

NEWSLETTER — December 2014 EDITION

Inside this Issue:

From the editor	Pg 1
From the Chairperson	Pg 2-3
Call for Abstracts	Pg 4
College & Section day report	Pg 5-6
Enrolled Nurse Profile : Sandra Corbett	Pg 7
Snippets from the regions	Pg 8-9
Regional Study days	Pg 10-12
Calendar, Events	Pg 13
Awards / Merchandise	Pg 14

Merry Christmas and Happy New Year from the Enrolled Nurse Section NZNO Committee



From the editor

Hi everyone, welcome to the December edition of the Enrolled Nurse Section NZNO newsletter. Wow, Christmas has come around so fast! I hope you are all organized with your shopping, and maybe looking forward to a well deserved holiday!

In the previous newsletter we put out a call for articles about you, the Enrolled Nurse. Read about Sandra Corbett from Hawkes Bay, further on in the newsletter. Is there anything Enrolled Nurses can't do! What a great profile. More profiles gratefully accepted!

Please encourage the new Enrolled Nurses to join the Section and become active in their regions – they are the future!

Wishing you a Merry Christmas and a Happy New Year!



Enrolled Nurses – we do make a difference!

Maree Hurst

From the Chairperson

Welcome to the final Enrolled Nurse Section newsletter of 2014.

The final Enrolled Nurse Section Committee meeting for 2014 was held in Wellington 4-5th November. Another busy two days of Enrolled Nurse business including discussions with both Memo Musa (NZNO CEO) and Dr Jane O'Malley (Chief Nurse). Questions were asked regarding barriers to enrolled nurse employment, where enrolled nurses fit in workforce planning and strategies to ensure enrolled nurses are included in all conversations with stakeholders around enrolled nurse employment and future workforce planning! Suggestions were to challenge employers re the visibility of models of care and where enrolled nurses fit within these models and to celebrate areas where enrolled nurse employment is positive, productive and working well. There have certainly been some great achievements by enrolled nurses working in very diverse areas of health care in New Zealand/ Aotearoa.

EN SIPP document....this was presented at the NZNO College & Section day and NZNO AGM September 2014. To date this document has been presented for endorsement by BOD then will then be disseminated to Workforce New Zealand, Ministry of Health and Minister of Health. We are looking forward to a positive outcome from this document as we call for a Government funded Enrolled Nurse Supported into Practice Programme.

The Enrolled Nurse Section initiative for a National Enrolled Nurse award has been very well received by the tertiary providers of the Diploma in Enrolled Nursing with the inaugural award being held at SIT on Tuesday December 2nd. The award was presented to the enrolled nurse showing leadership skills and presented on our behalf by Lucy Prinsloo, Programme manager Dip EN, Nurse Educator SIT.

2014 has been a busy year with nine of the eleven Regional Enrolled Nurse Sections hosting study days... great programmes, great support, and great feedback so thanks to those regions for your commitment to ensuring great learning opportunities for enrolled nurses.

Planning is well under way for the Enrolled Nurse Section Conference 2015 being hosted by Greater Wellington Enrolled Nurse Section 17-19th June 2015. Thanks to Angela and her team and we certainly look forward to the 37th Enrolled Nurse Section NZNO Conference.

Theme: Absolutely Positively Enrolled
Love The Skin You're In

Please start planning your conference leave, check out Enrolled Nurse Section website for further conference information and conference/ education funding assistance options.

A call for enrolled nurse abstracts for presentation at conference 2015 closes 31st January 2015. Criteria for abstracts is available on Enrolled Nurse Section website.

From the Chairperson continued

I thought it would be great to start profiling enrolled nurses as there is certainly some amazing work being achieved nationally by enrolled nurses in varied health care settings. Sandra Corbett is the enrolled nurse profile in this newsletter issue.

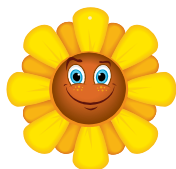
Regional EN Section road trip....in early 2015 I plan to visit as many regional Enrolled Nurse Sections as able! Starting in Palmerston North on April 10th, at this stage I also hope to have the opportunity of visiting Hawke's Bay, BOP/Tarawhiti and Auckland. I think this is a great opportunity to network with national enrolled nurse membership, showcase the great things enrolled nurses are achieving nationally and to flag any issues/concerns that could be taken to the national Enrolled Nurse Section Committee meetings for further discussion. It is certainly anticipated that these will be informal get-togethers. I encourage enrolled nurses to engage with their Regional Enrolled Nurse Sections, participate in conversations involving enrolled nursing and encourage new membership. The greater the membership the louder the voice when advocating for enrolled nurses and enrolled nursing students.

It continues to be very heartening to see and hear the positivity and support for enrolled nurses as evidenced at the NZNO College and Section day, and NZNO AGM/Conference.

A huge thanks to the Enrolled Nurse Section Committee, Suzanne Rolls, Sharyne Gordon, Mark Speer, the Regional Enrolled Nurse Section Committees and the enrolled nurse membership for your continuing support and commitment to enrolled nursing.

Wishing you all a safe and very Merry Christmas and a happy, busy and exciting 2015

Leonie Metcalfe
Chairperson
Enrolled Nurse Section NZNO



37th Annual ENS Conference: Call for abstracts

**ENROLLED NURSE SECTION NZNO
CONFERENCE**

Wellington 17TH – 19TH June 2015

*Mac's Function Centre,
Taranaki Street Wharf*



ABSOLUTELY POSITIVELY ENROLLED
Love The Skin You're In

**CALL FOR
ABSTRACTS**

We invite Enrolled nurses to present a paper from their area of practice/specialty at our 2015 Wellington Conference.

**Closing date for all Abstracts is
5pm Friday January 31st 2015**

NZNO College & Section day report

NZNO Colleges and Sections Day
Tuesday 16th September 2014
Michael Fowler Centre, Wellington

The annual College and Sections day opened at 0930 hours with a Karakia from Kerri Nuku, followed by a welcome from Marion Guy and Kerri.

The objective of the day is to present annual reports and celebrate achievements of NZNO's Colleges and Sections and to create a space that allows Colleges and Sections to present and discuss the themes of their work as committee members and to look at functional models of working collaboratively as the professional arm of NZNO.

Each College/Section has 3 minutes to give a report summarizing issues/priorities.

It was interesting to note that quite a few sections are working towards obtaining college status.

Some of the Colleges/Sections commented that it is becoming increasingly difficult to pay businesses with a cheque. An issue that will need to be addressed in the near future.

Jane O'Malley was present to answer questions from the delegates. The Pacific Nurse Section asked about a bridging course for nurses trained in the Pacific. The Section is to follow up with Jane and Health Workforce NZ.

A brainstorming session covering the following top six issues was next –

- How can we replicate what is working well?
- What can we do to enable the older nursing workforce to stay in nursing?
- What can we as nurses do to support new grad nurses?
- What can nursing do to support a strong focus and meaningful activity around the health and wellbeing of children?
- As members of NZNO and as nurses working across the sector, how can we use activism to bring about change?
- What can you do to progress the implementation of a validated acuity tool and the care capacity demand management programme?

(Nurses nurse patients, not beds).

Members need to get active. How do we incentivize people to get involved?

Health Workforce NZ looking at nursing strategy.



NZNO College & Section day report continued

Suzanne Trim spoke about the campaign to promote nursing and the nursing profession. It is a 3 year plan, 2013-2016.

Be proud of profession. Empower members to articulate and demonstrate the value of nursing. We are knowledgeable, skilled health professionals. Enhanced ability to influence.

Phase 2 involves professionalism research. Member engagement.

Preparation for phase 3 (public campaign) still in development.

Needed for success – support from all NZNO leaders, key messaging incorporated (e.g. at conferences).

Maree Hurst
National Committee
EN Section NZNO



Enrolled Nurse Section
NEW ZEALAND NURSES ORGANISATION

Enrolled Nurse Profile

Enrolled Nurse Section
NEW ZEALAND NURSES ORGANISATION

Sandra Corbett



I am of Ngāti Pikiao and Te Arawa Iwi affiliations, and currently reside in Hawke's Bay. After working in a number of areas within health I undertook cervical smear taker training in 1996. I embrace this opportunity as it allows me to work with a focus in women health and prevention services. In 1999 I was offered the opportunity to take on the role of Kaiwhakahaere (Māori co-ordinator) for the National Cervical Screening Programme at the Hawke's Bay DHB. This strategic role works with stakeholders across the screening and treatment pathways. It includes health promotion and education, primary care services, working in partnership with our local PHO, diagnostic and treatment services. My team is now part of the Population Health Services, and includes breast screening, with a focus on achieving equitable outcomes for all women. We work collectively across the sector to develop strategies to improve service responsiveness especially for those underserved groups of women. Māori, Pacific and under screened groups of women are at increased risk of developing cervical and breast cancer. These most vulnerable women require services that address access and participation barriers.

The ability to advocate for these groups aligns well with the philosophies of the NZNO. I gradually found myself becoming more actively involved. While I was once content to open my Kai Tiaki magazine and trust that others would work on my behalf I became engaged with both professional and industrial issues that affect all nurses across the health sector. Since 2000, my roles have included, Hawke's Bay representative on NZNO Te Runanga Executive, NMAC, BOD, Audit and Risk, and currently I have the privilege of serving on the GLEC committee, Vice chair of the Membership Committee member, and a long serving member of the Hawke's Bay Regional Council NZNO. Finally I feel my career as a nurse has shaped both my personal and professional development, and supported my self-confidence that enables me to have a voice on wide ranging areas of health and wellbeing. I feel very privileged that my career as a nurse has evolved and led to my involvement on these and other health related bodies that continue to nurture and allow me to contribute to society.

*Regional Enrolled Nurse Section reports***Snippets from our regional enrolled nurse sections:**

Full report available on NZNO/EN website

http://www.nzno.org.nz/groups/sections/enrolled_nurses/regional/regional_reports

Northland/Tai Tokerau

The study day held on 15th October was attended by 52 Enrolled Nurses. There were 7 speakers, with 3 being Enrolled Nurses. A great day was had by all! Merry Xmas to you all and see you all in the New Year.

Auckland

The study day held on 29th September was attended by 65 Enrolled Nurses. Topics included “At Counties do we value Enrolled Nurse’s...let me count the ways” with the introduction of the EN IV medication package being discussed; Infection Control; Constipation; Wound care and more. Five newly graduated Enrolled Nurses attended the day. The joint ADHB-NZNO EN project group is making progress with significant changes to the ADHB EN Position Description and ADHB EN Scope of Practice documents. The Auckland Enrolled Nurse Section would like to take this opportunity to wish you all a very warm and enjoyable up and coming festive season and thank you all for your continued commitment to all enrolled nurses throughout NZ with a special thank you to Suzanne Rolls for your on-going support of commitment to enrolled nursing.

Midlands

To date there are 82 registrations for the study day to be held 13th November. Many EN’s working in Midland’s region report being offered good professional development opportunities. Meeting held with DON at Waikato Hospital re employment of Enrolled Nurses versus HCA’s and where EN’s fit with the workforce plan. Positive feedback received from EN students who have had good experiences during their clinical placements. A huge thanks to our PNA Suzanne Rolls and to EN Section NZNO for your hard work and ongoing commitment to enrolled nursing.

Bay of Plenty/Tairāwhiti

Some E/N’s attended the medico legal forum, which was facilitated by NZNO PNA’s. A group of EN’s will be attending the Midlands study day. Two experienced E/N’s have been employed by BOPDHB to job share in the transit lounge and to maybe cover some bureau work.

Hawkes Bay

Nothing to report. Some members will be attending Centrals Study Day. We will be meeting again late November.



*Regional Enrolled Nurse Section reports continued***Snippets from our regional enrolled nurse sections:**

Full report available on NZNO/EN website

http://www.nzno.org.nz/groups/sections/enrolled_nurses/regional/regional_reports

Central

Ten EN's attended a study day held 30th October at MCH Palmerston North Hospital Education Centre. NZNO Central EN Section study day 25th November – “Deep breaths, deeper knowledge”. No jobs advertised for EN's at MCH Palmerston North Hospital for last six months.

Greater Wellington

Currently sourcing some highly regarded speakers for the 2015 Conference. Data of practicing EN's not directly employed by a DHB (see full report on NZNO website). Macs Function Centre has been secured as the venue for the 2015 Annual EN Conference.

Top of the South

Suzanne Rolls delivered her very thought provoking “Harmless chat or Alienating Attitudes” presentation at Wairau Hospital on 20th August. NMDHB plans to hold two EN study days in 2015. Ongoing lack of employment opportunities for EN's. The possibility of E/N single checking of medication has been raised with ADON at Wairau Hospital. With Christmas fast approaching, we would like to wish all the regions a very safe and happy Christmas.

West Coast/Te Tai O Poutini

General Study Days have been held in the West Coast Region. The WC/TTOP ENS are planning an EN study day for March/April 2015. The WCDHB continues to move forward with its Business Case to improve Health Care Delivery Services. We are continually reassured there will be an important place for the Enrolled Nurse. I would like to thank the National Committee for all its hard work and would like to wish you all and your Regional Members a very Merry Xmas and a great New Year.

Canterbury

The study day held on 16th October had a great turnout of 96 Enrolled Nurses! A great day, with a variety of topics covered. There has been confusion with regard to EN's second checking PICC AB's. The CDHB policy is that EN's cannot second check PICC medications, but they can second check ordinary IV medications. An Enrolled Nurse at The Princess Margaret Hospital received an award for Gerontology Nurse of the Year. She is the first Enrolled Nurse to receive this award. Thank you to the Canterbury committee members for their help through the year, and to the National Committee and Suzanne for all the work you do on behalf of all Enrolled Nurses. Merry Christmas and a Happy New Year to all!

Southern

The study day held on 11th October was attended by 65 Enrolled Nurses. Another excellent day. Three new EN's commenced at Dunedin Hospital, but no formalized orientation programme with study days initiated for these three. A discussion on PDRP was held at the study day. Three EN's from aged care sector identified as not having transitioned as yet.

*Regional Study days***Southern Region Enrolled Nurse Section****Study Day Report**

The Southern Region Enrolled Nurse Section hosted another excellent study day in October. Speakers this year presented on the following: **“Positive use of Steroids”** Dr David Young. **“The Role of the Nurse Practitioner”** – Chris Maxwell, Nurse Practitioner, Mental Health of the Older Person. **“Lymphoedema”** – Abby Currie & Janine Tallentire, Registered Nurses, Surgical Outpatients, Dunedin Hospital. **“Colorectal Cancer and the Role of the CNS at SDHB”** - Lyndell Gillett & Maree O'Connor, Clinical Nurse Specialists, Dunedin Hospital. **“Orthopaedic presentations on # Hips”** – Robin Harris, Educator, Orthopaedics, Dunedin Hospital. Fei Peters the **Long Term Conditions Nurse and Care Plus** Co-ordinator at Morningson Health. Sumit Bakshi, Enrolled Nurse, Medical, Dunedin Hospital presented on his **“Experience of training as an Enrolled Nurse”**, which was well received. Two Professional sessions were on **“Essentials of Nursing”** by Lorraine Ritchie, Professional Nursing Advisor, NZNO and a **“Question and Answer Session on Portfolios”** by Richelle Fogarty, PDRP Co-ordinator, Dunedin Hospital.

Robyn Hewlett
Chairperson
Southern Region Enrolled Nurse Section

Midland Enrolled Nurse Study Day 13th November 2014

The day dawned wet and windy but this did not deter 88 enrolled nurses from all over the Midland Health Region, BOP/ Tairāwhiti attending the study day held in Hamilton.

The programme opened with a presentation on Scabies, by Julie Daltrey, CNS Gerontology Waikato DHB a more complex condition than most of us realised.

EN education and the all important topic documentation Jill Safey Nurse Educator Professional Development Unit Waikato DHB and Cheryl Atherfold Clinical Nurse Director PDU Waikato DHB followed, which complemented the later presentation concerning the increase in medico – legal cases, by Hillary Graham Smith from NZNO

Immunisation, Michelle Tanner, Immunisation Education facilitator and pressure injuries by Kathleen Bartlett of Smith and Nephew concluded the morning session

The afternoon session started with a lively presentation by Mr Rowan French on Bariatric surgery, followed by Stoma care with Carol Lee CNS Stomal Therapy

These explorations of the GI tract were followed by afternoon tea and the final presentation was made by Pamela McCarthy Social worker and Volunteer for Social business in India on her work rehabilitating sex workers in Calcutta

Overall the day was very well received, evidenced by the feedback from the attendees.

Thanks to Leonie Metcalfe and Midlands Enrolled Nurse Section Committee who over the last few months put in so much time and effort in to making this day such a success, Fresca for the catering and of course to all those nurses who attended.

John Dene
Midlands Enrolled Nurse Section Committee.

*Regional Study days continued***Canterbury Regional Enrolled Nurse Section NZNO Study Day 2014**

The annual study day was held on Thursday 16th October 2014 at Rydges Latimer Hotel Christchurch. 98 Enrolled Nurses registered for the day, with 96 attending on the day. What a fantastic turnout! Feedback was mainly positive, with some great ideas for speakers for next years study day. Planning is already underway!

The following is a brief over view of the day from the Burwood Spinal Unit Enrolled Nurses who attended the study day.

Direction & Delegation – Margaret Hughes (Senior Lecturer, EN & RN programme CPIT)

I found Margaret to be an excellent speaker, very articulate, witty and knowledgeable of her topic.

When Margaret spoke to us about Direction & Delegation it was very interesting, especially when she spoke about the process of gathering information and the stories she was told by the Enrolled Nurses that had approached her. You could tell Margaret was very passionate about Direction & Delegation. In the past I hadn't thought this topic was very interesting but after listening to Margaret speak I changed my mind and found myself agreeing with her analogies.

I think the partnership between the Registered Nurse and Enrolled Nurse is a very important one and most of the time is communicated incorrectly which causes a lot of unhappiness within the work environment for ENs. Margaret's research degree on Direction & Delegation is a valid one and the results will be a much needed process which can then be taught to RNs and ENs prior to and while in the work environment to create a "shared" partnership with communication being the most important point.

I could have listened to more from Margaret and look forward to hearing or reading the results of her finished research.

Jacinta Stafford (Enrolled Nurse)

Experience on the Mercy Ship on the Congo – Rina Pijpker (RN)

I found this talk to be very interesting with how the "Mercy Ships" help people that were unable to have their deformities surgically repaired (mainly children with lifelong deformities) due to lack of medical hospitals in remote Africa.

The difference this made to the children and their families was heart wrenching. I found Rina spoke with such passion about her time aboard the Mercy Ship, she spoke clearly and kept my interest throughout the entire talk. This made me think of our own country and how fortunate we are with our medical interventions available. The people that were treated on the Mercy Ship were so grateful and gave them quality of life they wouldn't otherwise have.

Michelle Cameron (Enrolled Nurse)

Epidermolysis Bullosa – Sharon Cassidy (CNS CDHB & DEBRA NZ)

I thought Sharon was such a knowledgeable and passionate speaker about Epidermolysis Bullosa (EB). She has put a lot of her own time into this terrible skin condition and if there is ever a suspected case in Canterbury then she will go and assess that patient herself. EB was such an interesting topic to hear about because I had never even heard of it before but to now be aware that it is out there is good to have that awareness. Sharon was such a great speaker who clearly knows a lot about wounds.

EB is a rare genetic skin condition of recessive or dominant inheritance. It causes blistering of the skin and mucous membranes. Sharon spoke about how there are 7 confirmed cases in Canterbury. The stories and pictures that were showed were awful and brought a tear to eye. Seeing graphic pictures of babies bodies that are covered in blisters, with such fragile skin their parents have to be so careful to pick them up as they could easily tear their skin.

There are many trials going on to do with this rare skin condition but the latest that has been trialed and proven to work effectively is Keragel. Keragel is a thick hydrogel rich in keratin protein that delivers keratin to the wound while maintaining a moisture rich environment. One case Sharon spoke about was a young girl who had EB for approximately 9 – 10 years with never any relief from the symptoms. Keragel was applied for 3 months and now only some very light scarring could be noted.

I will be interested to hear any more about EB and any further treatments they find to work effectively.

Sara Beel (Enrolled Nurse)

*Regional Study days continued***Palliative Care** – Margaret Patterson (EN)

Margaret spoke on Palliative care at the Nurse Maude Hospice, where she has worked for a considerable number of years. She spoke of how the Nurse Maude Palliative Care Services have a MDT approach, which include trained nurses, Doctors, Clinical Nurse Specialists, counsellors, allied health professionals, family support team which includes a Kia Awhina, and pastoral care workers. Each of the MDT have a special job to do, to support the patient/family/loved ones in their grief, loss and bereavement, and to provide information, reassurance, resources and strategies to help cope with grief/loss.

The Hospice also take patients for respite care and relative relief. Dealing with issues of pain and review and adjusting medications accordingly, in consultation with doctors and the MDT.

Margaret has a real passion and dedication to her patients. Just being there is everything to patients in her care. At times you don't need to say much, whilst listening and supporting patient's relatives/loved ones, and involving them as appropriate. Margaret spoke of how the room/area is blessed once a patient dies, and how candles are used where safe and appropriate.

Yvonny Colombus (Enrolled Nurse)

Chest Pain – cardiac or non-cardiac – Tony Curran (NE)

This was a very informative talk. From this I have learnt a golden rule, always go cardiac first with any pain. Patients are individuals, therefore so is their perception of pain. Chest pain can be located in the thoracic area, oxygen deprivation without treatment can progress to an infarct (death of heart muscle tissue). Most of us develop plaque build-up from age two years, and includes everybody including the fit to the overweight. "Angina" is pain and will resolve with rest and last 3-5 minutes. "MI" lasts 20-30 minutes and doesn't resolve with rest.

Debbie Handisides (Enrolled Nurse)

Diabetes Update – Belinda Gorge (CNS Diabetes)

Belinda started with some interesting statistics. In 2011 in NZ, 270,000 people have been diagnosed with diabetes. 90% are Type 2. It is estimated that by 2021 this group will consume 15% of the total health budget. Worldwide 3.4 million deaths per year are attributed to diabetes related complications. By 2030 diabetes will be the 7th leading cause of death in the world. Belinda then went on to give a review of the basics of diabetes, and talked about different medications and insulin pens. She was happy to take lots of questions from attendees.

DVT, PE and VTE – Janine Wilkins (Clinical Educator Vascular Covidien)

PE is the most common cause of preventable death; 7% of all deaths in hospitals are due to PE. 70% of deaths from PE are diagnosed at autopsy. 75% of patients show no signs of DVT. DVT symptoms can include leg pain or tenderness, leg swelling, visible surface veins, fatigue when walking, and low grade fever. PE symptoms can include low grade fever, chest pain, shortness of breath, transient hypotension, and unexplained sudden death. VTE (DVT & PE) is likely to cause 5285 preventable deaths in Australia and New Zealand this year and cost the community millions of dollars.

The message here is **Assess and Prevent.**

Maree Hurst (Enrolled Nurse)



EventsCalendar of Events 2015

Please see NZNO/EN website for full details of Study Days

http://www.nzno.org.nz/groups/sections/enrolled_nurses/regional/regional_study_days

31 st January	Call for conference abstracts closes. Abstract information available on website
2 nd & 3 rd February	EN Section NZNO National Committee meeting Wellington
3 rd February	EN Treasurers Day NZNO offices
17 th -19 th June	37 th Annual EN Section NZNO Conference Macs Function Centre, Wellington. Conference theme – <i>Absolutely, Positively, Enrolled Love The Skin You're In</i> Dinner theme – <i>Windswept and Gorgeous</i>
30 th June	National Enrolled Nurse Day

Regional Study Day dates will be available on the website once the regions have confirmed dates.

Awards / Merchandise**Hazel Florence Johnstone EN/NA Award****Closing Dates:** 30 June, 31 October (Annually)**Approx Amount Available:** \$750 - \$1500

(Twice yearly study/scholarship award)

Eligibility: EN**Criteria/Comments:**

- Qualified EN or those students studying for Enrolled Nurse qualification (in 2nd semester)
- An NZNO current financial member
- Require to provide "Evidence of enrolment" in Enrolled Nurse programme or in the study programme you are undertaking

Application Forms & Criteria at: www.nzno.org.nz/services/scholarships**MERCHANDISE FOR SALE ON
ENROLLED NURSE SECTION WEBSITE**

We have for the sale on our site the following:

- New Enrolled Nurse Section Badge
- Enrolled Nurse Section Bags
- Enrolled Nurse Section Calculators

which is also available from your regional chairperson's.

Available for viewing on our website:

http://www.nzno.org.nz/groups/sections/enrolled_nurses/resources**CHANGED YOUR POSTAL ADDRESS OR
EMAIL ADDRESS LATELY?**

Please remember to let membership at
NZNO know so you can continue to
receive the Kai Tiaki and other information.

Email membership@nzno.org.nz
or phone 0800 28 38 48



The newsletter can be downloaded from our website
http://www.nzno.org.nz/groups/sections/enrolled_nurses/newsletter

"In exceptional circumstances it may be sent out on request"