

# Pegasus 2025

*Kia atawhai ki te tangata*



## 2021 WILL BE JUST AS CHALLENGING

Kia ora koutou

What a crazy year it's been.

Next year looks to be no less challenging with two major issues that are likely to cause distraction and disruption.

The first challenge will be the next stage of the COVID-19 pandemic. Once vaccinations become available there is likely to be an 18 month to two year roll out.

We'll soon find out how this will roll-out to our various priority groups. This is likely to place workplaces and particularly border workers at the front of the queue because this is where there is highest risk.

In Canterbury there'll be a task force set up to ensure the best possible support is given to you all to work with your communities.

We expect information from the Ministry of Health around sequencing of vaccinations around the second week in December. This gives us time to plan this very well.

The second challenge for the new year is the impact of the Health reforms. With its strong mandate the new government will be working fast to embed the reforms.

Pegasus Health will be monitoring the changes closely, interpreting what they mean for primary health and keeping our practice teams and health partners up to date.

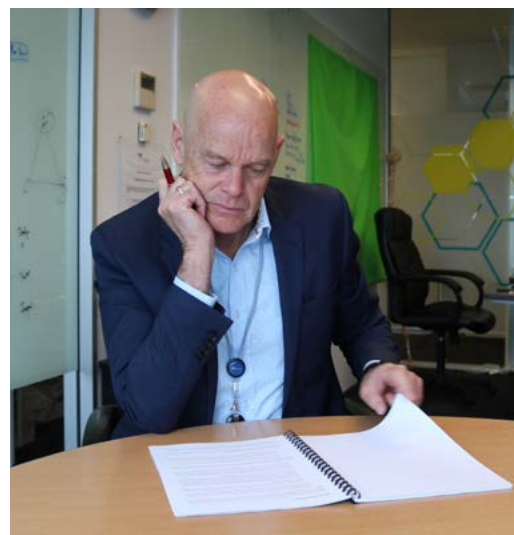
We'll also be working to minimise disruption to our clinical teams and community partners.

Providing additional distraction is the recruitment of key staff for the Canterbury District Health Board. It's unlikely the full range of vacant management roles will be filled until the first quarter of next year, at the earliest.

Ngā mihi nui to our general practice teams, our community colleagues for everything you have done in 2020.

We'll touch base with you all again in a couple of weeks.

Go well.



## VINCE BARRY, CEO / MANUKURA PEGASUS HEALTH

*The Health and Disability Review's recommendations include:*

- \* Shifting to a greater focus on population health
- \* Creating a new Crown Entity, provisionally called Health NZ, focused on operational delivery of health and disability services and financial performance
- \* Reducing the number of DHBs from the current 20 down to 8-12 within five years, and moving to fully appointed Boards
- \* Creating a Māori Health Authority to advise on all aspects of Māori Health policy and to monitor and report on the performance of the system with respect to Māori
- \* Greater integration between primary and community care and hospital/specialist services

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## GENERAL PRACTICE RESILIENCE ACKNOWLEDGED

Silverstream Medical Centre has become the second Pegasus practice to be officially recognised as achieving Hikitia status.

This continuous quality improvement programme fully supports practices to become more resilient in their business with delivering services in a more flexible way for patients and more efficient way for staff. In many cases achieving Hikitia status means building on improvements the practice has already made.

It's 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.

The Hikitia delivery team works closely with the practice, providing support in a timeframe and structure.

The Silverstream team describes the process as energising and exciting.

"It bought the team together and empowered team members to initiate changes themselves. The Pegasus team made the process simple and helped us provide the resources, expertise and time out from the day to day busyness to make changes that both staff and patients are benefiting

**Q&A** with Dr David Pilbrow,  
Programme Clinical Lead

### WHAT IS HIKITIA?

The Hikitia / Strengthening Family Practice (SFP) programme is based on a collection of ideas from the Health Care Home approach, which have proven valuable to several Canterbury practices and their patients.



*The general practice team at Silverstream Medical Centre. Back left: Penny Walker, Dr Amrit Riat, Dr Don Ponnampuruma, Dr John Dehn. Seated from left: Dr Beth Shore, Jan Mathieson, Jo Bailey*

*Absent: Dr Georg Dehn, Dr Roger Dehn, Rachel Fitzgerald, Emma De Lima*

### HOW DOES IT HELP GENERAL PRACTICE?

Triaging patient phone calls means patients receive the specific care they need and requests for care are handled efficiently. This increased efficiency creates capacity for the practitioner to provide more proactive care.

It supports a path of continuous improvement for the practice.

### HOW CAN IT IMPROVE PATIENT CARE?

Patients can choose to have telephone, video or in person consultation with their doctor. This has proven useful during the COVID-19 pandemic and is also convenient for people who don't want to or can't travel to their general practice.

It is easy for patients to see their own medical records and test results through a secure patient portal. Telephone triaging means practice staff can provide same day appointments to people who need them.

### HOW DOES IT FIT IN WITH HEALTHCARE HOME?

Healthcare home is a nationwide way of working for general practices that supports them to deliver a better patient experience, improved quality of care, proven benefits for clinicians and greater practice efficiency.

### WHERE CAN I GET MORE INFORMATION?

Contact one of the Hikitia delivery team members [hikitia@pegasus.org.nz](mailto:hikitia@pegasus.org.nz)

## Time for a boost

Rural Nurse Specialist, Brigid Sinclair says Pegasus Health's new suite of nursing support services for Primary care nurses in Canterbury will reduce barriers for professional development.

The suite of services includes an extension of the existing professional support programme provided by the Pegasus Nursing team, more annual scholarships, support for relevant conference and course attendance.

"This extra support puts us more on par with our general practitioner colleagues in terms of pastoral care. The way to find these new resources is much easier, providing a clearer path for nurses to follow.

*"Professional development required for nurses is quite high and a lot of that is done in our own time. There's not a lot of funding available from our workplaces for conferences and courses so this is really appreciated," says Brigid.*

Pegasus Health Director of Nursing, Michael McIlhone says Pegasus has always valued and celebrated the work of primary care nurses and the time is right to provide further funded opportunities. The support will be particularly useful for nurses who are isolated due to location or small workforce.

*"We'll provide more funded professional supervision and counselling sessions. We know that all workplaces have been impacted*

*by COVID-19, and that health professionals are in the frontline of the response.*

*It just makes sense to boost our support of the nursing workforce," says Michael.*

The services are available to nurses working in Pegasus general practices, the 24-Hour Surgery, Pegasus Health and hosted organisations.

Pegasus nurses can find more information on [Pegasus World](#).



Extra support for nurses is being welcomed by Pegasus nurses



The Pegasus Health nursing team

Director of Nursing, Michael McIlhone (right) says it's time for a boost for nurses



## MORE HELP FOR PEOPLE WANTING TO GET WELL AND BACK TO LEARNING OR EARNING

Here Toitū (previously known as Step Up), a free service helping people living with a health condition or disability to get back into study, training and/or work, has welcomed two new coordinators.

Miryam Kostandy and Mark Molioo have joined the team as Ministry of Social Development (MSD) Dedicated Coordinators for Here Toitū Canterbury. They will be working closely with the seven Here Toitū navigators and hot-desking at Pegasus Health.

This means it will be easier for people using the service to access the range of MSD services and products.



*Miryam Kostandy and Mark Molioo have joined the Here Toitū team*

**Team Leader Here Toitū Service, Loni Beach says the team is “excited to have Miryam and Mark working alongside us.”**

Health Navigators walk alongside people to help manage any health and social barriers that are affecting their ability to work. Together they identify strengths and aspirations and link in with their general practice team, Ministry of Social Development (MSD) and a range of other services. To be eligible you must be between 18-64 years, have a current medical certificate and currently receive a Work and Income benefit.

You can find more information on the [Pegasus Health website](#).



*Here Toitū team*

## COMMUNICATING ABOUT YOUR HEALTH IN A SILENT WORLD

New Zealand Sign Language (NZSL) is an official language of New Zealand and staff at Pegasus Health took advantage of a free beginner class offered by Deaf Aotearoa last month.

The NZSL taster sessions are offered annually in May, however because of the COVID-19 pandemic, they were postponed to September to coincide with the International Week of the Deaf and Deaf Awareness Week. NZSL taster classes were offered in September and October.

Pegasus Administrator, Eve Ji, organized the classes and said participants found the classes interesting and a great opportunity to be able to explore sign language during their lunch time.

Participants were shown by tutor Emma how to sign their name, basic phrases like good morning and numbers. Then they had the chance to try out their efforts with the person sitting next to them.

*“I really liked Emma’s class, learning with her is interactive. I love learning, it is good for the brain! said Eve.*

NZSL Information and Resources Team Leader, Daniel Harborne says accessing health services can be especially difficult for people who are Deaf or hearing impaired.

*“Deaf people can usually access a NZSL interpreter for doctors’ appointments, but this is not always possible. Deaf people or those who are hearing impaired are visual people, so they rely heavily on visual clues to support their communication. Even being able to sign a few words and the alphabet goes a long way to ensuring that a Deaf person understands what is going on and this can help put people at ease,” says Daniel.*

For many Deaf people, NZSL is their first language, and English is a second language. Sometimes this means that writing with a pen and paper might be a good strategy for someone who is hearing impaired, but this does not necessarily mean a Deaf person would fully understand what is being communicated.

*“That is why NZSL interpreters are highly recommended in medical situations like when a Deaf person needs to understand the medication they may need to take,” says Daniel.*

You can find more resources on the [Deaf Aotearoa NZ website](#).

*Chris John (left in photo) was one of the Pegasus Health staff members who attended a NZSL taster session. These were organised by Eve Ji (right).*



## VALUING VIEWPOINTS ON POPULATION HEALTH

Ann Richardson has stepped down as Chair of Pegasus Health's Population Health Advisory Board (PHAB) after leading the group from its origins and through some challenging times.

Ann's pedigree in Health is a long one from her role at the Otago School of Medicine to Chair of the Health Research Council's Public Health Research Committee and advisor on Ministry of Health committees, mainly those focused on cancer screening.

She was aware of the positive work Pegasus Health was doing in the primary care space in the late 1990s and through association with Prof Les Toop, Dr Andrew Hornblow and Dr Ben Hudson accepted the role of Chair for PHAB when it was created in 2018.

She says the board is made up of members from across the health system who have an excellent understanding of population health and strong networks, and work well together in advising Pegasus Health on how it can improve primary health services and equity in Canterbury.

***"Our meetings are always productive. Pegasus is focused on embedding equity into its services. Having general practitioners as part of our group means we get to see our work through their eyes," says Ann.***

All their work and recommendations are based on constantly updated data provided by Andrew Halim, in Pegasus Health's Knowledge Management team, and an Equity Stocktake undertaken by Population Health Programme Specialist at Pegasus, Katie Brown.

Oral health and immunization rates are two recent areas of focus for PHAB. In Canterbury, dental decay is highest among our Pacific and Māori populations, particularly affecting the oral health of children in these communities.

***"Christchurch children are now disadvantaged by living in the only large metropolitan region without fluoridated drinking water," says Ann.***

Pegasus is currently advocating for the authority to fluoridate the drinking water supply to sit centrally at national level, rather than regionally with individual DHBs<sup>1</sup>.

***"In terms of immunisation we congratulate Pegasus for reaching and surpassing immunisation targets for all ethnic groups in Canterbury this year<sup>2</sup>," says Ann.***

Ann wishes the new Chair of PHAB, and all the PHAB members and Pegasus staff well, and knows the breadth and depth of knowledge coming from group members will mean PHAB continues to make a difference.

<sup>1</sup> The work that Pegasus Health has been doing for fluoridation can be found in our [2020 Annual Report](#)

<sup>2</sup> Immunisation rates were adversely affected by COVID-19 but are expected to improve to pre-lockdown levels



*Ann Richardson was the inaugural Chair of the Pegasus Health Population Health Advisory Board.*

*Photo credit: Duncan Shaw-Brown*



## READING A PROVEN TOOL FOR SUPPORTING MENTAL HEALTH

The support available for mental health through books was highlighted at the Christchurch WORD Festival held in early November.

One of the sessions, The Landscapes of the Mind: Adventures in Mental Health, featured Canterbury local, Matt Calman's book, *The Longest Day*. In the book Matt shares his experiences of depression and describes how training for the Coast to Coast helped him find "a way up from rock bottom."

Matt was joined on stage by New Zealand journalist Jehan Casinder, Reporter of the year 2018. Jehan is the author of *This Is Not How It Ends*. In his book he recounts his personal journey to mental health and how the power of storytelling helped him survive.



*Jehan Casinder and Matt Calman spoke at the event about their respective books on mental health*

The session was hosted by Professor of Marketing and Director of the Christchurch Knowledge Commons at the University of Canterbury, Ekant Veer. The session was sponsored by Pegasus Health, which works in partnership with the Christchurch City Council and The Mental Health Education and Resource Centre to provide the [Reading in Mind Book Scheme for Mental Health and Wellbeing](#).

Reading in Mind provides selected books and other resources (e-books and audiobooks) on a wide range of mental health and wellbeing topics. These have been recommended/ selected by the Mental Health Foundation, other mental health professionals and Reading in Mind users.

You can find a [review of the event](#) on the Christchurch City Council's blog.



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