

2020/2021

ANNUAL REPORT



HAURAKI  
PRIMARY HEALTH  
ORGANISATION

Te Puna Hauora Matua o Hauraki

CHARITABLE TRUST

## HAURAKI PRIMARY HEALTH ORGANISATION BOARD OF TRUSTEES

<b>Harry Mikaere</b>	Hauraki Māori Trust Board (Chairperson)
<b>Liane Ngamane</b>	Te Korowai Hauora o Hauraki (Deputy Chairperson)
<b>Glen Tupuhi</b>	Māori Community for the greater Hauraki region
<b>David Taipari</b>	Te Korowai Hauora o Hauraki
<b>Dr Navin Rajan</b>	General Practice
<b>Tureiti Moxon</b>	General Practice
<b>Korina Burne – Vaughn</b>	General Practice

### Hauraki PHO Contact Details

#### **Riana Manuel - Chief Executive**

Hauraki Primary Health Organisation

106 Sealey Street

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Thames 3500

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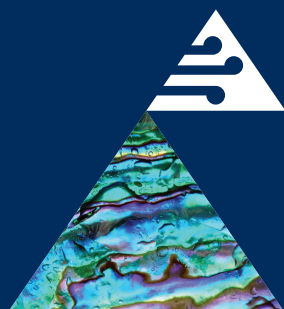
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He pūrongo kōhinga pūtea





# WHAKATAKI

**Hauraki Primary Health Organisation (HPHO) was formed on the 1st July 2003, in response to the government's call for the establishment of community based primary health organisations. The function of the then 88 PHOs was to plan, fund and ensure the provision of quality primary care services to meet the needs of the populations which enrolled with the PHOs through their General Practice networks.**

HPHO was established as a Kaupapa Māori PHO with a population of just 7,000 people enrolled through Te Korowai Hauora o Hauraki and Whitianga Doctors Surgery. Today, as one of the 30 remaining PHOs (five Kaupapa Māori PHOs), HPHO has a population of approximately 66,000 people enrolled through a network of five General Practices operating from 19 clinics.

Much of HPHO's success has come from the stability of governance vision as a kaupapa Māori, Treaty based partnership that is underpinned by Hauraki tikanga and kawa. HPHO and its General Practices support a whānau ora or holistic approach to health and wellness supported by high quality accessible primary care services. In 2019 the Board endorsed HPHO's name change to Hauraki Primary Health Organisation – Te Puna Hauora Matua o Hauraki.

The governance is made up of Te Korowai Hauora o Hauraki (two), Hauraki Māori Trust Board, General Practices (three) and from the greater Hauraki region (seven in total). The governance representation has a mix of skills to include tikanga, finance, community and clinical. HPHO is committed to openness and transparency which is unmatched by any other health organisation in Aotearoa.



# OUR STRATEGY

## Hauraki Primary Health Organisation Strategic Plan 2020-2025

**Te awhero:** Te whakatutuki i te whāinga kia mana taurite ā-hauora mā te whakamana i ō mātou whānau kia ahu ai rātou ki te mana motuhake

**Te huarahi matua:** Te mahi ngātahi me ō mātou wāhi mahi, me ō mātou hapori, me ō mātou tāngata e matatika ai ngā hua

**Vision:** Achieving health equity by empowering our whānau toward mana motuhake

**Mission:** To work in partnership with our practices, our communities and our people to achieve equitable outcomes

Whanaungatanga | Manaakitanga | Kotahitanga | Aroha | Tika | Pono

### Goals:

Embed a Whānau Ora approach to our partnerships, collaborations and services

Engage with our whānau and communities to understand their needs and aspirations

Increase health literacy for our whānau

Target our funding to areas of highest need

Develop the internal enablers to support the work we do

Ensure a managed approach to growth

### Measures of Success:

Agreed social determinants indicators improve year on year

An annual planning process with whānau and communities determines priorities for investment and required system improvements

Agreed health literacy indicators improve year on year

Increased percentage of funding allocated to support those with the greatest need

Workforce development, the use of technology and the sharing of data improves system literacy across our network

Tiriti o Waitangi principles | Hauraki tikanga and kawa



## TE RĪPOATA O TE TIAMANA

### HARRY MIKAERE

Puritiamai ra te tika hei korero, Puritiamai ra te pono hei wananga, Puritia mai ra te aroha hei awahi i te nakau a te tangata. Ko ranginui e tui i ho nei, Ko papatuanuku e takato ake nei. Kia tu, Kia atea, kia maramatanga, Hui e! Taiki e!

E kore e wareware ngā kuru pounamu kua ngaro i te tirohanga kanohi moe mai rā e kui mā, e koro mā, hoki atu ki te whare nunui i roto i te ao wairua o Hinenui Te Po. āpiti hono tātai hono, rātou ano kia rātou. āpiti hono, tātai hono, tātou ano te hunga ora ki a tātou katoa. Mauri ora i te whare.

Hei whakamana te mihi mahana ki tō tātou Kiingi Tuheitia me te Whare Arikini tonu, paimārire ki a rātou.

Tēnā koutou katoa e rau rangatira mā.

The past twelve months have once again seen our organization face a number of challenges but have also created a number of opportunities. Equally there are a number of changes that we will face in the next twelve months as a result of the health reforms and all of this as Covid and more importantly the delta variant moves around our communities.

The health reforms have presented an interesting issue for all primary health organisations as we navigate what will be the future for our organization. There are many discussions happening and our job moving forward will be to assess the options and create an opportunity for Hauraki and all of our providers.

This year has gone so quickly that it is almost seven months since Michelle Murray has left as the CEO of the HPHO for a contract with Accident Compensation Corporation in Wellington. Riana Manuel has taken up the position as the new CEO of HPHO as of 1st April 2021.

On behalf of the board as the chair of the HPHO I now take this opportunity to thank Riana and all our staff for all the work you have all undertaken this year. All of this whilst keeping our Practice Partners and our people safe during a very challenging period of lock downs, outbreaks and health reform changes.

To our board members, General Practice Partners thank you all for your commitment to the organization and looking forward to those opportunities that lay ahead. There is a lot of work to be done with the new structures and strategies and we look forward to moving forward with all of you into 2022.

We also look forward and hope that these new health reform changes yield our people the health opportunities that we have long needed and deserved.

Mauri ora  
Harry Mikaere



## TE RĪPOATA O TE MANUKURA HAUORA

RIANA MANUEL

Karangahia ngā maunga o Hauraki  
Ngā tai papa ki toru, e tau nei  
Apiti mai te akau, o Aroha  
Pari nui atu ana, ngā roimata  
Tu tonu ko te rae o Hauraki  
Ko Moehau te maunga  
Ko Tīkapa te moana  
Ko Hauraki te whenua

E ngā rau rangatira ma,  
e karapoti ana tenei mihi ki a koutou katoa.

It is my privilege to present this year's Annual Report to you all after yet another year of pikinga me ngā hekenga.

In April 2021 Michelle Murray resigned from her position as CEO as she had secured a new position with ACC. I would like to acknowledge the work that Michelle has done with all of our whānau here at Te Puna Matua Hauora o Hauraki and for her commitment to our whānau across the Hauraki-Waikato rohe. Kei runga noa atu e hoa.

Shortly afterward I was appointed as the interim CEO and have continued to build on the existing relationships and to review our strategic position with the intention of delivering better results and outcomes for our partners who are the boots on the ground for this organisation.

I would also like to acknowledge the ongoing collective commitment our practice partners, our Board and our staff have made to our kaupapa over the past 12 months.

It is never easy to navigate often choppy waters, but we have collectively done this and maintained our kaupapa, bringing it into the calmer waters we now enjoy.

In April 2021, the government announced plans to reform the current health system based on the Heather Simpson report, with the intention of establishing a new body for commissioning and procurement, Health NZ. They also announced the plan to establish a Māori Health Authority to ensure Health NZ were honour bound and accountable for the way in which money is funded to organisations.

This is an exciting time for Health and certainly for Māori Health and we look forward to progressing as a collective and ensuring that we maintain a space and lobby for funding to reach the often very poorly funded reaches of primary care.

We have also seen the release of the Sapere report which looked at the methodology for estimating the underfunding of Māori Primary Health Care and PHO's. This has some fundamental findings that would suggest an underfunding of up to 5 billion dollars to Māori providers. Further reason to ensure the health reforms address the way in which funding flows to our providers.

COVID-19 then reared its head again in August 2021 as many expected it would. I would like to acknowledge the tremendous response our partners have had in rolling out not only testing but also vaccination centers, mobile services, and the like.

Kaupapa Māori services have played a huge role in this space and have contributed significantly to the high vaccination rates that our rohe enjoys.

Moving forward, it is clear that the future for our PHO will be different but we are collectively committed to being ever present as we will continue to support our providers, our partners and our people.

Ahakoia he iti te matakahi, ka pakaru i a ia te Tōtara. Even though the wedge may be small, it can bring about great change.

Mauri tū,  
Mauri ora,  
Riana Manuel

# TŌTĀTOU IWI

**66,607** ENROLLED PATIENTS

## BY ETHNICITY

**36% EUROPEAN**

**38% MĀORI**

**17% ASIAN**

**7% PACIFIC ISLAND**

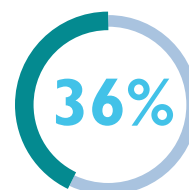
**3% OTHER**



**Māori**



**NZ European**



**HIGH NEEDS =**



## BY AGE

**4,774** AGED  
NEWBORNS  
TO 4 YEARS



**11%**  
ARE  
**65+**

**37%** OF PATIENTS ARE  
AGED 24 AND UNDER

## THAMES – COROMANDEL AND HAURAKI REGION

**TE KOROWAI HAUORA  
O HAURAKI – THAMES**  
210 Richmond St, Thames  
Patient Numbers  
**3,567**

**TE KOROWAI HAUORA  
O HAURAKI – COROMANDEL**  
225 Kapanga Rd, Coromandel  
Patient Numbers  
**984**

**TE KOROWAI HAUORA  
O HAURAKI – PAEROA**  
24 Belmont Rd, Paeroa  
Patient Numbers  
**1,738**

**TE KOROWAI HAUORA  
O HAURAKI – WHITIANGA**  
58 Albert St, Whitianga  
Patient Numbers  
**1,066**

**COLVILLE COMMUNITY  
HEALTH CENTRE**  
2299 Colville Rd, RD4, Colville,  
Coromandel  
Patient Numbers  
**616**

## NORTH WAIKATO

**TE KOROWAI HAUORA  
O HAURAKI – TE AROHA**  
221 Whitaker St, Te Aroha  
Patient Numbers  
**1,635**

**RAUKURA HAUORA  
O TAINUI – NGĀ MIRO**  
29A River Rd, Ngaruawahia  
Patient Numbers  
**1,201**

**RAUKURA HAUORA  
O TAINUI – WAAHI**  
Parry St, Huntly  
Patient Numbers  
**1,103**

**TUI MEDICAL - HUNTLY**  
183 Main St, Huntly  
Patient Numbers  
**2,569**

## HAMILTON

**TUI MEDICAL – TE RAPA**  
26 Bryant Rd, Te Rapa  
Patient Numbers  
**9,738**

**TUI MEDICAL – BORMAN**  
1/60 Hare Puke Drive,  
Flagstaff, Hamilton  
Patient Numbers  
**809**

**TE KŌHAO HEALTH**  
931 Wairere Dr, Hamilton  
Patient Numbers  
**6,068**

**RAUKURA HAUORA  
O TAINUI – TE RENGARENGA**  
341 Whatawhata Rd,  
Dinsdale, Hamilton  
Patient Numbers  
**4,382**

**TUI MEDICAL – DAVIS CORNER**  
31 Hukanui Rd, Chartwell  
Patient Numbers  
**8,608**






**TUI MEDICAL – ROTOTUNA**  
Rototuna Shopping Centre  
Patient Numbers  
**11,446**

**TUI MEDICAL – PARKWOOD**  
6 Gordonton Rd, Huntington  
Patient Numbers  
**4,407**

**RAUKURA HAUORA  
O TAINUI – ENDERLEY**  
66 Tennyson Rd, Fairfield  
Patient Numbers  
**770**

**TUI MEDICAL – CENTRAL**  
960 Victoria St, Chartwell  
Patient Numbers  
**5,900**

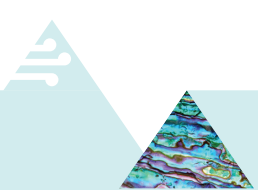
# NGĀ RATONGA

Service	Provider
	<b>RAUKURA HAUORA OTAINUI</b> <b>HAURAKI PHO</b>
	<b>TUI MEDICAL</b> <b>HAURAKI PHO</b>
	<b>RAUKURA HAUORA OTAINUI</b> <b>TE KŌHAO HEALTH</b> <b>HAURAKI PHO</b>
	<b>NGA MIRO</b> <b>HAURAKI PHO</b>
	<b>NGA MIRO</b>

## Other services available to eligible Hauraki PHO enrolled patients through General Practice teams include:

- Alcohol Brief Advice
- Before School Checks
- Cervical Screening for Priority and Significantly Overdue Women
- Cervical Screening Support
- Dental Care
- Diabetes Management
- Extended Consultations
- Foot Clinics/Podiatry
- Heart and Diabetes Checks
- Heart Disease Assessments
- Intravenous Infusions
- Insulin Initiation
- Long Term Contraception
- Mental Health Support
- Minor Surgery
- Outreach Immunisation Services
- Palliative Care
- Primary Options for Acute Care
- Rapid Response – Sore Throat Management
- Smoking Cessation Support
- Under 25 year old sexual and reproductive health services
- Urgent Support Funds
- Whānau Ora – Māori Community Health Services
- Zero Fees/Free After Hours for Under 14 Year Olds

# SERVICES SNAPSHOT



<b>12,456</b>	Extended consultations for high need patients
<b>2,369</b>	After hours consultations provided by General Practice to patients under 14
<b>3,664</b>	Urgent support payments to support patients in need
<b>1,892</b>	Priority women screened for cervical cancer by General Practice
<b>1,507</b>	Minor skin surgeries carried out by general practitioners to detect and prevent melanoma and non-melanoma skin cancer
<b>1,440</b>	Podiatry sessions funded for patients with a high risk of foot disease
<b>1,237</b>	Dental services subsidised to assist with oral care for those who can't afford private dental treatment
<b>641</b>	Under 25 sexual health consultations provided by General Practice
<b>556</b>	Sore throat swabs funded to help prevent Rheumatic Fever
<b>554</b>	Before school checks completed to ensure children are healthy and ready for school
<b>929</b>	Heart disease monitoring services funded in support of cardiovascular disease management
<b>880</b>	Long term contraception services provided
<b>531</b>	Counselling services funded via General Practice
<b>349</b>	Payments to fund extra General Practice time for those with life limiting illnesses
<b>459</b>	IV infusions interventions to support patients
<b>57</b>	Insulin start payments to support caring for patients with diabetes



# HE KĀTOITOI MATE URUTĀ

Last year was the year of rapid change where we found ourselves confronting a new problem that could be a threat to us all. This year has been the year of ripples. Like a large stone hitting a still pond the ripples continue on for some time after and this has been the case this year.

We started this year by taking on a leadership roll along side of the DHB to ensure that Pare Hauraki received adequate and equitable access to the Pfizer vaccine. This roll was a massive effort and again with our practices we initiated the first of the Maori lead vaccination stations. All practices jumped in and willingly to ensure patient coverage was achieved.

The uptake for vaccines was slow at first but after the outbreak and lock down we saw that the numbers started to increase which was encouraging. During the outbreak again the practices jumped straight into action and we worked alongside of them to assist in this and ensure their needs were met. At the same time we worked alongside the vaccination teams to ensure this vital process was not derailed.

All in all it has been an exciting year with lots of ongoing changes that we continue to meet head on as they come and will continue to work alongside our practices.



# KIA EKE PANUKU

## OUTREACH IMMUNISATION (OIS)

The Outreach Immunisation (OIS) team continues to be very busy with an ever increasing number of referrals due to several factors including:

- Changes to the Childhood Immunisation Schedule - 12 month immunisations were introduced in 2020 following the measles outbreak in 2019.
- The housing crisis - more whanau are now living in emergency accommodation than ever before.
- Covid 19 lock downs meant there were backlogs of referrals where immunisations could not be given.
- We are a tamariki/whanau centred outreach service - Many of the tamariki we are referred are not enrolled at a medical centre and are quite vulnerable. For this reason we keep tamariki on our books for longer than some other outreach providers
- Over the three month period May to August 2021 OIS received 1031 referrals and discharged 630 – a net gain of 400 tamariki on our books
- Practice Nurses at medical centres have been involved in the administration of the Covid -19 vaccines in recent months which may leave them less time to focus on childhood immunisation e.g. recalls, vaccine orders.

The inclusion of two Kaiawhina now in the team (one day/ week each) has potential to assist the team greatly with contacting the whanau of the difficult to find tamariki as well as assisting some parents to obtain birth certificates for pepe and then subsequently be able to enrol them at a medical centre.

An estimated 30-50% of OIS appointments are made from cold calls. A project has commenced to reduce the use of paper and to improve the efficiency of the whole documentation process used by the team, to be concluded by the end of 2021.

The team will carry on with their tenacity and gentle persistence to support the whole life span of immunisation.



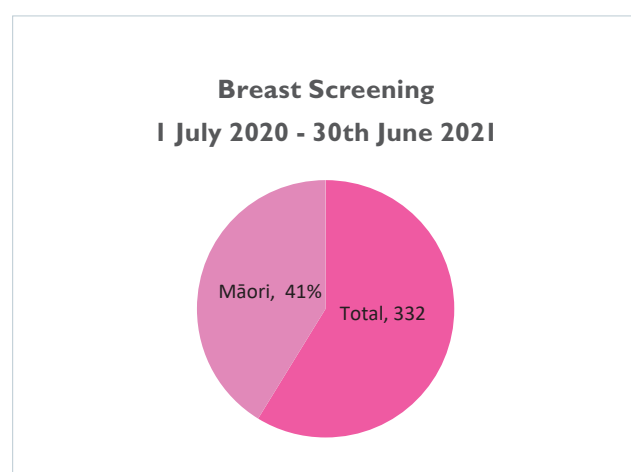
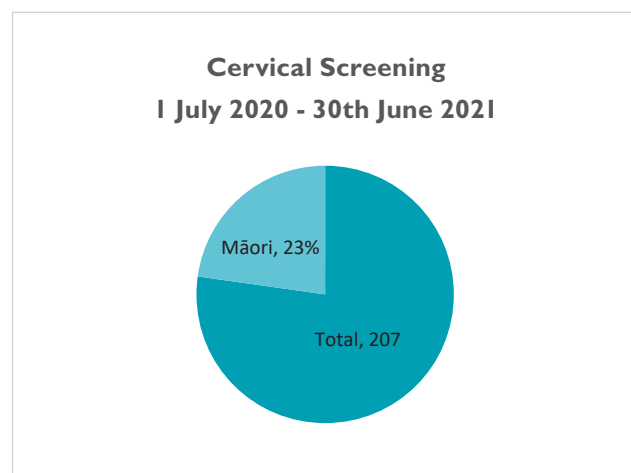


## BREAST AND CERVICAL SCREENING

The Breast and Cervical service provides eligible priority people with support to engage with and attend screening services and clinic (colposcopy) appointments.

We attend Hauora and sporting events across the Waikato rohe to promote and provide screening services.

It is rewarding to receive great feedback from the people we support who really appreciate this and/or the transport we provide as part of this service.



## PRIMARY MENTAL HEALTH

An overview of the services we have provided over the last 12 months including the changes and challenges faced as a team.

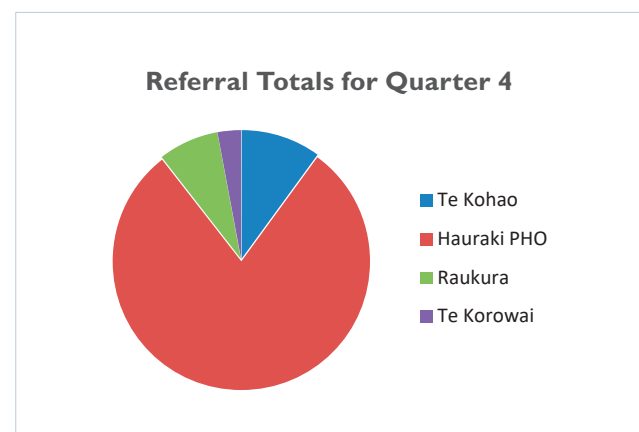
### Staffing:

We have had three staff changes over the last 12 months. This has taken some time to adjust, however this also provided an opportunity to assess the overall needs of our service.

We are working closely with Raukura Hauora o Hauraki RHOT and Te Korowai Hauora o Hauraki TKHOH staff to strengthen more effective working relationships. This has increased our resource pool to enhance services delivery to whanau.

### Training:

We have placed an emphasis on team and individual training over the last twelve months. Including completing the recommended training identified from our audit.



### Referrals:

Our total referrals for 2020 to 2021 were 2150.

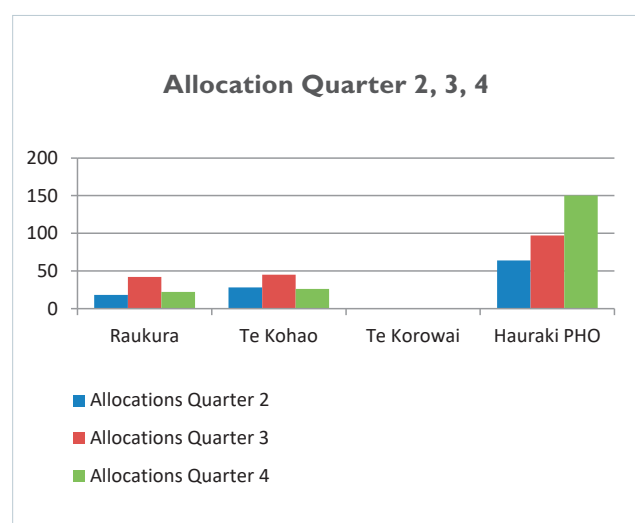
### Services:

We have had changes to our services over the last 12 months including a venue change. These changes include.

- Our counsellors are now all based at Von Tempsky Street. All patients are also now seen at this address

- Staff from RHOT and TKHOH attend our service's at Von Tempsky street once a week to maintain peer support and strengthen relationships
- We have started providing Mirimiri services i.e. Flinch Lock Release Therapy to all patients and staff as part of whānau wellbeing plans
- We have started delivering Group work with whānau re: self-care. Over the next twelve months we intend on extending these services and utilizing the skills of all team members with a focus on education and training in Mahi Aatua, Depression, Anxiety and Trauma.

Additional to this, we now have medications for diabetes and cardiac health that are targeted at Māori, with Pharmac for the first time acknowledging that medication needs to be targeted at those who will benefit the most. Uptake of this has been beyond expectation and 50% of new users of the medications are Māori. As a PHO we have had our work using Flash Glucose monitoring presented at national conference and this initiative will now roll out across practices to benefit our whānau. Mate Huka is an initiative between the DHB and iwi and we look forward to supporting the work in this space.



### NGĀ KAITIAKI MANAWANUI WHAI ORA (NKMWO)

Our NKMWO team continues to support our practice partners in delivering high quality home based care to whānau that are needing support in managing their long term conditions. There are many highlights to celebrate for this year with a strong focus on collaboration and integrated care. Our team has welcomed a new team who deliver the model to 3 Pinnacle PHO practices based in the North Waikato area – building our collaborative relationship stronger between PHO's and GP practices. The Libre monitoring system programme has been implemented to more whānau and in collaboration with our practices to offer 30 per practice. The team has also integrated their approach along-side our outreach immunisation team – providing a wrap –around support system for the whole whānau. Lastly, with the recent outbreaks this team has been integral in assisting our practice partners, local iwi and dhb in Covid19 vaccination priorities and swabbing teams – paying tribute to building and maintaining important and integral relationships across the roopu.

### DIABETES AND CARDIOVASCULAR DISEASE:

This year has been unique as practice teams have been working so hard in the response to Covid 19, supporting their mahi in the long term condition space has been a challenge to maintain. Despite a marked fall off in annual review checks being completed, the diabetes outcomes for whānau have improved. We have more Māori whānau with an HbA1c under 64 (diabetes that is well controlled) than previously and fewer whānau with very poorly controlled diabetes (HbA1c over 80). This is an outstanding reflection on the ability of our workforce to support whānau in the most trying of circumstances.

# HE PŪRONGO KŌHINGA PŪTEA

## HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2021



	Note	2021	2020
<b>Revenue</b>			
Income from Exchange Transactions	5	\$18,046,709	\$22,737,963
Income from Non-Exchange Transactions	5	\$3,514,034	\$4,499,063
Finance Income		\$875	\$784
		<u>\$21,561,618</u>	<u>\$27,237,810</u>
<b>Expenses</b>			
Practice Payments	6	\$18,292,568	\$22,605,451
PHO Operations	7	\$1,399,718	\$1,703,594
PHO Contracts	8	\$1,851,049	\$2,921,836
		<u>\$21,543,335</u>	<u>\$27,230,881</u>
<b>Operating surplus for the year</b>		<u>\$18,283</u>	<u>\$6,929</u>
<b>Total comprehensive revenue and expense for the year</b>		<u>\$18,283</u>	<u>\$6,929</u>



# HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST

## STATEMENT OF CHANGES IN NET ASSETS/EQUITY

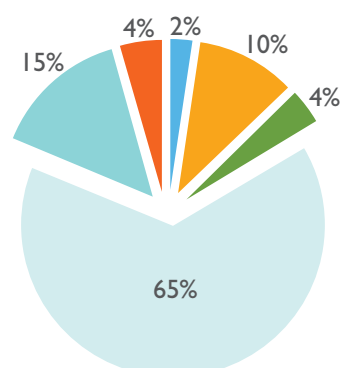
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
<b>Balance at start of year</b>	<b>\$994,574</b>	<b>\$987,645</b>
<b>Comprehensive</b>		
Comprehensive Revenue & Expense	\$18,283	\$6,929
<b>Total Comprehensive</b>	<b>\$18,283</b>	<b>\$6,929</b>
<b>Balance at end of year</b>	<b>\$1,012,858</b>	<b>\$994,574</b>

## Comprehensive Revenue & Expense

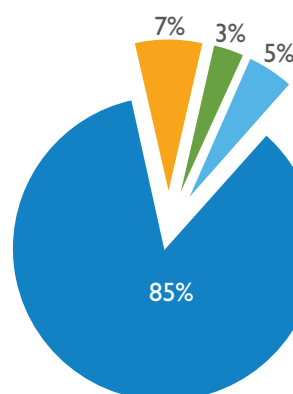
### 2021 Revenue \$21,561,618

Hauraki PHO Operations	\$493,799
Hauraki PHO & Practice Shared Services	\$2,247,790
Hauraki PHO Practice Support Services	\$782,032
Hauraki PHO Practices Service - Capiation	\$13,991,729
Hauraki PHO Practices Service - FFS	\$3,114,401
Hauraki PHO Practices Service - Rural & Other Services	\$931,825



### 2021 Expenses \$21,543,335

Hauraki PHO Operations	\$1,077,044
Hauraki PHO Practices Payments	\$18,261,660
Hauraki PHO & Practice Shared Services	\$1,540,372
Hauraki PHO Practice Support Services	\$662,510



# HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	Note	2021	2020
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	10	\$1,842,537	\$1,267,662
Receivables (from exchange transactions)	11	\$812,599	\$416,758
		<b>\$2,655,136</b>	<b>\$1,684,421</b>
<b>Non-current assets</b>			
Property, plant and equipment	13	\$81,901	\$151,919
		<b>\$81,901</b>	<b>\$151,919</b>
<b>TOTAL ASSETS</b>		<b>\$2,737,037</b>	<b>\$1,836,340</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables (from exchange transactions)	14	\$1,030,057	\$356,800
Deferred revenue	15	\$574,366	\$328,578
Employee benefit liability	16	\$119,757	\$156,388
		<b>\$1,724,180</b>	<b>\$841,766</b>
<b>TOTAL LIABILITIES</b>		<b>\$1,724,180</b>	<b>\$841,766</b>
<b>NET ASSETS</b>		<b>\$1,012,857</b>	<b>\$994,574</b>
Accumulated comprehensive revenue and expense		\$1,012,857	\$994,574
<b>TOTAL EQUITY</b>		<b>\$1,012,857</b>	<b>\$994,574</b>

For and on behalf of the board:

Chairperson



Date

12.11.2021

Trustee



Date

12.11.2021











The word Māori Ora when broken down into singular words shows the understanding to the carved pieces.

Māori is the name given to the indigenous people of Aoteroa, the word Māori is also used as an adjective to denote anything in its natural state such as Māori ora, Wai Māori all these applied are also what Hauraki PHO have within their structure.

HAURAKI  
PRIMARY HEALTH  
ORGANISATION  
Te Puna Hauora Matua o Hauraki  
CHARITABLE TRUST