

Pegasus 2025

Kia atawhai ki te tangata



HIKITIA, STRENGTHENING FAMILY PRACTICE

Kia ora koutou

I recently travelled out to the Oxford Community Health Centre to present the team there with a certificate of achievement. It was an acknowledgement of Oxford's completion of our Hikitia, Strengthening Family Practice programme.

The Hikitia programme helps practices become more sustainable while supporting patient-focused care and building on the improvements many practices have already made.

It is aligned with the Health Care Home (HCH) philosophy and is directly linked with eight fundamental parts of the HCH model - providing an online patient portal; offering telehealth services and phone triage; supporting care planning; joining a peer support group; becoming more flexible with working hours to suit patients and having a change leader to help make these improvements.

Hikitia is being piloted in several practices with Pegasus team members working through the programme in partnership with practices, making each module easy.

We have discussed the benefits of the programme to both patients and practices in [this year's annual report](#). The response from Pegasus member general practices to COVID-19 has shown that new ways of working can be beneficial to patients and to practice sustainability.

This Oxford general practice team has been working for some time to introduce new technology in a clinically safe way for the benefit of its patients. The introduction of telephone triage and a patient portal for online bookings and checking health results, has improved communication with patients and reduced barriers to accessing care.

I enjoyed hearing how it was working for the Oxford community. They are a great example of how team work and an innovative approach can be used to build a stronger community bond. I have encouraged them to share their learnings with other practices working towards the standard.



Oxford Community Health Centre staff celebrate receiving their Hikitia certificate. Business Manager Richelle Jorgensen is holding the certificate.

Noho ora mai

VINCE BARRY, CEO / MANUKURA PEGASUS HEALTH

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MAKING DENTAL CARE ACCESSIBLE FOR FORMER REFUGEES

Semhar Weldesilare arrived in Auckland as a refugee around 10 months ago. She settled in Christchurch where she was supported by NZ Red Cross.

When Semhar started having toothache, Pathways to Settlement Case Worker at New Zealand Red Cross, Wahida Zahedi, referred her to Pegasus for urgent dental care.

Pegasus Health has been helping former refugees get subsidised dental care as part of the CDHB funded Refugee support service for more than ten years. Pegasus Refugee Health Nurse, Sahra Ahmed says the Refugee Dental Programme is in high demand and helps address health inequities for former refugees.

Semhar was booked in with a dental clinic for treatment and to receive advice on oral health and dental services in New Zealand. Her toothache is now gone and she will be recalled yearly for dental checks.

“The process was good. Everyone was helpful and friendly.” says Semhar.



Semhar Weldesilare (right) received dental care through a partnership between Pegasus Health and NZ Red Cross. Left in the photo is NZ Red Cross Pathways to Settlement Case Worker, Wahida Zahedi and centre is Pegasus Refugee Health Nurse, Sahra Ahmed.

The programme and how it works

The subsidised dental care service was reviewed in 2017 with feedback from former refugees saying cost was a barrier to visiting a dentist. This was confirmed by general practitioners who were concerned by the rates of neglected oral health need and disparities for their former refugee patients.

An initial orientation provided at the Mangere Refugee Resettlement Centre includes health checks, one of which is a dental check-up.

Pegasus Health provides an annual allowance over and above a grant available from Work and Income New Zealand (WINZ). This covers the cost of the treatment up to a set amount and a free dental examination. Patients can also apply for a recoverable loan from WINZ or may be referred to the Charity Hospital to cover more extensive dental work.

New Zealand Red Cross worker, Wahida Zahedi, is part of a team of Settlement case workers and volunteers at NZ Red Cross' Christchurch Office. The team helps newly arrived former refugees with all needs from housing to health and education.

Wahida says working with Pegasus Health is valuable for her clients.

“When former refugees arrive in Auckland they, like any person arriving here, have a mixture of needs. Health is only one, but a vital one. Many agencies are involved in their care and it is the working relationships between us all that get results. Sahra and I are in constant contact with each other as we work through meeting the health needs of our clients,” says Wahida.

Wahida has a close working relationship with Pegasus Refugee Health Nurse, Sahra Ahmed. Sahra connects former refugees to primary health care, supports general practice enrollment and coordinates care with other health and social agencies.

“We know that good oral health improves overall health and mental health. It makes people more confident to talk and meet with others and makes resettlement easier. Cost is one of the reasons why former refugees don't visit a dentist for treatment, so if we can help them over this hurdle they are on their way to better health,” says Sahra.

Eligible patients are referred to the programme by their doctor, nurse or community support worker from NZ Red Cross, Christchurch Resettlement Services, Purapura Whetu or Partnership Community Workers.

Eligibility

- Free GP or nurse visits are available if the person arrived in New Zealand as a:
 - quota refugee
 - family support or reunification refugee
 - community sponsorship refugee
 - convention refugee
 - asylum seeker, with a letter of acknowledgement of your application.
- They also need to:
 - have been in New Zealand as a refugee for less than five years
 - have a valid Community Services Card
 - be enrolled with a Canterbury GP practice.
 - be 18 years old or older
 - Children under 18 don't have to pay to see a dentist



NZ Red Cross worker, Wahida Zahedi works with former refugees arriving in Christchurch.

BREATHING FRESH AIR

Lauren stopped smoking when she was newly pregnant. She did it with support from Pegasus Stop Smoking Practitioner, Jo Butler, and is still smoke-free with a three-month-old daughter.

Lauren found Jo encouraging and non-judgmental.

“Jo gave me the courage to live my life with integrity. I’m now living in a way that is great for my health and my daughter’s health too,” says Lauren.

Jo Butler is one of two team members at Pegasus that work as part of the Te Hā-Waitaha Stop Smoking Canterbury Programme.

Q&A

In your experience, Jo, what is the most successful way to quit smoking?

Nicotine-replacement therapy, combined with motivation and willpower seem to be very successful. We provide free gum, lozenges, patches and tailored programmes that support people to quit smoking.

How many clients do you see each week?

Each week is very varied for me. I may see between two and ten clients at home each week, and run three or four clinics a week, where up to six clients will come along, plus lots of phone calls and texts to support people on their journey.

How can my doctor help me?

If you have tried and failed to quit, Te Hā-Waitaha team can provide you with a voucher to visit your GP for free. At this visit, if the GP and client feel that it is appropriate, then the doctor may



Pegasus Stop Smoking Practitioner, Jo Butler.

be able to prescribe a script for varenicline, which has been shown to work for many people.

What if I start smoking again?

I am always available to support people, even if they don't manage to quit the first time they try. There is no limit to the number of times we can start people on a quit smoking programme.

Where can I get the best information for myself?

There are many sources of help out there. You can go directly to your GP or midwife, or ring the 0800 QUITLINE or self-refer through the Te Hā-Waitaha Stop Smoking Canterbury website (stopsmokingcanterbury.org.nz) if you want a Stop Smoking Practitioner like me to help you.

NETWORKING MEANS BENEFITS SHARED

Good working relationships with general practices mean primary health care patterns and trends can be identified for the benefit of patients and practices within the Pegasus network.

A team of five Pegasus Practice Support Liaisons provide the link between Pegasus and its member practices. They are in contact with general practices from Kaikōura down to Ashburton, to provide the relationship-based service.

PSL Team Leader, Pauline Armstrong says they recognise that each practice is different due to location, enrolled patient base, business style and technology used. She is also aware that working in general practice can be stressful.

“We’re here to support our practices with anything from staff training to navigating funding, putting in place new initiatives and reaching milestones,” says Pauline.

The benefits gained at practice level are passed on to patients. PSLs Donna Gardiner, Louise Matson and Ali Dewsbury say they can advocate for change when they see common challenges coming through for their practices.

“When COVID-19 first arrived we could see more help was needed getting equipment and resources distributed to our practices. We knew specifically which practices were having more trouble than others. We became part of the physical distribution of resources so we knew practices were getting what they needed,” says Ali.

Amyes Road Medical Centre Practice Manager, Sandy Godsiff has experienced the support provided by her PSL, Karen O’Malley.

“Karen is my lifeline! If I get stuck she is always there. Karen recently guided me through the National Enrolment Service (NES). She sat with me to tidy up any discrepancies and mismatches. This saved me a lot of time,” said Sandy.



Pegasus Health Practice Support Liaisons team leader Pauline Armstrong (second from right) works with her team to share networking benefits. From left: Donna Gardiner, Karen O’Malley, Ali Dewsbury, Pauline Armstrong and Louise Matson.

REDUCING WAIT TIMES AND EMPOWERING GPs

In September 2018, Pegasus teamed up with ACC and Pacific Radiology in a High Tech Imaging (HTI) pilot project that removed the need for patients with specific, non-acute pain to get a specialist referral for Magnetic Resonance Imaging (MRI).

Traditionally, patients with non-acute knee, shoulder or spinal pain had to visit a specialist in order to get an MRI which may or may not have resulted in a return visit to the specialist. Under the pilot project, general practitioners who have received training can now refer these patients directly for an MRI. Following this, the General Practitioner can refer the patient to a specialist for potential surgery, or a physiotherapist, saving time and money for the patient and providing peace of mind.

Feedback from the GPs has been outstanding, and ultimately, patients have benefited from reduced waiting time, peace of mind and ease of process regarding a potentially worrying situation.

“This project prevented worsening health anxiety, as the patient could be reassured that the injury would resolve and not be anything sinister. A long wait time for a specialist referral would have resulted in a lot of suffering,” says one General Practitioner.



HTI Clinical GP Lead Dr Robyn Barnes, Clinical GP Lead, looks forward to sharing this initiative with her colleagues.

GPs have direct access to MRIs without the need for specialist referral

Hi-Tech Imaging Pilot

Pegasus, ACC and Pacific Radiology are working together on a pilot to allow direct referral by GPs for an MRI for knee, shoulder and back injuries.

Benefits

-  Reduced wait times
-  Clinical audit/ clinical governance introduced
-  Managed within budget
-  Improved quality of referrals
-  Reduced 'Did not attend' rates
-  Quick access

Former Journey (7 step process)



1. GP
2. X-Ray
3. GP
4. Specialist
5. MRI
6. Specialist
7. Surgery

New Journey (4 step process)



1. GP
2. X-Ray/MRI
3. Specialist
4. Surgery

Features

- 1 Personalised care for patients**
Less wait time, faster recovery and improved outcomes.
- 2 Streamlined patient journey**
Reduced wait and travel time from injury to diagnosis, enabling earlier start to treatment.
- 3 Clinical guidelines, audit and governance**
Frameworks have been developed collaboratively by orthopaedic surgeons, GPs and radiologists.



REDUCING WAIT TIMES AND EMPOWERING GPs CONTINUED

Other GPs have reported:

“The patient has been through similar condition assessment and surgery in the past and commented on how speedy this time around was.”

“Great, easy access with prompt MRI after request submitted. Patient very grateful.”

“Very streamlined system for MRI which has enabled referral to orthopaedics early.”

“Patient grateful to have MRI while waiting to see specialist. It showed a more severe injury than first thought and it was able to be backdated to an earlier injury.”

“Excellent use of GP time.”

“This worked very well. The MRI was reassuring and informed us there was no surgical solution needed.”

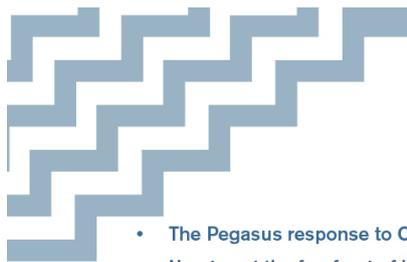
Now the HTI pilot is being rolled out nationally and Pegasus Health Project Lead, Dr Akshay Shukla, says it has been a culmination of collaboration.

“This initiative is a success story of ACC building partnerships across the sector to deliver care,” Akshay says. “It’s led to an improvement in the waiting time from two to three months, down to 35 to 40 days.”

Clinical GP Lead, Dr Robyn Barnes presented the first two-day workshop where doctors were trained in musculoskeletal assessment, and the processing of the MRI reports.

To date, two hundred and sixty-four general practitioners have upskilled themselves in musculoskeletal injury assessment.

“We offer training and support for all practices wanting to introduce the HTI programme, and I look forward to being able to work with colleagues to share the benefits of this great initiative,” says Robyn.



- The Pegasus response to COVID-19
- Nursing at the forefront of hard places
- Strengthening family practice
- Te Tumu Wairoa
- Pharmacy and general practice closer together
- Working towards achieving equity - Canterbury Clinical Network
- And much more...

Pegasus Health Annual Report 2020

www.pegasus.health.nz



[Read our Annual Report 2020](#)

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