

PMAANZ Matters Newsletter

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**PMAANZ**<sup>®</sup>  
PRACTICE MANAGERS & ADMINISTRATORS  
ASSOCIATION OF NEW ZEALAND

December 2022



### *Kia ora Carole*



Welcome to our post conference newsletter, and our final one for 2022.

A big thank you to those who have contributed throughout the year to our newsletter, especially MAS and GP Docs who have written topical and informative articles targeted to our membership.

Michelle Te Kira, our Chair, has an information packed report, so be sure to take a look for all the updates in the sector as well as the PMAANZ conference.

On a personal note, I found it almost exhilarating to be at the PMAANZ conference and see everyone in person, it was such a treat! The conference was fantastic and it is an optimistic thought that conferences and gatherings are more of a certainty going forward, in fact our conference committee has already started work on the next PMAANZ Conference for 2023.

We rely heavily on the financial support of our valued sponsors/exhibitors to make the conference happen. So, please, if you know of any new potential contacts who might be interested in sponsoring or exhibiting at the conference, please email [conference@pmaanzt.org.nz](mailto:conference@pmaanzt.org.nz).



I would like to wish you all happy holidays and celebrations – have fun and stay well. ❤️

Heidi Bubendorfer  
**PMAANZ Executive National Secretary**

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## A Word from the Chair



Tenā koutou katoa

Bye, bye 2022 – what a year of ups and downs, burnout, and fatigue however we have all kept soldiering on and working for our communities and whanau through these trying times.

This year the highlight must be FINALLY having our first national conference celebrating our 25 years as an organisation in our 27<sup>th</sup> year of being. For those who attended thank you so much for your support, and we hope you all enjoyed it as much as we did. Again, I must thank our sponsors, exhibitors, and all the amazing speakers for your sponsorship, sharing of knowledge, updates, and time – we truly appreciate all of you.

- MPS – Medical Protection Society – Platinum Sponsor
- MedTech – Gold sponsor
- Indici – Gold sponsor
- ACC and Amtech Espresso Café sponsor
- GPNZ – General Practice New Zealand – UNEp Education Scholarship sponsor
- Three Rivers Medical – PMOY prize sponsor
- BDO Gisborne – morning tea sponsor
- Bull's Medical Centre
- TBM Insurance

We hope to see you all next year in Christchurch at Te Pae 14<sup>th</sup>, 15<sup>th</sup>, and 16<sup>th</sup> of September 2023.



The photos, and some of the presentations have now all been shared on our website for you all to access.

- <https://www.pmaanzenz.org.nz/conference/conference-speaker-slides/>
- <https://www.pmaanzenz.org.nz/conference/2022-conference-photos/>

We were able to celebrate many of our members at conference and on behalf of our Executive congratulations to the following amazing members:

**Practice Manager Specialist of Year 2022:**

- Taniha Matin – St Luke’s Medical Centre  
- <https://www.pmaanzenz.org.nz/conference/practice-manager-of-the-year/>

And our runner up:

- Karen Greer - Bulls Medical Centre

**Honorary Life Members:**

- Lyn Allen – Karori Medical Centre
- Mark O’Connor – Emergency Medical Service Ltd Hutt Valley

**UNEP Scholarship Award:**

- Niomi Fleming – Third Age Auckland
- KASF Silver Scholarship:
- Agnes Lie – Dinsdale Medical Centre

Again, congratulations to you all.

This year the Executive says goodbye to Bethan Rajwer and Mark O’Connor who have served our membership well and will be very much missed as they both brought exceptional skill sets to the table. We wish you both the very best and thank you so much for your dedication and mahi.

We welcome this year two new members Karen Greer and Niomi Fleming who both have great knowledge and skills that will be most welcomed on the board. Karen will be our new



Membership guru and Niomi with her passion for upskilling is taking on Education. The board positions for 2022 to 2023 are:

- Michelle Te Kira - Chair
- Heidi Bubendorfer – Secretary
- Mary Ford – Treasurer
- Jo Bennet – Communications/Webmaster (not in the photo ☺)
- Jen Kaponga – Conference
- Karen Greer – Membership/Marketing
- Niomi Fleming – Education
- Carole Unkovich – Administrator for PMAANZ



Other highlights this year are:

- the re-branding and introduction of our new logo
- the re-vamp of the constitution (a work still in progress)
- our voice at a national level and representing our members which as mentioned through out the year has become very busy
- the revamping of our KASF papers
- our NZ Doctor Articles and many interviews
- reconnecting to share knowledge, experiences with AAPM
- Re-establishing our connection with UNEp Education
- Providing timely and relevant national webinars
- Participation in the new Health reforms at many different advisory boards
- The growth of our membership after COVID
- Conference 2022

And many more which I am sure I have missed 😊

As Chair of this amazing organisation, I have tried to ensure that clear messaging, up to date information which is relevant to our sector has been passed on as soon as possible and shared with our membership, through:

- Our website - <https://www.pmaanzt.org.nz/>
- Our Facebook Members page  
- <https://www.facebook.com/groups/842744419142262>
- Our LinkedIn page and Instagram page
- Our newsletters
- As well as our e-blasts and webinars

This year we had two face to face meetings, many ZOOM's, as an Exec and met with our amazing Branch Chairs via ZOOM and face to face at conference. These meetings have been invaluable, and I would like to also acknowledge the hard work by our branch leaders, as we know it has not been easy. Hopefully now we are back to BAU (fingers crossed) our Branches will also look to hold more sessions for our members in 2023.

I would also like to take this opportunity to do a BIG SHOUT OUT to ALL our newest members – welcome and please reach out to your local branches, and any of us on the Exec as well as Carole, we are all here to help awhi, guide and share our knowledge with you all. Welcome.

Well, I could write so much this year, but you have all heard enough from me for one year. I will say my early Christmas best wishes to everyone, as I run away on the 17<sup>th</sup> of November to finally meet my whanau in Ireland. I maybe back (haha) – and do not return until mid-January 2023.

Thank you so much to all those who supported me this year you know who you are, thank you amazing conference committee and already we have started on next year's 😊 Carole as always, your mahi and ear when I have needed it as always appreciated, and to the Exec past and present thank you.

I hope you all have a wonderful safe holiday season with whanau, friends and loved ones and I will see you all in 2023.



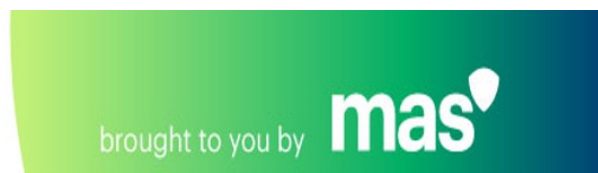
Hei konā mai

## Welcome to our newest 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.

Hopefully we have not missed anyone but welcome to all our new members!

- Morag Williams
- Haley Petkovich
- Christina Papahadjis
- Marema Johnson
- Aseteria Lafaele
- Tererehua Ngatai
- Susan Jones
- Mandy Barrow
- Tanziha Matin
- Joanne Dickson
- Sharee Fawlk
- Melanie Belcher
- Rebecca Relph
- Jayson Gentiles
- Sue Kendall
- Sanjeev Nand
- Philip Lourens
- Janine Dalley
- Shona Wills
- Arna Stallmann
- Yvonne Pickford
- Deanna Dryden
- Ariel Van
- Kaydi Hickey
- Samantha LamSam
- Jill Emerson
- Fiona McConnon
- Madelyn du Plessis
- Sanaz Rezaeefard
- Andre George
- Stephanie Gilfedder
- Michelle Watt



## Staff Complaints

Receiving a complaint from a staff member against another member of staff is difficult, especially in a small team. It is important that you follow the correct process that respects everyone involved and that you maintain confidentiality. Your response should be timely as a delay in responding to issues like this can have a really negative impact on a team and its culture.

In an employment setting the process to undertake is similar to a patient complaint.

One key point to remember, unless there are certain serious circumstances, is that when a complaint has been received, the information contained in the complaint may only be disclosed with the complainant's agreement.

This can sometimes make it difficult to act on a complaint and find a solution, however breaching the complainant's privacy could potentially create further issues.

If the complaint made is formal and an investigation is required, an example of an appropriate process to follow is outlined below. Please note each situation is different and therefore the process may need to be different depending on the circumstances. If the allegations are serious, you should take advice before commencing this process.

1. Interview the staff member who has made the complaint, take notes and confirm with them that they are happy for their name and complaint to be shared with the nurse the complaint is against.
2. Interview any other people who are involved or who have witnessed the alleged incident. Again, take thorough notes.
3. Once all the information gained has been reviewed you can decide if the complaint is justified and if so, what action is required.
4. If you decide the complaint is justified and the actions of the employee are unacceptable, then you need to advise the employee that a complaint has been made against them and invite them to a meeting in writing. Include a copy of the complaint, along with all other relevant information you have, and advise the possible outcomes if the allegations are substantiated.
5. The meeting is held for the employee to provide their responses to the complaint allegations, prior to you making any decision. Hold the meeting at a venue and time that suits both you and the employee. They should be encouraged to bring a support person or representative, especially if there is the possibility of a disciplinary outcome like a warning. Full meeting minutes should be taken or if agreed the meeting discussion can be recorded.
6. At the end of the meeting advise the employee when your preliminary decision will be given. You may want to allow a few days to give you the time to fully evaluate their responses and consider any history of similar occurrences, relevant agreement clauses, and practice policies, before making your decision.
7. Your decision should be given as a **proposed outcome** to provide the employee a final opportunity to respond to this (a few days) before you confirm your decision, or change it based on the final responses you receive from them.

To summarise, the guiding principles when undertaking a disciplinary process are:

- investigate the allegations
- fully inform the employee of the allegations
- give the employee an opportunity to respond to the allegations with representation,

- and for you to consider their explanations, before giving your proposed decision
- allow time for the employee to add to their responses before presenting your final decision.

If you have any questions about staff complaints, you can email our MAS HealthyPractice team at [business@mas.co.nz](mailto:business@mas.co.nz) or call us on **0800 800 627**.

**Bonnie Mitchell**

HealthyPractice Adviser, MAS

*MAS staff are happy to answer any questions you have on practice issues or dilemmas. Email your questions to [business@mas.co.nz](mailto:business@mas.co.nz).*

*This article is of a general nature and is not a substitute for professional and individually tailored business or legal advice.*

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

## **The College is launching a redesign of its public webpages**

On Wednesday 7 December, the College is launching a redesign of all its public webpages, which includes the Quality webpages.

The Foundation Standard and the Cornerstone Modules content is the same, but it's been reordered to make it easier to follow. Once logged in, your portal will still look the same. Assessments will still be done in SmartSheet and all the links within will be redirected to the new webpages.

From 7 December, when you go to [www.rnzcgp.org.nz/quality](http://www.rnzcgp.org.nz/quality), you'll be redirected to our new College website homepage. From there, everything you need will be located under the 'running a practice' tab, including your practice admin login.

If you have any questions, please email [quality@rnzcgp.org.nz](mailto:quality@rnzcgp.org.nz)





## Remedi

### Introducing Remedi to PMAANZ

Remedi is a new service for General Practices needing temporary clinical and non clinical staff, particularly when short notice cover is needed because of unplanned absences or unexpected increases in workload. Remedi was founded by Richelle Jorgensen and Gordon Munro, both of whom have been Practice Managers in the past. Richelle says “As Practice Managers our experience of finding on the day or next day cover was that it was almost impossible, and usually the solution relied on the good will of others in the team. We also found that it was getting harder for staff to

keep on top of administration tasks such as managing GP inboxes, processing repeat prescription requests and GP2GP transfers because of the increased workload. The problem was that if these ‘admin’ tasks didn’t get done it could clog up the flow of information through the practice”.

So we built Remedi. We have established a pool of NZ registered GPs, NPs and support staff who are available to help practices in times of need. Remedi locums can be hired by the hour or by the session. The locums can work remotely on the various practice management systems, and are also available to provide in practice cover. You can also use our platform to manage your existing locums and temp cover so that all your staffing is in one system. Our vision is that we will help those who help others by creating practical solutions to the significant workplace issues that NZ general practices are currently facing. We launched in November this year, so we are still pretty new!

If you would like to find out more or you want to try us out, visit our website [www.remedisolutions.co.nz](http://www.remedisolutions.co.nz) and sign up. Normally it costs \$99 +GST to join Remedi, but if you book a locum session through us between now and March 31st 2023 we will refund that cost.

**Remedi Service Brochure**

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## 2022 Conference - Gala Dinner..... Hollywood glitz and glamour!



What PMAANZ members are saying on our Facebook Page:

"What a wonderful conference, such beautiful people in such a beautiful place! Thank you for being so welcoming to us newbie"

"Kia ora kotou, I echo the previous comments, as another newbie, I came to gain knowledge, tips and tricks. I came away with three bags and a head full of ideas and information but also some amazing new friends, mentors, a few extra kilos and full tank. Nga mihi nui to the team, presenters and venues. Superb! See you in Christchurch"

Masterclass comments:  
"Fantastic afternoon with Sally Duffield. Thanks team This was an awesome class. A great start to the conference".

Gala dinner: "Thank you to all the team involved in organising this year. The most amazing night last night, Venue was stunning, food was beautiful and the band! Soo good!

👑 Congratulations on a successful 2022 conference and hopefully see everyone in."

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## Practice Manager Specialist of the Year 2022

Congratulations to Tanziha Matin, PMAANZ Practice Manager Specialist of the Year 2022.



PMAANZ would like to acknowledge Tanziha Matin as the well deserving winner of the Practice Manager Specialist of the Year award. Tanziha demonstrated her dedication to her role as practice manager and has shown strong potential as a strong leader in the future.

We would also like to acknowledge Karen Greer, our runner up, Karen impressed the judges with her dedication to practice management as well as her achievements. We are very fortunate to have Karen as a new member to our executive and know she will be a valuable asset.

[Read about the Practice Manager Specialist in the NZ Doctor here.](#)



## PMAANZ Executive



### Jo Bennett - Communications (new to the role)

Another busy year on the executive. We continued to have lots of meetings to get conference organised after having to postpone more than once and a few last minute changes including myself! I have loved seeing the photos and feedback which looks like a great time was had by all. Sadly, I didn't get to make conference as I had a family member test positive for covid on the Wednesday I was heading down and as I started to have symptoms had to make the gutting call to not attend (didn't want that getting in the media 😞). It was the right call to make, as I tested positive on Friday morning.

I am excited for Jen to take on the portfolio of Conference for Christchurch in 2023 and hope she is supported by some members with local knowledge. I move on to the communications portfolio which I am looking forward to learning more about.

I want to say thank you to the Chair and other Executive members, alongside the Conference Committee as it made my job so much easier.  
Wishing everyone a safe and restful holiday period, ready to do it all again in 2023.

Jo Bennett

**PMAANZ Communications**

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**Mary Ford - Treasurer**

Thanks to everyone who attended our recent conference in Rotorua & our AGM. It was great to catch up with old friends & make some new ones & to dance the night away at the Glitz & Glam Gala dinner.

I've been busy recently dealing with our bank, trying to ensure we can access our branch accounts. We are in the process of getting the Chairperson & Treasurer set up as signatories for each branch, together with online access. I thought health had a lot off red tape & hoops to jump through, banks are a whole other story.

I would like to wish all of our members a Merry Christmas & a safe & happy new year. Hopefully you are better prepared than I am for the silly season.

Kind regards

**Mary Ford - PMAANZ Treasurer**

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**Karen Greer - Membership/Marketing (new to the role)**

Kia ora

I have been a Practice Manager in Bulls since 1998. I have been fortunate that my husband, Toni, has supported me in this role. I am also extremely fortunate to have two amazing Directors Dr Dave Baldwin and Dr Ken Young who believe that PMAANZ are the way of the future. I have been part of the PMAANZ Central North Island Branch until it closed this year. I am part of the Conference team and have enjoyed this over the last few years. PMAANZ is a fantastic support network in Primary Healthcare, and I feel that it is time I put my hand up and repay the colleagues who have helped me and supported me on my journey as a Practice Manager.

Outside of work, I enjoy gardening, travelling, visiting all parts of Aotearoa. We are so fortunate to have a beautiful country.

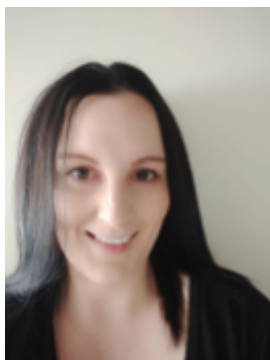


Being part of the Executive Committee will be a challenge and I am looking forward to collaborating with new members of PMAANZ to help out where needed. I look forward to contacting the all new members in the New Year. I wish you all a safe and great Christmas and New Year.

Ngai Mihi

**Karen Greer - Marketing & Membership**

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**Niomi Fleming - Education (new to the role)**

Tenā koutou katoa

Ko Niomi Fleming toku ingoa,

Kei Tamaki Makurau tōku ināiane

No reira, tena koutou, tena koutou, tena tatau katoa

I have been working in primary care for 11 years and have had various roles over my career and I currently work as a Practice Manager at Four Kauri a large general practice in Tamaki Makaurau, but soon to step up and start a new position with Third Age as a Practice Manager in residential care.

I started off as a medical receptionist and have worked my way up to become a Practice Manager. I have also completed the two KASF bronze, and silver and near completing my Gold. I am really excited about the opportunity to be on the executive. I am already involved with PMAANZ and hold the position of secretary on the Auckland branch. I believe in PMAANZ goals and objectives and have thoroughly enjoyed the 7 conferences I have attended so far. I am passionate about sharing my knowledge and upskilling others.

My strengths are in implementing policies and procedures and I thoroughly enjoy working to reduce inequalities in health care. I currently mentor two junior Practice Managers and really enjoy navigating the world of Practice Management with them. I think I will be a great addition to the executive, I am passionate about what I do, I am passionate about helping others and being part of a team that work on strategic outcomes.

I see the national executive as a way of sharing my knowledge I have gained through on-going education, working collaboratively, networking and if elected will bring the aged care sector to the table whilst still maintaining my strong primary healthcare contacts.

Nga mihi,

**Niomi Fleming - Education**

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### **Jen Kaponga - Conference Convenor (new to the role)**

I am sure that those who attended the PMAANZ Conference in Rotorua in October will agree that it was amazing to reunite with friends and meet new members, exhibitors and wonderful speakers face -to - face. We had an amazing turn out with 25 speakers, 330 delegates and 125 trade exhibitors this year.

Attending the conference, I personally found it inspiring listening to our key-note speakers and attending the different breakout sessions and the knowledge I have walked away with. The positive energy after attending Sally Duxfield's masterclass. "Dream,plan,do,be" was an uplifting way to kick off the next few days.... And I wasn't disappointed.

Needless to say the conference dinner lived up to its expectations, everyone dressed in glitz and glamour looking fab, lots of booging on the dance floor and finally getting to celebrate in style our 25<sup>th</sup> anniversary.

Congratulations to our Practice Manager Specialist of the year for 2022 Tanziha Matin and also big congratulations out our runner up Karen Greer.

Congratulations to our 2022 Scholarship Winners who were also announced at Conference, Agnes Lie for Silver Scholarship and Niomi Fleming for winning the UNE Partnership.

Please enjoy flicking through the photos and viewing the speaker slides on our website.

I would like to thank Jo, conference committee and Mandy's team at Conference Innovators for all their hard work, dedication, and perseverance over these last 3 years to give us an amazing and successful conference.

I am super excited to be the Conference Convenor for our 2023 conference in Christchurch, plans are already forming so watch this space !

Lastly... as the end of the year is almost at our doorstep where we have even managed to avoid a lock down. I would like to wish you all a Merry Christmas and that you get to enjoy spending some time with your whanau and friends



Jen Kaponga  
**PMAANZ Conference Convenor**

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## NZ Doctor Reads

We now upload the NZ Doctor articles to our website, under the About Us page so these are available for anyone to click on and read.

There are some great reads there.

Click the link here to go to the page on our website: [NZ Doctor Articles](#)

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## News from Otago Branch



Our story this year has been of growth via Zoom. To keep meeting during the pandemic Zoom meetings were the only option. In this geographically enormous branch Zoom meetings then opened the door for many more practices to join meetings, share experiences and support one another. The upshot is that experiences shared are way more diverse. We have different patient demographics, different PMS systems, different staff structures. So many more ways of looking at the problems we face. Our PHO WellSouth have also been very helpful this year supporting practices to join PMAANZ and providing speakers.

In February, we could see the Omicron wave infecting its way south. Michelle Te Kira and Jo Bennett from the PMAANZ National Executive kindly joined our meeting to help us prepare. We were very grateful that after their own busy days at work they took the time to give us many practical pointers, sharing their wisdom about what works. Members left that meeting feeling much more confident of managing the omicron wave.

Our AGM in April was mid Omicron and a reason to check on one another while electing office bearers.

The June meeting was a timely session on burn out led by Rachel Kincaid, HIP at Fiordland Medical Practice. It was a great session with a key message that no one is immune. We learned practical tools to recognise and preempt burn out, extremely well delivered from the farthest corner of our region thanks to Zoom.

In August we looked into getting more out of Thalamus in a session lead by Adam Dempsey, Enterprise Data & Insights Architect at WellSouth PHO.

In October the focus was on Equity in Health Care with a mind to this component of Practice Development Plans. It was lead by Riiti Conway, Project Manager Health Equity (Pou Tōkeke), WellSouth PHO and there were plenty of questions on this one. It was yet another time when Zoom enabled relevant experience within the connected group to be revealed and shared.

There is one more meeting to see out 2022, a social one this time with the challenge of getting as many as possible together for some face to face socialising. It will take multiple venues and our old ally Zoom will be needed to pass on festive season greetings but meeting up socially will be a fitting end to this challenging year.

Dunedin North Medical Centre

Ph: **03 477 7583**

Fax: [03 477 7482](tel:034777482)

Email: [russell.hurring@gmail.com](mailto:russell.hurring@gmail.com)

Russel Hurring - PMAANZ Otago - Southland Secretary

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## Newsletters and publications

[Maori-Health-Research-Review-Issue-100.pdf.aspx](#)



[GPNZ-Panui-November-3-2022.pdf](#)



[ministry-health-newsletters](#)



**Ministry of Health newsletters**  
The Ministry publishes a range of regular newsletters.

[genpro-for-you-news-15936740](#)





These are regularly uploaded to the members news page - [click here](#).

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## Netflix, Apple TV and Neon Recommendations from our PMAANZ Membership



### Apple TV - Bad Sisters

The Garvey sisters are bound together by the premature deaths of their parents and the promises they made to always protect one another. Black Irish Comedy at it's best.



### Neon - The White Lotus

Dark secrets and twisted truths of the guests, the staff and the locale of a resort are unveiled over the course of a week that was supposed to be a relaxing vacation.



### Neon: House of the Dragon

The reign of House Targaryen begins with this prequel to popular HBO series "Game of Thrones." Based on George R.R. Martin's "Fire & Blood," "House of the Dragon" is set nearly 200 years before the events of "Game of Thrones," telling the story of the Targaryen civil war with King Viserys I Targaryen's children battling for control of the Iron Throne



### Netflix - Derry Girls

In Derry, Northern Ireland, a young girl and her cousin embark on many exciting adventures after they attend a Catholic girls' school in the midst of a national conflict.



### Netflix: Dark

When two children go missing in a small German town, its sinful past is exposed along with the double lives and fractured relationships that exist among four families as they search for the kids. The mystery-drama series introduces an intricate puzzle filled with twists that includes a web of curious characters, all of whom have a connection to the town's troubled history -- whether they know it or not. The story includes supernatural elements that tie back to the same town in 1986. "Dark" represents the first German original series produced for Netflix



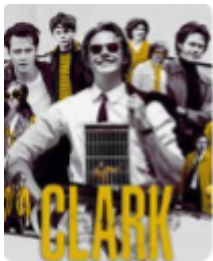
### Netflix: I Came By

A rebellious young graffiti artist targets the homes of London's wealthy elite. When he discovers a dark secret about a prestigious judge, it leads him on a shocking journey endangering himself and those closest to him ~ *Netflix*.



### Netflix: Inside Man

A detective desperately attempts to negotiate with the mastermind of a bank robbery that turns into a hostage situation. But the involvement of a broker worsens the situation further ~ *Netflix*.



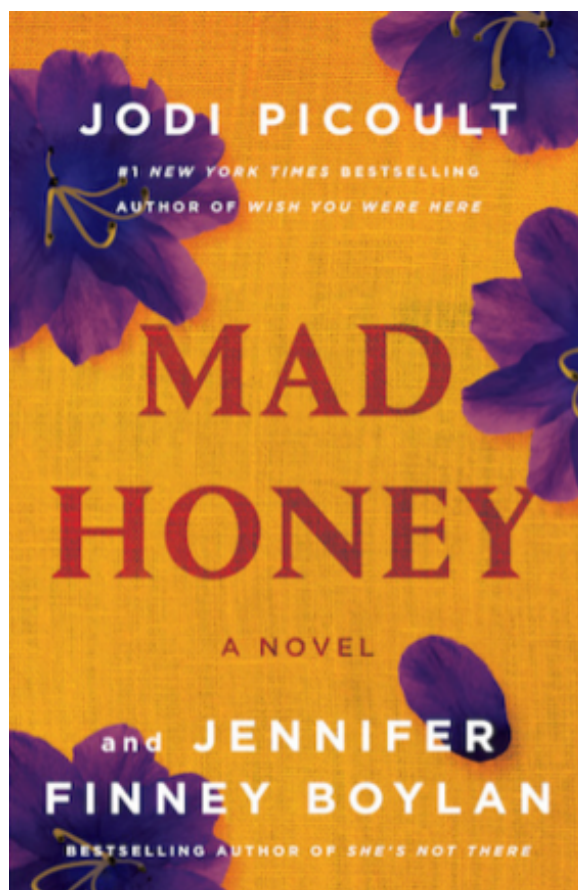
### Clarke

The story of Clark Olofsson, the man behind Stockholm syndrome, who fooled all of Sweden to love him despite his crimes ~ *Netflix*.

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## Audible Books





### Mad Honey - Jodi Picoult

Picoult joins forces with novelist and transgender activist Boylan for a spellbinding yarn involving a teen's trial for murder. Beekeeper Olivia McAfee fled her abusive husband in Boston for New Hampshire with her six-year-old son, Asher. Twelve years later, Asher is charged with murdering his high school girlfriend, Lily, a newcomer to town. The story unfolds from Olivia and Lily's viewpoints (Lily's before the murder), and centers on the budding relationship between Asher and Lily and the subsequent court case against Asher, who is represented by Olivia's older brother, Jordan, a high-profile defense attorney who has appeared in previous Picoult novels. Both teens have troubled relationships with their fathers, and the authors painstakingly explore the impact of physically and emotionally abusive men on their families. After a big

reveal in the second half, the canvas stretches to include a primer on transgender issues, and the shift is mostly seamless though sometimes didactic. More successful is the atmospheric texture provided with depictions of Olivia harvesting honey and the art of beekeeping, and the riveting trial drama. Overall, it's a fruitful collaboration. *Review by Publishers weekly.*



### Sherlock Holmes - by Stephen Fry

Ever since he made his first appearance in *A Study In Scarlet*, Sherlock Holmes has enthralled and delighted millions of fans throughout the world. Now Audible is proud to present Arthur Conan Doyle's *Sherlock Holmes: The Definitive Collection*, read by Stephen Fry. A lifelong fan of Doyle's detective fiction, Fry has narrated the complete works of Sherlock Holmes - four novels and five collections of short stories. And, exclusively for Audible,

Stephen has written and narrated nine insightful, intimate and deeply personal introductions to each title.

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## HAVE YOUR SAY.....

## Questions for your Colleagues & Letters to the Editor

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



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