



Do you remember

The surgeon who reassured you?
The nurse who calmed your fears?
Or was it the volunteer who held your hand?

Auckland Health Foundation's **Grateful Patients Programme**

**Your chance to thank those in
our DHB who have touched your
life**

**The simple gestures of
kindness often mean
the most.**



Our Grateful Patients Programme is a way for you to recognise and celebrate your health hero – the doctor, nurse, cleaner or department that made a special difference in your life.

We know hospitals can be scary, especially when you're not feeling well. From small accidents to life's greatest challenges, you rely on quality care from compassionate caregivers. Everyone within Auckland District Health Board (DHB) is committed to providing you with the best comfort and medical expertise.

Our healthcare teams are often thanked with smiles and handshakes. That's how they know they're doing a great job. Patients and families also sometimes show their gratitude by making a donation, which helps others in similar situations.

A gift, of any size, is an impactful way to show your appreciation for the care given to you or a loved one. Donating through our Grateful Patients Programme not only honours the bond you feel with a caregiver or team, it is your chance to help others receive even better care, and a chance to share your story should you wish.



Showing your gratitude in this way will ensure we can help more people, now and in the future, receive world-class healthcare.

Through donations from grateful patients and the public, the Auckland Health Foundation financially supports projects, research and education for adult health services, which have the capacity to transform healthcare and wellness and the way it is delivered within Auckland DHB.

With your support, we can achieve this.

**Acknowledge your health hero
and make a donation today.**



Forever grateful



Paul breathes new life thanks to specialist care at Auckland City Hospital

Lung transplant recipient Paul Faalogo feels like he's won the lottery. "It's still sinking in how fortunate we are," says Paul from his bed at Auckland City Hospital, with wife Tanya at his side.

"I had asthma all my life, was in and out of hospital as a child, and had to stay indoors while other kids played outside."

As an adult, Paul self-managed his asthma; he played touch rugby, worked in physical jobs and lived life to the fullest. But in 2017, when **Paul was 50 years old, he developed bronchiectasis** – a chronic lung condition caused by his life-long health issues and untreated chest infections.

Following a bout of Influenza E and another chest infection, Paul's health deteriorated rapidly. After several stays in local hospitals, and his constant need for portable oxygen, Paul was recommended as a lung transplant candidate.

Auckland DHB delivers the National Heart and Lung Transplant Service, and within two months on the active transplant list, Paul received the phone call. "I'd never had an operation before so it was a nerve-wrecking time, but it was fantastic; everyone made us feel so good that day."

Within hours of arriving at Auckland City Hospital, Paul was in the operating room, where his transplant team worked through the night – giving Paul a second chance at life.

After Paul's operation, he was taken to the hospital's Cardiovascular Intensive Care Unit (CVICU), where he spent seven weeks and received **extracorporeal membrane oxygenation (ECMO), a form of life support not available anywhere else in New Zealand.** As the national centre for ECMO, Auckland City Hospital can have up to five patients on ECMO at a time, with the "miracle machine" doing the critical job of the heart and lungs while patients receive treatment.

Paul says, "We're so lucky we have ECMO here, or all this would've been impossible. It's been a rollercoaster, but I feel so lucky. **I can't put into words how grateful I am – 'thank you' doesn't feel like enough.**"

"I don't remember my first month in the CVICU, but the nurses created a journal for me, which they wrote in after every shift – taking the time to share my journey and add photos and special messages. It's amazing to reflect on what I've been through.

"Since moving to the ward, I've been walking, using the gym and having physio every day. I'm really enjoying it, and everyone is so encouraging and friendly."

Once Paul is strong enough, he'll go to Greenlane Clinical Centre's Hearty Towers, where patients are prepared for heart and lung transplants, and where they return to rehabilitate. Tanya can stay there with Paul until he's ready to go home.

"It's a lovely place. They offer support groups for the whole family before, during and after the transplant, so we always know there's help when we need it," says Tanya.

"After a lifetime of illness, Paul can start living his new life, and we're so grateful and excited."



The simple gestures of kindness often mean the most.

Would you like to thank your health hero and show your appreciation for their care?

Our Grateful Patients Programme is your opportunity to thank your health hero – a DHB team member, ward or department that made your experience a little bit easier. Each recipient will be personally recognised and, should you wish, you can send a message to let them know their care was appreciated.

It means the world to them!

Maybe you'd like to make a one-off donation to the department, or show your appreciation with a regular monthly donation that goes where it's needed most. You choose. Chat to us about the options, so we can ensure your support makes the most impact.

Together, we have the chance to advance healthcare and save lives, as we work towards the following priorities:



Promoting population health and wellness



Supporting the training and education of both medical and non-medical staff who work for Auckland DHB



Transforming patient care by supporting new processes, innovation and technology for delivery of healthcare



Advancing Discovery – patient-focused research involving Auckland DHB staff and leveraging through other collaboration



Show your gratitude today and make a difference that matters. Thank you.

Yes,

I'd like to show my gratitude
for the care I received

You can make a donation in a way which suits you best. Maybe a one-off donation would work for you, or alternatively you could make a monthly donation to show your appreciation.

- Click [here](#) to make a donation online
- Make a direct bank transfer, our details are as follows:
BNZ
Auckland Health Foundation
02-0108-0440606-000
- Send us a cheque to:
Auckland Health Foundation,
Private Bag 92024, Auckland, 1142

Regardless of how you choose to donate, we very much appreciate your support. We would also love to hear your story and who you'd like to acknowledge if there is anyone specific you'd like to thank.

[Please email us](#) or call us on 09 307 6046 to let us know your story.

THANK YOU

