

Pegasus 2025

Kia atawhai ki te tangata



A MESSAGE FROM CEO

Tēnā koutou katoa - Greetings to you all.

Pegasus Health is continuing to keep pace with the Health and Disability Review and reforms as they will affect primary care across the whole of New Zealand.

The Government remains firmly focused on establishing Health NZ and the Māori Health Authority.

Our strategic work programme, preparing us for the opportunities this will bring, is progressing well. We're all aware that this is a huge piece of work, and further changes to timelines and outcomes are likely.

While the current District Health Boards are to be disestablished in July 2022, we anticipate some functions and contacts needing to continue as part of the ongoing change programme.

Pegasus clinical leaders and managers recently participated in the General Practice New Zealand locality workshop. The focus was responding to the needs of our local communities, particularly looking at access to health services and achieving equity.

Pegasus staff will also attend the

Federation of Primary Care workshop on localities. The Federation is an organisation that includes some Primary Health Organisations that are not part of General Practice New Zealand, and the broader allied health sector.

I'd also just like to talk briefly about cyber security.

The recent Waikato DHB security breach has shown just how vulnerable Information Technology systems can be. The Waikato breach was the result of just one person clicking a link. It is a reminder of how easy it is to click on the wrong link.

Pegasus has strong security in place to protect our systems and a cyber security plan for all scenarios. However, if Pegasus members are concerned about cyber security at their practice, we have staff who can help review and improve security systems.

We hope you enjoy the stories in this latest version of our newsletter.

Noho ora mai – Stay well and look after yourself.

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

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BARRINGTON PARTNERSHIP MAKES VACCINATION EASY

Clinical psychologist Joel Hoo received his COVID-19 vaccination at a clinic in Barrington Mall because it was conveniently located and offered evening appointments meaning he didn't have to fit the task into his busy workday.

"For me, the Barrington vaccination clinic was an ideal location; it's close to where I live, parking is easy, and they offer evening time slots," says Joel.

"My vaccination experience was really positive. Staff were friendly and approachable, and communicated information with great clarity. And my wait time was only five minutes! I feel very privileged to be living in Aotearoa, knowing that getting the COVID vaccine isn't an issue."

Joel is one of almost 8,000 people who have been vaccinated at the mall clinic, or Vaccine Hub, since it opened on 22 April. The initiative is a partnership between Barrington Medical Centre and Life Pharmacy Barrington.

Barrington Medical Centre Director and GP Graham McGeoch says the initiative stemmed from a request from the Canterbury District Health Board (CDHB) for expressions of interest in vaccinating the community and a desire to make it easier for people to get the immunisation.

"We wanted to help the community and we felt that by organising the Vaccine Hub as a joint venture between the pharmacy and the medical centre, we could provide sufficient scale to be effective," says Graham.

The Vaccine Hub currently delivers 1,000 vaccinations per week and may expand to 2,000 per week, depending on staffing and CDHB requirements. Pharmacy staff draw the vaccinations, while pharmacists, GPs and nurses from the medical centre, and contracted staff, run the clinic and administer injections.

"It's quite a big commitment over and above normal 'business as usual' to give this many vaccinations – over 200 a day is quite a lot of work."

Graham says the effort has been worthwhile though, as the feedback from staff and clients has been overwhelmingly positive.

"It has been interesting working at the clinic and meeting a wide range of people – albeit in the short space of time it takes to check patient details and administer the vaccination.

"The COVID-19 Immunisation Register (CIR) works well once you have negotiated the training and initial logon. All the pharmacy staff and contractors are lovely, and between us all we have kept the average wait time down to about four minutes."

The Vaccine Hub is currently vaccinating people in Group 1, Group 2 and a small group of people in Group 3.

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

Clinical psychologist Joel Hoo found Barrington Mall a convenient place to receive his COVID-19 vaccination.



 Watch the video

BRINGING INCLUSION TO HEALTH SERVICES

In 2014 Arshi Nadeem left India to come to Aotearoa New Zealand to further her nursing career and “explore and see different worlds”.

She already had six and a half years of study behind her with a Bachelor of Science and Diploma of Nursing and was working in her home in Delhi as a School Health Nurse – the equivalent of a Registered Nurse in New Zealand.

Since arriving in the country, Arshi has worked in a variety of roles, including in community support and mental health roles, and as an Enrolled Nurse. She has also completed a Health Services Management Diploma and a three-month competency assessment programme, and in November will complete a Master of Nursing Science.

“It has been a long journey – I have been studying a lot,” says Arshi.

Arshi initially chose the Diploma in Health Services Management Level 7 as an international student, believing it would enable her to move into a health management position, however that wasn’t the case.

After having her nursing qualification assessed by the Nursing Council of New Zealand, she realised it would not be enough to be a Registered Nurse, so pursued her Enrolled Nurse registration instead. During this time, Arshi remained optimistic and took the opportunity to learn more about the New Zealand health system.

“I was looking for management or leadership opportunities on the basis of the course I had completed, but it didn’t help much for my aspirations, so I thought it

was good to have a clinical qualification to start with and worked in a long term care and rehabilitation setting in the health and disability sector.”

Now, nearing the end of her Master of Nursing Science, Arshi recently received a Pegasus Health Workforce Development Scholarship that she says will take the pressure off during the 14 weeks of placements she will do later this year.

Arshi works on a casual basis in a mental health support role, sometimes during weekends,

“Women often find it hard to express their feelings and their mental health is affected”



Arshi Nadeem (centre) was recently awarded a Pegasus Health Workforce Development Scholarship to support her study towards a Master of Nursing Science.

but says with placement from Monday to Friday, she will need to use the weekends to keep up with assignments instead of working.

“The scholarship will be very good for me because I am going for placement – so won’t be able to work. It will help me with my living expenses,” she says.

When Arshi completes her degree, she will become a Registered Nurse, with her sights firmly set on a career as a nurse practitioner in primary care or mental health.

"In my culture, women often find it hard to express their feelings and their mental health is affected," says Arshi.

"In New Zealand, there are a lot of migrant and refugee women, so I think it would be good if I get a chance to work in primary care with women who are new to New Zealand."

"Through my work within the disability sector, I have also seen that some women who are disabled have mental trauma about their body image, so this is another area I am interested in."

Arshi also sees the health inequities caused by migrants and refugees not being able to easily access health services available to them.

"There are a lot of services available, but many migrants and refugees aren't aware of what's available, so it would be good if I could be part of improving their health literacy."

"New Zealand is a multicultural country and I have seen a lot of migrant nurses working. I want to bring inclusion to my practice, so that everybody is welcomed and everybody is included. This is what I have received in New Zealand – I felt very welcomed and included."

NEW PRACTICE RELATIONSHIP TEAM

At the start of 2020, Pegasus conducted a member survey, requesting feedback on our member support. Thanks to everyone who completed the survey – the feedback was very helpful and insightful.

Since then, we have used this feedback to help inform our support review process. One of the outcomes of this is the formation of a new Practice Relationship Team, consisting of a team leader, four practice relationship managers, two technical consultants and a service coordinator.

Pegasus Practice Relationship Team
from left: Karen O'Malley, Craig Watson, Chenoa Walker, Mark Henare, Steven Tolson, Mike Calley and front right: Donna Gardiner.

 Watch the video

Practice Relationship Team Leader Craig Watson says the team will help promote and foster the partnership between Pegasus Health and general practices.

"We'll be there to guide, support and influence positive business outcomes for General Practice, by assisting with business models of care and process manager expertise. Our technical consultants will also be able to help with business analysis and software support."

"Our role is really to work with our members, wider communities and entities that make primary health care tick – to help support continuous improvement and change management that's critical to the sustainability of primary care."



A COMMUNITY CONNECTION

Suli Tuitaupe and his team can often be found at church, running health and wellness programmes for his community where they congregate.

"We need to know our communities in order to work with them, so it's essential to go to them rather than them coming to us," says Suli.

"It's important to understand how our communities work and what their realities are, so having a clinical and a health promotion head, plus connections to the communities, all contributes to improved health outcomes."

For two days per week, Suli works as a Practice Nurse at Eastcare Health in Aranui. The rest of the week he is Team Lead, Clinical and Health Promotion for Tangata Atumotu Trust, a local Pasifika healthcare provider.

Suli earned a Bachelor of Health Sciences in Physical Activity Promotion and Public Health and then completed a Master of Health Sciences with an endorsement in Nursing. In 2018 he was accepted into the Nursing Entry to Practice Programme (NETP), supported by Pegasus Health and Te Matau a Maui Provider Collective.

Suli credits Di Bos, Pegasus Workforce Development Manager and Elly Grant, Maui Collective Clinical Coordinator, as the brains behind what came next; the Toloa Initiative.

Toloa means 'to fly' in Samoan and the initiative allowed Suli to do just that, dividing his time between Eastcare Health and Tangata Atumotu Trust during his NETP year. In September 2019, he was offered his current permanent part-time roles at both organisations.



"We need to know our communities in order to work with them".

Suli Tuitaupe works at Eastcare Health and Tangata Atumotu Trust

The Toloa Initiative was new for the medical centre, as well as the community organisation.

"Normally a NETP programme would either be at one setting or the other. I was very fortunate to be offered employment at the end of the one-year initiative and to work for both organisations was a bonus," says Suli.

The Toloa Initiative is now available annually to a Pasifika newly graduated registered nurse. Suli has been able to support one nurse into employment and is currently precepting (helping to provide training to) another.

What really gets Suli excited about community health is the freedom to be creative.

"When you come out of nursing school, you're usually pushed towards working in the hospital setting. What I've enjoyed about working for Tangata Atumotu is the initiatives that we have created, because you're out of mainstream and can think outside of the box. If you really want to make a difference in improving health equity, you've got to look outside the square."

"We connect with our patients, their families and our communities to best support them in managing their health conditions, providing health checks or access to services and support. We work with a preventative and holistic lens, with a focus on illness prevention rather than illness cure, and the motto 'health is wealth'. We also provide advocacy when there is a need for health or social services.

"It's about being a trusted face in a trusted place – being able to connect people to their practitioner or health professional, whether it's through translation or explaining medical terms, being able to offer options or by being an advocate."

For Suli, further education is crucial to his long-term career aspirations, so he is planning to return to university to complete the Health Sciences Doctorate Programme in 2022.

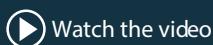
"I want to be my best version – credibility is really important within our communities. You have to understand how your communities work in order to serve them, but also be a role model for your people. Education is power. Really knowing your stuff and having credibility behind you - that's why further education is crucial."

"I look around and see the issues affecting our communities. So, if something isn't working, what needs to happen to make a change for the better?"

OUR WHENU



Pegasus Health Privacy Advisor, Rebecca Hawkins says that Pegasus Health staff and practices are kaitiaki (stewards) of personal information, where privacy is everyone's responsibility, to ensure patients' rights are respected and their care is enhanced.



Pegasus Service Technician, Vikram Verma helps staff and Pegasus practice troubleshoot IT issues for the ultimate benefit of the patient.

Note: Since making this video Vikram has been promoted to Infrastructure Engineer.



CONTINUOUS IMPROVEMENT IN OXFORD

The Oxford Community Health Centre has been transformed over the last three years as part of its Continuous Quality Improvement Plan – a core element of Pegasus Health's Hikitia / Strengthening Family Practice framework.

Business Manager Richelle Jorgensen was appointed to identify and improve multiple aspects of the practice, from capacity to technology, and ultimately providing patients and practitioners with a structure that allows for clear communication and exact processes to deliver the highest quality care.

Richelle has a construction background, bringing strong project management skills to the team. The transformation required linear process thinking to plan timelines from commencement to completion.

While healthcare requirements and emergency situations can be difficult to predict, the practice needed the support and capability mechanisms to define roles and protocols, to ensure it can best meet the needs of its rural community.

Richelle was sure that a rural practice shouldn't be any less capable on the technology front than its city counterparts, so first and foremost, the focus was on the nerve centre of the practice's technology – the patient management system.

"One surprising finding about patient management systems was that some practices have been using the same facility for more than 20 years," says Richelle.

The change was made to implement a new system which then resulted in the unearthing of valuable information to help further build the system structure based on the quality of the new data.

The Centre turned the corner in efficiency as a result. Combined with an open-door policy of management allowing staff to bring their own ideas, the nursing staff now has capacity for more nurse-led consultations. This has resulted in exact amounts of time being used by exact practitioners for exact purposes, while still leaving capacity to manage unscheduled presentations.

The outcome is a practice that has the business and administration tools that enable them to anticipate and understand systematic workflow, which they can then apply an exact action to. In short, everyone knows their role and how it fits within a team process.

In the future, there is the prospect of new facilities which will involve consultation with the community, including patients, to help deliver the best outcomes for patients and practitioners.



Oxford Community Health Business Manager Richelle Jorgensen comes from a construction background.

 Watch the video

HEALTH PARTNERSHIP SUPPORTS PATIENTS FROM ED TO GP

A collaboration between Pegasus Health Partnership Community Workers (PCWs) and the Christchurch Hospital Emergency Department (ED) has helped hundreds of people over the past five years to access primary care services and other health-related support.

Patients presenting at ED with non-urgent conditions who are not enrolled with a GP are referred by hospital staff to the PCW team. PCWs contact patients to gain an understanding of their health needs.

FROM A PCW'S PERSPECTIVE – EMMA PEEK

"I'm really proud of the relationship we have built with ED staff. Hospital social workers are crucial to providing people care in a crisis, but once patients leave ED they can get lost in the system, with their health and wellbeing suffering," says Emma.

"That's where we come in. For every referral, we make contact and meet the patient to understand their health needs and how we can help."

Often, the first step is to get them enrolled with a GP. Where cost of the enrolment appointment is an issue, we can help to organise subsidies for the appointment and can also accompany them to any appointments.

One person I was privileged to help was a 60-year-old who lost his job because of his diabetes. When we first spoke, he said he was depressed. He hadn't been to the doctor for more than a year because of cost, so his GP didn't know about his decline in mental health.



"Once patients leave ED they can get lost in the system"

Partnership Community Worker, Emma Peek is proud of the relationship that's been built with Emergency Department staff.

He didn't want anti-depressants or counselling and was reluctant to see a GP but agreed on the proviso I took him and used a health voucher.

At the appointment, he agreed to try anti-depressants. We also arranged a food parcel for him and budgeting advice.

At his second GP appointment his mood had improved, with an equal mix of good and bad days compared with only one in ten previously. He agreed to start insulin treatment after being told about free chemists and at a follow-up meeting, he said he felt he could manage his health with an improved mood."

FROM A CLIENT'S PERSPECTIVE – JESS

Jess says she's had significant mental health issues over the years and a lot of contact with the health system.

"About three years ago, I started to get terrible pain in most parts of my body. The doctors couldn't find anything wrong, but I knew I was not imagining it.

One night I was in so much pain I called an ambulance and got taken to ED. It was because of that trip I met Emma (a PCW), and she's helped me a lot. When my GP got me an appointment at Burwood Hospital with the musculoskeletal experts, Emma went with me to my first appointment and supported me. She's so compassionate.

I finally got a diagnosis of Ehlers–Danlos syndrome, which affects your skin, joints and connective tissue.

It's a rare syndrome and not really known about a lot in New Zealand.

I couldn't have had the diagnosis without Emma's support, mentally and physically."

▶ Watch Jess' video story

PEGASUS COMMUNITY LIAISON ACCESS MANAGER **MELISSA MCCREANOR**

What is the Partnership Community Worker (PCW) service?

PCWs were established in 2006 and are part of a health navigation service that supports people who are not enrolled with a general practice, or who are enrolled but experiencing barriers that prevent them from having their health needs met.

They work with Pegasus PHO General Practice Teams and their local communities to support those with unmet health needs to access health services.

What sort of help do they provide?

The PCW role is short term and task focused, they work with the missing and the missing out.

They help people:

- navigate the health system
- link with services, supports and resources by addressing the barriers that prevent access
- with health literacy, advocacy, walking alongside and connecting
- increase their independence and empowering them to manage their own health and wellbeing.

Q&A



Who is able to receive PCW support?

- people in Canterbury
- Māori, Pacific, low income, refugee and migrant
- those with physical and/or mental health issues
- those who want to enrol with a Pegasus Primary Health Organisation Practice
- those experiencing barriers to having their health needs met
- vulnerable people who may be socially isolated and alienated from support networks and have unmet health needs
- all ages.

HOW TO ACCESS THE PCW TEAM

If you know people within your community who need support around their health and wellbeing but are unable to access this help for various reasons, then a referral to a PCW may be appropriate. The service is not an emergency or crisis service. For further information and a PCW contact list and referral form,

visit www.pegasus.health.nz/health-professionals/partnership-community-workers/

SCHOOL HOLIDAY FUN LEADS TO 24 HOUR SURGERY VISIT

While running around during her school holidays, a slip on wet, muddy ground resulted in several visits to the Pegasus 24 Hour Surgery (24HS) for Sophia Ridley and her mum.

Following her fall, Sophia's mum Petra took her straight to the Madras Street urgent care facility.

An x-ray confirmed what they suspected – a broken leg – so the 24HS team organised a plaster cast for Sophia. Petra says both mother and daughter appreciated the care provided by the doctors and nurses over their three visits.

"After the plaster cast was put on we went back another couple of times to make sure the break was healing well, to have the cast removed and replaced with a moon boot, and then to check it had healed as expected," says Petra.

"The doctors and nurses were lovely; they explained everything to me and Sophia so we could understand what was happening and what we had to do. Sophia was very happy about being able to choose the colour of cast and a waterproof cast made life easier for us both."

Sophia is now back at school, running around and enjoying her exercise again.



Dr Jan Bone discusses Sophia's x-ray with her and her mum at the 24HS.

In the last 12 months, there have been over 6,000 visits to the 24HS fracture clinics

6,000

In May 2021, 107 patients hobbled into the 24HS with a leg or foot fracture



Most fractures occurred while playing sport, falling or kicking/banging into something.



The ankle/foot saw the most fractures, closely followed by leg and then toes.

41%, 31%, 28%

REFUGEE HEALTH SERVICE SUPPORTS NEW ARRIVALS

World Refugee Day was recently held on 20 June – an international day organised every year by the United Nations to celebrate and honour refugees from around the world.

At Pegasus, we work closely with former refugee community leaders and community groups, Red Cross, Christchurch Refugee Resettlement Services, Purapura Whetu in Christchurch and Safer Mid Canterbury in Ashburton to help support new arrivals.

Pegasus Refugee Health Nurse Sahra Ahmed says her role is to help former refugees connect with health services once resettled in Canterbury. As permanent residents, new arrivals should have full access to a general practice and services such as oral health checks, B4 school checks, immunisations and cervical screening.

"We make sure they are supported by reducing barriers – enrolling them with a general practice close to where they live and helping with transport. If they are eligible for a Community Services Card, they also have free GP visits for five years and funded oral health."

Sahra and her family have lived in New Zealand for 30 years since leaving Somalia. Her nursing training completed in New Zealand, coupled with her own experience as a new, New Zealander gives Sahra valuable insights into how Pegasus can help former refugees access health services in their new home.

Sahra says that experience has shown that if new arrivals get a good start, then there's a better outcome for all concerned.

"If the individual does well, then their new country benefits. Former refugees can contribute to their community by using their skills and sharing their strengths and experience."

Around 70 people are expected for resettlement in Ashburton and 90 in Christchurch this year, mostly from Afghanistan, Eritrea and Somalia through the Quota Refugee programme.



Sahra Ahmed (right) works closely with agencies such as the Red Cross to support former refugees settling in Canterbury.

 Watch the video