

Pegasus 2025

Kia atawhai ki te tangata



MERI KIRIHIMETE EVERYONE

It's really important right now for all of us who are able, to take a break, to refresh ourselves and prepare for next year.

At this stage we're fortunate that we've been able to keep out COVID-19 at the borders and swiftly deal with any community transmission cases.

Unlike most of the world, people in New Zealand are able to socialise, get out and about and enjoy the freedom of travel in our beautiful country. Don't jeopardise this by becoming complacent.

Please, wherever you go, whoever you share the festive season with, remember to wash your hands regularly, stay away from others if you're unwell and use the contact tracing app to record your visits.

This last newsletter for 2020 also provides me with the opportunity to thank, once again, our 24 Hour Surgery staff.

You can read later in the newsletter about what working over Christmas in the surgery is like. These health professionals 'hold the fort' for Pegasus general practices who close over the holidays.

I'm aware too that Christmas can be a time of great stress for many. Our mental health has been under tremendous pressure this year. There's help available if you need it.

According to Community and Public Health Canterbury, more than a quarter of all New Zealanders feel added financial

and social stresses during the festive season. There's a lot of pressure to make the day extra special for our tamariki (children) and whānau (family).

Kirihimete can also mean many people become lonely when normal routines are changed. They struggle with getting food, finding transport and other services.

So, if you're able to, reach out to your neighbours and your community to see where you can help.

You'll find more information on how to handle stress at Christmas on the [Community and Public Health website](#).

Kia pai tō wā whakataa. He mihi hoki ki ngā kaimahi e mahi tonu ana i ngā hararei.

VINCE BARRY, CEO / MANUKURA PEGASUS HEALTH



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CHRISTMAS AT THE 24 HOUR SURGERY

Working in health means that not all our colleagues can take a long break at Christmas.

General practitioners, nurses and health support staff have jobs that must be done at all times of the night and day, public holiday or not.

This is especially true of our 24 Hour Surgery (24HS) colleagues. As the name suggests, the surgery never closes.

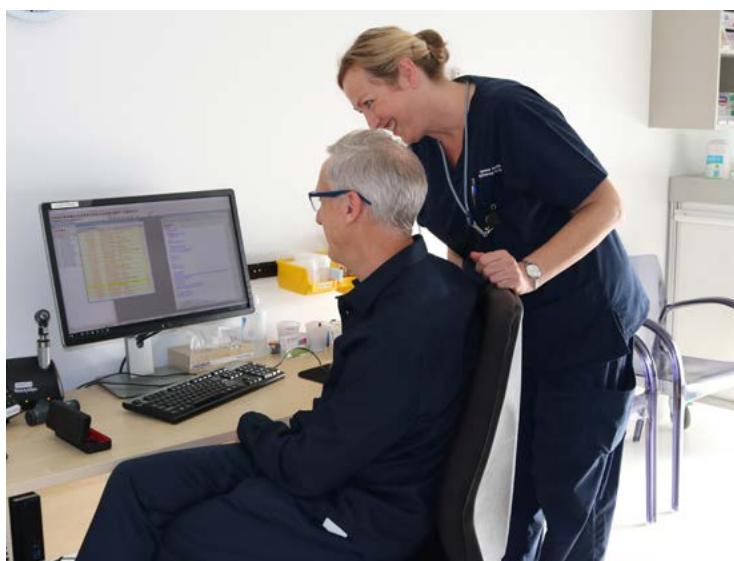
Last year, between 24 December 2019 and 4 January 2020, while the rest of us were eating, relaxing or working off the Christmas food, the 24HS team handled more than 3,300 presentations.

Clinical Nurse Leader 24 Hour Surgery, Bernadette Hayes says the number of people visiting the surgery always increases over Christmas and New Year because of public holidays.

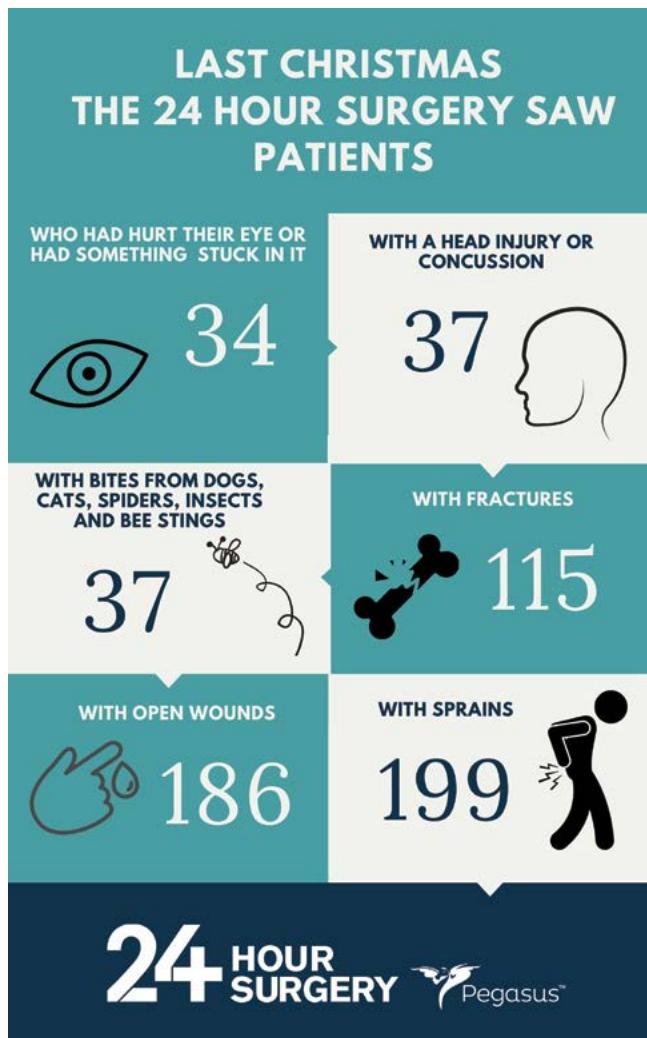
"It's been an extremely challenging time for general practice this year due to COVID-19. General practice teams will be looking for respite and while this time is limited due to the nature of the care they provide, there will be days when general practices are closed or fully booked," says Bernadette.

The 24HS covers for Pegasus practices that close during public holidays.

Previous years have shown a link between which week days public holidays fall on and how many people visit the 24 Hour Surgery.



The 24 Hour Surgery is gearing up for a busy Christmas break. Bernadette Hayes (right) consults with Senior Medical Officer Simon Brokenshire.



It seems fewer people visit the 24HS over the break (24 Dec – 4 Jan) when the holidays fall during the week.

This year the holidays fall over weekends so the 24HS expects to be extra busy.

Q&A

with Clinical Nurse Leader 24 Hour Surgery,
Bernadette Hayes

IS THE 24 HOUR SURGERY ALWAYS SUPER BUSY AT CHRISTMAS TIME?

The Christmas Period is our busiest time of year. On average we see 315 patients a day over this time, but we've had days with over 400 patients presenting in the past. During the year we see an average of about 260 patients on a Saturday or Sunday so Christmas is a big jump for us.

Christmas day itself, however, is traditionally much lower. For the last two Christmases we've had the same number of patients present 191... I wonder what the chances are of that happening again this year? We think it's probably because people are busy eating, opening presents and enjoying time with family.

It's usually the days following when people start getting out and about or have major fails while trying out their new presents that numbers start to increase.

WHY DO I HAVE TO STOP IN THE ENTRANCE?

We're following Ministry of Health guidelines which means checking with each patient before they come in. We're trying to find out if people have COVID-19 symptoms, travelled recently or have been in contact with people working at the border or in isolation facilities.

Anyone who may even potentially have COVID-19 is guided to an isolation unit or back to their cars for treatment by staff wearing protective gear.

WHEN IS THE BEST TIME TO VISIT?

People can visit us anytime. We're open 24 hours a day, 7 days a week, 365 days a year – we never close.

Our busiest times tend to be between 9am - 2pm and 5 - 8pm.

HOW LONG WILL I HAVE TO WAIT TO BE SEEN?

Waiting times vary greatly depending on the time of day people arrive, how many urgent cases are being seen, how many other patients are waiting and also the severity of the problem. People can call us on 03 365 7777 to find out how long the current wait is.

Patients are 'triaged' on their arrival to make sure those with life-threatening or urgent conditions are seen first. That's why patients who arrive after other people may be seen first.

DOES IT COST THE SAME AS VISITING MY DOCTOR?

The 24HS is a private, not-for-loss organisation that is owned by Pegasus Health (Charitable) Ltd. We receive minimal funding from the government, and therefore, just like a GP, charge for our services. We're ACC accredited and can therefore treat ACC cases. Patients may need to pay an ACC surcharge when they visit us for an accident related injury. Many factors will affect how much a patient pays when they seek our care.

[View our current fee schedule](#)

WILL MY USUAL DOCTOR KNOW I HAVE VISITED THE 24 HOUR SURGERY?

Yes, unless a patient requests otherwise, their doctor will be automatically sent notes and any test results from the consultation with us. This ensures continuity of care.

WHERE IS THE 24HS AND HOW CAN I GET IN TOUCH?

The surgery is at 401 Madras Street, just before the Bealey Avenue intersection. Our phone number is 03 365 7777. Our reception and independent nurse assistance lines are available 24 hours a day, 7 days a week.



Meri Kirihimete me ngā mihi o te tau hou from your team at Pegasus Health



If your usual doctor is closed over the holidays you can still ring the practice number, and a nurse will answer your call. The 24 Hour Surgery at 401 Madras Street never closes.



Your local pharmacy will be open except on public holidays. Make sure you get your script from your doctor ahead of time. Don't put off getting your prescriptions filled.



Help Canterbury become smokefree - the New Year is a great time to support someone to quit smoking.



Remember to put on sunscreen, wear a hat and cover up in the sun.



We're still at COVID-19 alert level 1. Wash your hands often. Use the contract tracing app to record your visits. Stay away from others if you're unwell. Don't share your illness with your whānau this Christmas.

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2020: REFLECTIONS FROM TE KAITOHU TAPUHI (DIRECTOR OF NURSING)

We started 2020 intent on celebrating the role of nurses through the International Year of the Nurse and the Midwife. The year also marks 200 years of Florence Nightingale's legacy.

It was a time for thinking about the possibilities for nursing, specifically within nursing education, celebrating our profession and advocating for health equity.

It's turned out to be an extraordinary year that has seen an extraordinary response from the nursing profession. How ironic that during 2020 the profession was faced with one of its biggest challenges in the shape of the COVID-19 Pandemic.

As members of teams of health professionals it was both heartening and a privilege to see the collective action in primary care, as nurses went about dealing with this unprecedented pandemic.

In uncertain times and as part of the team of five million, primary nurses quickly adjusted to the required and rapidly evolving new ways of working. Putting aside their own fears and anxiety, primary health care nurses worked quickly and efficiently in dealing with challenges as they arose. Strong leadership was required and strong leadership was evident.

As the year draws to a close, let's individually take some time to reflect on our challenges, our achievements, our goals and most importantly on what we need to sustain us for the next twelve months.

If you're struggling, you're stressed or you've just had enough, please reach out. Don't hesitate to ask for help from someone you trust or any of the processes that are available to you.

Compounding this extraordinary year is the ongoing negotiations to achieve pay parity for primary health care nurses. At the time of writing negotiations continue, adding to multiple layers of existing stress.

Pegasus is committed to supporting pay parity for our primary health care nurses and continues to do this from a strategic perspective. I remain confident that the recognition of the work primary health care nurses undertake will be reflected in pay parity.

I offer you two simple words with a rich vein of appreciation, recognition and admiration for your efforts over the past year; thank you. I wish you and your whānau a happy and relaxing holiday and festive season.

Ngā mihi

Michael McIlhone, Director of Nursing

Pegasus Health



Pegasus Director of Nursing, Michael McIlhone applauds nursing professionals for their extraordinary response this year.

Read, watch and enjoy what's been happening throughout 2020 for Pegasus nurses



ISSUE / PUTANGA 6**NURSE PRACTITIONERS IN 24HS**

The 24 Hour Surgery now has five Nurse Practitioners (NPs) – Amelia Howard-Hill, Sue Price, Sylvia Russell, Nicky Burwood and Sarah Bothamley. They also have two Nurse Practitioner (NP) interns; Sheena McLeod and Jessica Wigley who are currently getting ready for the beginning of their academic year in February 2021.

The coming year focuses on the development of the knowledge and skills required to be able to practice as an NP. It's expected that they'll successfully complete their NP internship and obtain NP registration in December 2021.

A Nurse Practitioner (NP) is essentially 'an expert' nurse who has completed Masters level education and is registered at a higher level or scope of practice. An NP can order and review diagnostic tests, develop treatment plans and prescribe medications for people without having to work directly with a doctor.

The NPs are able to independently see and treat any patient that presents to the 24 Hour Surgery. They started by focusing on the acute area and will soon be expanding into house visits, the observation unit and fracture clinic. There is also a Registered Nurse Designated Prescriber pilot underway, led by Sheena McLeod.

This is trialing having a Registered Nurse Designated Prescriber (RNDP) in the 24HS. RNDP's focus on managing common conditions in primary care, seeking support for a doctor or NP as required. The trial will end in January and, although the data collection hasn't been completed, it appears to be a beneficial role.



Lead Nurse Practitioner Amelia Howard-Hill now has four more colleagues at the 24 Hour Surgery who are also Nurse Practitioners.

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HIKITIA ACHIEVEMENTS GROW

Three more Pegasus general practices have embraced Hikitia ways of working.

Hikitia 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.

More information about Hikitia is available from one of our Hikitia delivery team members at hikitia@pegasus.org.nz.



Above; Medical Corner Doctors staff in Rangiora celebrate receiving their Hikitia certificate.



Left: Lyttelton Health Centre has also achieved Hikitia status.



Papanui Medical Centre staff proudly display their Hikitia achievement certificate

CANTERBURY IMMUNISATION RATES GET SPECIAL MENTION

Immunisation rates for Māori living in Canterbury have risen despite the challenges presented this year. At a recent regional immunisation coordinators' meeting, the Ministry of Health acknowledged Canterbury's performance.

At the end of June 2020, Canterbury general practices fully vaccinated 93.8% of all two-year-old Māori. In the period 1 July to 30 September 2020 this had risen to 94.8%.

Full details can be found on the [Ministry of Health website](#).

Pegasus CEO Vince Barry says that Canterbury has done stunningly well.

"It's a fantastic result to have increased our Māori rates this year, of all years. I'd like to congratulate our Pegasus general practices for their mahi (work) in this area," says Vince.

Percentage of two-year-olds fully vaccinated

1 July to 30 September 2020



Nationally

Māori

83.6%

All ethnicities

90.3%

Canterbury

Māori

94.8%

All ethnicities

95%

PEGASUS STAFF GET ON THEIR BIKES



Sharepoint/Office 365 Specialist, Chris Little, tries out one of Pegasus Health's new e-bikes.

The Pegasus Health Wellbeing Committee launched an e-bike trial for work travel in September last year.

Committee member, and Software Developer (ERMS), Daniel Orr, says there were a number of reasons for the trial.

"We wanted to help improve fitness levels of our staff and reduce Pegasus' environmental impact. Some staff were interested in getting their own e-bike but were a bit unsure if it would suit them and be worth the investment. The trial has let them 'try before they buy' and also given Pegasus a clear indication corporate e-bikes would be used," says Daniel.

Additional benefits were to save on commuter time, mileage claims, parking vouchers and taxi fees.

The trial was successful and although sourcing the e-bikes was difficult, because demand had sky-rocketed globally due to COVID-19, Pegasus now has two e-bikes for staff use.

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