

# PEGASUS HEALTH





## Who we are

Pegasus Health is a charitable organisation committed to improving health outcomes for the people of Waitaha Canterbury through innovation in service design and delivery, collaboration with partners and continuous improvement.

We are dedicated to ensuring that all people have access to the primary health care they need, when they need it, closing the health equity gap and investing in healthy lifestyles and screening services.

Our purpose is that *All people who live in Canterbury lead healthy lives*, and our role is *Together making Canterbury the best place to receive and provide primary care*.

Our values of Inclusive, Strive, Connection and Integrity, underpinned by our guiding principle of Manaakitanga, create our way of being as an organisation.

Pegasus has a commitment to ensure that we overtly, purposefully and strategically thread equity and Te Tiriti o Waitangi through all we do and how we operate. We ensure equity is prioritised in our considerations, structures, decisions, and processes so that we are able to improve the health outcomes of all people and communities in Waitaha Canterbury.



42,761 of our enrolled patients are Māori



13,147 of our enrolled patients are Pasifika



7,001 of our enrolled patients are Middle Eastern, Latin American & African (MELAA)

# What we do

We support general practice and community based health providers to deliver exceptional health care to more than 464,000 enrolled patients. We deliver care to enrolled and un-enrolled patients through our 24 Hour Surgery. Our role is to provide urgent and after hours care and care when practices are at their capacity. We deliver a diverse range of care to the community and prioritise care for Māori, Pasifika, LGBTQIA+, people living with a disability and people with mental health needs.

Our work focuses on four key areas of activity:

- Improving Health Outcomes**  
 Together with our partners we work to identify opportunities to improve health outcomes and address health inequities. This includes advocacy, maintaining partnerships with our community, and supporting the community design of health and social services.
- Supporting Primary Care Delivery**  
 We support our network of general practice teams to enable patients to receive the best care possible.
- Pegasus Care Delivery**  
 We deliver care directly to patients, often in partnership with general practice, delivering services that extend the community-based services offered by general practice.
- Integrating Health Care Delivery**  
 We partner with others to develop and manage digital systems that support integrated health care delivery. This includes services such as telehealth, facilitating the sharing of health information and referrals for care.



Supporting more than 90 general practices



More than 473,629 enrolled patients as of 30 June 2022



Supporting more than 40,000 acute demand patients annually



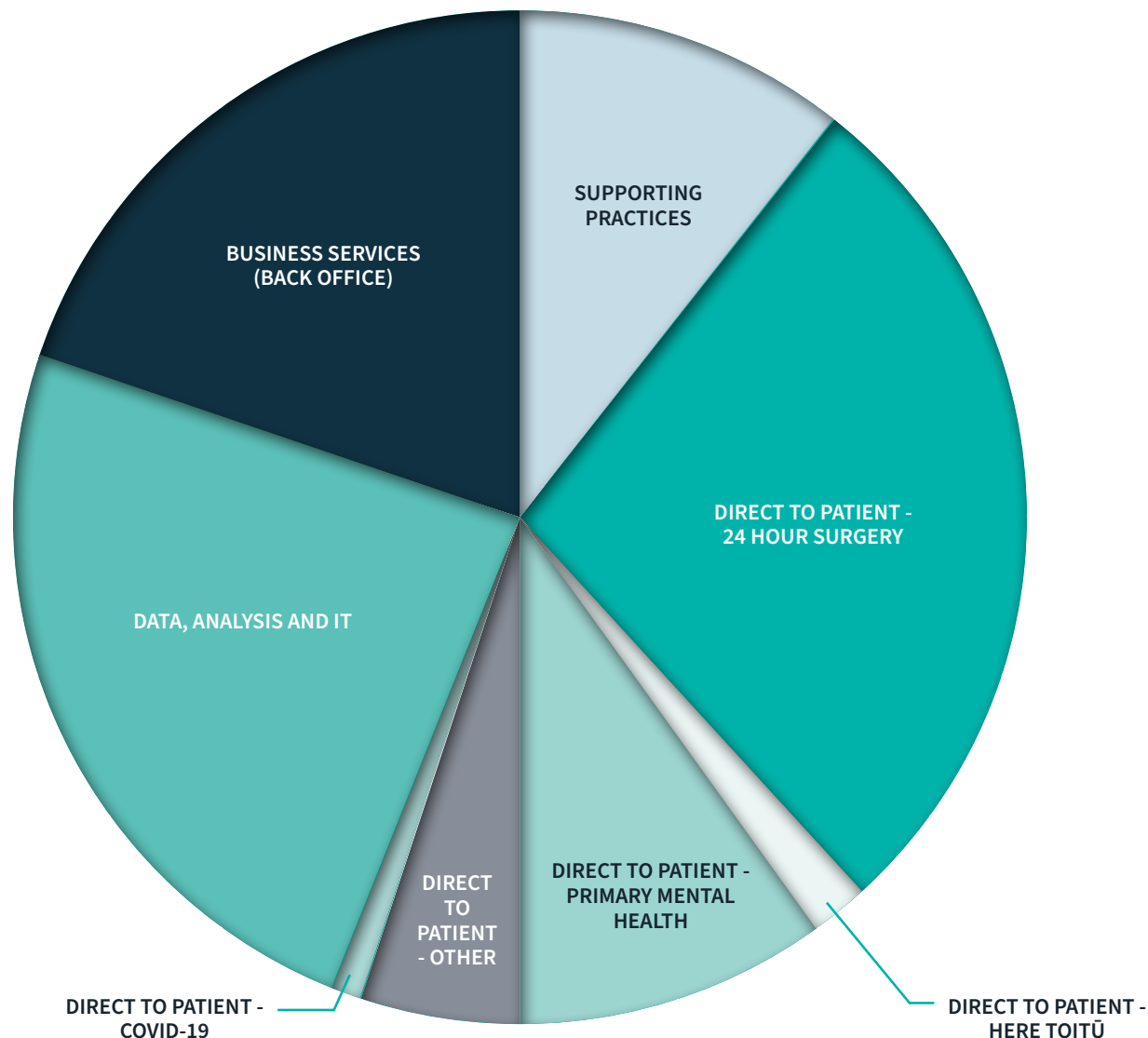
# Our history

Pegasus Health was formed 30 years ago by a group of local general practitioners who had a vision for what primary care could achieve in Waitaha Canterbury. Over the last three decades we have evolved into the organisation you see today, a charitable organisation that makes a positive difference in people's lives.

## We work closely with

- More than 90 general practices
- Te Aka Whai Ora | Te Whatu Ora | Manatū Hauora
- Whakarongorau Aotearoa
- CCN
- ScreenSouth

## Our staff meet our purpose through:



# Structure



**Barry Bragg**

*Pegasus Health (Charitable) Ltd Board Chair*

## OUR BOARD

Barry Bragg (Chair), Caroline Christie (Deputy Chair), Brett Chambers, Jane Huria, Ben Kepes, Jock Muir, Andrew Rawstron, Hana Royal, Nicky Scott and Simon Wynn Thomas.

## OUR EXECUTIVE TEAM

Ben Hudson (Medical Director), Catherine Schache (General Counsel), Irihapeti Mahuika (Director of Hauora Māori and Equity), Jacky Percy (Chief Financial Officer), Lisa Brennan (General Manager/ Patient and Provider Services), Michael McIlhone (Director of Nursing), Sarah Mitchell (People & Culture Manager).

*We are currently recruiting a new CEO.*

## Pegasus is structured into four areas



### Patient Services

We deliver inclusive patient-centred care that meets the needs of our patients and their communities. We strive to deliver integrated services that offer an exemplar experience for our patients, their whānau and their provider network.



### Provider Services

We shape the local health system and support individual providers to thrive in a network of sustainable providers who deliver equitable care in the future health system.



### Systems Improvement

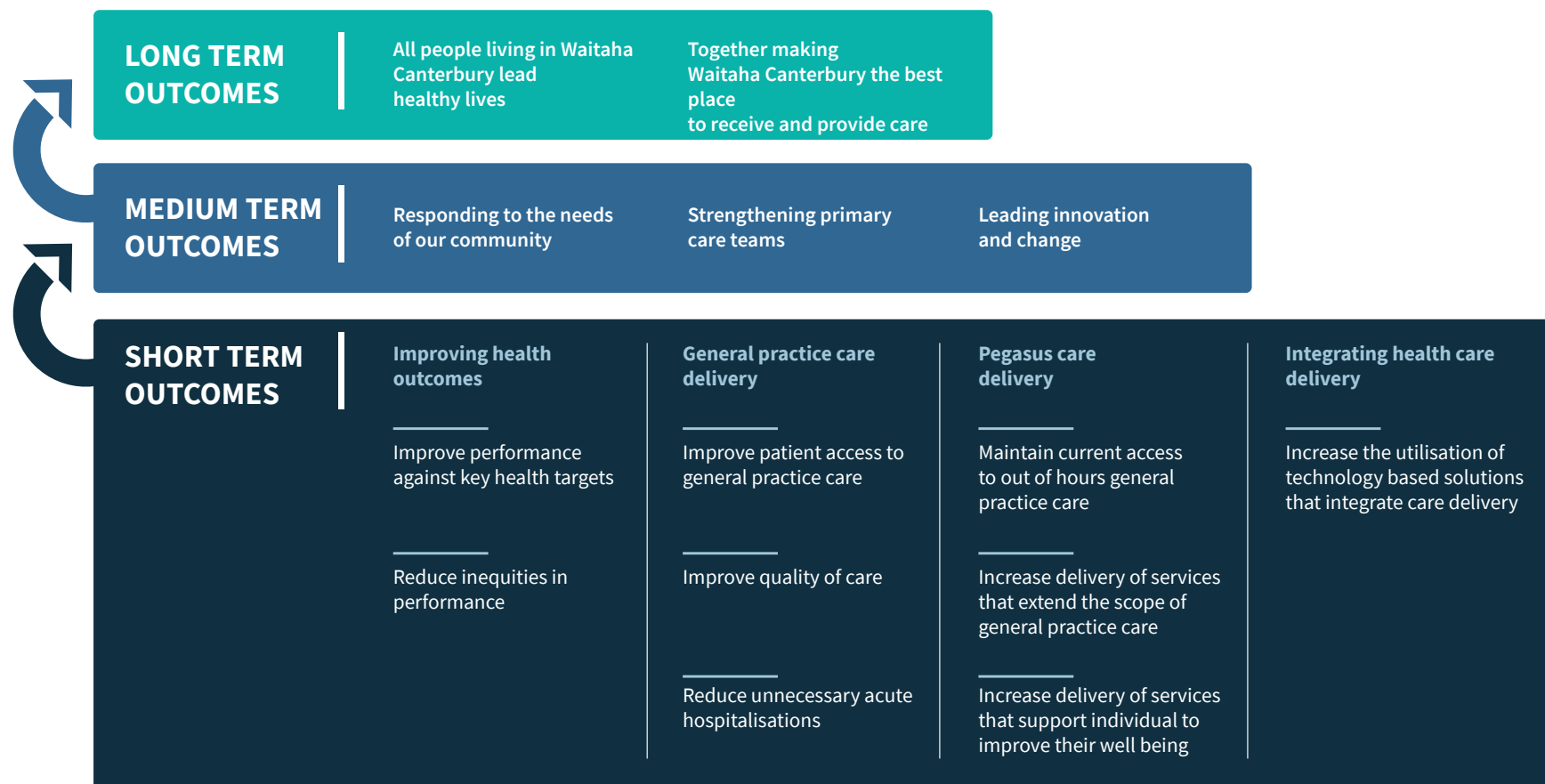
We connect the local, regional and national health system through the delivery of innovative systems, processes and change management that enables patients and providers to experience a systematic, efficient customer-centric health system.



### Corporate Services

We support the functions at Pegasus to allow them to focus on patients, providers and systems.

# Our programme results framework

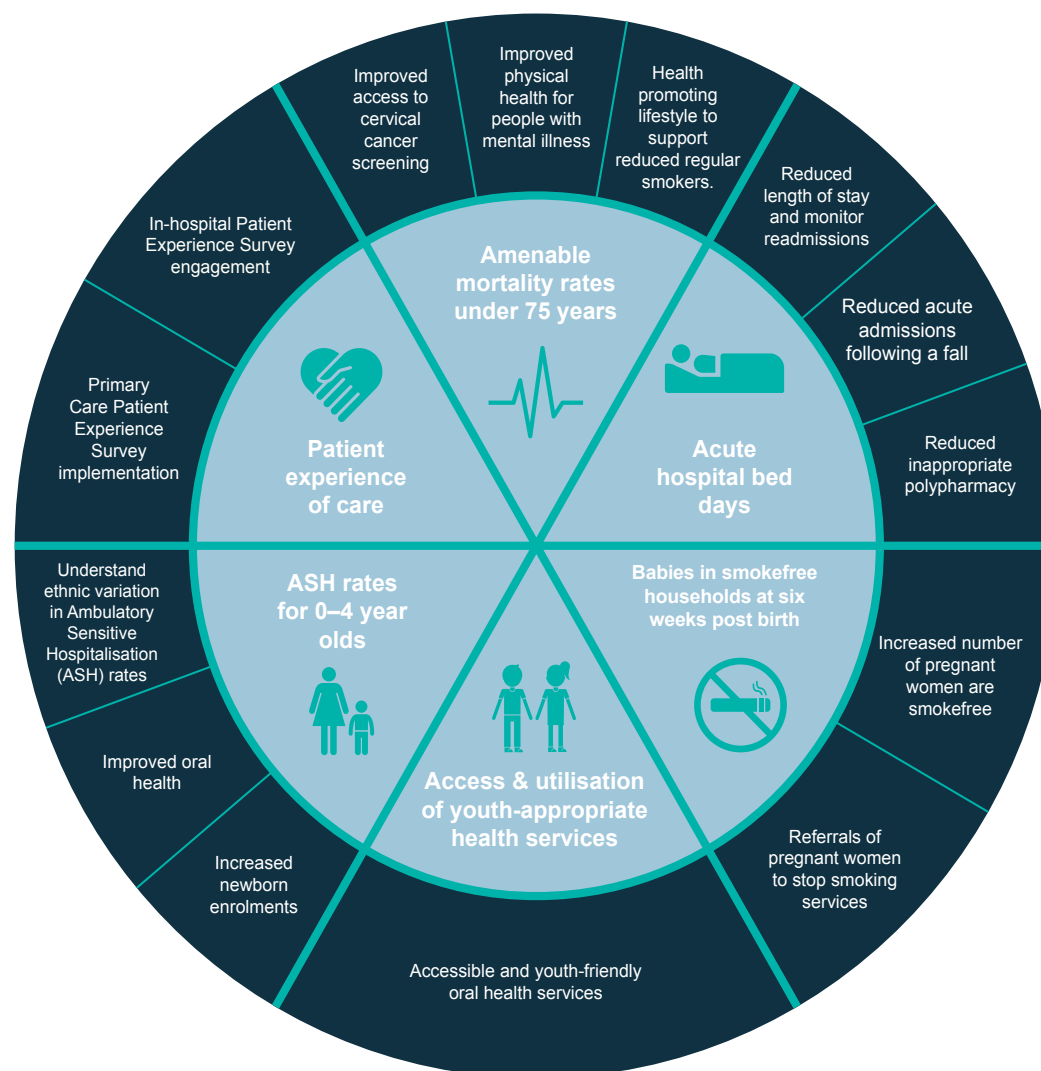


# Supporting Change & Systems Improvement

Pegasus is working with other partners in the Waitaha Canterbury health system to bring about significant improvements for the health of all people of Waitaha Canterbury through System Level Measures (SLMs).

There are six key areas of focus that are recognised nationally. Waitaha Canterbury has a set of locally-selected contributory measures. Of particular significance to Pegasus are four areas:

- Improved cervical cancer prevention with increased access to cervical cancer screening
- Improved physical health for people with mental illness – also known as ‘equally well’
- Improved oral health
- Addressing ‘family harm’ - though not identified as a contributory measure this has been identified as an area where primary care can have a significant impact.





## Equity

Waitaha Canterbury's population is becoming increasingly diverse. We are working closely to help improve the health of populations and communities who have been underserved by the health system. Māori make up approximately 9% of the Waitaha Canterbury population and are overrepresented in poor health outcomes, improving health outcomes for Māori, is a key priority for us.

Our Equity and Population Health Leadership team consists of three dedicated managers responsible for providing leadership for Māori, Pasifika and Culturally and Linguistically Diverse (CALD) peoples' health within Pegasus. This includes a targeted health service for former refugees. The Equity Leadership team provides advice across the organisation on the best ways to improve health outcomes and reduce health inequalities for Māori, Pasifika and CALD people. The team also advises on workforce development initiatives for Maori, Pasifika and CALD health workforces and development of cultural competency development education and training. In addition, we have population health specialists who bring a strong population health approach to our mahi.

Each role also supports Waitaha Canterbury-wide health advisory groups including the following Pegasus funded groups:

- Te Kāhui o Papaki kā Ta (Māori health reference group)
- Pacific Reference Group
- CALD Health Advisory Group

We provide annual scholarships to Māori, Pasifika and CALD students studying in clinical fields.

**Māori**  
**43,117\***

**Pasifika**  
**13,227\***

**Asian**  
**52,499\***

**European**  
**352,109\***

**MELAA**  
**7,132\***

**Other**  
**5,545\***

(Middle Eastern, Latin American, African, African American, non-European South African, non-European Zimbabwean, South American, Caribbean and other ethnicities in this country)

\*\* As of 30 June 2022

# Education

## Te Rau Ako

We have a long tradition in the development and delivery of high quality, innovative training, and education. Our Clinical Quality and Education Team (CQE) develops and coordinates the delivery of the Small Group Education Programme for General Practitioners, Nurse Practitioners (NP), Practice Nurses, and Community Pharmacists.

The structure and approach of our Small Group Education Programme incorporates nearly 30 years of experience and has been a founding programme at Pegasus. The effectiveness of the programme is directly related to the quality of the evidence-based education material, localised data, and active leadership of the peer support learning environment by trained facilitators.

Challenges the primary health sector face are addressed in the programme, including over-diagnosis, over-treatment, understanding variation and uncertainty in practice, shared decision making and improving health literacy, equity in health outcomes, and understanding diversity in the context of patient care.

Some recent Small Group topics include:

- Eating disorders in adults
- Health in a changing climate
- Grief and loss
- Antibiotics
- Screening

In addition to supporting large group education sessions and webinars, the team produce a variety of bulletins to support best clinical practice.

Small group content is available on our Pegasus Education Learning and Development site.

## CONTINUED MEDICAL EDUCATION (CME)

Our CQE team is an approved agent, acting on behalf of the Royal New Zealand College of General Practitioners to approve education for CME points for professional development programmes. Our education programme attracts 700 - 800 Primary Care Clinician participants (General Practitioner, Practice Nurses and Pharmacists) across the Waitaha Canterbury health system.

## ALLIED HEALTH EDUCATION

Pharmacists from across Waitaha Canterbury participate in our Small Group Education Programme. We facilitate Large Group education sessions for all Allied Health staff, including Social Workers and Mental Health Practitioners. Our Social Work lead provides support to social workers working in general practices and NGOs.

## PROFESSIONAL TRAINING PROGRAMME

We host the RNZCGP Registrar Training Programme. We are an approved training site for the NZ Public Health Medicine training programme with one Public Health Medicine Registrar in placement undertaking equity related projects.

# 24 Hour Surgery

## OUR PLACE IN THE SYSTEM

The 24 Hour Surgery was set up in 1987 by general practitioners to provide after-hours urgent care for people living in Waitaha Canterbury.

The need for the 24 Hour Surgery has increased greatly

since that time and has scaled up to meet demand.

There are now more than 320 general practitioner's in Waitaha Canterbury who use this facility to care for their patients when they are unavailable.

## HOW WE SUPPORT THE EMERGENCY DEPARTMENT

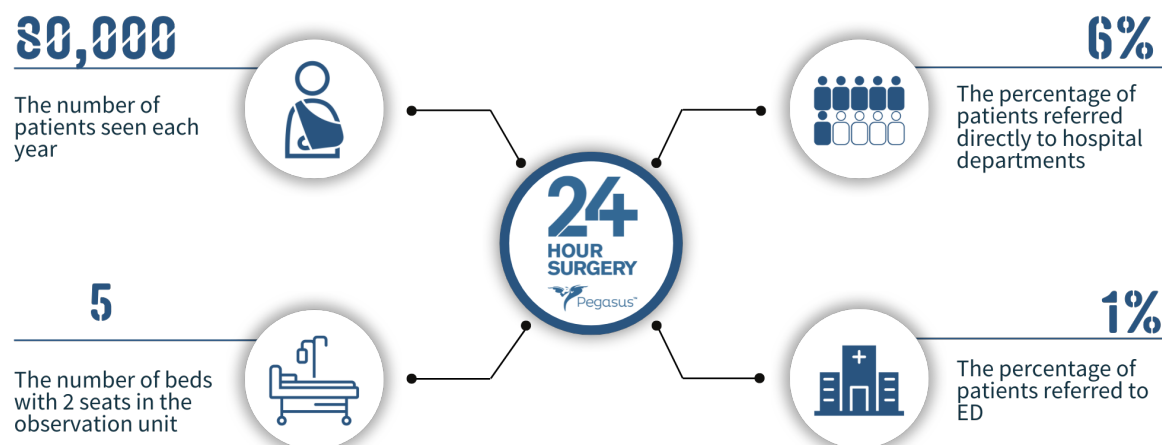
Christchurch Hospital's new emergency department (ED) was designed with 24 Hour Surgery as a crucial part of the system. 24 Hour Surgery sees up to 115% of ED numbers daily.

It greatly relieves pressure on the ED, providing care for patients who require comprehensive care, and who can safely avoid an ED or hospital admission.

## ACUTE DEMAND

Pegasus provides an acute care service that supports more than 40,000 people in the community annually. As a result there are more hospital beds available for people needing surgical care, and patients don't face repeat General Practice visit fees - yet still have access to radiology, ultrasound, ECG and blood tests. Patients received these results just as quickly as if they were in hospital.

Our observation unit at the Pegasus 24 Hour Surgery provides a place for people needing to be closely monitored. This also provides significant savings across the Waitaha Canterbury health system.

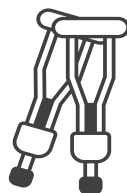


# 24 Hour Surgery

September 2021 - August 2022



**78,442**  
attendances  
during Omicron



**24,879**  
visits to ACC  
Urgent Care



**13,831**  
visits from  
children under  
six year old's



**7,377**  
Orange/Red Stream  
presentations



**5,564**  
visits to  
fracture clinic



**449**  
visits from  
people aged 90+



**3,197**  
visits from  
under one  
year old's



**31,948**  
patients seen during  
the red/orange  
traffic light setting



# Services we provide

## 24 HOUR SURGERY

We are the only Urgent Care Clinic in Waitaha Canterbury that operates 24 hours a day, seven days a week and have been supporting general practice and caring for the people of Waitaha Canterbury for almost 30 years.

## ACUTE DEMAND SERVICE

We provide acute demand support to more than 40,000 people annually. As a result there are more hospital beds available for people needing surgical care.

## BRIEF INTERVENTION TALKING THERAPIES

Trained professionals use the Focused Acceptance Commitment Therapy (FACT) model to deliver up to five sessions of talking therapies with patients. The level of access to the programme for the Waitaha Canterbury population is significantly higher than in other parts of the country.

## OBSERVATION UNIT

Our whānau-friendly observation unit at the Pegasus 24 Hour Surgery provides a place for people needing to be closely monitored. This also provides significant savings across the Waitaha Canterbury health system.

## CLINICAL SUPPORT SERVICES

We provide support for the following services:

- B4 School Checks
- Smoking Cessation
- Refugee Support
- Fracture Clinic
- Acute Demand Management service.



## TE TUMU WAIORA

We aim to make wellbeing and mental health support services more accessible for high priority groups such as Māori, Pasifika, youth, and people with other equity challenges. This programme is currently operational in 21 of our practices, with more planned.

## PARTNERSHIP COMMUNITY WORKERS

We provide health navigation and linking services to meet the needs of Māori, Pasifika, CALD and low-income people. The PCW team forms a diverse network, funded and supported by Pegasus and employed by community organisations across Waitaha Canterbury. This service is being redesigned to ensure it meets future needs.

## HERE TOITŪ

The aim of Here Toitū is to support whānau living with a health condition or disability who receive a benefit. Support is aimed at improving their wellbeing and helping them determine their own goals and aspirations, and where appropriate, engage sustainable earning, learning, caring or volunteering that is meaningful to them.

## SUICIDE POSTVENTION & PREVENTION

Pegasus's suicide prevention team is part of a multi-agency postvention working group aimed at supporting people and communities who may be affected following a death, or deaths, by suspected suicide.

## TE PUNA WAI Ō TUHINAPO

Te Puna Wai Ō Tuhinapo is an Oranga Tamariki Youth Justice Residence located in Rolleston. It can house up to 40 residents. We provide primary healthcare services to Oranga Tamariki which includes services to Te Puna Wai Ō Tuhinapo.

## SCREEN SOUTH

Pegasus and ScreenSouth are working together on a coordinated approach to improve cervical screening coverage for eligible women across Waitaha Canterbury. ScreenSouth is a non-profit organisation that administers BreastScreen Aotearoa for the upper and lower South Island.



**WOMEN AGED 25-69 RECEIVED A  
CERVICAL SMEAR IN THE PAST  
THREE YEARS**  
(30 APRIL 2022)

**66%**

**SMOKERS RECIEVED  
ADVICE 2021**

Our Stop Smoking team contacted 10,363 patients on behalf of their general practice team in 2021 to offer brief advice and cessation support. Of those contacted, 471 accepted a referral to a cessation support service.

Te Hā – Waitaha  
Smokefree Support

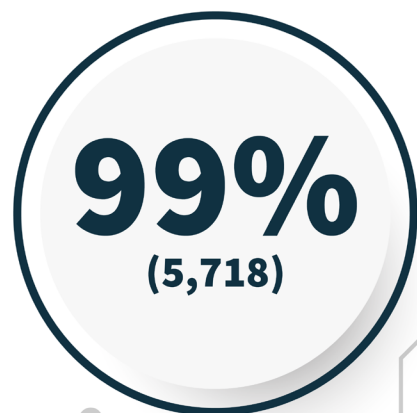
**80%**  
(30,986)

**OF ALL 2 YEAR OLDS  
ARE IMMUNISED  
82% MĀORI 90% PASIFIKA**  
(31 MARCH 2022)

**92%**

**FACT  
FIGU**

# S & RES



**B4 SCHOOL CHECKS WERE COMPLETED**  
**93% MĀORI 96% PASIFIKA**  
(2020/21)



Children at their B4 School Checks were referred to a health professional due to concerns about growth/weight



**VISION REFERRALS**



**DENTAL REFERRALS**



**HEARING REFERRALS**

# Support for general practices



## Business Information Systems

Business Information Services (BIS) is a team of information technology professionals who provide technical services for the Waitaha Canterbury and South Island health systems. The key systems that Pegasus has direct involvement with include: Electronic Request Management System (ERMS) and HealthOne.



## Practice Relationship Managers

Practice Relationship Managers actively support Ministry of Health and Te Whatu Ora led projects. They support practices to implement new programmes.

### Hikitia: strengthening family practice

Hikitia aims to make practices more resilient, through helping improve business efficiency and sustainability, while focusing on delivering patient care in a variety of new ways that value clinical and patient time, and improve the experience for both.



## Communications

We communicate with Waitaha Canterbury general practices with timely and relevant updates through various channels including **Pegasus Post** a digital newsletter sent to people in the Waitaha Canterbury health sector, **Pegasus World** a dedicated website for information to primary care and **Pegasus 2025**, a monthly publication highlighting key stories and services at Pegasus.



### Healthcare Home Support

The Health Care Home integrated care management model helps general practice improve how it deals with unplanned and urgent care, deliver more proactive care for patients with long-term health needs, and lift business efficiency.



### Recruitment Support

Our corporate Human Resource function provides a full-service recruitment offering for Practice Manager and Office Support roles.



### Mentoring & Training

We deliver accredited Advanced Clinical Life Support Training (ACLS) for general practice teams at a dedicated training facility. Allied health, nursing and general practice liaisons provide communication and facilitation between general practice and Christchurch Hospital clinicians across acute, elective, chronic and allied health services.

# Systems support

## CCN

CCN is a collaborative of health professionals, mana whenua, consumers, and cross sector partners working together to decide how, when and where health services are delivered. We are part of and host this service.



## CPRG

Canterbury Primary Response Group has been in place for more than a decade to help ensure Waitaha Canterbury primary care is ready for emergency and non-emergency events. We host this service.



## CCPG

Canterbury Community Pharmacy Group supports pharmacists to provide world-class pharmacy care to the Waitaha Canterbury community. We host this service.



## WHAKARONGORAU

We own 50% of Whakarongorau with ProCare. Whakarongorau have been providing clinical support for general practices after hours for more than 20 years. Since November 2015, they have been operating Government-funded free to the public, 24x7 national telehealth services across seven digital channels.



## ERMS

Electronic request management system is a Pegasus owned mature electronic request management system that is proven in Aotearoa New Zealand and codesigned with clinicians. It provides end to end referral capability from clinician to referral and back again.



## HEALTHONE

HealthOne is a service we own and provide that gathers and presents key parts of a patient's primary healthcare record and presents this alongside secondary care information, creating a shared electronic health record for the South Island.



## HEALTH ADVOCACY

Currently, Pegasus's public health advocacy efforts prioritise areas that affect our communities with poorer health outcomes. To support this mahi, we have established an Advocacy Group to identify relevant and important advocacy opportunities for the organisation to undertake.



## HEALTH INTELLIGENCE

Health Intelligence function of Pegasus provides data insights to better understand the needs of enrolled patients, areas of opportunities for better health outcomes and monitor and review of current initiatives.



## GP SUPPORT PROGRAMME

Our Programme is supported by experienced GPs who provide one-on-one pastoral care overseen by the GP Support Committee. The programme is individualised and offers free counselling and psychology appointments, alongside GP Peer Support. Referrals can be self-made or from a colleague and are always confidential.

## NEW ENTRANT TO PRACTICE PROGRAMME

The Korimako and Toloa initiatives place a new graduate Māori and a new graduate Pasifika registered nurse in a primary health care setting where there are significant Māori and Pasifika populations. Each position runs over a 12-month period and the nurse is placed in an identified general practice, and either a Primary Care based Pasifika PHO or Māori PHO.

## DIGITAL LITERACY

We offer individualised and group training in Medtech32 for general practice teams, in a specialist training facility and at both intermediate and advanced levels.

## GPVU REPORTING PORTAL

Through the GPVU portal, we provide access to RNZCGP-approved audit templates for continuing professional development (CPD) credits.

## MOTIVATING CONVERSATIONS

One of our ongoing education initiatives is the Motivating Conversations training, providing skills development in the area of motivational interviewing for all primary health care professionals across Waitaha Canterbury.





**Pegasus Health**

401 Madras Street  
Christchurch Central 8013  
[www.pegasus.health.nz](http://www.pegasus.health.nz)

