

Pegasus 2025

Kia atawhai ki te tangata



A MESSAGE FROM THE CEO



Kia ora koutou,

I'm Mark Liddle and I am the acting chief executive for Pegasus Health, until Vince Barry returns from secondment to the Ministry of Health.

Many of you will know me as the chief operating officer, and it is a privilege to be the Pegasus Manukura until September.

Vince was sought by the Ministry to provide input into the design of the roll-out of the Covid-19 immunisation programme across the South Island. His appointment is testament to his leadership, as well as recognition of Pegasus' role in the health system and of the contribution primary care will make to vaccine roll out.

This edition of Pegasus 2025 covers some interesting topics.

There's a focus on the Primary Mental Health Service and how it is improving engagement with patients and working to reduce wait times.

We are also looking at the Small Group Programme and the use of virtual conferencing during changing Covid levels, to maintain good access and to keep the programme running.

While I mention Covid, I want to highlight the recent Auckland cluster and the harm a slight slip in our vigilance can cause. So I implore you all to scan, scan, scan and wash your hands. Auckland has shown us how scanning and contact tracing is important in containing the outbreak. We can't take these things for granted.

I'm also aware the New Zealand Health and Disability System Review is causing some distraction. I assure you Pegasus Health is looking forward to the announcement of what this looks like in April. We are well prepared to take on the challenges and opportunities that will arise from it. Our board is working with senior management to make sure we are match fit and ready for the next stage.

Take care and go well.

Ngā mihi,

MARK LIDDLE

ACTING CEO / MANUKURA PEGASUS HEALTH

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PEGASUS HEALTH GEARING UP FOR NEXT PHASE OF COVID-19 VACCINE ROLLOUT

With the first doses of Covid-19 vaccines now delivered to Christchurch border workers, Pegasus Health is planning the next phases as the programme expands in coming weeks.



Karyn Bainbridge, Community Covid Testing Service Manager

Community Covid Testing Service Manager Karyn Bainbridge says hundreds of Christchurch airport and port border workers have received the first dose of the Pfizer vaccine since late-February.

Second doses will begin to be given out to people from March 24 and the vaccine will be offered to border-workers' families and close household contacts after that.

Having already been providing Covid testing for airport and port border workers in Christchurch, Karyn says Pegasus Health was well placed to work with the Canterbury District Health Board to deliver the two-dose Pfizer vaccines through existing clinics.

The programme has required setting up a number of systems to make sure it goes smoothly and to minimise waste.

Karyn says the Pfizer vaccine can be refrigerated for some time once thawed, but must be used promptly once reconstituted.

Because of the timeframes it is vital that recipients are booked in at the clinics at the right time to make sure doses don't go to waste.

"We have had to very quickly come up with a way we can get them booked in," Karyn says.

Karyn says that while there has been a lot to set up in a short time, the first phase has worked well, particularly at the Orchard Road site which was already set up for testing.

"That's the good thing about this site. You can easily scale-up and put through a whole lot more people."

"It's been full-on, but it's nice when it all works."



EDUCATION - NEW FORMAT OPTIONS

Clinical Education providing more options for attendees

The Pegasus Clinical Quality Education programme started back again for the New Year on February 15th. Known to most as the Small Group Programme, it runs for GPs, Nurse Practitioners, practice nurses and community pharmacists working in primary care in Canterbury.

As well as changes to funding there have also been changes to the way people can access education sessions, which can now be attended either in person or virtually depending on preference and our being at Alert Level 1.

Last year changed the way we delivered our small group sessions, and so we asked participants what worked best for them says Clinical Quality Education Team Leader Louise Kennedy.

We received feedback that was supportive of online due to it being more accessible, convenient, more focused, assisting with reducing carbon footprint and a good option in winter when people don't want to head out as much, she said.

This has meant we've adopted some changes to how we provide education sessions, widening the choices for attendees with options for in person or across digital platforms, she said.

eSmall Group Evaluations: 37% felt online eSmall Group was as good as in person | 10% felt it was better than in person.



Practice Nurse Small Group Education meeting on Family Harm Prevention, 2021.

All existing groups have adopted one of the following three formats for the next 12 months:

- In person for all meetings
- eSmall Group (online/Zoom) for all meetings
- Mixed model – group meets in person for topics 1 and 5 (summer), group meets online for topics 2,3,4 (winter)

As well as these options all the 'catch up' Small Groups will take place online to widen accessibility for our rural colleagues who previously had to come to Pegasus House or miss out.

Louise says we'll keep assessing how we deliver the Small Group education based on attendee feedback, and National COVID alert levels will also impact on that too. For example our first week back we had to quickly adapt and move back to online only sessions.

The systems are not perfect but we are working hard to iron out any issues as they arise and make the programme as accessible to our health workforce to help them care for their patients.

The first Small Group topic is on 'Family Harm Prevention', with upcoming topics in development on 'Persistent Pain Focussing on Osteoarthritis', and another on 'Screening Initiatives'.

If you'd like more information on the Clinical Quality Education Programme or small groups, then you can get in touch with the team at CQEadmin@pegasus.org.nz.



Practice Nurse Small Group Education meeting on Family Harm Prevention, 2021.

SANDY BRINDSON - APPOINTED CHAIR PEGASUS POPULATION HEALTH ADVISORY BOARD (PHAB)

Sandy Brinsdon has been appointed to role of Chair of the Pegasus Population Health Advisory Board (PHAB).

Sandy was a previous member of PHAB and before that, the Pegasus Community Board, and also the inaugural chair of the Culturally and Linguistically Diverse Health Advisory Group. She is currently the Senior Health in all Policies Advisor and Team Leader at the Canterbury District Health Board, based at Community & Public Health.

Sandy brings to the role both governance training and chairmanship experience, and strong facilitation and relationship skills. She is committed to Te Tiriti and has a genuine passion for equitable health outcomes. She looks forward to building on the work that Pegasus has already done - and continues to do - to make health equity a clear and visible focus at Pegasus and across the health sector. We welcome Sandy and are very excited that she has accepted this important role at Pegasus.



Sandy Brinsdon, Chair of the Pegasus Population Health Advisory Board



PRIMARY MENTAL HEALTH BRIEF INTERVENTION TALKING THERAPY UPDATE FEBRUARY 2021

Despite the challenges of 2020, the team made over 4,000 more appointments, and had more people attend their appointments. This was due to a combination of being able to contact people more quickly after their referral and using multiple methods of contact to help remind people of their appointment.

In 2020, the service booked 21,076 compared to 16,808 in 2019, and 77% of people attended their appointment compared to 69% the year before.

Pegasus Primary Mental Health



BRIEF INTERVENTION TALKING THERAPIES (BITT) 2020 Patient Journey: In Review



Referral Received



Referrals received: **8987**
(slightly down from 2019)



Clinician Triage



99% triaged within **1 day** of
receiving referral (up from 2019)



Patient Contact



Contacted by triage team by
text/letter/phone within **1 week**
(wait time down)



First Appointment



For those booked with our
service, 72% of patients were
booked within **4 weeks** (up from
66% in 2019)



Length of episode of care



The median number of days
(where patients have engaged)
was **66 days** (down from 2019)

We aim to complete an episode of care
within 3 months of referral

Key messages for Practices:

- Continue referring through ERMS
- If you would like to discuss options for support for a patient or have any questions please call our triage team on 0800 246 099 to speak to our triage mental health clinician.

HIGHER ENGAGEMENT

Of those referred to service, 77% engaged (up from 69% in 2019).
This is due to multiple methods of contact, ensuring ability to
contact people more quickly after referral date.

If another service is appropriate, we
may refer patients on, or encourage
them to use alongside BITT

- Puāwaitanga
- Alcohol and Drug Central
Coordination Service
- 1737 (<https://1737.org.nz/>)
- Online support tools
- Community agencies

TOTAL APPOINTMENTS

21076 appointments booked for patients across Canterbury
(2019: 16808)

Our team works across various locations
(below) and consistently use Focused
Acceptance Commitment Therapy (FACT)
as a practice framework:

- Ashburton
- Cashmere
- Christchurch Central
- Halswell
- Kaiapoi
- Linwood
- Papanui
- Rangiora
- Rolleston
- Wigram

pegasus.health.nz/your-health/services-for-patients/mental-health-wellbeing-support/



VACCINATING THE VACCINATORS

Pegasus Health has also been able to use staff from different areas to support the vaccination clinics.

That has allowed staff to use other skills they have, and also receive additional training.

Rowena Smithies, who works in the Pegasus Health mental health team, is one of the staff members who is coming in to support the rollout.

“I’m a qualified vaccinator and it is the right thing to do.”

She says there is a “sense of relief and excitement” that the vaccine is finally starting to become available.

Some recipients have raised concerns about any affects following a vaccination but Rowena says the actual shot itself is not painful. Having received the first dose, she notes she didn’t have any issues afterwards.

“It’s actually not as painful as some vaccines. You might feel a little scrape but there’s no burning sensation or anything like that. Your arm may feel a bit heavy later on and you might get a few flu-like symptoms the following day. But I didn’t have anything like that.”

Insights from the initial phase will be valuable as the scope of the programme is extended to larger groups in Ōtautahi-Christchurch and nationally.

“It’s such a huge undertaking, but we’re learning. The job has to be done and everyone’s united to get it done.”



Rowena Smithies and Anna Fraser

LIFESTYLE MATTERS

Our nutrition programmes (Appetite for Life and Senior Chef) have evolved to be about more than just food and learning to cook.

Seeing the impact of Appetite for Life and Senior Chef on participants prompted the team to explore soft drivers of health and wellbeing, like sleep and stress management, which are now at the forefront of their work. With dietitian Lucy Carey having become Board Certified in Lifestyle Medicine, the team is now even more focused on treating the whole person, not just one aspect of their health.



*The Puāwai Healthy Lifestyles Team won Pegasus Health's CEO Award 2020 for Teamwork.
From left Lucy Carey, Jane Callahan, Eve Ji, Wendy Scanlon, Chris John*

"I hated cooking with a passion but realised I couldn't live forever on tins and packets. This course has been absolutely amazing. I'm gaining more confidence in my ability to manage a healthier lifestyle."

Feedback 2020

Lucy completed Board Certification with the International Board of Lifestyle Medicine and the Australasian Society of Lifestyle Medicine last year. She says the qualification focused on chronic disease prevention and treatment by addressing the root causes of disease, instead of looking only at symptoms. Alongside nutrition, it focused on regular physical activity, avoiding risky substances, restorative sleep, positive social connections and stress management.

Her learnings have shaped a new programme to be piloted later this year, Puāwai – Kai, and an education package for health professionals, Ka Puāwai te Kākano (the seed will blossom).

As well as this latest qualification, Lucy has a Bachelor of Science in Human Nutrition, a Master of Dietetics, is a NZ Registered Dietitian, Approved Practitioner with the Australian Centre for Eating Disorders, AND..... she's the affiliated dietitian for the Christchurch Ballet Society.

Keep an eye out in future issues for more information on these new offerings.



Appetite For Life

What changes to your life have occurred as a result of Appetite for Life?



"Little things really do make a difference & I have lost 3.5kg already."

"Biggest change is yoghurt & fibre in my diet as a result of session 3. Helps me fight side effects of medication I am on."

"The most effective thing for me was actually eating the food on the night, able to try before I spent money and time."

"Have reduced the amount of anti-depressants needed."



"My Glucose readings have gone down."

"Been amazing, true life changing experience, easy to change to healthier food when you see how achievable it is, going back every week keeps you motivated. Our kitchen and life have changed considerably."



"My personal improvement has been weight loss, more energy and substantial increase in physical activity. I fatigue less, sleep and feel better overall."