

Pegasus 2025

Kia atawhai ki te tangata



A MESSAGE FROM THE CEO

Kia ora koutou and welcome to this April issue of Pegasus 2025.

PRESSURE ON GENERAL PRACTICE

I'd like to acknowledge the pressure across primary care right now and the growing demands on general practice.

You may have seen the recent media coverage of the number of Canterbury general practices with closed books, not taking any more enrolled patients.

There's always movement in this situation as practices have many reasons why they may need to limit patients.

The Pegasus Health website has a GP locator tool to help people find a practice taking new enrolments. It shows that when compared with December 2019, there are currently 7 fewer practices enrolling new patients.

General practice is definitely feeling under pressure with longer wait times for appointments in some areas.

Workforce and staffing is also a challenge for many practices and we're actively working with some who are struggling to meet this growing demand.

HEALTH AND DISABILITY SERVICE REVIEW (H&DSR)

Our Strategic Leadership Team and Board met recently to explore Pegasus Health's place in a changing health system and what the impending H&DSR may mean for us. We've also looked at how we can better provide equitable health care and support to our population based on need.

We now know that the Minister of Health is announcing a future review tomorrow so we can expect greater clarity of what it'll mean for primary health care in Canterbury after that. We've been preparing for a range of possible outcomes to be as ready as we can be.

Also in this issue we talk about:

Te Tumu Wairoa/ the pathways to health. This is a national framework that provides convenient, personalised and holistic care and support for people experiencing mental distress, addiction challenges or wellbeing issues.

A recent nursing symposium, supported by Pegasus Health, that has shown how nursing diversity brings nursing strength.

We hope you enjoy our stories.

Nga mihi,



MARK LIDDLE

ACTING CHIEF EXECUTIVE OFFICER/MANUKURA

In this issue:

- › March Peer Group focuses on role of HCA | 2
- › New Pegasus Education website for Small Group programmes | 3
- › Te Tumu Wairoa working to improve local wellbeing | 4
- › Fun was the winner on the day | 5

- › Nursing diversity brings nursing strength | 6
- › Invaluable 'coal-face' experience for Social Work student | 7
- › Immunisation major focus for Pegasus Health | 8



MARCH PEER GROUP FOCUSES ON THE ROLE OF THE HCA

Monthly Peer Groups for general practice are held monthly as part of our Health Care Home initiative. The groups provide an opportunity to exchange information, ideas and learnings among our Pegasus community.

Peer-led and multi-disciplinary, attendees include GPs, nurses, business owners, practice managers, and administrators, with topics often focusing on change management, emerging opportunities in primary care or systems improvement.

Our March Peer Groups were held over two evenings with both face-to-face and online attendance.

As with previous groups, the Zoom option proved very popular as our attendees took the opportunity to stay in their clinics or attend virtually from their homes.

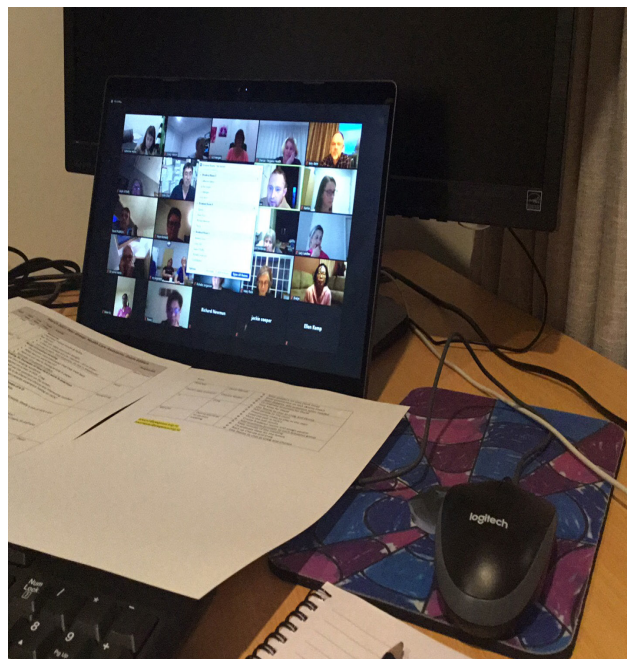
This month our focus was on Health Care Assistants (HCAs). We explored the positive impact HCAs can have on a team, how to incorporate the role into a practice that doesn't currently have an HCA, and what we can do as a health system to better support this valuable workforce to thrive.

General Practice Health Care Home Lead and Peer Group Chair Dr David Pilbrow says it was the first time HCAs had attended a Peer Group session and their participation was very insightful.

"It was interesting to see the varied ways the HCAs worked as part of the team across Canterbury," says Dr Pilbrow. "We quick-poll'd our Zoom attendees and noted a high percentage of practices either had an HCA or were looking to introduce an HCA into their practice in the next six months."

"Moving forward, we will be looking for ways we can support an HCA forum as well as how we can share information on training and micro-credentialling that may be available for HCAs. From these sessions we know there is a need for a clear pathway for employing or upskilling an HCA."

Thank-you to everyone who participated in our March Peer Group sessions. If you or your general practice colleagues are interested in attending these sessions, please email us on hchinfo@ccn.health.nz and we will add you to our attendee invitation list. The next meeting, in six weeks time, will have a focus on Quality Improvement Plans and how they can be implemented for the benefit of your organisation.



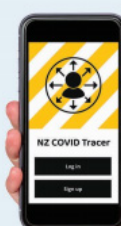
Peer Group sessions for general practice are held monthly. Zoom is one option for attendance.

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



NEW PEGASUS EDUCATION WEBSITE FOR SMALL GROUP PROGRAMMES

Pegasus has launched a new website dedicated to Small Group education to manage upcoming training sessions and provide one central hub for easy access to current resources.

The new Pegasus Education website will support all Small Group training from late April. Prior to their next Small Group meeting, attendees will be sent an email with key information including user-name, how to set up a password, resources available and how to navigate the site.

Features include:

- Central place for all Small Group session materials, such as pre-reading, handouts, and feedback forms.
- Details of upcoming meetings, including Zoom information when needed.
- Ability to easily download meeting details into a personal calendar and check for any meeting changes, such as if Covid Alert Levels escalate
- A search function to easily retrieve information after meetings
- A dashboard displaying upcoming Small Group topics and information relevant to training.

To help make the design of the new website as user-friendly as possible, Pegasus Clinical Quality and Education Team Leader Louise Kennedy says the project team conducted focus groups with practice nurses, pharmacists, GPs and nurse practitioners. They also adapted the website based on their insights and user experience.

“The idea for the site came from a drive to make Small Group resources more easily available and accessible. Our team wanted, for example, a GP to be able to access information online during a client consultation with a minimal number of pages to scroll through. In response to the Covid-19 pandemic, we have also been offering meetings in multiple formats, such as in-person or over Zoom. When Alert Levels change, we have to be able to adapt quickly and move to online platforms. The Pegasus Education website will make it much easier for people to get the information they need, when they need it, from one central place.”

The next stage of the project will be an extension of the website to include information on all education supported by Pegasus and enable online RSVPs. There will also be capability for people to download certificates of completion for professional development records and complete education activities online on-demand.

HOW WILL IT WORK?

Attendees will be emailed their user-name in the weeks before the next meeting and can choose their own password. A dashboard will display upcoming Small Group topics and information relevant to attendees and training.

WHAT DIFFERENCES WILL I NOTICE?

Attendees will continue to receive emails to confirm their next session and to advise if the session format changes. They will be able to view and download all pre-reading and handouts from the Pegasus Education website.

DO PARTICIPANTS HAVE TO USE THE WEBSITE?

From the end of April, all Small Group meetings will be co-ordinated through the new Pegasus Education website. The website will be the first point of contact for Small Group attendees to access information on and for their upcoming meetings. We will continue to use email notifications and links as we transition to using the new website.

WHAT IF I HAVE PROBLEMS OR QUESTIONS?

The Pegasus Health Service desk team is available to provide technical support for the website during business hours. The Clinical Quality and Education (CQE) team is also able to answer questions on the Small Group programme and website development – contact us on education@pegasus.org.

TE TUMU WAIORA WORKING TO IMPROVE LOCAL WELLBEING

Te Tumu Waiora (To head towards wellness) is providing a valuable component in the support services offered by Pegasus Health since being formally launched in Canterbury last year.

A nationwide framework, Te Tumu Waiora has been developed over five years to provide convenient, personalised and holistic care and support for people experiencing mental distress, addiction challenges or any wellbeing issues.

It has been embraced by clients who are able to access the service through their general practice. The programme is delivered through a joint initiative, led by the Canterbury Clinical Network in partnership with Pegasus Health, Waitaha Primary Health, Christchurch Primary Health Organisation, the Canterbury District Health Board and seven other non-governmental organisation (NGO) partners.

At the heart of the service are two new roles within primary health care sites – the Health Improvement Practitioner (HIP) and the Health Coach (HC).

The HIP role supports people with social and behavioural change, such as providing plans on managing stress and depression. HIPs usually see between 8 to 10 clients per day.

The HC supports people's physical wellbeing, health literacy and general wellbeing in a coaching role. Both roles offer referrals to Pegasus Health services such as the Brief Intervention Talking Therapies team and the Appetite for Life and Senior Chef programmes.

Clinical Implementation Lead Shelley McCabe says the service has proven to be another valuable tool for the primary health sector. It complements and aligns well with other Primary Mental Health services.

"The response has been positive from both sides – doctors and clients. A lot of people find having access to help on the day super useful, as they can quickly get the information they need to make better decisions."

Today we received 70 referrals, which is high, but we usually do see more following the weekend," says Shelley.

In the first instance, a person presenting with mild to moderate distress is introduced to the HIP by way of a warm handover.

If they are assessed as someone who could benefit from a more structured mental health programme, they will then be referred to the Brief Intervention Talking Therapy (BITT) service.

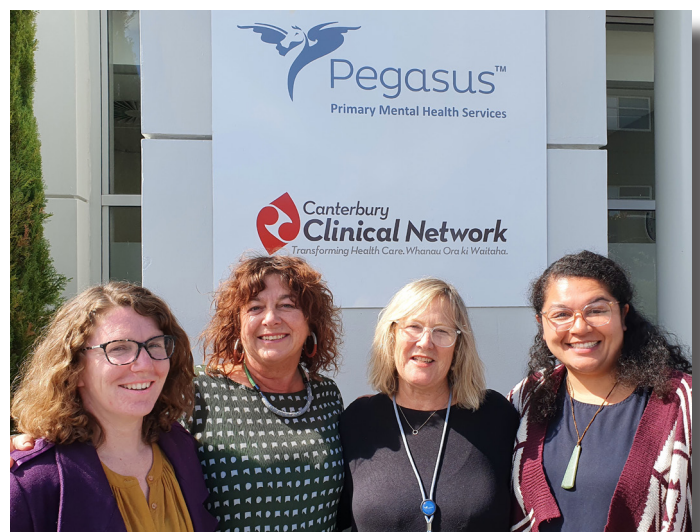
Another benefit to having the HIP and HC within general practices is that people can talk through any issues they may have in a space they know. Canterbury District Health Board Project Lead Stacy Belser, says this helps people feel more comfortable.

"They know that they are in a safe, familiar space, and people report feeling calmer than being somewhere unknown to them. They know that they can trust the person giving them advice," says Stacy.

The HIPs can see anyone, including couples, whānau and groups, making it less daunting than one-on-one sessions. That flexibility means more people are comfortable with accessing the service.

NGO Lead Lurita Kurene says the focus of the service is about making it accessible to everyone in the community.

"Te Tumu Waiora is opening up equity of access for mental health and wellbeing by reducing the stigma around mental health. People who usually wouldn't go through the referral system are much more comfortable now, being able to see someone at their own doctor's practice," says Lurita.



Te Tumu Waiora is adding another avenue for delivering wellbeing services in Waitaha Canterbury. From left, Canterbury District Health Board Project Lead Stacy Belser, Clinical Implementation Lead Shelley McCabe, Pegasus Health Improvement Practitioner Team Lead Deb Bradshaw and Non-Governmental Organisation Lead Lurita Kurene. Absent: Project Manager Hiedee Harris.

FUN WAS THE WINNER ON THE DAY



Pegasus Health Immunisation Team members Cheryl Brewer and Kerrie Hutchings

Christchurch put on a beautiful day for this year's City2Surf fun run. Like many events, it has been affected over the last few years by everything from earthquakes to COVID-19 event cancellations.

It was with great delight, therefore, that Pegasus Health welcomed 125 staff and practice members to take part in the run on Sunday 21 March.

We'd like to congratulate all our participants who took advantage of shelter, food, sports massages and a chance to network with colleagues at the finish line.

The Pegasus marquee was conveniently located at the finish line



Linwood Medical Centre had a strong showing at the City2Surf with 14 participants.

From left to right – Ainjel Fernandez (reception/ admin) Jane Heatherington, Dr Katey Yeowart, Dora Togiosa (admin manager), Dr Maira Patu (nurse) Mark Coppel (nurse), Kathleen Murphy (nurse with her son – and she was the fastest runner), Mary Jane Tamse (nurse) Lili Toma (nurse).

Absent from the photo: Tracy Gourd, Lynn Henderson and Mel Sutton.

NURSING DIVERSITY BRINGS NURSING STRENGTH

A primary nursing symposium held in Christchurch in March provided a perfect opportunity to celebrate the diversity of nursing roles across both primary and community health care environments.

Pegasus Nursing Development Co-ordinator, Di Bos, went along to the symposium and says it was a great chance for nurses to come together as a large group, to reconnect and listen to nursing experience across a wide range of care from Palliative to Disability support.

"We've all been so busy in our own roles. The symposium gave me the chance to catch up with colleagues and take a look at what they've been doing."

Pegasus Health Lead Nurse Practitioner (NP), Amelia Howard-Hill was part of a panel discussion on 'Demystifying the role of the Nurse Practitioner'. As one of six NPs working in Pegasus Health's 24 Hour Surgery Amelia shared her views on 'Growing our Nurse Practitioner workforce'.

The event was organized by the New Zealand College of Primary Healthcare Nurses, (NZCPHCN), New Zealand Nursing Organisation (NZNO) and the College of Nurses Aotearoa, NZ CNA(NZ).

It was made possible through sponsorships which kept attendee costs down and helped with technology to enable webinar access. COVID-19 restrictions meant only 100 people could attend in person.

Event organizer Kelly Robertson says Pegasus Health's gold sponsorship enabled the committee to contract a company to set up webinar access and the recording of the programme.

"This meant that up to 16 colleagues in Auckland were able to link into the symposium. Three speakers from Auckland and one from Sydney were able to present their topics remotely," says Kelly.

"We've had very positive feedback from the symposium. Many people have expressed interest in this becoming an annual event," says Kelly.

Pegasus Health Director of Nursing, Michael McIlhone says the sponsorship was an opportunity for Pegasus to show its support for the College of Nursing, recognise the work of primary care nurses and do this in a tangible way.

Speaker profiles and a copy of the programme can be viewed on the [NZCPHCN website](#).



Pegasus Health Lead Nurse Practitioner (NP), Amelia Howard-Hill taking part in a panel discussion at the symposium.

INVALUABLE 'COAL-FACE' EXPERIENCE FOR SOCIAL WORK STUDENT

During her placement with Pegasus Health, social work student Abigail Coombs has witnessed the wider social determinants of health and the barriers experienced by certain population groups when it comes to accessing essential health services. These have included social isolation, poverty, lack of transport, mental health and marginalisation. She has also seen the difference Pegasus Health workers, particularly in the Partnership Community Group (PCW), are making by providing practical assistance and support.

Abigail is a fourth and final-year social work student at the University of Canterbury. She is on a five-month placement with Pegasus Health. This involves her 'shadowing' PCW social workers who help vulnerable and disadvantaged clients in the community. She is also working on a project exploring the additional barriers PCW staff face in the current environment.

Abigail says the PCW placements often involve her visiting people in their homes to understand their context, situation and needs, and then following up with practical assistance.

"The barriers are often systemic, such as people not understanding the system or how to access what they are entitled to. There seems to be a lot of anxiety for people around this and often they don't have the skills or the confidence to negotiate the system, or they are stigmatised by the system."

One of the placement options involved shadowing a social worker working with clients of the Christchurch Resettlement Services. "This work involved demystifying the jargon of the health system, identifying needs and, as was the case for one client, arranging transport to a hospital appointment and being their support person."

Abigail says this experience at the 'coal-face' has been invaluable. "One of the highlights so far has been seeing how the PCW's are able to engage with people, how they advocate for those experiencing marginalisation and how appreciative and open people are when we visit them."

Another highlight has been seeing Pegasus Health's Equity Strategy in action. "It's a lens to view all elements of a service through, to ensure all people, especially those with the poorest health outcomes, get fair access to services. It's ensuring we consider those with the highest barriers and assess whether this service is accessible for them, rather than catering for the general population which often excludes certain communities by default. As a social worker whose purpose is to promote social justice and equity, this has been an exciting initiative to engage with."



Abigail Coombs (left) is working with Pegasus Health's PCW staff.

Abigail is pictured here with Pegasus Population Health Manager, Donna Ellen.

IMMUNISATION MAJOR FOCUS FOR PEGASUS HEALTH

Immunisations of all types continue to be our best line of defense for our communities and Pegasus Health is working closely with the Ministry of Health, Canterbury District Health Board (CDHB) and communities to protect our population.

MEASLES, MUMPS AND RUBELLA

A nationwide Ministry of Health publicity campaign, with supporting promotional material for practices, has been urging those between 15 and 30 years to be 'Guardians of the Future' and protect their whānau against the highly contagious disease.

Pegasus Health Immunisation Co-ordinator Kerrie Hutchings says the team wanted to help practices get as many eligible patients vaccinated before they became busy with the flu and Covid-19 vaccinations. To support the effort, the CDHB immunisation team identified between 20 and 30 Canterbury practices with high numbers of eligible individuals and worked with them to contact patients. This involved Kerrie spending time at the practices and managing the contact project.

One of the practices Kerrie worked with was High Street City Health in Riccarton. The practice has a large number of young people as clients, many of whom dropped in to get vaccinated in response to a text from the practice.

Practice Manager Sue Denton says the help from Pegasus Health was invaluable. *"Kerrie's involvement was wonderful. She did all the re-calling which enabled us to do the vaccinations and get on with our usual workload. The text recall seemed to work really well, we had a good response."*

Kerrie also helped out at Normans Road Surgery, with Practice Nurse Jane Miles saying they had a good uptake of the free vaccination because of the assistance. *"Kerrie's support was a huge help. The vaccination programme is very important, but with so many eligible patients at our practice, we would have really struggled to contact everyone without Kerrie's help."*

The results have been impressive.

"Together we have made a difference because early figures show by the end of February almost 1,600 eligible patients from the CDHB area had been vaccinated, approximately a quarter of all MMR vaccines nationwide.

We want to acknowledge the busy time practices have been experiencing, with numerous areas of focus, so this is an effort we can all be proud of," says Kerrie.



Left: High Street City Health nurses Rachel Bates (left) and Ginnie Taylor with promotional materials from the measles campaign.

COVID-19

The COVID-19 vaccine programme is the biggest single logistical exercise our health system has ever tackled. The Ministry of Health is leading the COVID-19 immunisation programme and is working closely with district health boards and primary care.

The vaccine is free and there will be enough vaccine for the entire population to be vaccinated, no one will miss out.

Although we know the vaccine protects individuals from the effects of the virus, international researchers haven't yet been able to determine whether a vaccinated person could still be a carrier and transmit COVID-19 to someone else. For this reason, mandatory testing of our border and MIQ workforce will continue as well as the use of PPE in the workplace.

The first phase of the immunisation programme started on Saturday 20 February, with border and MIQ workers, who are covered by the current Required Testing Order (2020), along with those they live with.

There are 50,000 border/MIQ workers and household contacts. Collectively, an estimated 70-75 percent of New Zealand's border and MIQ workers are in Auckland, Wellington and Christchurch.

The second round of COVID-19 vaccine doses for border and MIQ workers has started, with the first cohort of workers returning for their final doses. As of 1 April, 194 people had received the second dose of the vaccine.

All frontline healthcare workers in Tier 2A (frontline healthcare workers (non-border) who could be exposed to COVID-19 while providing care) or 2B (frontline healthcare workers who may expose vulnerable people to COVID-19) are now being immunised. You can get your booking via 0800 226 829 (0800 CANVAX).

[Find out when you can get a vaccine | Unite against COVID-19](#)

INFLUENZA

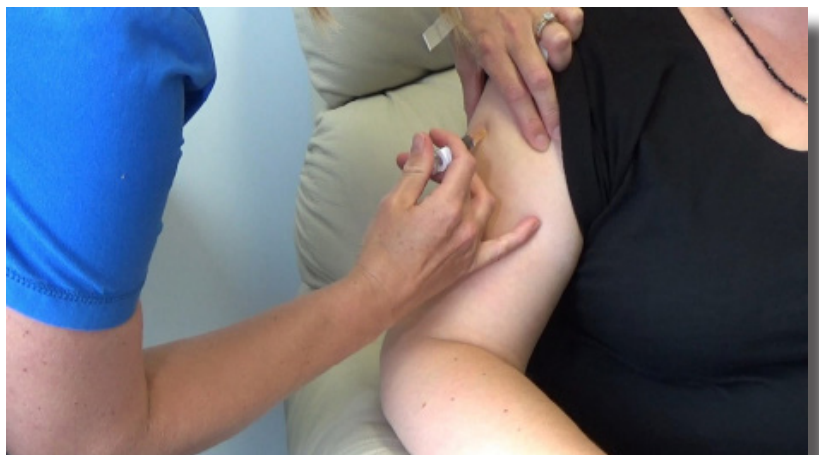
Influenza still poses a threat to public health, despite current border settings and it's important we continue to vaccinate against influenza.

People aged 65 years and over will be able to be vaccinated from 14 April. Influenza vaccines for people aged under 65 will be available from early May.

In May and June, both the COVID-19 and influenza immunisations will be available to a wider group of people within the same time frame.

Care must be taken in co-ordinating the combination of these vaccines and doses spaced weeks apart.

More information is available from the [Ministry of Health website](#).



People are urged to get their annual flu vaccination once contacted by their general practice