

# Pegasus 2025

*Kia atawhai ki te tangata*



## A MESSAGE FROM OUR CEO

Tēnā koutou katoa - Greetings to you all

### COVID-19 remains front of mind

The recent Wellington case and ongoing situation in Australia have highlighted once again the need to remain vigilant.

Work is currently being done to prepare community pharmacies and general practice teams to become part of the COVID-19 vaccination effort alongside the mass vaccination centres and designated clinics.

Eligible people will be able to visit their local pharmacy or general practitioner for the vaccination from August.

### Welcome to new Clinical Nurse Leader

I'm pleased to welcome Claire Daly, the new Clinical Nurse Leader at the 24 Hour Surgery. Claire started her career with the Royal Navy in the United Kingdom as a Nursing Officer in Queen Alexandra's Royal Naval Nursing Service. She's moved back to Christchurch from Wellington to take up this role. Welcome Claire.

### Shared care plans

In this newsletter Dr Nigel Tapper of Medical Corner Doctors in Rangiora tells us how research into high attenders at his practice has led to shared care plans receiving positive patient feedback and more effective continuous care.

### Scholarship success

We've got another great Pegasus Health Workforce Scholarship story. Kaimana Gallop is a third year Bachelor of Nursing student who juggles fulltime study with family life.

### Practice managers meet

Our new Practice Relationship Team has started working with our general practice partners, their teams and communities. Pegasus recently hosted an orientation day for our practice managers and we're looking forward to connecting each of them with their dedicated relationship manager.

Ngā mihi

**MARK LIDDLE**  
MANUKURA/ ACTING CHIEF  
EXECUTIVE OFFICER

 Watch the video



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## MULTI-AGENCY APPROACH TO SUICIDE POSTVENTION

Pegasus Health's suicide prevention team is part of a multi-agency postvention working group aimed at supporting people and communities who may be affected following a death, or deaths, by suspected suicide.

Postvention refers to a wide range of activities which occur immediately following a death by suspected suicide. This is with the understanding that such a loss can have a harmful impact on the community, possibly increasing the vulnerability and risk of other community members – particularly, but not exclusively, for young people.

The working group includes several statutory and non-statutory organisations including Police, Oranga Tamariki, Victim Support, Canterbury District Health Board's Child, Adolescent and Family Mental Health Service (CAFs), Ministry of Education, and He Waka Tapu, among others such as Yellow Brick Road Canterbury who provide support for whānau whose members are experiencing mental and emotional distress.

Chair of the group, Pegasus Health's Sean Wheeler, says taking a collaborative multi-agency approach has been key to the group's effectiveness. "The group exemplifies how much can be achieved when agencies coordinate their efforts and resources towards a common goal."

Pegasus Health Suicide Prevention Co-ordinator Elle Cradwick says the group's aim is to facilitate successful collaboration between services, with the aim of minimising subsequent risk within affected communities, including further suicide attempts and suicides.

"Due to the diversity of our membership and our group's central role in facilitating strong relationships between services, collectively we have assisted many communities to link those who may be vulnerable with the appropriate support services."

***"Agencies coordinate their efforts and resources towards a common goal"***



*Pegasus Health's Sean Wheeler is chair of the multi-agency postvention working group, aimed at supporting affected people and communities following a death or deaths.*

## SCHOLARSHIP LEADS TO POSITIVE FORCE IN MĀORI HEALTH SECTOR

Kaimana (Ngāpuhi, Te Rarawa) is currently completing her third-year nursing studies at Ara Institute of Canterbury in Ōtautahi Christchurch and says receiving a Pegasus Health Workforce Development Scholarship has made a massive difference to her life.

“I was a school drop-out at aged 16 and a young mother at 18,” says Kaimana. “I remember learning about the poor health statistics for Māori at school and thinking, ‘that’s me’. But here I am now, almost finished a Bachelor of Nursing and I want to be a positive role model in the Māori health sector.”

“I’ve been able to get myself into a debt-free position and to put aside the money I will need to pay for my state finals at the end of this year,” says Kaimana.

“That’s made my study pathway so much easier and I know that if I ever want a job in community health, Pegasus will be there for me one hundred percent. Their ongoing communication and support has been invaluable.”

That support has been crucial for Kaimana, as she juggles fulltime study with family life – caring for her six-year-old son, who was born with a genetic condition that has left him with high health needs and developmental delays, plus being step-mother to her partner’s twelve- and five-year-old children.

“As much as it’s busy studying while running a household and looking after three young kids, they’re also my driver, my push to keep going,” says Kaimana.

Kaimana discovered her son would be born with high health needs when she was hapū and it was that discovery that



Kaimana Gallop (right) receiving her scholarship award from Jane Huria, Pegasus Health Board member.

motivated her to find out as much as she could about the health system.

“I started looking into the health sector to see what it would all mean for me as a parent and how I could best access help for my son. I became passionate about it and after two years of dealing with different district health boards and different areas of the health system, I realised it was the path I wanted to go down myself.

“I was always inspired by the nurses, who had such a big impact on our health journey. I was at my most vulnerable then and their support meant a huge amount to me as a parent.”

Kaimana also credits her family with helping her through the toughest times during her degree.

“When I first started studying, I was a sole parent, I’d just moved to Christchurch to be near whānau. I didn’t know the city, or anyone in it, so it was a massive step for me and it was only whānau support that got me through – especially the first year. I’d left school at sixteen, so I didn’t have much confidence academically. It took me time to knuckle down and find my way. My whānau were my rock. They still are and I would definitely not be where I am today without their support.”

Kaimana is currently holding back on nursing specialisation, instead, leaving the door open to new possibilities. This year though, she hopes her transitional placement will give her the opportunity to look at paediatric nursing.

“My own experience has shown me that working with families and children is important and it’s an area I’m definitely interested in. I also have a huge passion for Te Ao Māori and that’s another big motivation for me. I want to work with younger people and I know young people make up a large proportion of our Māori population – and that they’re still facing inequities in the health sector. I want to be able to make a difference.”

In line with that, Kaimana has taken an active role in Māori health organisations.

**“Young people are still facing inequities in the health sector. I want to be able to make a difference.”**

For the last two years, she has been Chairperson for Te Komiti Teina on the Taura Forum for Te Kaunihera o Ngā Neehi Māori o Aotearoa (National Council of Māori Nurses), and is a member of the Ara Nursing Student Advisory.


“I was raised in a bicultural environment so I am comfortable in both the Pākehā and Māori worlds. It is embedded in who I am and I want to raise my own children in the same way. My son is in a bilingual class and when I finish my nursing degree, I want to learn te reo. For me, it’s all about setting myself up to be the best Mum I can be. I want my children to see me as a positive role model.”

She says that her newfound confidence is one of the most exciting things to come out of her degree studies to date.

**“The skills and the knowledge I’ve acquired over the last three years and the ability to take those skills back to my whānau, friends and patients have been the highlight of my journey so far.”**

“Learning to believe in myself has been the key and that’s had a huge, positive impact on my life. I’m very excited about my future and I’d encourage anyone thinking of study to go for it. Unexpected things will always happen but with passion and support, you can do it.”



 Watch the video

## OUR WHENU

**Mental Health Team, Triage Coordinator Eliza Boyle** says each of her work days is quite different. Connection is an important value for Eliza and Pegasus Health. She and her team work to remove barriers for, and provide support to, people getting to their mental health appointments, essentially helping them to connect with the service.

## STUDY LEADS TO BETTER PATIENT RELATIONSHIP AND MORE EFFECTIVE PROCESSES

**Dr Nigel Tapper and his team at Medical Corner Doctors in Rangiora have used a recent patient study and shared care plans to provide more flexible care and optimise appointment time.**

Medical Corner Doctors is one Pegasus Health affiliated practice that uses Hikitia programme principles to improve patient care and business effectiveness. The principles include triaging, shared care plans, improved use of technology and capability building.

It's expected that patients with the highest needs make the highest number of visits to their general practitioner. Dr Tapper saw this as an opportunity to change the way they work with these patients, continuing to provide optimal patient care while making the best use of resources.

He began with a yearlong study to identify the practice's 20 highest attendees – 'Addressing the Issue of High Attendees in General Practice – A Team Approach'.

Each of these high-attending patients was contacted, invited to join the study and had the process and outcomes explained to them. With their permission, their statistics were analysed, and their medical notes and list of current medications reviewed. The nurse and doctor then met with the patient and together created a care plan which detailed the patient's needs and an action plan, as well as assigning them a care team. The patient had an alert on their file to indicate they were part of the study and therefore had a care team and care plan.

The care plan informed the whole team

how to engage with the patient when they contacted the practice. When a study patient next got in touch, a nurse consulted their agreed care plan and enacted the best way to meet that need – be it a visit to the nurse, a prescription, the assistance of another health professional or an appointment with the doctor. If an appointment was made, both patient and doctor had a shared understanding of what needed to be addressed during that time.

Dr Tapper says the pre-agreed plan saved time in responding to the health concern and built on the patient relationship.

*"Being able to connect each time with the same nurse or doctor, who they knew had a thorough knowledge of their individual health record, increased the level of trust with our patients," says Dr Tapper.*

At the conclusion of 52 weeks the study provided positive results. Visits from the highest attending patients reduced on average from 16 doctor visits per patients to 12 visits. That's a saving of around 4 doctor days. The high standard of patient care was maintained and business effectiveness increased.

You can read more about Hikitia and how it works [here](#)

 [Watch the video](#)

To contact one of the Hikitia team at Pegasus Health, email [practicerelationshipteam@pegasus.org.nz](mailto:practicerelationshipteam@pegasus.org.nz)



## SUPPORT TO MIGRATE TO NEW PRACTICE MANAGEMENT SYSTEM

**Pegasus Health's IT team is offering a range of services to help general practices migrate to the new indici Practice Management System (PMS). The team can also help with those doing an upgrade from Medtech32 to the company's new version of the PMS, Medtech Evolution.**

Pegasus Business Operations Manager Alistair Hill says they have received feedback from some practices that there is a lot of work involved and some difficult technical aspects in changing systems, so have established paid services for practices who require assistance.

*"We want people to know they are not alone during the transition and if they want support, we are here," says Alistair.*

Doctors on Riccarton migrated to indici in May 2020, the second Canterbury practice to do so. Before 'going live' Pegasus IT came on board and provided the vital support required to iron out important systems issues.

Practice Manager Marina Chin says systems migration involves a lot of work, time and effort for most team members, including those with limited technical abilities.

*"You don't realise how much your processes are governed by a practice's PMS until you change software systems," says Marina.*

"Having the Pegasus IT team to assist was helpful in making the changeover less painful. They have checklists to streamline the migration and 'go live' process which we didn't have, so there

was a lot more guesswork on our part as to what information was required from us. Also IT developers often use language and concepts which are foreign to us as healthcare workers, so having Pegasus tech support would greatly help with answering many of those 'techy' questions."

Woodham Road Medical Practice Manager Cynthia Cross says while preparing to migrate to indici she discovered a lot of specialised migration-related tasks, so called in the Pegasus IT team.

*"There was a lot of quite tricky, complex and time-consuming coding and spreadsheet work involved in the process," says Cythina.*

"We found having Pegasus involved, particularly on the day we migrated, was really useful because they understand the system and could translate the tech stuff for us and trouble-shoot. I can honestly say I wouldn't have wanted to do it without Pegasus' help."



*Practice Manager Marina Chin (left) and Nurse Co-ordinator Lynne Doubleday, who both played a significant role in the indici migration. They work at Doctors on Riccarton.*

# COVID-19

## Q&A

### When will I be vaccinated?

The Government has decided on a staged roll-out for the COVID-19 vaccine. This means that our plan starts with those most at risk of catching COVID-19, or most at risk if they do get it.

There will be enough vaccine for everyone aged 16 or older in New Zealand to get the two doses needed. Everyone will have the opportunity to be vaccinated before the end of 2021.

At this stage, people younger than 16 are not being offered vaccinations.

Unite against COVID-19 have built an online tool to find out which group you are in. Visit [www.covid19.govt.nz](http://www.covid19.govt.nz) to use it.

### Who are you vaccinating?

In Canterbury, we're currently vaccinating Groups 1, 2 and 3.

Group 1 includes border and MIQ workers and their household contacts.

Group 2 includes frontline health workers, people working and living in long-term residential care; Māori and Pacific people aged 70 and over, the people they live with and their carers.

Group 3 includes people aged 65 year and over; people with some underlying health conditions' pregnant people; people with



disabilities and their carers, plus older Māori and Pacific people, the people they live with and their carers.

There are many people in Group 3 in Canterbury and vaccinations for this group will take until mid-September.

When it's your turn to book an appointment, you'll be contacted directly with instructions about how to book. This will be by text, email, letter or phone call.

### I didn't receive a Group 3 notification text message

Everyone in Group 3 can expect to receive an invitation to book their vaccination appointment by the end of July. If you're in Group 3 and you haven't been contacted you don't need to do anything right now. Please don't contact us or your general practice team, you'll be contacted when it's your turn.

Everyone will have an opportunity to be vaccinated by the end of the year.

You could also be invited to book an appointment by a Māori or Pacific health provider, a community or faith leader, or from a disability organisation.

**In the meantime, you can find out more about the vaccination programme, the vaccine, and about which group you're in here: [www.vaccinatecanterburywestcoast.nz](http://www.vaccinatecanterburywestcoast.nz)**

**Unite  
against  
COVID-19**

**Scan. Scan. Scan.**

Everywhere you go, everywhere you can.

All staff should scan in daily using the  
**COVID-19 Tracer App.**

Unite  
against  
COVID-19



## ORIENTATION DAY FOR NEW PRACTICE MANAGERS

The Pegasus Practice Relationship Team was privileged to host an orientation day for new member practice managers on Wednesday 30 June at Pegasus House.

The day covered a variety of topics to support practice managers in the day-to-day running of a busy general practice, including human resources, equity, funding and claiming, enrolment and eligibility, quality, foundation standards, ACC and Pegasus Health Support services, along with practical advice from an experienced practice manager.

It was a great opportunity for new practice managers to meet colleagues as well as their new Pegasus Practice Relationship Managers. The positive feedback received identifies this is a service greatly appreciated by practice managers and will become a regular event in the Practice Relationship Team's calendar.

*Pegasus Practice Managers appreciated the opportunity to network with colleagues*



COVID-19  
VACCINATION  
TEAM HAS GIVEN  
**100,000**  
VACCINATIONS

COVID-19  
VACCINATION  
FACTS

THE TEAM  
RECENTLY SENT OUT  
**91,101**  
MESSAGES  
TO PEOPLE WHO ARE IN  
COVID-19 VACCINATION  
GROUP 3

THE TEAM  
RECENTLY POSTED  
**12,533**  
LETTERS  
TO PEOPLE WHO ARE IN  
COVID-19 VACCINATION  
GROUP 3

## NEW CLINICAL NURSE LEADER FOR 24HS

**A motorcycle-riding, renovation-loving, former Military Nursing Officer is the new Clinical Nurse Leader at Pegasus Health's 24 Hour Surgery.**

Claire Daly is an experienced nurse manager with decades of experience within Emergency, Acute and Primary Care environments both here in New Zealand, in UK and overseas.

She started her career with the Royal Navy in the United Kingdom as a Nursing Officer in the Queen Alexandra's Royal Naval Nursing Service (QARNNS). This saw her appointed to a number of different Nursing Officer In Command (NOIC) positions in both UK and overseas.

Claire moved to NZ in 2008 and joined the NZDF, as a Nursing Officer in the Army, where she was appointed to Burnham Military Camp in their Medical Centre. Since leaving the Army Claire has worked at Christchurch Men's Prison; Christchurch Hospital's Emergency Department; and most recently at Victoria University's student health unit as the Clinical Lead for Nursing.

After the Canterbury earthquakes, extra help was needed across the health system. Claire was working at Burnham military base at the time and was seconded to, then began working for, Pegasus Health's emergency nursing team. Positive experiences from that time motivated her to apply for the 24 Hour Surgery Clinical Nurse Leader role.



"I have always held very fond memories of my previous time working at Pegasus 24 Hour Surgery in the old building across the road. When the 24 Hour Surgery Clinical Nurse Leader job became available, I was very keen to apply and move back from Wellington, because I believe it to be an exciting role, working alongside really awesome people".

**"The nursing team I get to work alongside are 'fantastic'. They bring a multitude of skills from a variety of different backgrounds, all essential to the excellent nursing care they provide to our patients."**

**In her role at the 24 Hour Surgery Claire is responsible for the resourcing and management of more than 80 nursing staff.**

When not at work Claire and her husband love spending time with friends and family, especially their three grandchildren. She motorcycles to work each day from her house in North Canterbury, which she and her husband have lovingly restored during a massive three year 'grand designs renovation project'.