confidence & caring.

Have you ever seriously considered how you come across to your patients?

In a healthcare practice, consistently communicating the three C's should be the aim. That is, ensuring that patients view all practice staff, and particularly clinicians, as being Confident, Competent and Caring.

Why those three words? Confidence in medical knowledge and procedures is crucial. I'll never forget April 2000. Based in the UK, our daughter was due to be born. But there was a risk. Without going into the details, it was a situation that occurred rarely enough that we struggled to get a clear answer as to the level of risk posed. Each clinician recommended us to someone else. In the end a young doctor pulled out the BMJ 'Bible' to show us the correct assessment in print. To her, showing us the words in the BMJ was clearly comforting. What we really wanted though, was an expression of confidence from a medical professional. Make no mistake, the confidence you express in the advice you give to patients is an important part of the healthcare package you provide.

Confidence in your competence goes without saying. Everything the staff of a medical practice does needs to outwardly reflect competence and confidence.



And finally, caring. All the knowledge and technical competence in the world means

little without obvious signs of caring. In fact, research from the US backs this up. As you know, medical malpractice lawsuits typically occur when a patient becomes ill sometime after a trip to their doctor, blaming the doctor for not having diagnosed the symptoms. Because of this, US doctors commonly order a wide range of often unrelated tests, making the US system the most expensive healthcare system in the world. But in-depth interviews with patients who sued their doctor found that the real reason for taking legal action was not directly due to clinical processes. Rather, it was a sense that the doctor didn't care. Patients often protested that the doctor made little eye contact.

### Eye lock and Eye Contact

This brings up to the first crucial element of body language. Eye contact. Specifically, eye lock. Recent academic research has revealed that after a few minutes of close eye contact between two people, the right hemispheres of both of their brains start to align.

This results in faster thinking, more information being absorbed, and both parties perceiving the situation as fair. Conversely, the research revealed that when we try to persuade anyone of anything without first establishing some level of rapport through eye lock, this encourages the other person to look for the negative in what is being said.

For the first time, we fully understand what 'bedside manner' is. Turns out bedside manner is even more important than we previously thought. In order to positively influence patients to follow a regime of change, be it dietary, exercise or sticking to a drug regime, eye lock is crucial.

This raises another issue. In many parts of the world, the rules around eye contact are more complex than in the west. An example familiar to Kiwis is Pacific Island cultures, which dictate that younger people should not hold eye contact with older people, simply as a matter of respect.

As more and more clinicians settle in New Zealand from non-western cultures, it has become more important to discuss this with immigrant doctors. Just have a chat about the concept of eye lock, and point out that in New Zealand, strong eye contact is considered a positive behavior.

### Open Body Language

The second area to consider is that of open vs. closed body language. When we feel

foetal position. Specifically, there are three vulnerable areas we instinctively feel a need to protect: our throat, our heart and lungs, and our groin. The fear response is meant to protect us from a genuine threat, but it can be triggered by something as insignificant as a harsh tone of voice.

Obviously as adults, we don't curl into a foetal position when subjected to anger from another person. However, more subtle body language can easily betray our feelings. Rather than fully cover our throat, we might feel vaguely itchy, and raise a hand to scratch/stroke our neck, face or head. Or, to protect our heart and lungs, we might cross our arms. While children use the 'fig leaf' when they feel threatened, as adults we mostly discard this behavior.

Because fear encourages these actions, in order to come across as confident, we should command our body to do the opposite. That is, we should keep our hands well away from our head, chest, and (although it goes without saying) groin!

In fact, a great tip for nervous presenters is to let our arms hang straight down by our sides, and our hands held unnaturally straight, for short periods of time. Your audience won't notice your hands being held straight open. Instead, they will vaguely perceive you as having high self-confidence. So, to encourage confidence in your patients, keep your hands away from your face. Don't cross your arms. And keep your body, particularly your hands, open.

### **Walk Like a Boss**

OK, it's a cheesy headline. But the way you walk is actually worth considering. Walking quickly, on the balls of your feet, makes you come across as dynamic and confident. In other words, as a powerful influencer.

To ensure your posture matches your motion, simply imagine you are dangling from a piece of string attached to the top of your head. Do that for half of a second before you walk into any room, and you'll come across as competent as well as confident.

### **The Power of the Smile**

Finally, to add 'caring', simply smile. A smile releases endorphins in your own brain as well as that of the person you smile at. And that quickly starts to build rapport.

For further information on soft skills (e.g. body language), people management, or tax and accounting, please feel free to watch the free William Buck bi-weekly series.

# Medical Protection



Medical Protection: supporting PMAANZ and your profession.

MPS is very happy to once again be partnering with the PMAANZ Conference 2019 as a Platinum Sponsor and we look forward to welcoming delegates to Claudelands in Hamilton this September!

Along with having an exhibition presence, we will also be hosting a medicolegal workshop session and hope to see you all there. As always, these sessions are designed with you, the Practice Manager in mind and provide you with practical, relevant information that you can take back with you and incorporate into your work lives.

Outside of our involvement with the PMAANZ Conference, Medical Protection is at the forefront of protecting its member's careers and, along with a 24/7 helpline in emergencies, benefits of membership include:

Discretionary cover, allowing us to assist doctors in even the most unusual circumstances.

Occurrence based cover meaning members are indemnified for their period of membership, even if they leave, and do not need to pay for tail cover (unlike insurance products).

A wide range of educational resources on helping to reduce medicolegal risk, including our CPD accredited, free of charge, Risk Management Workshop series.

Remember – Medical Protection is not just for doctors! If the GPs at your practice are members of Medical Protection, as an additional benefit of that membership, non-clinical administration staff are automatically covered.

There is also a wide variety of topics that can be viewed online, providing invaluable information on areas such as complaints, collection of health information and providing information to the police. As a practice manager, you are also eligible to receive a free copy of our biannual publication Casebook which covers a range of

Contact us on 0800 CALL MPS or [advice@mps.org.nz](mailto:advice@mps.org.nz) for assistance or further information.

### ***Interesting Reading in NZ Doctor***

1. **General practices will soon be facing a huge shortage of GPs**
2. **Heroes at the front desk**
3. **Need to dig deeper - check security and privacy**
4. **Primary Care Practice assistance adding value**
5. **First Steps when Colleagues, your practice choose not to get vaccinated**



## **UPDATES FROM YOUR EXECUTIVE**



### **Treasurer**

As the month of June and winter approaches it is exciting to think that Conference is only three and a half months away! Your Executive met in May and one of the many things discussed was the excellent Conference programme that we have to look forward to – I hope you have all completed your Registrations.

I will be standing down at this year's AGM as my partner and I will welcome a baby in November. It has been the most wonderful experience to be a part of the Executive since 2017, on both a personal and professional level. I have met many inspiring people along the way and I encourage you all to take the vacancy into consideration.

Wishing you a healthy and warm winter – take care  
Lana McNicholas - Treasurer



### **Education**

Kia ora koutou

Education has been very busy with interest in further and higher Education becoming the main focus for this portfolio.

Education main actions and priorities have been:

Setting up the CPD Program for Manager's & Administrator's draft copy completed to

discuss with Exec and Branch at this meeting so I can finalise it for Conference.

This is nearly completed and a big thanks to AAPM for allowing us to utilise their framework.

Establishing partnership with UNE Partnerships to provide higher education for all of our members and non-members. Henrietta and I have had several email discussions and 2 video conference meetings and they are coming to conference and things are progressing well.

Emails have been very active a lot of interest from Non-Members as well. I have answered all emails in a timely manner and believe this is important.

Have sounded out several businesses a vast variety that might be interested in offering PMAANZ Members only discounts and deals as I get asked all the time – what do we offer for the membership. Just an idea I floated past the Executive. Henrietta also looking at options. Something to consider.

- Teleconference – with UNE May 2019
- Teleconference with GP Docs re partnership April 2019
- Auckland Branch Meeting February 2019
- Auckland Branch Meeting/AGM May 2019
- Site visit to the Claudelands Event Centre - venue in Hamilton for Conference

Congratulations for completing your KASF Papers goes to:

1. Sandra O'Malley – Bronze KASF
2. Gabby Whitney – Bronze KASF
3. Bridget Grace – Silver KASF
4. Amanda-Jane Sopp – Bronze KASF
5. Belinda McLachlan – Bronze KASF
6. Catherine Peat – Silver KASF
7. Hannah Hilbert – Silver KASF

Apologies if I have missed anyone out. Again, 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 J Well done to you all.

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 if you need any help let me know. Not mentioning names – Henrietta Taia, and Wendy Slight.

Don't forget to apply for our scholarships:

Winners announced at our annual conference in September so get your applications

in. This year our scholarships that are available to members are:

1. 1 x Knowledge and Skills Framework Bronze Paper
2. 1 x Knowledge and Skills Framework Silver paper
3. 1 x Knowledge and Skills Framework Gold paper
4. 1 x \$600 towards a tertiary paper (incl GST).

To apply for the above scholarships:

Applications are requested from current financial Ordinary or Associate members of PMAANZ. Please submit a letter of application outlining the course of study you wish to undertake and the rationale for the study. This can include the Silver and Gold level of the KASF. Please submit a minimum of 250 and a maximum of 400 word document "Describing a change you would like to introduce to the practice where you work".

OR you could do a body of work towards the Silver/Gold level e.g. teaching resources. The scholarship will be paid by reimbursement upon production of a receipt for tuition fees from the institution you will be undertaking the study with.

Email: [education@pmaan.org.nz](mailto:education@pmaan.org.nz)

That's all from me – see you all at the leadership day and or conference. Or if any of you are at the Rotorua conference this month come and see us at the PMAANZ stand and say hi

Michelle Te Kira - Education Portfolio



### Conference

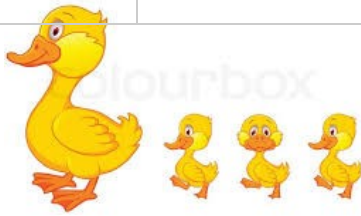
Dates set ✓

Venue booked ✓

Programme confirmed ✓

Accommodation organised ✓

Yes ... we have all our ducks in a row!



Welcome to the countdown for the 2019 PMAANZ Conference!

Hamilton is our host-venue this year and we are very excited about having you join us at Claudelands Event Centre over the 12th, 13th and 14th September.

Our theme for 2019 is “Industry Transformers” which is exactly what our role encompasses – we are the innovators and implementers of change.

We are kick-starting Conference 2019 in the best possible way – with an outstanding master class. Many of you will already be well aware of the impressive and widely respected, Jo Henson.

Jo will be delivering a master class that will give you the tools to be “self-reflective, be braver to tackle the resisters and think about change very differently moving forward.” Numbers will be restricted to 60 and is already filling up, so don’t leave this to the last minute to register.

The programme is 95% complete; it is on our website

<http://www.conference.co.nz/pmaanz19/programme/programme>

We are proud of the programme we have compiled and believe it offers a wide ranging, relevant and innovative list of presenters and presentations. The programme has been divided into the following knowledge streams – directional, functional, satisfaction, diversification and inspirational. We are confident that you will leave our 2019 conference with your kete filled to the brim with knowledge, your motivation levels raised to super-charged and you will have gained valuable networks to support you in your work.

Receptionists and administrators are also catered for in this programme – with their specific day being Saturday 14th. In order to support your practice in sending as many receptionists as possible we have a “register two and get third at half price” deal. It can be very hard to find professional development opportunities for receptionists – our receptionist day will definitely tick that box.

To complete our programme, we have a number of social activities planned including some off-site visits, quiz evening and, of course, the ever-popular and well-attended Gala Dinner.

Our take home points are –

Early bird registrations close 20 June – register NOW in order to save on registration.

Master class registration will be closed off at 60 – register NOW to avoid missing out.

Accommodation options are fast filling up – book NOW so you don't miss out on the preferred accommodation sites (Novotel and IBIS, which are a 7-10 minute walk from Claudelands).

If you have any questions please feel free to contact Sue, Heidi or Anna.

See you in September!

Sue Taaffe - Conference Convenor



**FOOD FOR THOUGHT**



**“In the future, there will  
be no female leaders.  
There will just be  
leaders.”**

**– Sheryl Sandberg**



**#InternationalWomensDay**



## **BRANCH NEWS**

### **Auckland Branch**

Officially I am the new Chair of the Auckland branch until our AGM next year. I am grateful for the opportunity and the confidence the committee and members have extended me. Popping over from Waiheke Island where I work is a pleasure as I navigate (the so far excellent and interesting) public transport to our various education venues. Our education day in May gave us hope and reassurance as we listened to Dr Allison Lamont of Brainfit. She shared an excellent and interactive session on memory and the effects of “technology dementia”. Relax – you are not losing it, and believe it or not; multi-tasking is not the magic we thought it was!

We also had two speakers from Awhi Ora who shared their incredible service of connecting practices with support services for those with short term mental health needs. This resulted in positive, well received and passionate debate regard access

We explored a way of engaging with clinical scenarios differently, making it a positive, less stressful and valuable experience as well as how we are utilizing patient portals.

Very excited about attending the PMAANZ conference in September and what a line-up of speakers. It will be so valuable and I look forward to meeting you there!

Warm regards

Ellen Sumpter - Branch Chair

---

### **Waikato Branch**

It has been an interesting few months as practices have navigated their way through the nationwide roll-out of NES. For the most part this seems to have gone well and we continue to keep our fingers and toes crossed that NES will prove to be a positive change for practices.

A present challenge for Waikato practices is the turmoil that our DHB is currently going through. I am sure you will have all seen that the Waikato DHB board has been “relieved of its duties” and a Commissioner put in place. This has created much uncertainty around primary health care funding and the role of the PHO’s moving forwards. It is important that practices have a voice, so I encourage Practice Managers to either engage directly with the DHB to provide feedback or to liaise with their PHO practice support.

Our next meeting and education session are on May 23rd where we have an HR consultant coming to talk about all the legislation changes that impact on our practices and cover some juicy HR topics that we might find challenging. I am sure there will be some interesting conversations as HR is an ongoing challenge for all Practice Managers no matter how large or small your practice. Human beings are complex and unpredictable creatures so with this comes the good, the bad and the ugly!

The Waikato and BOP branch continues to grapple with the challenge of how to engage our members across the region as it encompasses such a large geographical area and it is often difficult for Practice Managers to get away from the busy-ness of running a practice – for some this is a whole day if they have to travel a couple of hours each way. If any of the other branches who also span a large area have any ideas, we would welcome these.

Subscribe | Past Issues | One thing I have learnt about being a Practice Manager (and in talking to fellow Practice Managers) is that it can sometimes be a tough and lonely job. At times like this I think it is good to turn to the minions for advice.....

---

Tr:



Regards  
Wendy Harris - Branch Chair

---

### **Wellington Branch**

The Wellington branch held their AGM in April. Despite torrential rain, enough hardy souls (including Mark O'Connor from the PMAANZ Executive) made their way to Miramar Medical Centre to ensure that the meeting could go ahead. Vicki Prebble, Manager at Peninsula Medical Centre stood down from the committee and we thank her for her contributions over the past two years. The branch finances are in good health. Our aim is to build up the committee numbers this year- many hands make light work or in this case many minds bring great discussion!

The May meeting was hosted by MAS in their lovely new offices overlooking the harbour. Ros Webby, a partner at Dundas Street Employment lawyers, gave an informative and engaging presentation on mental health in the workplace. There was really good attendance.

I attended the branch chairs meeting in Auckland and came away feeling very enthusiastic about the future direction of PMAANZ.

Lyn Allen - Branch Chair

---

### **Otago Branch**

It was a struggle to find office bearers for our branch after no nominations were

year, for offering to do one more year at the helm and giving newer and less experienced members enough confidence to take on other administrative duties or organise meetings. Thanks also to Karen Bremer for agreeing to continue as treasurer supporting this newbie secretary.

Branch meeting attendances have lately been disappointing but a show of hands at the AGM indicated ongoing support for meetings and the new committee is launching a renewed drive to engage more practices, their manager and administrators.

"Problems are the price you pay for progress." Branch Rickey - and progress in general practice has been frenetic. Sharing those problems will halve them we are told. Adding tea, coffee and biscuits with minimal formality will surely enable many valuable solutions.

The Otago branch committee has planned a meeting schedule for the year with team building, peer support and trainer training on the list. Health Care Home's will be the focus of our next meeting on June 18th. They are still relatively new to this part of the country with only a few practices in the first and second tranche on the journey. Insights to be shared from the experience of Amity Health Centre will help the rest of us understand the new concept and what is involved at the practice level.

Russell Hurring - Branch Secretary



## BE HEALTHY

Mental Block Rescue Plan

Dr. Allison Lamont, Auckland Memory Clinic



You KNOW what you planned to say.  
You KNOW that person's name.  
You KNOW you can write that article or business plan  
So WHY are you stuck!  
WHY is your brain letting you down?  
And what can YOU DO to jump-start it again?

These mental block moments occur in even the youngest of adults and it's scary.

What's happening?

Your memory is an amazing set of reactions and processes that fire to help you recall information you need. It works best when you are operating in a relaxed and

This fast-paced world or ours, though, puts you and your memory under increasing and unrelenting pressure.

You may be tense, nervous, insecure or in a panic

You may have deadlines looming and be multi-tasking

You’ve been working on a project for hours and just can’t finish ...

You may feel angry, emotionally charged or under threat

You may have suffered sleepless nights ....

Your body reacts to these pressures by sending more adrenalin into your system to help you cope.

But the bad news is:

The sustained release of adrenalin actually decreases your ability to think and remember well because adrenalin activates the ‘fight-flight-freeze’ responses of the amygdala. This brain shortcut saves you from being run over by a bus but your logical, normal brain processing is on hold.

Result: A mental block.

So, what can I do?

Relax. The adrenalin needs time to return to normal levels to clear mental blocks, so take a few deep breaths and exhale slowly. Rotate your shoulders and loosely shake your arms and hands to relieve tension.

Change your environment. Go outside for a few moments and breathe deeply; move away from your desk and find a coffee, tea or snack; really study the details of a painting – any of these will help to disconnect you from where you had the mental block and will jump-start new brain connections.

Change HOW you are working. If you are at a computer, sketch out what you will do next on paper or a whiteboard. If you can, brainstorm with a colleague. The change of process helps you review what you were working on and relieves the stress the mental block is causing.

Give yourself 20 minutes. Set a timer and allow yourself ONLY 20 minutes to work. Then stop. Walk away and do something entirely different. Do some stretches. Just the jolt of having to leave what you are doing will often allow a solution or new idea to flow into your memory.

Thinking about the task you were undertaking from a different perspective will

sometimes clear the mental block, also. How would your son or daughter view this task? What would your friend, golf coach, your dog(!) do in your situation? ..... you get the idea.

Use different words to describe the situation or problem causing the mental block can also give new ways for your brain connections to approach the task. (See an example of reframing below).

Skip the tricky bit. Leave a gap and move on as if it has been done. Or fill the gap with nonsense text and highlight it so you can find it later. Often just moving on will help your brain 'fill in' the gap much later in the project.

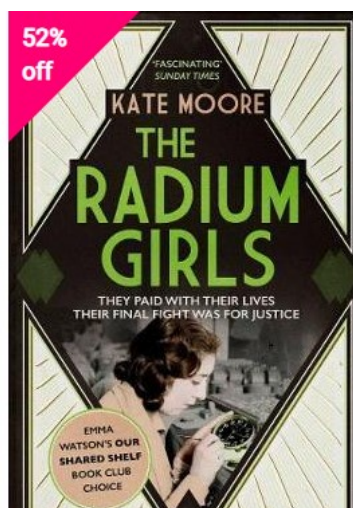
Don't panic – if you are in a public situation, make a humorous comment and move on. Use one of the ways above to continue until your adrenalin returns to normal levels. Chances are, the thought, word or name you need will pop back into your mind seconds later.

Want to know more? Check out the Memory Foundation website. If you know someone who needs help with their memory, consider Brainfit for Life® classes.

The 'everything you need for your memory' book Seven-Day Brain Boost Plan is available from the Memory Foundation website.



## BOOK AND FILM REVIEWS



Reviewed and highly recommended by Nikki Sowerby – 4th year Medical Student @ Auckland University.

The Radium Girls details the ordeal a group of woman factory workers went through in the 1920's while working in a clock dial factory.

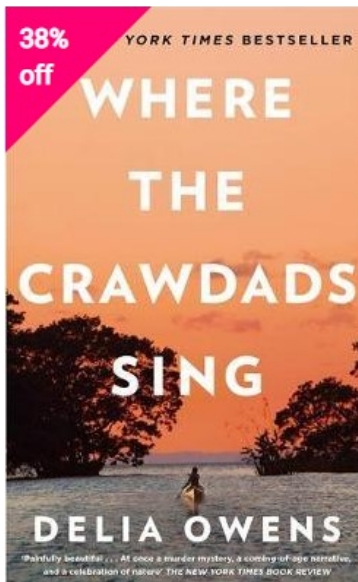
The women suffered horrific medical issues as a result of radium poisoning while painting clock dials with illumination paint that contained radium. At the time radium was seen as an elixir for the wealthy, and not considered a harmful product. The ladies were taught a



small clock dials. Encouraged by others, to paint their nails and faces, the ladies would literally glow

Many of the women soon suffered from horrific and fatal tumors that had developed in the mouth and jaws, and even cause spine deterioration, bone breaks, painful disfigurement among other ailments. Many of the ladies succumbed to their afflictions as a result of the poisoning, while the radium companies and their medical teams were ignoring the illnesses, denying any connection with the radium.

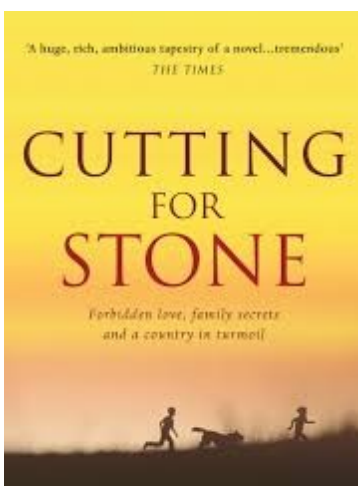
It is a story is about the pain and suffering these women went through as a result of deception and lies from both the clock factories and their medical teams. It is a story of a fight from the remaining survivors to seek justice and worker's rights to prevent more women getting sick.



Reviewed and highly recommended by Dr Siobhan Trevalyan – CD @ Waitakere Union Health Centre:

A beautiful gentle book, dealing with the pervasive and devastating effects of neglect and poverty. Written so powerfully that you are right there, in the marshes, feeling, tasting, smelling, hurting and rejoicing with the main character. Unputdownable!!!!

Reviewed and highly recommended by Sue Neems  
It is an enthralling family saga of twin orphaned brothers, of Africa and America, of doctors and patients, of exile and home. It is an amazing read about the loss of abandonment, the power of love and the intimacy and refuge of healing others.



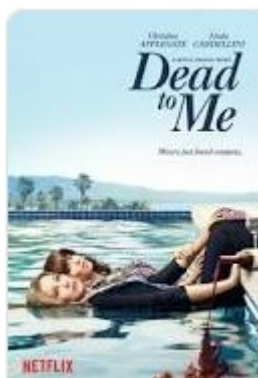
A beautiful gentle book, dealing with the pervasive and devastating effects of neglect and poverty. Written so powerfully that you are right there, in the marshes, feeling, tasting, smelling, hurting and rejoicing with the main character. Unputdownable!!!!

Reviewed and highly recommended by Sue Neems.

It is an enthralling family saga of twin orphaned brothers, of Africa and America, of doctors and patients, of exile and home. It is an amazing read about

New section – Netflix MUST WATCH!!!!

Watched and reviewed by Michelle Te Kira



Starring Christina Applegate and Linda Cardellini.

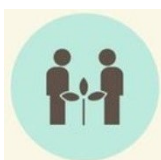
Black Comedy at its best, it will make you laugh, cry, sit on the edge of your seat comedy/thriller. It is totally binge worthy and a great watch for a rainy day in winter. BFF's with an edge.

Series two has been confirmed!!!!



Starring Ricky Gervais

Now if you are like me and hate Ricky Gervais – do not be put off, this also is a black little sweet comedy with amazing characters and makes you feel good at the end. Ricky Gervais is quite brilliant in this cute binge worthy series. I dare you to watch it will also make you feel every emotion the support cast are the best!!!!!!



## MEMBER CONTRIBUTIONS

### Co Worker Survival Kit

- Animal Biscuits – For when the office feels like a zoo
- Band Aids -when the going gets tough like a paper cut
- Chewing Gum – to help you stick it out
- Erasers – to remind you that everyone makes mistakes
- Life Savers – for when you have one of those days
- Marbles – to replace the ones you have lost
- Paper Clips – so you can hold it all together



- Balloon – to remind you not to blow up
- Penny – so you will continue to share your thoughts

Sent in by Jennifer Kaponga / Operations Manager  
Auckland ENT Group

---

### A Marketing tip from Wayne Lim, Te Awamutu Medical Centre

Many of the advertisements placed by practices (e.g. newspaper ads) look like public service notices, i.e. they are quite dry and informational, and as a result are not necessarily compelling or attention-getting. This can be appropriate when you are trying to communicate to a very wide audience, but doesn't do much to project your practice 'personality' or brand. So when you are creating an ad, especially if it's for a specific service or group of patients, try to imagine that you are talking to one individual person from that group. Think about what that one person will be likely to react to. Example: Aiming at mothers, who are more likely to take charge of booking the family for flu shots .. instead of 'Flu vaccinations available now – book your family in', why not write 'Protect hubby & kids from flu this winter' or 'Defend your household against flu this season'. This approach is more friendly, has more personality, and may be more relevant and effective than a generic type of message.



## SAVE THE DATE

- PMAANZ National Conference September 12-14 2019 at Claudelands, Hamilton.
- Leadership day 15<sup>th</sup> June 2019



## HAVE YOUR SAY....

Your contribution is welcomed – please get in touch with [secretary@pmaanzt.org.nz](mailto:secretary@pmaanzt.org.nz)

---

**Subscribe**

**Past Issues**

**Tr**



Share



Forward

[www.pmaanzt.org.nz](http://www.pmaanzt.org.nz) | [click here to unsubscribe](#)



This email was sent to <<Email Address>>

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

PMAANZ · PO Box 92 004 · Fargindon · Rolleston, Selwyn 7650 · New Zealand

