



# Pegasus Health PHO Summer Holiday 2022/23

Practice Plus provides telehealth (both video and phone) consultations to provide episodic after hours care for patients, placed as an extension to General Practice. If practices are lacking capacity, they have a trusted partner to refer patients through.

Practice Plus provided summer cover for many of our partnered Practices that enjoyed a well-deserved break over the holiday season.

This report contains metrics on the patients from Pegasus Health PHO that were assessed over this time.



**For the Summer Period from 25<sup>th</sup> December 2022 – 8<sup>th</sup> January 2023 (15 days)**

Practice Plus reviewed **83 patients** presenting from **45 different General Practices**, resolving 96% of consultations without requiring further review or assessment

**83**  
Pegasus  
Health  
Patients



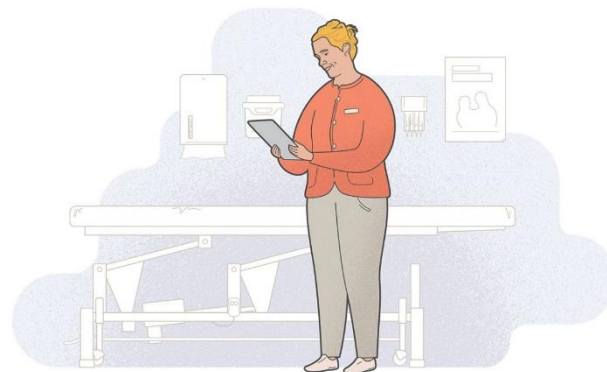
**45**  
different  
Enrolled  
Practices

*Feedback from Pegasus Health Patient on Christmas Day –*

“How wonderful is this! Esp on Christmas day when one child is not feeling well. Thank you Pegasus! Thank you Dr x its was beautiful meeting you. Merry Christmas and have a safe new year.”

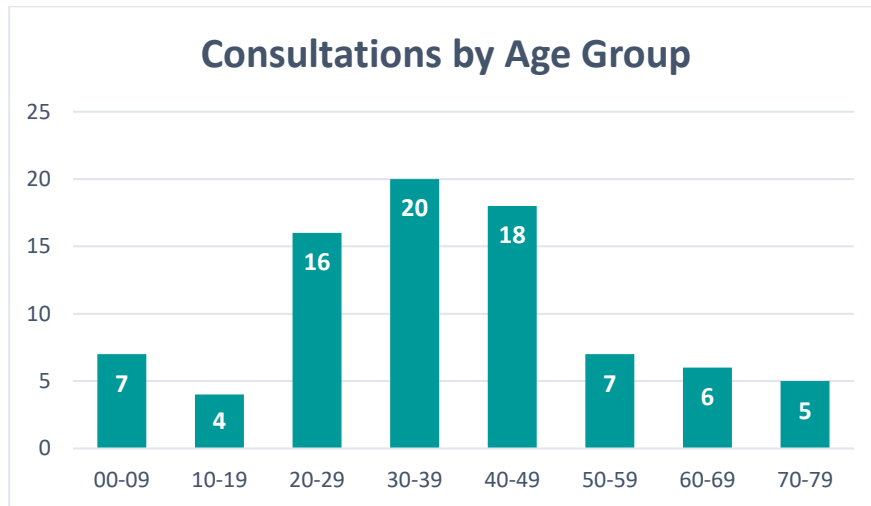
## Practices with Patients Utilizing Practice Plus

Enrolled Practice	# of Consults
St Martins Medical Practice	9
Hoon Hay Medical Centre	6
Rolleston Medical Centre	5
Kaiapoi Medical Centre	4
Rolleston Central Health	4
QE2 Medical Centre	4
Silverstream Medical Centre	3
Mt Pleasant Medical Centre	3
Cashmere Health	2
The Doctors Christchurch South	2
Ferrymead Medical Centre	2
Burwood Health	2
Promed Doctors	2
Redcliffs Medical Centre	2
Pegasus Medical Centre	2
Medical Corner Doctors	2
Riccarton Medical Practice	1
Straven Medical	1
Hei Hei Health Centre	1
Inspire Health Medical Practice	1
Village Health Lincoln Road	1
Cashmere Medical Practice	1
Greers Road Medical	1
Kingdom Care Clinic, Cashel Street	1
St Albans Medical Centre	1
Mansfield Health Practice	1
Bryndwr Medical Rooms	1
Marshlands Family Health Centre	1
Ilam Medical Centre	1
Amyes Road Medical Centre	1
Casebrook Surgery	1
Darfield Medical Centre	1
Shirley Medical Centre	1
North Avon Medical Centre	1
Southside Health	1
Pacific Health Clinic (Etu Pasifika Ltd)	1
High Street City Health	1
Doctors on Cashel	1
Sumner Health Centre	1
Doctors on Riccarton	1
Travis Medical Centre	1
Durham Health	1
Whanau Ora - Te Waipounamu	1
Eastcare Health	1
Riccarton Doctors	1
<b>Grand Total</b>	<b>83</b>

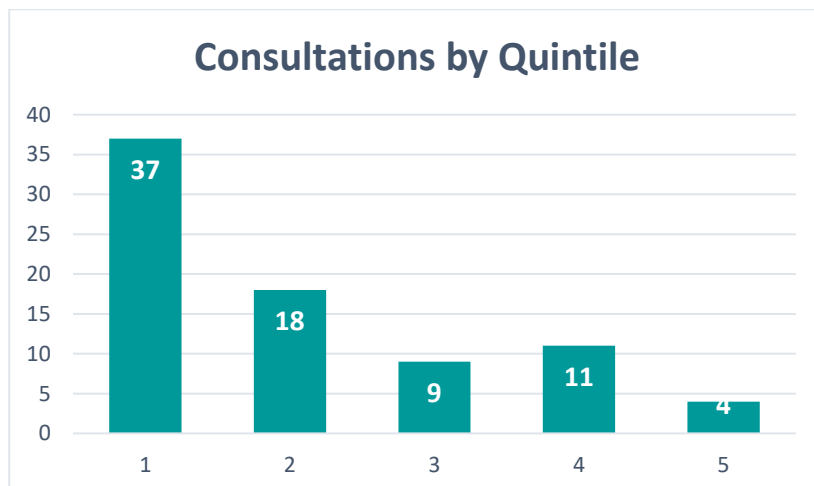
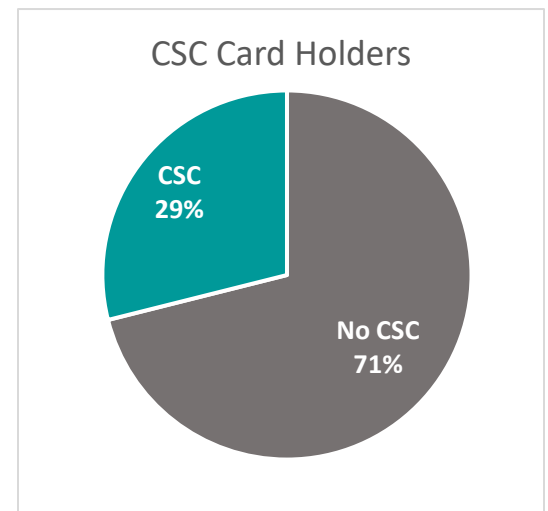
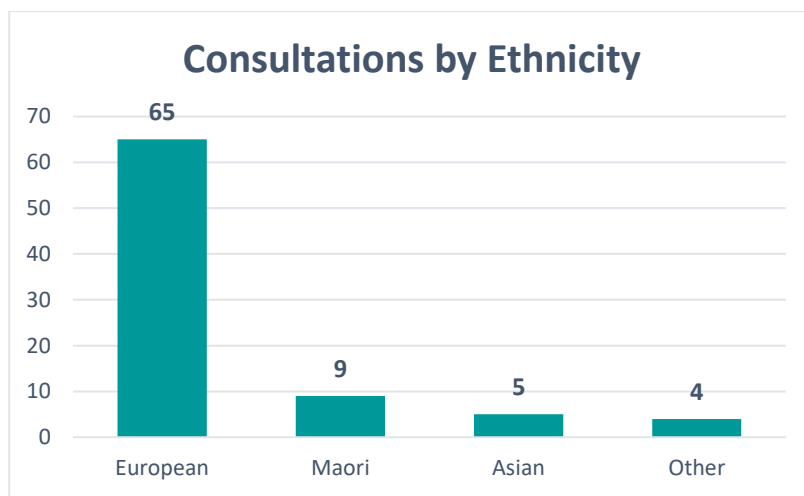


## Patient Demographics

The patients that presented ranged from new born babies, extending to their 70s, with **11 patients aged 60+**



The majority of consultations were for European ethnicity, with **10% consultations for Māori whanau** with **29% consultations for CSC card holders**



## Clinical Presentations

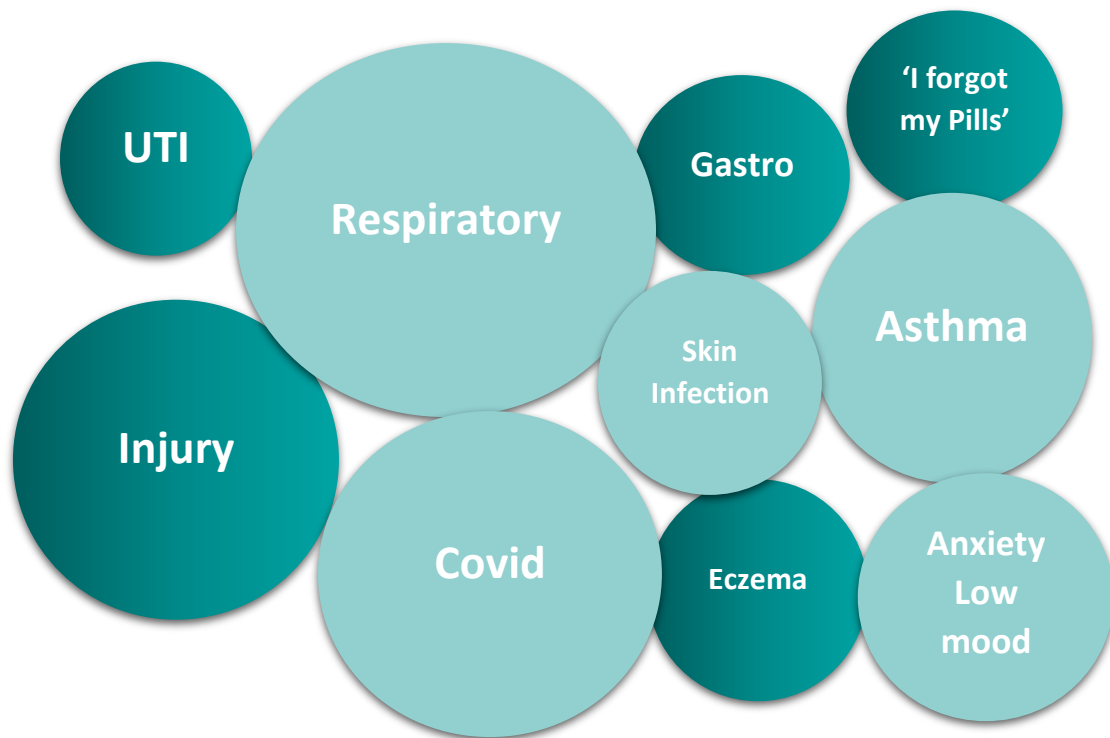
There were a myriad of presentations over the holiday period.

For Pegasus patients, even while on holiday elsewhere in the country, Practice Plus clinicians have access to HealthOne, NZePS and Laboratory results so are able to review a comprehensive medical history of the patient.

Allergies and Long-term medications are able to reviewed, checking renal function or any other requirements before prescribing new treatments.

Not unexpectedly, many presentations were for respiratory type infections, with patients also being prescribed Antivirals for Covid. Patients presented with Pharyngitis, Asthma exacerbations and UTIs. Being able to review previous lab results could help guide prescribing for sensitivities.

Presentations included Injuries resulting in generation of an ACC45 (cat bite, sprains, fractures), and a few patients who just didn't manage to catch their GP in time to get their repeat prescriptions.



## Appointment Outcomes

Each consultation the clinician will record whether the consultations was considered relatively 'resolved' (e.g. treatment/advice given, only follow up if symptoms do not resolve).

Outcomes	% of consults
Resolved within Telehealth Consult	96%
Not seen as unsuitable for Telehealth	3%
Urgent referral	1%



3% of consultations were unsuitable for telehealth, with the patient and clinician agreeing an in-person assessment was required. Patients are refunded in this instance.

For example – 70 year old patient presenting with vertigo, complex medical history, needing in person examination and assessment to determine cause.

1% of referrals were sent to emergency department for further assessment.

## Patient Experience

Each consultation the patient has an opportunity to give a rating out of 5 stars and leave a comment

For the entire service there was an average 4.9 star rating, with 75 out of 80 ratings of 5 star.

9 Pegasus Health patients left a rating and/or comment; with all ratings 5 stars.

Some Pegasus patient specific feedback:

- *How wonderful is this! Esp on Christmas day when one child is not feeling well. Thank you Pegasus! Thank you Dr x its was beautiful meeting you. Merry Christmas and have a safe new year.*
- *The practice plus system was easy to use and Dr x was absolutely fantastic. He was ready for the appointment early, friendly and professional throughout, and very helpful recommending not only the medication I needed but also what training I could do in the meantime. The consultation was best experience I've had with a doctor that I can recall. :)*
- *So easy, this is a great service and should be encouraged.*

## Thank You

From the Practice Plus Team – thank you for all your support over the break and going forward into the new year. Please contact us at [support@practiceplus.nz](mailto:support@practiceplus.nz) if any concerns