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PMAANZ Matters Newsletter

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June 2021

*Dear Carole,*

Welcome to the June edition of the PMAANZ newsletter.

It's cold and blustery outside and what better than to curl up and browse through some of the excellent reading we have for you here.

Starting off with Michelle's Chair report, she has been extremely active as you can see, not only shifting cities and jobs but also representing PMAANZ in all manner of ways. She has even found time to write about the PMAANZ mentoring project for the NZ Doctor mag!

ACC, MAS and GPDocs have supplied some excellent and topical reading and we also have a NZ Doctor interesting links section.

But life is all about balance, so if you're looking to relax, just head to the book and Netflix reviews, and enjoy!

Of course, we are all excited about the PMAANZ Conference in September, it is going to be amazing and I look forward to seeing you there 😊

Stay safe and well everybody ♥

Warmest regards

Heidi Bubendorfer

PMAANZ Executive National Secretary

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A Word from the Chair



Tenā koutou katoa
 Ko Hikurangi tōku maunga
 Ko Waiapu tōku awa
 Ko Ngati Porou Ko Ngati Pakeha tōku iwi
 Kei Tāirawhiti tōku ināiane
 Ko Michelle Te Kira tōku ingoa

Nō reira, tēnā koutou, tēnā koutou, tenā tātou katoa

Kia ora koutou

The Executive and Carole have been extremely busy over the last few months getting our new website updated with amazing new features – we encourage you all to go sign in and have a look. We would love some photos, articles anything members would like us to add to the website please contact us.

Updates, announcements, and reminders for all members

1. Mentors all ready and waiting for any members only of PMAANZ on our mentor page. If you are a member just hit the Mentor button and follow the guidelines. <https://www.pmaanzt.org.nz/members-only/mentoring/>
2. Practice Manager “Specialist” of the year – Nominations now open, the process has been simplified and you can apply online via our website so get nominating we have included extra in the prize pool for the National overall winner in honour of our 25th Anniversary. <https://www.pmaanzt.org.nz/conference/practice-manager-of-the-year/>
3. Conference 2021 – Rotorua: get those registrations in this year will be spectacular with a few cool surprises. Go to <https://www.pmaanzt.org.nz/conference/> we look forward to seeing you all there in your Hollywood Glitz n Glam.
4. PMAANZ Scholarships are now open: this year we have changed these and are excited to offer a new scholarship for UNE Partnerships of \$3500.00. All winners will be announced at conference. Again, the process can all be done online through the website. <https://www.pmaanzt.org.nz/education/scholarship->

awards/

5. 5. New page UNE Partnerships page now up and running – we will have a few more courses to add but any member of PMAANZ can access all Health Courses. For any information please email: education@pmaanzt.org.nz or go to our home page and hit the UNE button or click here: <https://www.pmaanzt.org.nz/education/une-partnership/>
6. 6. The SHOP – you can now purchase via our shop on the website – this has been updated to include UNE as well. Check it out here: <https://www.pmaanzt.org.nz/shop-page/>

If any members have some great articles or good news stories that we could put onto our news page, please feel free to email these through to communications@pmaanzt.org.nz

Chair highlights for 2nd quarter of 2021.

The Executive and Carole had our face-to-face meeting at Turuki Health in Auckland on the 26 March and a ZOOM meeting with all of our branch chairs on the morning of the 27th. Top of the agenda was setting up the website and training, engaging lawyers to look at our constitution and the changes made at the AGM in November, Education and UNE Partnerships discussion ZOOM meetings set-up, Mentor program which is now all set-up and ready for members to access, and of course conference 2021.

- a. In May attended GPNZ Strategic planning day with over 100 attendees from the MOH, DHB, Transition Unit, PHO's, and several other national organisations to work through the impact and changes General Practice will be faced with in light of the new Health reform.
- b. Rotorua site visit for Conference 2021 – with the conference committee and Conference Innovators.
- c. Attended the Primary Healthcare Awards in Auckland as I was lucky enough along with Henrietta to judge some of the awards. We utilised this evening to network as well for our up-and-coming conference. But a huge congratulations to Michelle Meenagh for being a finalist for Practice/Business Manager of the year – awesome work.
- d. Many ZOOM meetings this quarter as our voice is being sought after more and more among our health partners. ACC has some news coming up and we are working with them closely to setup some valuable resources and news pages on our website.
- e. UNE Partnerships we are currently working with them to set up the Equity component for the Diploma and have had several meetings with them.
- f. The Executive continues to write articles for NZ Doctor and are interviewed regularly for comment on our members behalf.
- g. Attended the final Primary Health Alliance meeting end of March as they have now merged with the Federation.

I hope you are all coping with the Flu-vax roll-out and the soon to be COVID rollout as we all enter the cold, windy, wet days of the winter surge. I have also been asked to write to the Minister on behalf of our members regarding our practice nurses being approached and leaving to go to COVID vaccination sites. I would like to here directly via email if any of our members are struggling with this issue as well as any other issues as we have a voice around tables that are more than willing to back our organisation at the highest level.

On a personal note, after 32 years being a Jafa, I have now permanently re-located to take on a General Managers position in the largest General Practice in Tairāwhiti. It is a great opportunity, but I will always cherish my work/PMAANZ colleagues I annoyed throughout the years. I look forward to seeing all of you in Rotorua in September, the committee is working so hard to make it spectacular.

The primary Health Care Awards - Recognise any faces below?



“Waiho i te toipoto, Kaua i te toirua” “Let us keep close together not wide apart”

Naku noa na
Michelle Te Kira
Chair PMAANZ

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.

Roshni Devi
Diane Tatana
Lisa Williams
Charmaine Tuhaka
Anaseini Kaufsi
Sariah Witika
Andrea Andrews
Julie Munce
Mark Chapman
Nina Boyes

Christine Gibbs
Lynley Crawford
Jordan Robinson
Payal Mistry
Lynne Collop
Jade Ranui
Zhanquin Kerr
Lisa Hamblin
Lisa Wray



Business continuity planning - when you need a Plan B

Disruption can come in many forms and happen without warning. There are many recent examples in New Zealand, including the Christchurch earthquakes, floods, cyber attacks, and the Covid pandemic.

A business continuity plan identifies the core parts of your practice and how you can keep running during disruption. And it's not only for major emergencies – even in situations where only your practice is affected such as fire or cyber attack, your practice is at risk financially if it has to be closed for a period of time.

What type of plan do you need?

Business continuity plans, emergency plans, and pandemic plans are all connected. There's no one right way to do it – some practices develop three separate documents, some include pandemic planning in the business continuity plan, and some have a single plan that identifies options for all situations.

Creating your business continuity plan

1. **What are your core functions.**
2. What services will you need to provide if business is disrupted?
3. Are there non-essential services that can be suspended?
2. **Identify the risks.**

Natural hazards will vary by region but the outcomes will be similar, e.g. building unusable, computer systems down.

3. **Develop mitigation strategies and contingencies.**
4. What can be done now to minimise these?
5. Can the risk be removed or reduced, e.g. by insurance or data backup?

4. Identify the response.

6. What will be needed to provide health care?
7. What resources will you need?

5. Create a plan.

8. Identify the basics that will be needed to provide a service if different risks occur.
9. Include contact phone numbers for key people.

6. Review the plan annually.

What should be considered?

Think about:

- Who will lead the response?
- Where will you operate from if the building isn't usable?
- What basic equipment and supplies will you need. Are they somewhere you can get them quickly?
- Who will you need to communicate with – staff, key PHO/DHB contacts, utilities, etc.
- How will you limit the spread of infection and dispose of contaminated waste?
- What will you do if computer systems are down?
- What do you need if there is no power or water?

Including pandemic planning in the business continuity plan

If you're going to include pandemic planning in your business continuity plan, also consider:

- Who will lead the pandemic response?
- What measures will you implement to limit the spread of infection?
- How will you protect at-risk staff?
- How will you staff the practice if team members are sick?

Ensure the plan is accessible in an emergency

You should save the plan in multiple locations and ensure key staff members know where to find it.

Keep a copy of the plan off site. After all, having a printed copy on a shelf at the practice is no use if the practice is on fire.

RESOURCES:

[RNZCGP Quality: Indicator 16 guidance](#)

[Canterbury Primary Response Group: Business Continuity Planning Workbook for Primary Care](#)

[Get Prepared NZ: Create a Business Continuity Plan](#)



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

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

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Governance - what is it? And who does what?

If you've ever found yourself confused by the distinction between the governance and the management of a business, you're not alone. It's something that trips up a lot of business owners but it's important to have a clear sense of who should be doing what.

Put simply, governance focuses on the 'what'. It's about leadership and setting an overall strategy for the practice and monitoring how well the practice adheres to that strategy. By contrast, management focuses on the 'how', and what the practice needs to do to execute the strategy.

What does governance involve in practical terms?

Governance performs an oversight role on behalf of the owners or shareholders of the practice, and ensures the practice achieves what it sets out to achieve, and avoids what is unacceptable to the owners or shareholders. It is important for the governance team to set a clear direction for the practice for the foreseeable future. This can be accomplished by establishing a robust strategic planning process and developing an annual business plan. A sound governance structure should ensure that the practice:

- the resources that it needs;
- is being managed well and complies with the appropriate legislation; and
- protects the owners' or shareholders' rights.

Overall, the governance structure monitors the performance of the practice, making sure that timely and accurate disclosure is made on all material matters.

How does this relate to clinical governance?

The principles are the same for clinical governance as they are for organisational governance. Clinical governance is a key responsibility for any GP organisation and it's guided by specific legislation, as well as by various contractual obligations in this area, such as back-to-back contracts with PHOs.

Clinical governance is about monitoring, reviewing, and improving the quality of care delivered to patients.

Although the clinical care is the responsibility of the clinicians in the practice, the policies and systems created to surround and monitor these processes may well fall into the practice manager's bucket.

Six elements of clinical governance have been identified by expert opinion and literary review. These are:

- Clinical effectiveness
- Quality assurance
- Education and development
- Clinical audit – continuing quality improvement
- Risk management
- Research and development

How does practice governance relate to practice management?

In a traditional company structure, the Board does not manage the organisation on a day-to-day basis. Instead, it appoints a CEO to who it delegates the management responsibility. The CEO is in turn responsible and accountable to the board for managing the organisation.

This division can be more fluid in GP practices, where the usual group/cost-sharing business model makes it more difficult to have clear separation between governance and management. Without a single business structure, a manager of a practice with four GPs, for example, will struggle to effectively manage what often entails five separate businesses with conflicting goals and objectives.

This is one of the many reasons why we have recently seen more group practices review their business models and move to single corporate structures, with each of the GP owners owning a share of the group, rather than each owning their individual practices.

Regardless of the business structure that your practice operates under, the role of practice managers will generally serve four main areas:

- To support the governance structure (or board) in developing the strategic plan;
- To develop and recommend operational plans (to achieve strategic goals);
- To provide timely reports to ensure the partners or board have the information needed to fulfil their responsibilities, including reporting on compliance with legislation, such as the Health and Safety at Work Act and the Privacy Act;
- To ensure the practice implements the plans and policies and achieves the goals that the board or owners have set.

For practice managers it is about ensuring that there are processes, policies, and systems in place to ensure that all of the above take place. For example:

- Organising CPD for staff
- Establishing and maintaining a clear organisational and reporting structure
- Developing and implementing thorough induction processes for new staff
- Ensuring incident reporting is carried out across the practice, and organising regular training for staff.

Fiona Mines
Healthy Practice Adviser, MAS

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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New ACC Provider Hub coming soon

Organisations using ACC's self-service digital platforms, including e-Business Gateway, will soon have access to a modern new online hub. The *Provider Hub* will begin rolling out in phases from mid-year.

The new *Provider Hub* will make things simpler. It will have a modern look, be easier to use and include some of the functions you've been asking for – like 'parking' a form so you can come back to it later.

The Hub will also require every user to have their own login – including practice managers and administration staff. This will increase the security of the platform and better protect the privacy of your patients. There will be

an ability to 'delegate' permissions so other staff can submit information on behalf of a health professional.

Those using a PMS for claims, invoicing and medical certificate submission will be largely unaffected. However, organisations using any of ACC's forms outside of their PMS, for example Treatment Extension (ACC32), will need to transition to the new hub. A full list of these services is below.

ACC has started talking to health organisations and professional bodies, including PMAANZ, about how they can make this transition as smooth as possible. PMAANZ are also providing advice on the type of training information that members would value, including a possible dedicated webinar hosted by ACC.

You don't need to do anything differently right now. ACC will work with PMAANZ and directly with those organisations impacted.

Once organisations are successfully using the new online hub, the existing online services will be turned off. The platforms supporting these services are at the end of their life and need to be replaced.

These services will be transitioned to the new Provider Hub:

Service	Currently accessed via ...
Claims Submission (Single Claim Submission)	Healthlink Claim eLodgement portal
Claim Queries	eBusiness Gateway
Invoice submission	eBusiness Gateway
Invoice Queries	eBusiness Gateway
Treatment Extension Requests	https://forms.acc.co.nz/ACC32/index.htm
Sensitive Claim Engagement form submission	https://www.acc.co.nz/our-online-services/
Health & Safety Reporting	https://forms.acc.co.nz/INCIDENT_REPORTING/index.htm
Vocational Rehabilitation Reporting	https://myacc.co.nz/provider/vocrehab/#/app/main

Medical Certificate submission and Change of Diagnosis submission will also be available on the Provider Hub – currently only available via a PMS.

ACC will keep PMAANZ informed about progress and to get feedback on the planned rollout. If you have questions, please direct these to your usual contact at ACC.

PMAANZ Executive



Jo Bennett - Conference

As you may or may not be aware, this year marks the 25th Anniversary of PMAANZ (Practice Managers and Administrators Association of NZ) and there is a great celebration planned! The role of Practice Managers and administrators in Health has changed dramatically over the last 25 years and yet what the future holds, with the proposed Health Reform may completely change the landscape again. What is certain, is that Practice Management and all those that work in health administration have and will continue to be an integral part of the smooth running of general practice and the Health System as a

whole.

Conference provides an opportunity to network and share ideas with other professionals from right across Aotearoa, while upskilling and ensuring continued professional development. This year's conference is being held on the 9-11th September in the magnificent Rotorua. A brilliant, diverse range of speakers has been confirmed to challenge, inspire and grow those attending, including a separate receptionist programme with important, relevant sessions. More info can be found at <https://www.pmaanzt2021.org.nz/>

Registrations are currently open and the early bird pricing ends 1st July, so register now! Look forward to seeing you there 😊

Special thanks goes to our sponsors for their continued support.

In the meantime, if you have any ideas of things that you would like to see in this or future conferences, be sure to let me know 😊 conference@pmaanzt.org.nz

Join us in Rotorua this year for the
25th PMAANZ Conference.

Programme, registration and accommodation
options can be viewed on our website
<https://www.pmaanzt2021.org.nz>

PMAANZ
2021 25 years

Jo Bennett

PMAANZ Conference Convenor



Bethan Rajwer - Education

Education

The Education team has been working on a couple of projects lately and encourage members to head to the Education page on the website for more information. We now have two courses available for PMAANZ members to sign up to in conjunction with UNE Partnerships. The two papers - Diploma of Leadership in Healthcare Practice and Certificate IV in Leadership and Management offer a good base for anyone in medical administration.

PMAANZ have worked hard to bring these online qualifications to NZ to fill a gap in the market. We are currently working with UNE to develop a module around Equality and Equity to add to these very important components. We continue to offer our evidence-based papers (KASF) but will be phasing out the Gold KASF paper as we believe the Diploma will offer better qualifications for those at this level.

We encourage applications for our three scholarships which will be awarded at Conference so please take some time now to apply for one of these - or perhaps you would like one of your staff to take up some training. Remember - "Managers have people who work for them, while leaders have a sea of talent ready to follow in their footsteps" - so don't be afraid to train your staff up. Head to our website for more details.

[Go to the website to apply for our scholarships.](#)

Finally, don't forget to get your **[nominations in for Practice Manager of the Year](#)**. This is an opportunity to be acknowledged for everything you do - or to acknowledge someone else for their hard work.

Key Dates:

- Applications for Scholarships Close: Friday 6 August
- Applications for PM of Year Close: Wednesday 31 July

Kind regards

Bethan Rajwer | PMAANZ Education

PMAANZ Branches

Waikato

It has been an interesting month in the Waikato following the cyber attack on the Waikato DHB. In the first week there was limited ability to contact the hospital at all with GP's needing to send patients with paper referrals and no fore warning of their arrival. Little by little they have worked on restoring services and lines of communication. Patients who have hospital appointments and are on the portal through their GP clinic have had an advantage as they have been able to access test results, medications and in some instances consult notes. A good example of how beneficial being registered with the patient portal can be. We really feel for our DHB colleagues as we know that this is a difficult time for them, and they are working as hard as they can to minimise

the impact on patients.

We are very excited about our upcoming administration training day on 19 June where the focus is on helping admin staff to learn techniques to deal with difficult patients along with managing a variety of personalities. This is fully booked with over 70 staff attending from all over the Waikato and Bay of Plenty.

We are now all planning on how we can contribute to the COVID vaccine roll out whilst maintaining business as usual services – a challenge but if anyone can do it general practice can.

Meetings and Education

We have planned the following meetings and education sessions for the rest of 2021.

- Saturday 19 June – all day – administration training day (Dealing with difficult patients/Personality traits) (this is now fully booked)
- June – Waikato branch AGM (date to be advised)
- September – Conference
- November – training (yet to be determined) and Branch meeting.

Until next time, stay warm, be kind and be sure to treat yourself every now and then.

Wendy Harris

PMAANZ Waikato Branch Chair

A Practice Manager in Profile - Rachel Hewslip

Rachel works as the Practice Manager at Lumsden Medical Centre, Southland.

Lumsden is a town in Southland and lies 81 kilometres north of Invercargill, 106 kilometres south of Queenstown, 59 kilometres west of Gore and 77 kilometres east of Te Anau.

Lumsden Medical Centre services the town and is a small rural practice with one GP, 4 nursing staff, 2 receptionist and Rachel as Practice manager.



What do you love and/or not love most about your job?

What I love about my job is that no day is ever the same in General Practice however having said sometimes it would be nice to have an 'ordinary' day where the day just flows nicely and nothing 'eventful' happens.

What is the most interesting place you have ever visited and why?

The most interesting place I have visited is Glen Affric in the highlands of Scotland. Our farm is named after this beautiful part of the world and we even have our own Scottish Heather growing on our farm.

What is one unusual or interesting thing you have done in your practice managers role?

Where do I start with unusual or interesting things I have done in my role as Practice Manager..... Being located in a small rural Medical Centre when something breaks or stops working, I often end up helping to get things fixed (and not just the usual IT and 'my printer won't work' issues.

So far in my career I have chased numerous animals including goat, sheep and chickens out of the car park and away from cars and patients. Helped the plumber dig up the sump when the toilets backed up, gone across the paddock in high heels and climbed up the diesel tank to measure how much diesel is in the tank, and fixed the diesel boiler (admittedly with help on the phone from the nice boiler maintenance guy) to name a few of the more unusual things I have done.

What is the worst job you have ever had?

I've never had a bad job; I have been incredibly blessed with some awesome jobs in my life

When was the last time you travelled overseas and where did you go?

The last time we travelled overseas "before the thing that shall not be named" was in 2018 to the UK, Scotland and then over to LA and Disneyland on the way home. We spent New Year's Eve in London and it was an amazing experience!

What's your favourite way to spend your time?

My favourite way to spend my spare time is with family and friends in Te Anau where we own a little holiday house. It's great to get away from work, our farm and just turn off everyday life by the lake and relax.

NZ Doctor Reads

Practice managers' chance to help newcomers in the role



Practice managers and administrators are being sought to mentor less experienced members of the profession in their new roles.

The Practice Managers and Administrators Association of New Zealand (PMAANZ) is setting up a nationwide mentorship programme and services for members.

The association is looking for current members who would like to become a mentor for new practice managers and administrators.

Mentors should have five years' experience at a high level of practice management and be able to commit time to a protégé or mentee.

It's a great opportunity to share knowledge and help guide and support new members.

The mentor's role is to teach, nurture and support.

[Click here to read the rest of the article.](#)

Special forces: Practice managers aim to rebrand as practice specialists and tackle pay issues



Practice managers are claiming the title “practice specialists” in what they see as an important step towards giving the profession its due.

The Practice Managers and Administrators Association of New Zealand (PMAANZ) is on the cusp of implementing several key elements, including the rename, to help members, says chair Michelle Te Kira.

Speaking to *New Zealand Doctor*/Rata Aotearoa after last month's education symposium in Palmerston North, Ms Te Kira said many practice managers have reached as far as they can without moving into DHB or PHO-type roles.

Renaming the role to practice specialist is about “stepping up”, she says.

Practice managers and administrators are typically underpaid, despite having years of experience running complex, multifaceted businesses, many of which are akin to small corporates, says Ms Te Kira.

[Click here to read there rest of the article.](#)

In sync: GP and practice manager on valuing and supporting each other

Simon Maude talks to a Bulls practice duo who understand the special ingredients of practice management



What's trending in practice management?

A Practice Managers and Administrators Association of New Zealand survey, conducted online in February, had 183 respondents. Among the findings:

Staying longer: Practice managers are staying longer in their roles and becoming highly skilled.

Levelling up: Nearly 48 per cent of practice managers work at the higher levels of their scope, and act as de facto general managers. They perform leadership tasks, from staff disciplinary matters to strategic planning and business development.

Time served: More than half of practice managers had worked as practice managers for 10 years. More than a third of practice managers are aged 46 to 55.

Career intentions: Just over half of practice managers see themselves remaining in general practice for the next five years.

Funded education: Just over 85 per cent of practices provided funds for management staff to pursue professional development; nearly 22 per cent provide more than \$1500 a year.

Remuneration: More than half of practice managers are on an hourly rate of \$42. The vast majority (81.4 per cent) aren't eligible for performance bonuses.

[Click here to read the rest of the article.](#)

Remote rural practice uses quality process to help patients get timelier medicines



NATIONAL RURAL HEALTH CONFERENCE

Around 400 people – GPs, practice nurses, nurse practitioners, PHO and DHB officials and managers, politicians and NGO representatives attended the National Rural Health Conference, hosted by the New Zealand Rural General Practice Network, at the Wairakei Resort near Taupō early this month.

Key points

- More than half the patients at remote Waihou Bay were facing major delays in receiving their prescription medications.
- A quality improvement project by Te Kaha's Te Whānau ā Apanui Community Health Centre turned this around.

A single piece of paper recording all the faxed prescriptions of the day, turned around big medication delays faced by patients in a remote Eastern Bay of Plenty community.

[Click here to read the rest of the article.](#)

The next generation in practice management



Dwayne Stewart from Health Te Aroha and Rhonda Jackson, business and advertising manager of New Zealand Doctor Rata Aotearoa at The Health Media

PRACTICE OR BUSINESS MANAGER OF THE YEAR AWARD

This award recognises a creative individual who has been shown to have made a real and sustainable difference to key aspects of the business. They will showcase professionalism, innovation and a keen desire to deliver the best possible solutions to improve practice business, infrastructure and patient focused services. They may have championed and led the introduction of a new technology or system to improve workflow, reduced overheads and improved patient relationships and services, or created a more diverse workforce

[Click here to read the rest of the article.](#)

The New Zealand Primary Healthcare Awards | He Tohu Mauri Ora WINNERS 2021



AWARD WINNERS

Supreme award – sponsored by ACC
Bruce Arroll, Auckland

Ingenuity, humility and generosity are woven through the impressive 40-plus year career of Bruce Arroll, Head of the Population Health Department at Auckland University and director of the Goodfellow Unit. Although Professor Arroll shuns the limelight, preferring to shine it on others, he received the Supreme award with grace and good humour. Bruce has made an amazing impact on colleagues and the community through his work leading a Manurewa general practice, research contributions, commitment to addressing inequity, and dedication to sharing his knowledge with others to advance the healthcare profession.

[Click here to read the rest of the article.](#)

Meet our fantastic finalists



IN A YEAR that's been far from ordinary, the New Zealand Primary Healthcare Awards I He Tohu Mauri Ora 2021 are celebrating extraordinary achievements across the primary healthcare sector.

Forty-seven finalists have risen to this year's challenge to deliver awesome health work towards equitable outcomes.

They are now eagerly waiting to learn whether they will win an award.

If they miss out, they can still feel proud – their entries were selected from more than 130 submissions this year.

[Click here to read the rest of the article.](#)

Practice Manager of the Year 2020/2021

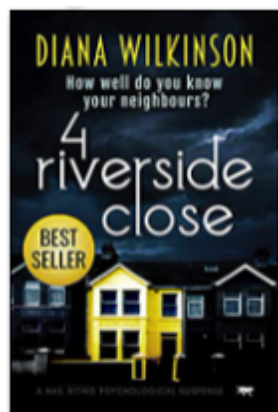
Nominations Close: Friday, 15 July 2018, 5:00pm



The Executive would like to ask for nominations for the Practice Manager of the year to be announced at our National Conference in Rotorua. Please find below the form attached and get nominating. It is a privilege to honour one of our members especially with the changes, workloads and new challenges we have all faced - in our eyes you are all amazing but there can only be one 😊

Nomination Form for Practice Manager of the Year, [click here.](#)

BOOK AND NETFLIX REVIEWS



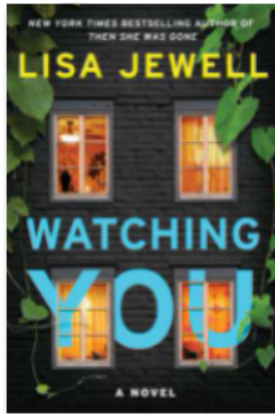
4 Riverside Close by [Diana Wilkinson](#)

A Goodreads review

"How well do you know your neighbours?"

When residents of a North London cul-de-sac enrol in a seemingly innocent social network, they soon find themselves embroiled in a murky web of sinister manipulation and murder."

Recommended by Heidi B



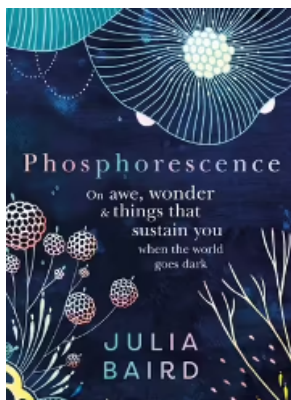
Watching You by **Lisa Jewell**

A Goodreads review

Melville Heights is one of the nicest neighbourhoods in Bristol, England; home to doctors and lawyers and old-money academics. It's not the sort of place where people are brutally murdered in their own kitchens. But it is the sort of place where everyone has a secret.

And everyone is watching you....

Recommended by Heidi B



Phosphorescence: On Awe, Wonder and Things That Sustain You When the World Goes Dark by **Julia Baird**

A Goodreads review

"A beautiful, intimate and inspiring investigation into how we can find and nurture within ourselves that essential quality of internal happiness - the 'light within' that Julia Baird calls 'phosphorescence' - which will sustain us even through the darkest times."

Highly recommended by Heidi B



The Seven Sisters by Lucinda Riley

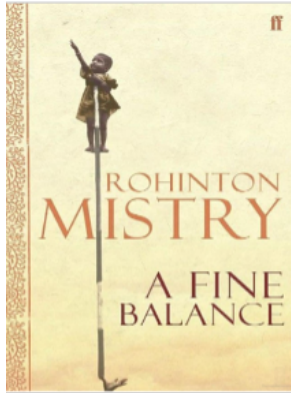
The seven series is loosely based on the mythology of the star constellation known as the Pleiades.

The series follows the story of seven sisters and begins as their adoptive father – the elusive billionaire they call

Pa Salt – dies, and they are each given a tantalising clue to their true heritage. Each book is the story of one of the sisters as they trace their origins all over the world in spellbinding tales of love and loss.

Although I have only read book one, I can't wait to read the others... this is escapism reading at its best!

Recommended by Heidi Bubendorfer



A Fine Balance by **Rohinton Mistry**

A Goodreads review

With a compassionate realism and narrative sweep that recall the work of Charles Dickens, this magnificent novel captures all the cruelty and corruption, dignity and heroism, of India.

The time is 1975. The place is an unnamed city by the sea. The government has just declared a State of Emergency, in whose upheavals four strangers--a spirited widow, a young student uprooted from his idyllic hill station, and two tailors who have fled the caste violence of their native village--will be thrust together, forced to share one cramped apartment and an uncertain future.

As the characters move from distrust to friendship and from friendship to love, *A Fine Balance* creates an enduring panorama of the human spirit in an inhuman state.

Recommended by Bethan Rajwer

Netflix

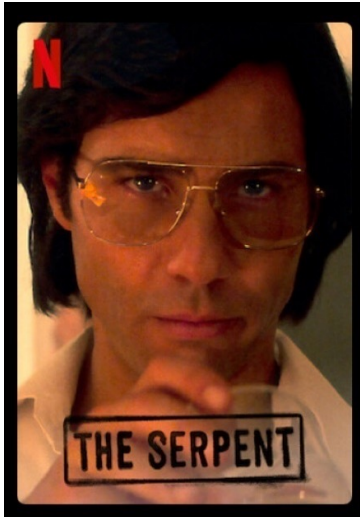


Sweet Tooth

One to watch with the kids but is a brilliant show for adults as well. I binged it yesterday once you start you can't stop. A post-apocalyptic story with themes throughout very relevant in today's world - basically a virus decimates most of the human race, but children are born as hybrids part human part animal. It follows the journey of Gus "Sweet Tooth" half deer half human boy who teams up with two humans to make their way to Colorado to find a safe place and Gus's mother. Many adventures on the way, sad, funny and hauntingly quite beautiful

Give it a watch it's really worth the time.

Review & recommendation by Michelle Te Kira



The Serpent Netflix review

Posing as a gem dealer, Charles Sobhraj and his girlfriend Marie-Andrée Leclerc (Jenna Coleman) travelled across Thailand, Nepal and India in 1975 and 1976, carrying out a spree of crimes on the Asian 'Hippie Trail,' becoming the chief suspects in a series of murders of young Western travellers. When Herman Knippenberg (Billy Howle), a junior diplomat at the Dutch Embassy in Bangkok, unwittingly walks into this intricate web of crime, he -- with the help of his spouse Angela (Ellie Bamber), police around the world and witnesses of Sobhraj's devious manipulation -- sets off an extraordinary chain of events that will see Sobhraj become Interpol's most wanted man, with arrest warrants in multiple continents.

Highly recommended by Heidi B



These 3 Netflix series are insanely clever and gripping and had me hooked!
They are set exclusively within the confines of a police interview suite and police officers and suspects engage in an intense game of mental conflict, both wrangling for the psychological upper hand!

Highly recommended by Heidi B



NEON SERIES - ZERO, ZERO, ZERO

This series is not for the faint-hearted, but I binged it as found it haunting, gob smacking and edge of the seat thriller which follows a consignment from Mexico to America to Italy. The characters and storyline keep you hooked and if you do not mind some subtitles, it is worth sitting down to watch. A watch with a big bag of popcorn and no children.

Review & recommendation by Michelle Te Kira



Netflix Series 1-5 and TVNZ on Demand – Line of Duty Season 6 the finale on TVNZ

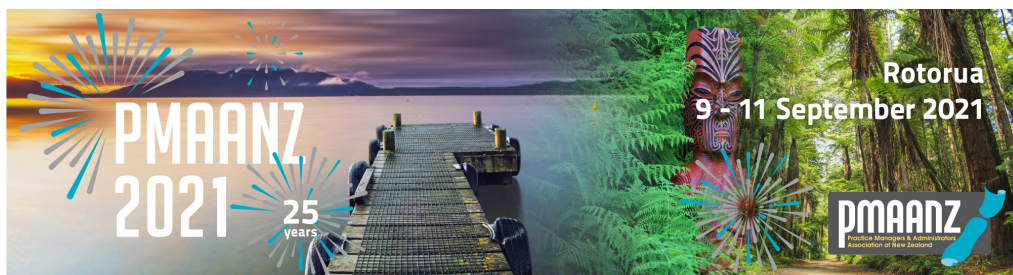
I believe this must be one of the best British police shows, it follows the team in the anti-corruption unit and how the procedurally investigate police corruption. It has been around for quite a few years but if you have never seen it and you like British cops shows then this is a must view. Series 1-5 is on Netflix and the latest most likely the last season is on TVNZ on Demand. It keeps you guessing and the wanting to binge it so make sure have plenty of time.

Review & recommendation by Michelle Te Kira

HAVE YOUR SAY....

Questions for your Colleagues & Letters to the Editor

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



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