

ANNUAL REPORT

2015-2016

HAURAKI
PHO HAURAKI
PRIMARY
HEALTH
ORGANISATION
NETWORK



*Matua
Rōpu
Haurora*

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Front cover carving depicts our atua (celestial) and tangata (terrestrial) connections – what makes us who we are.

Introduction to Hauraki PHO (HPHO)

Hauraki PHO was established as a rural Treaty-based partnership in 2003. HPHO's main foci continue to be to maximise:

- health workforce stability and sustainability
- access to high-quality, integrated primary healthcare for low income, Maori, Pacific and other high-needs populations
- support for consumers to manage the mental/physical/psycho-social health burden they carry by addressing multi-faceted needs in an integrated collaborative model of service delivery
- support for Rangatahi (youth) and Kaumatua (older people) in the communities in which they live
- positive outcomes for people and their whanau enrolled with HPHO practice teams and allied health professionals (Matua Rōpu Hauora) to improve and promote wellness and reduce the burden on stretched hospital services.

Values

Whanaungatanga
Manaakitanga
Transparency
Openness

Strategies

Following the strategies of:

- **collaboration** with all primary care practice teams (no matter their PHO affiliation), secondary services colleagues and other allied health professionals
- **cooperation** to reduce the stress on the rural workforce
- **cohesion** in increasing the skill sets of all rural primary care team members to reduce the burden on the medical (both primary and secondary) workforce.

Hauraki PHO GP Practices

At the 30th June 2016, Hauraki PHO had an enrolled population of 114,032 at 17 practice partners operating from 29 clinics. Hauraki PHO communities encompass the following enrolled and funded patient numbers.

Colville

- Colville Community Health Centre 691 enrolled patients

Whitianga

- Whitianga Doctors Surgery 2,743 enrolled patients

Thames/Hauraki

- Te Korowai Hauora o Hauraki 6,759 enrolled patients
in 4 clinics Coromandel, Thames, Paeroa & Te Aroha
- Paeroa Medical Centre 4,940 enrolled patients

Waihi

- Waihi Health Centre 3,763 enrolled patients
- Waihi Family Doctors 3,121 enrolled patients

Matamata/Piako

- Raungaiti Marae Clinic, Waharoa 700 enrolled patients
- Matamata Medical Centre 13,910 enrolled patients
- Residential Elder Care Services 537 enrolled patients

North Waikato

- Doctors @ 42, Huntly 3,433 enrolled patients
- *Ngaruawahia Medical Centre* 5,419 enrolled patients²

South Waikato

- Putaruru-Tirau Family Doctors 4,909 enrolled patients
- Tokoroa Family Health 6,252 enrolled patients

Hamilton

- Tui Medical 36,259 enrolled patients
in 6 clinics Rototuna, Davies Corner, Te Rapa, Central, Parkwood & Huntly
- Avalon Medical 10,195 enrolled patients
- Raukura Hauora O Tainui 8,998 enrolled patients
in 4 clinics, Enderley, Nga Miro, Te Rengarenga & Waahi
- Te Kohao Health 6,130 enrolled patients
in 2 clinics, Hamilton & Raglan
- *Cambridge Family Health* 1,456 enrolled patients¹
- *Five Cross Roads Medical Centre* 5,745 enrolled patients¹
- Grey Street Family Health 404 enrolled patients
- *Health and Medical Clinic* 288 enrolled patients¹
- *Rototuna Family Health* 81 enrolled patients¹
- *Student Health Services* 4,588 enrolled patients¹

¹ These practices joined HPHO on 1st July 2016

² This practice joined HPHO on 1st October 2016

Chairman's Korero

Unuhia te rito o te harakeke
Kei whea te k omako e ko
Whakatairangatia, rere ki uta, rere ki tai
Ki mai koe ki au he aha te mea nui o te ao
Maku e ki atu, he tangata, he tangata, he tangata
Tihei mauri ora.

I have great pleasure in presenting the thirteenth Hauraki Primary Health Organisation (HPHO) Annual Report. The 2015-16 financial year (ending on 30 June 2016) saw growth in enrolled patient numbers and ongoing development for our organisation. I would like to thank my fellow Trustees and the Management Team for their support and dedication which has enabled HPHO to maintain a very high level of success in a very rapidly changing health environment.



HPHO continued its expansion with Doctors @ 42, Grey Street Family Health, Health and Medical Clinic and Rototuna Family Health Centre joining the network during the year and five other practices giving notice to join HPHO in 2016-17. The growth in enrolled population (to 114,032 people) and number of practice partners (to 17 operating from 29 sites) brought with it increased logistical challenges to provide support to general practice teams from Colville in the north to Tokoroa in the south; Waihi in the east to Huntly in the west.

Now in our fourteenth full year of operations, improving access for high-needs individuals and their whanau based on collegial support for practice partners and cost-efficient operations, clinical leadership and close community relationships remained HPHO's strategic kaupapa. Following this philosophy, HPHO strengthened its range of services to meet the needs of whanau from a kaupapa Maori perspective. People at risk of chronic disease and active management of on-going respiratory and cardiac illnesses, diabetes and/or mental health issues are continuing to be supported by the Manawanui Whai Ora Kaitiaki team of mobile Nurses and Kaiawhina. Continual improvement in achievement against the national PHO targets and the development of virtual health services to improve access for rurally isolated communities are also signs of success for HPHO.

The fruits of the “Better Sooner More Convenient” health policy and the Whanau Ora programme and the Alliancing environment are being achieved. However, HPHO must be vigilant to ensure that continued expansion will bring benefits to all people in the Tainui waka rohe.

Collaboration with other allied health organisations remains a hallmark of HPHO and its practice partners for the good of the people we are all here to support.

Naku noa, na

A handwritten signature in blue ink, appearing to read 'Harry Mikaere', with a stylized flourish at the end.

Harry Mikaere, Chairman

Chief Executive's Report

Kia ora koutou katoa,

The 2015-16 year saw the activities of HPHO and its practice partner teams again increase. Despite this significant growth, the PHO and its practice partner teams maintained achievement against quality standards which was very gratifying. After two years, the Alliance partnership with Waikato DHB is presenting new opportunities along with the challenges.

Continued expansion was reflected in a 20% income boost from \$24,008,021* to \$28,840,130. Expenditure of \$28,557,178 resulted in an operating surplus of \$282,951 (equivalent to approximately 1% of turnover) to be used for future service provision.



Under the Hauraki Hauora Alliance Leadership Team (HHAALT) Agreement, the Flexible Funding Pool (which provides for additional services to meet local needs) reached \$4,938,626. This figure reflects the large high needs populations supported by HPHO practice teams. HPHO's rural practice partners attracted rural and after hours' funding of \$1,208,801 which helped to mitigate the recruitment and retention issues facing the New Zealand rural primary care workforce. However, access to effective and sustainable rural health services remains an on-going long-term issue.

Despite increased challenges and a further strengthening in HPHO's quality focus, operating efficiencies kept direct HPHO management and administration costs to \$980,359 or 3.4% of turnover. While this will need to increase with the expanded audit and compliance costs faced by all PHOs, the commitment of HPHO's management team is to remain among the most cost-effective PHOs in Aotearoa/ New Zealand. This approach will maximise funding being directed to wellness support services not bureaucracy.

Supporting the wellness of our enrolled population by ensuring proactive identification of issues, chronic disease management and improved quality programme achievement remains our focus. The increased use of information tools and Virtual Health approaches to empower change will be actively supported.

Collaboration with WDHb services, NGOs and all local general practices ensures whanau are supported in their wellness with (among others) mobile nursing/ kaiawhina, podiatry, counselling and primary mental health services.

Increasing achievement against national quality targets is a source of confidence that HPHO continues to add value to the communities it serves and is reflected in the increasing interest from non-HPHO practices to work with us. The major challenge for 2016-17 is to work with practice partners to improve Maori health target results as we move into the SLMs environment which measures wider socio-economic and psycho-social status.

Naku noa, na

A handwritten signature in blue ink, appearing to read 'Hugh Kininmonth', with a long horizontal flourish extending to the right.

Hugh Kininmonth, Chief Executive

• N.B. Financial figures mentioned above are based on pre-audited figures, which may differ slightly from the final figures. Full audited accounts are available with this report.

Hauraki PHO Team:

HUGH KININMONTH – CHIEF EXECUTIVE

I have been in the role of Chief Executive since HPHO's inception on 1 July 2003. In addition to establishing the organisation, my key focus is to work with all HPHO practice teams to ensure growth and development of high-quality community-based services. My modus operandi is to support HPHO's diverse activities to operate cost-effectively in a continually changing environment with openness and transparency.

LINDSEY WEBBER – DEPUTY CEO

I joined Hauraki PHO in 2014 as Clinical Services Manager and this year have moved into a Deputy CEO role supporting HPHO network operations, programmes and initiatives. My focus is to support the development and implementation of high quality programmes and services that demonstrate value for money and result in improved health and wellbeing for individuals, whanau and communities.

TRISH ANDERSON – OPERATIONS MANAGER

I have worked with Hauraki PHO since its inception, through my former position at Medtech followed by a move to a contracting role with HPHO in 2004. Since 1 January 2015, I have been a full time employee.

My role is to ensure the operational side of Hauraki PHO runs smoothly. It involves setting up and maintaining effective information and communication technology (ICT) infrastructure which is essential for internal management, reporting and external

interface with relevant entities. These include our practices, Waikato DHB, the Ministry of Health, other PHOs and various health agencies. It means seeking new and better clinical and administration support platforms for our practices and our patients. My team includes:

Sue Sharp – Practice Support Manager (Hauraki/South Waikato)

I joined Hauraki PHO in September 2013 and my area covers Hauraki PHO practices across the Hauraki, Coromandel and South Waikato rohe. I am available Mon Thurs to provide support to practices around achieving Quality Targets and implementation of HPHO funded services and assistance with the use of electronic decision making tools provided by HPHO.

Aman Sandhu – Practice Support Manager (Hamilton/Huntly)

I joined Hauraki PHO in August 2014 to provide support to Hauraki PHO practices in the Hamilton and Huntly rohe in a way that encourages and facilitates continuous quality improvement, identifies needs and assists the providers to achieve the best possible outcome for their registered population. I am also involved in the ICT infrastructure management for the PHO and am employed in a full time role.

**Robyn Finucane – Clinical Administration/
Practice Support**

I joined Hauraki PHO in April 2016 as the Clinical Administration and Practice Support. My full time role is divided between working with the Hauraki PHO Outreach Immunisation team as a registered nurse, the Manawanui Whai Ora Kaitiaki team, supporting administration in the Hamilton office and the Practice Support team. I support all practices with a clinical focus but also working towards improving and achieving quality targets, implementing funded services and aiming to improve health inequalities.

Reuben Kendall – Data Analyst

I joined the Hauraki PHO whanau in 2016 as a Data Analyst, working closely with the Operations Manager and Practice Support Team. My role is primarily focused on the analysing and reporting of data to both internal and external stakeholders. This work helps to identify areas of interest, aiding in the development of solutions to improve health outcomes for our patients.

**DEBI WHITHAM – CLINICAL SERVICES
MANAGER**

I have recently joined HPHO as the Clinical Services Manager. I am a Registered Nurse and have previously held various clinical roles in both secondary and primary care. I am passionate about enabling staff to deliver high quality, client focussed care in a culturally aware manner. My portfolio includes management of the Primary Mental Health, Manawanui Whai Ora Kaitiaki (MWOK), Breast and Cervical Support and Outreach Immunisations teams.

I am looking forward to leading, coaching and mentoring staff to promote best practice and quality care to meet the needs of the vulnerable populations in our area.

**Jan Short – Primary Mental Health
Team Leader**

I have been at the Hauraki PHO since July 2013, working 32 hours a week in the role of Primary Mental Health Team Leader. My role includes the coordination of incoming referrals and coordinating packages of care to external therapists. I have worked in various social work roles throughout Hauraki and the Coromandel for the past 15 years with eight of those at Te Korowai Hauora O Hauraki prior to coming to the Hauraki Primary Health Organisation in 2013.

**Becky Singleton – Primary Mental Health
Practitioner (South Waikato)**

I commenced employment with Hauraki PHO in June 2014 and work for 40 hours per week in the Cambridge and Hamilton areas.

I have worked in New Zealand and Australia within the Primary Mental Health setting and prior to HPHO I was employed by the Waikato DHB working in adult mental health and first episode psychosis teams. I have a Masters in Social Work & have also completed a Postgraduate Certificate in Cognitive Behavioural Therapy.

**Jo Rowe – Primary Mental Health
Practitioner (Hauraki)**

I am a registered nurse and commenced employment with Hauraki PHO in August 2015. I am employed for 32 hours per week covering Whitianga, Coromandel, Thames, Paeroa and Waihi, providing brief intervention and onward referral to counsellors or psychologists as required.

Lesley Bird – Primary Mental Health Practitioner (Hamilton/Huntly)

I am a Registered Mental Health Nurse. I have worked for the Hauraki PHO since July 2015. I support GPs in Huntly, Matamata and Avalon Medical Centre by providing assessment and brief interventions to ensure that the people with mental health issues they refer access appropriate community-based services.

Darcy Ramsay – Primary Mental Health Practitioner (Hamilton)

Anaru Haumaha – Primary Mental Health Practitioner (South Waikato)

Ko Hautere te maunga
Ko Pokaiwhenua te awa
Ko Tainui te waka
Ko Raukawa te iwi
Ko Ngati Ahuru te hapu
Ko Mangakaretu te marae
Ko Nga-Hau-e-Maha te tangata
Ko Anaru Haumaha ahau

I commenced employment with Hauraki PHO in July 2016. I have worked in the mental health and addictions sector for nearly 20 years with particular interest in kaupapa Maori service support. I am regularly reminded by the community, colleagues, peers and tangata whenua that the support we provide is important, effective and unique. I love this mahi.

KAREN MCKELLAR – LONG TERM CONDITIONS/OIS TEAM LEADER

I commenced work at the Hauraki PHO on June 2013 as Chronic Care Co-ordinator. Since September 2014, I have been appointed to the role of Team Leader for the Long Term Conditions/OIS team working full time.

REGISTERED NURSE TEAM:

Ashleigh Battaerd – Nurse Practitioner

I am registered in Primary Health Care with lifespan prescribing rights and started with HPHO in August 2016 working with the LTC team for 0.3 fte; Te Korowai Hauora O Hauraki Primary Health Care Clinic in Coromandel for 0.6 fte and as Nurse Practitioner in an advisory/support role with HPHO for 0.1 fte.

Claire Davies – Registered Nurse (Hamilton/North Waikato)

I work in the Manawanui Whai Ora Kaitiaki (MWOK) service as a long term conditions nurse covering Hamilton, Huntly and Cambridge areas. I work in partnership with my Kaiawhina colleagues Ellamay Pomare and Shian Murphy.

Elizabeth Johnson – LTC Registered Nurse (Hamilton/Huntly)

I joined the Hauraki PHO Manawanui Whai Ora Kaitiaki (MWOK) Long Term Conditions program as a Registered Nurse in March 2015. I'd previously worked as a Diabetes Nurse Specialist and District Nurse in the Waikato. I am the Diabetes Champion for the MWOK Team working alongside Ree Clarke (Kaiawhina) covering Hamilton, Huntly and Ngaruawahia.

I find it hugely satisfying working alongside our patients, their Whanau and community providers to improve overall health and wellbeing. I am humbled by the goodwill and tenacity I see in our people. The Hauraki PHO is a supportive organisation to work for, with the focus on positive family and community wellbeing.

**Karen Sanderson – Registered Nurse
(Outreach Immunisation Service)**

I joined the Hauraki PHO and the Outreach Immunisation Service (OIS) team in August 2016. The areas I cover are Thames, Paeroa, Waihi and Matamata. I am enjoying working with these communities to provide a service which is beneficial to both children, family/whanau and the wider community.

Lyn Harris – LTC Registered Nurse (South Waikato)

In 2014, I joined HPHO as a Registered Nurse for the Long Term Conditions Team in the South Waikato/Piako areas in partnership with Kaiawhina Jodi Rangitaawa and Des Kelly and Registered Nurse Rosita Richards. Our mahi connects us with five Hauraki PHO practices to support a clinically complex caseload. We also explore community based support and link care for those who are isolated or having challenges accessing a health service covering from Te Aroha to Tokoroa. It has been an exciting and challenging experience engaging in a new way of helping people/whanau to take control of their health.

**Michelle Hopley – LTC Registered Nurse
(Thames/Coromandel/Hauraki)**

I am thrilled to have joined Hauraki PHO Manawanui Whai Ora Kaitiaki (MWOK) – Long Term Conditions (LTC) Programme. I have always had a passion for working alongside patients and their whanau/families in the community setting and look forward to walking alongside them in partnership to fulfil their positive health outcomes. I am also the Respiratory Champion for Hauraki PHO.

**Nerida Griffiths – LTC Registered Nurse
(Hamilton/Huntly)**

I commenced employment with Hauraki PHO in June 2014 in the role of LTC Registered Nurse with the Manawanui Whai Ora Kaitiaki team in Hamilton/North Waikato. Having a special interest in women's health, particularly cervical and breast screening I moved into the role of screening support services co-ordinator in October 2016.

I look forward to working not only with our practice partners, but also with the National Cervical Screening Programme (NCSP) and Breast Screen Aotearoa (BSA) to improve screening opportunities for under-screened/never screened and priority group women.

**Rosita Richards – LTC Registered Nurse
(South Waikato)**

I am a Registered Nurse working within Manawanui Whai Ora Kaitiaki – Long Term Conditions Management Team alongside Lyn Harris and Jodi Rangitaawa. My role includes supporting clients with complex health conditions, in partnership with their GP and allied health professionals, as well as spending time within GP practices with a focus on immunisation and cervical screening.

**Sue Bowden – LTC Registered Nurse
(Thames/Coromandel/Hauraki)**

I work in the Manawanui Whai Ora Kaitiaki (MWOK) service as a long term conditions/whanau ora nurse covering Waihi, Paeroa, Thames, Coromandel, Colville and Whitianga. I work in partnership with my local team colleagues Paulette Winiata, Michelle Hopley, Ashleigh Battaerd, Brenda Calloway and Yvette Simpson.

**Vicky Mitchell – Registered Nurse
(Outreach Immunisations Hamilton)**

I joined Hauraki PHO in April 2016. My job covers the Hamilton area and I follow up all children 5yrs and under who are overdue for immunisations, as well as advising parents of the benefits of immunisations and why we immunise.

KAIABHINA TEAM:

**Paulette Winiata – Whanau Ora
Community Health/Kaimahi LTC
Programme (Thames-Coromandel/
Hauraki)**

I am a Kaiabhina for the Manawanui Whai Ora Kaitiaki Rōpu (Long Term Conditions Management Team). I have been working in this role since July 2014 alongside Registered Nurses Sue Bowden and Michelle Hopley, and Kaiabhina Brenda Callaway in the Hauraki Rohe. My role includes supporting patients with their long term conditions from a holistic approach and working collaboratively with other services in the community so our people can better self-manage.

**Jodi Rangitaawa – LTC Kaiabhina (South
Waikato)**

I joined the Hauraki PHO Manawanui Whai Ora Kaitiaki (MWOK) Long Term Conditions program as a Kaiabhina in August 2014. I work in partnership with Registered Nurses Rosita Richards and Lyn Harris and Kaiabhina Des Kelly as part of the South Waikato/Piako Team. My role is ultimately about connecting with all people that aid in adding wealth to a person's wellbeing. I.e. clients, whanau, family, stakeholders, doctors, nurses, people from other organisations, from other spaces, this then allows our team the opportunity to contribute and activate people and their whanau to take charge of their own health and wellbeing.

Des Kelly – Kaiabhina (South Waikato)

Mokau ki runga
Tamaki ki raro
Maungatoatoa ki waenganui
Pari Hauraki Pare Waikato
Ko Ngati Ahuru ahau no te Kaokaoroa o Patatere
Ko Des Kelly toku ingoa, he kaiabhina au mo Hauraki PHO
Ko ngaa tuumanako
Kia kiki te wairua o te whwnaungatanga
Kia awhi mai kia awhi atu tou huunuku
Kia whakatoou ou mokopuna I te hari koa nui rawa ake ki roto o tou ngakau,
Kia kaakahungia koe ki te korowai o te aroha a to hoa rangatira,
Kia tino whai hua ou ra kirihemete, tau noa te Tau Hou.
Mauri nui, mauri roa, mauri ora!

**Ellamay Pomare – Kaiabhina (Hamilton/
North Waikato)**

Tena tatou, ko Ellamay Pomare toku ingoa na te puaha o Waikato ahau. I work within the MWOK team as a Kaiabhina. I am teamed with a registered nurse working mainly with people who suffer long term conditions. We cover the area of North Waikato and Hamilton City.

Brenda Callaway – Kaiabhina (Hauraki)

My role as Kaiabhina with the Manawanui Whai Ora Kaitiaki Team is about building relationships with patients and their whanau, health professionals and community services. This gives people the opportunity to have positive health outcomes, using the Te Whare Tapa Wha model of wellbeing. My team consists of Registered Nurses Sue Bowden and Michelle Hopley, and fellow Kaiabhina, Paulette Winiata. We operate within a broader clinical team based throughout the Waikato rohe.

Ree Clarke – Kaiawhina (North Waikato)

Ko Taupiri te maunga
Ko Waikato te awa
Ko Tainui te waka
Ko Waikato te iwi
Ko Ngaati Whawhaakia te hapu
Ko Kaitumutumu te marae
Ko Potatu Te Wherowhero te tangata
Ko Ree Clarke toku ingoa

I work in the North Waikato area as Kaiawhina in the Manawanui Whai Ora Kaitiaki (MWOK) long term conditions team. It has always been a passion of mine to work with whanau and I now have the privilege of being able to work in my community supporting whanau to realise their potential and work towards positive health and wellbeing.

Shian Murphy – Kaiawhina (Hamilton/ North Waikato)

My role as Kaiawhina with Manawanui Whai Ora Kaitiaki is ultimately about connecting with all people that aid in adding wealth to a person's wellbeing. I.e. Our clients, their whanau, family, stakeholders, doctors, nurses and people from other organisations. Our team then has the opportunity to contribute and activate people and their whanau to take charge of their own health and wellbeing. I work alongside Claire Davies and Elizabeth Johnson as part of the North Waikato/ Hamilton team.

Yvette Simpson – Kaiawhina (Whitianga)

LYNNE COURTNEY – QUALITY MANAGER

In my role as Quality Manager, key areas of responsibility primarily focus on supporting PHO practices with their Quality programmes,

contract management, sourcing funding and opportunities for development and growth of services and programmes. These opportunities utilise new and current resources to effectively address identified needs in our community.

Donna Thorburn – Administration Co-ordinator

I have been with the Hauraki PHO since January 2014, working alongside the Management Team to provide computing and administrative services. I manage the website and weekly communications newsletter and act as Meeting Secretary for the Clinical Advisory Group, Rural Sustainability Leadership Alliance Team and Hauraki Hauora Alliance Leadership Team as well as many internal HPHO meetings. I thoroughly enjoy working in such an empowering and transparent environment.

Michelle Rohleder - Clinical Education, Communications Coordinator and Smoking Cessation Champion

I commenced work at the Hauraki PHO in October 2012 as the CVD/Diabetes Programme Manager. In January, 2015 my role was changed to encompass education, communications and smoking cessation champion.

MARINGI MOANAROA – FINANCE MANAGER

Ko Te Ramaroa te maunga
Ko Hokianga te moana
Ko Ngatukimatawhaorua te waka
Ko Ngāpuhi te iwi
Ko Te Hikutū te hapū
Ko Pātea Aroha te marae
Ko Whirinaki te awa
Ko Rahiri tōku tupuna
Ko Maringi Moanaroa tōku ingoa

Tena Koutou katoa, my name is Maringi Moanaroa. My husband and I currently live in Manaia Coromandel. We have four beautiful grown children, two mokopuna with number three on the way. My core values are; doing what is right, being truthful, respectful of myself and of others; whanau/family is of the most importance and above all Love.

I have had the pleasure of working with Hauraki PHO since 2009. I have been in the finance & admin sector for many years in voluntarily, employed and self-employed capacities. My fundamental role is to ensure transparency and openness, while maintaining accurate financial records, with adequate control, structure & support of all financial information & documentation relevant in the sustainability of Hauraki PHO.

The finance team consists of me and Sheila Jones. To manage HPHO's rapid growth we work closely with Bhavesh Ranchhod chartered accountant & Director of Accounting For Success, to ensure the highest accounting practice and standards are maintained.

Bhavesh Ranchhod – HPHO Accountant

I am a fully qualified Chartered Accountant and work at my company Accounting For Success Limited based in Waihi. My practice produces the HPHO Financial Board Reports and end of year Financial Accounts, which are this year being audited by BDO in Hamilton.

The 2016 Financial Year sees the introduction of new reporting standards for charitable organisations, resulting in a new style of Financial Statements.

Growth has continued at HPHO with many new medical practices joining the organisation this year. The Financial Accounts support a strong financial position, and confirm that medical practices are receiving optimal funding whilst HPHO Management are continuing to maintain operations with a low overhead structure.

I believe the HPHO will continue to be attractive to more prospective medical practices joining the organisation, resulting in continual growth moving forward.

Sheila Jones – Financial Support Worker

I have been employed since March 2015, providing assistance within the Financial Team focussing on all Practices developing systems & processes, claims, queries & reporting as well as assisting where required.

CLINICAL STRATEGIC AND COMPLIANCE TEAM

Dr Wendy Carroll – Clinical Director

My role is to provide clinical support and advice to Hauraki PHO management and clinical teams. I also work with the management team supporting the growth and development of Hauraki PHO and I am available for GP support and liaison as required. I enjoy networking within the Hauraki PHO and sharing ideas for practice growth and development and maintaining high quality standards.

Boudine Bijl-Williams – Clinical Projects Advisor

This crucial role in HPHO is responsible to strategically plan the implementation of “transformational change” programmes to boost the role of primary care teams. These primarily focus on managing primary/secondary integration and remain focussed on avoidable hospital admissions. Clinical input into projects include maintaining wellness for people suffering long-term conditions, managing acute demand in Emergency Departments by promoting Primary Options, researching technology to provide alternative methods of health education, strengthening palliative care and to provide a voice for all of our hardworking clinical teams associated with Hauraki PHO.

Jo de Lisle – Clinical Projects Contractor

I have recently joined Hauraki PHO as a part-time contractor. I have an extensive history in the health arena and really enjoy new clinical projects, especially if they have an IT component. Current projects are working with the team on a pre-diabetes app, partnering with the Virtual DHB team to implement HealthTap and Breast and Cervical screening support to services. Linking services and processes, to be efficient and support patient outcomes is something I enjoy and is rewarding.

Gytha Lancaster – Community Liaison

Originally, I joined Hauraki PHO as Rural Sustainability Project Advisor. Upon completion of that contract, I transitioned into the role of Community Liaison.

Services Provided by Hauraki PHO

Hauraki PHO and its partner provider teams operate a broad range of community-based services. These include: a wide range of General Practice services; community and outreach support; alcohol and drug cessation programmes; youth (Rangatahi) sexual and reproductive health support; smoking cessation programmes; Tamariki Ora Well Child programmes; travel subsidies for people to get to hospital appointments; primary mental health programme; school clinics; long term conditions management; low-income and adolescent dental services and population health initiatives.

Links to other community-based health service providers such as pharmacists, midwives, district nurses, public health nurses, podiatrists, community mental health services, support groups, dentists and physiotherapists help to provide wrap around services and shared care.

Hauraki PHO focuses on a population health approach to improve the health and wellbeing of all Hauraki whanau through an emphasis on health and wellness and preventative care. We are committed to community involvement in health service development and improving accessibility to affordable, high-quality services. We aim to ensure provision of services according to our population's needs, to maintain wellness as opposed to solely focusing on treating illness. Our programmes include:

Manawanui Whai Ora Kaitiaki (Long Term Conditions Whanau Ora Programme)

The Manawanui Whai Ora Kaitiaki team consists of registered nurses partnered with health care support workers or Kaiawhina. The team works as part of an integrated model with HPHO practice teams and community and hospital-based health service provider colleagues, to provide wrap around support to high-needs individuals and their family/whanau (for an expected maximum 6 month duration). Existing whanau ora/mobile nursing and kaiawhina services are incorporated into a continuity of care model to avoid any duplication of care.

The model of care supporting the programme transcends across traditional health and social sector boundaries and incorporates clinical, social and environmental interventions and navigation support.

Outreach Immunisation Service

The HPHO Outreach Immunisation Service covers the HPHO area addressing inequities in health by reaching all our Tamariki that for many reasons are unable to be immunised at their GP in a timely fashion. Some of these tamariki may not be enrolled at a GP. The HPHO OIS discusses and encourages parents to enrol their tamariki with a GP to ensure medical treatment is available when needed.

From October 2016 the three other OIS providers (Kaute, Te Kohao and Raukura) have come under the HPHO umbrella. We all work together to ensure timely immunisations for our tamariki.

Early Intervention Mental Health Advocacy and Support Services

Reflecting community concerns for young people, isolated rural families and older people experiencing mental illness, this service is primarily provided in the person's home by a senior mental health support worker with support from GPs, nurses and counsellors.

The service is strengthened with links to both GP/practice nurse services and the national Like Minds Like Mine de-stigmatisation programme.

Rural After Hours Services

In Colville/Coromandel and Whitianga, HPHO practice teams engage with other local practices, rest homes and St Johns to offer a sustainable 24/7 service. In Thames-Coromandel/Hauraki/Te Aroha and South Waikato, HPHO practices work collaboratively with WDHB and local practice teams to ensure that both the primary and secondary rural health workforces are as mutually supportive as possible.

To minimise the costly need for after hours' doctor consultations, all rural HPHO practices offer a telephone nurse triage (and advice) service which improves patient care and lessens the pressure on HPHO's rural workforce.

Under 25 year old sexual and reproductive health services

Alcohol Brief Advice

Cervical Screening for Priority and Significantly Overdue

Rapid Response – Sore Throat Management

Koroua and Kuia Service

SIA Funded Activities

Despite the reduction in patient fees under the Primary Care Strategy, some high needs people still require additional subsidies to ensure access to health services is maintained.

- Extended Consultations for High Needs People
- Foot Clinics/Podiatry
- Palliative Care
- Minor Surgery
- Mental Health Support
- Cervical Screening Support
- Travel Subsidies
- Urgent Support Funds
- Heart Disease Assessments
- Intravenous Infusions
- Long Term Contraception
- Sleep Apnoea Assessments

Zero Fees/Free After Hours for Under Thirteen Year Olds

All HPHO practices offer free consultations during working hours to under thirteen year olds who are enrolled with an HPHO practice team. This eliminates the cost barrier to access medical services.

More Heart and Diabetes Checks

This funding is to provide regular heart and diabetes checks to eligible people within the HPHO enrolled population and also provides Better Help for Smokers to Quit (Quit).

Whanau Ora – Maori Community Health Services

This service seeks to address some of the fundamental health issues preventing whanau achieving and maintaining wellness. All HPHO's Maori health provider partners receive additional Whanau Ora funding (outside of HPHO funding streams) to support this important initiative.

Before School Checks

All HPHO practice teams provide B4School checks to enable whanau to ensure that their young children are in good health before starting school.

Hauraki PHO Performance

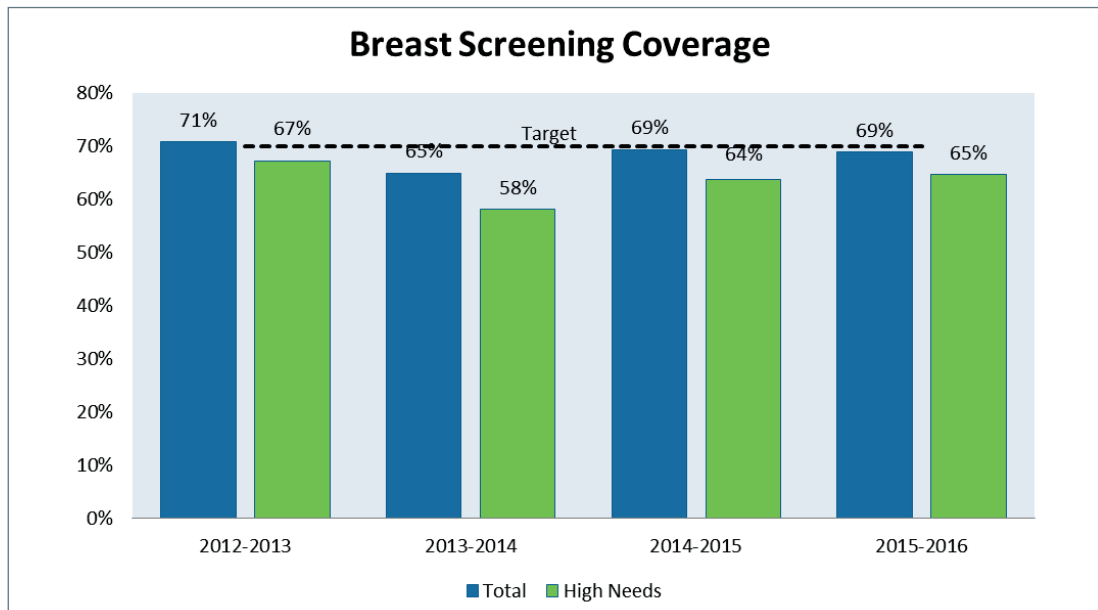
With additional staff and resources we have been able to increase our effort to reduce inequalities for patients within our PHO. Improved analysis of achievement and under achievement has enabled us to ensure a more concentrated focus on those areas of need.

In particular we have been looking at the gap in screening for Maori in our rohe and note that this has improved markedly over several indicators. Please refer to the graphs on page 29.

We are pleased with what we have achieved alongside our practice partners and will continue to work with them to ensure the best possible health outcomes for all our patients.

Hauraki PHO Best Practice Intelligence Quality Indicators Summary Results for Quarter ended 30 June 2016

(N.B. These figures differ from MOH IPIF target results on page 29)



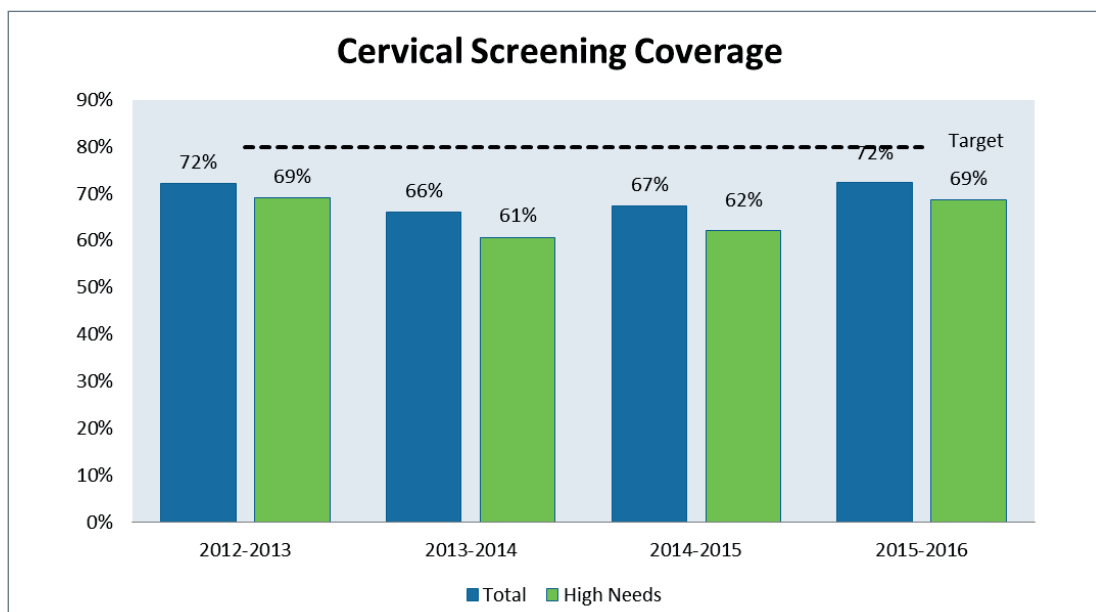
PHO Narrative

HPHO has a champion role for breast screening to work alongside our practice champions. Through the sharing of ideas and coordinated promotional activities and events we have maintained a focus on the importance of the role general practice plays in breast cancer detection and early intervention.

Regular updates are also provided to practices via a weekly memo and HPHO website to ensure they know when the breast screening bus will be in town.

This year HPHO was successful in its proposal to the MOH to secure the Breast and Cervical Screening Support Services contract for its enrolled population. The service will operate as an outreach model utilising local champion advocates to support women to a successful screening outcome. Practical support for practices in the form of extra mobile cervical smear clinics, transport to screening and follow up services, and community engagement activities will be available through the contract.

- o A – Awareness saves lives, encourage self-examination monthly
- o B – BSA enrolment for all eligible women
- o C – Cancer education: create trust and dispel myths about breast cancer



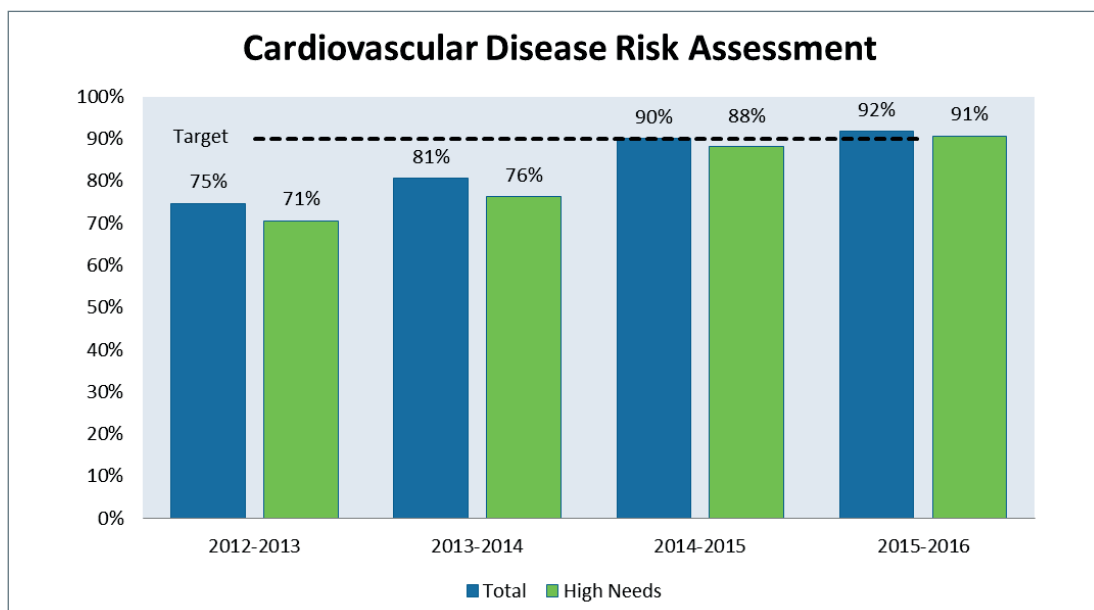
PHO Narrative

Hauraki PHO continues to actively support practices to identify innovative ways to increase and reward uptake of cervical screening. A cervical screening incentivisation fund has been established to provide extra funding for promotional materials and activities to improve uptake.

This year HPHO was successful in its proposal to the MOH to secure the Breast and Cervical Screening Support Services contract for its enrolled population. The service will operate as an outreach model utilising local champion advocates to support women to a successful screening outcome. Practical support for practices in the form of extra mobile cervical smear clinics, transport to screening and community engagement activities will be available through the contract.

The Patient Dashboard, Best Practice Intelligence and Dr Info all provide opportunities to identify women who are due as well as ensure data integrity.

- o A – Active engagement with patients works
- o B – Be brave and try something new; innovation can reap rewards
- o C – Comfortable smear taking environment is key

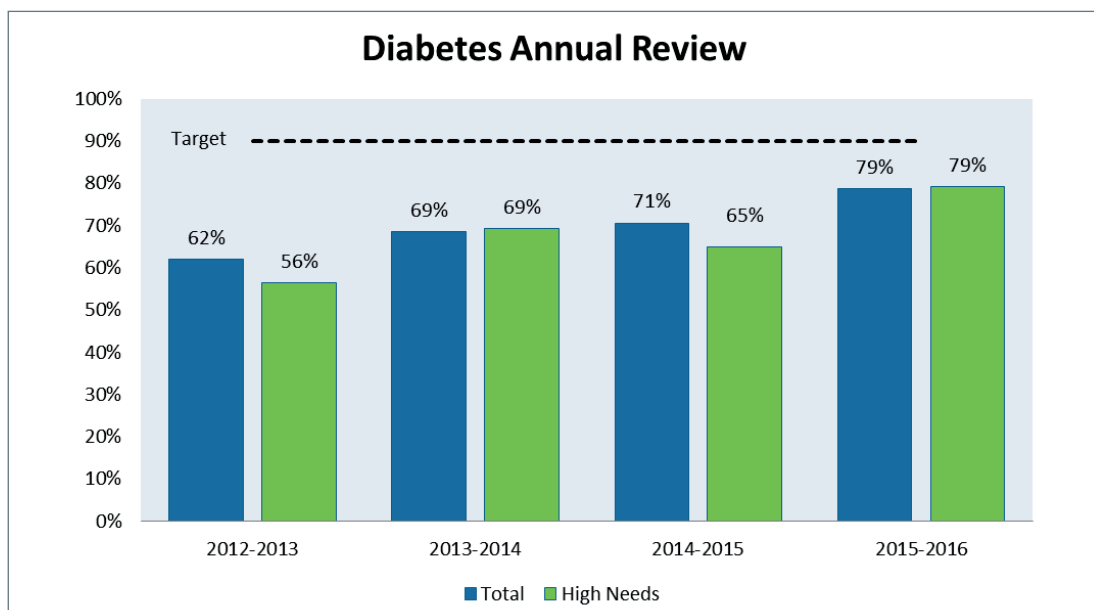


PHO Narrative

HPO continues to fund practices to complete reviews for eligible patients and this along with facilitating identification of these patients via our Clinical Decision Support tool Patient Dashboard, has resulted in us surpassing the target. Of assistance also, was the work being done by our Manawanui Whai Ora Kaitiaki team with Point of Care testing.

The Patient Dashboard also provides up to date information on hospital Emergency Department attendances and admissions. The tool simplifies the process of coding for clinicians and links directly to the patient care plan and referral documentation where required.

- o A – Advise: diet, exercise and lifestyle
- o B – BP checks and blood tests; always record in BPAC common form
- o C – Consider off-site community events to complete CVRAs



PHO Narrative

Historically we have struggled to improve the number of reviews being done for eligible patients but we are now making good progress with both the High Needs and Total Population groups. The Patient Dashboard provided to our practices ensures a prompt and imbedded interface for our clinicians to enter Read Code classifications.

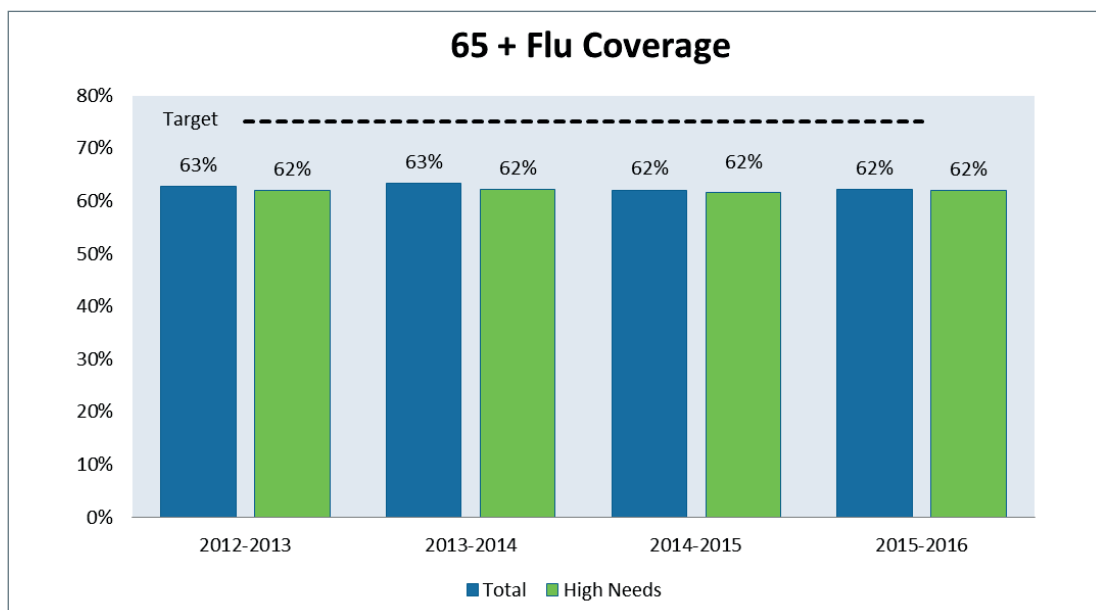
HPHO's annual Education Scholarship Fund continues to support Practice Nurse clinical skills development. In semester 1 2016, we enrolled a further 20 nurses on the graduate certificate pathway with Wintec, which includes diabetes and wound care papers as options for study.

HPHO has continued its formal partnership with Wintec to increase access and uptake of the level 7 diabetes short course, and provide Practice Nurses with a stepped pathway into post graduate study.

We have been successful in our proposal to the MOH for Innovation Funding to develop a weight management app for patients with pre-diabetes to support self-care. We have partnered with Vensa for this project and the testing phase for the app is underway.

HPHO continues to offer point of care testing through its LTC programme. Several practices are also utilising the COBAS equipment in off-site marae based clinics and other rural locations.

- o A – Awareness: patients that understand their health needs become empowered to achieve their goals
- o B – B PAC Common Form: an incomplete form is not counted
- o C – Care Plan: complete a patient care plan to connect with the multi-disciplinary team

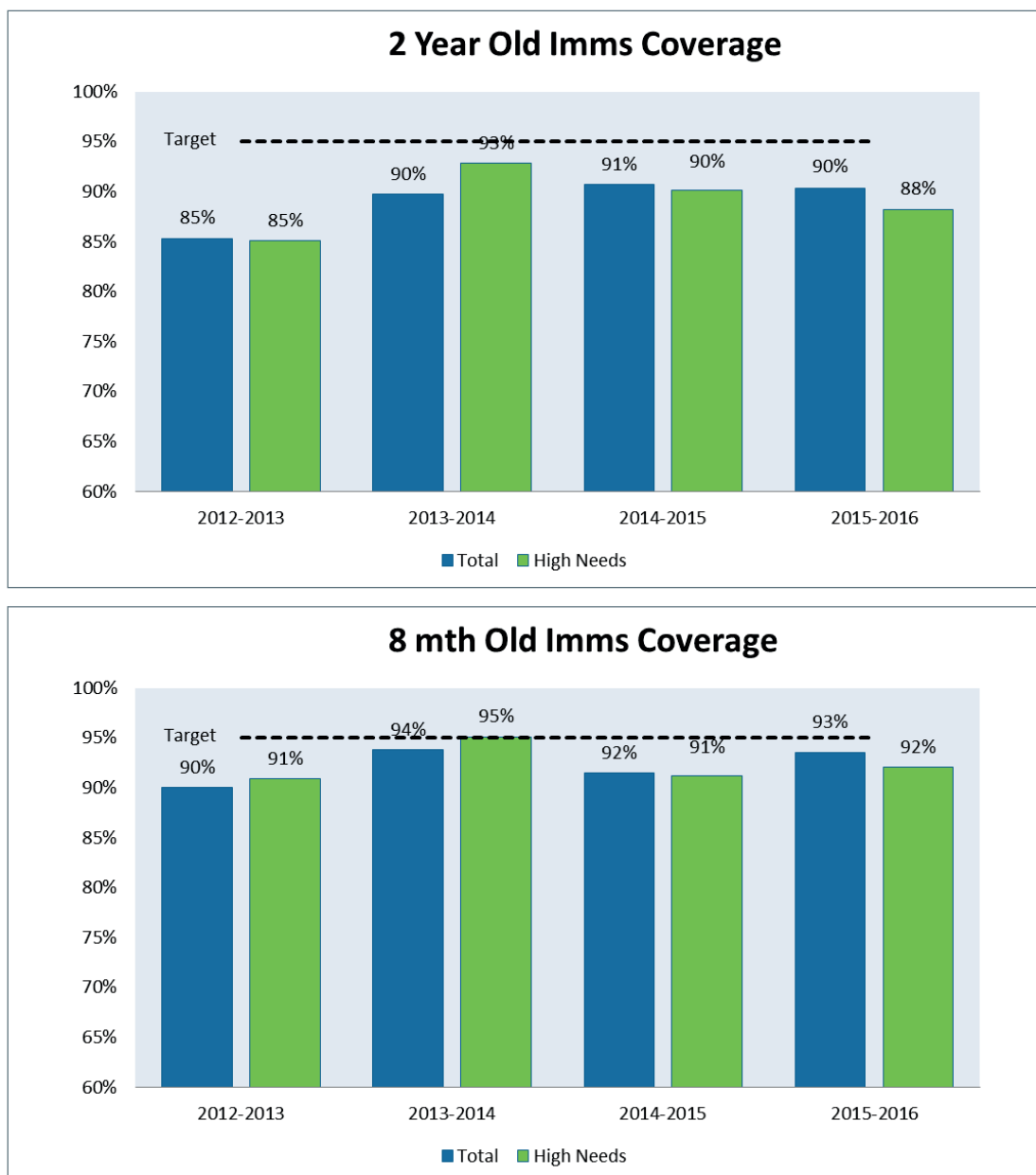


PHO Narrative

The coverage for the last 4 years has been almost identical for both the High Needs and Total Population groups at around 62%. We ensure that our promotion efforts coincide with that from the Waikato DHB and Ministry of Health.

A number of promotional events and extra flu vaccination clinics were held again this year across the network and supported by HPHO's mobile nursing team. Sharing of information between pharmacy and our general practice partners ensured patients receiving vaccinations in pharmacies were counted.

HPHO ran free flu clinics for all staff with a 90% uptake. HPHO will be working in partnership with Waikato DHB to develop a plan for next year's flu season. The focus for 2017 is on prevention and early treatment. Our team is considering innovative ideas to enhance community engagement and improve uptake.

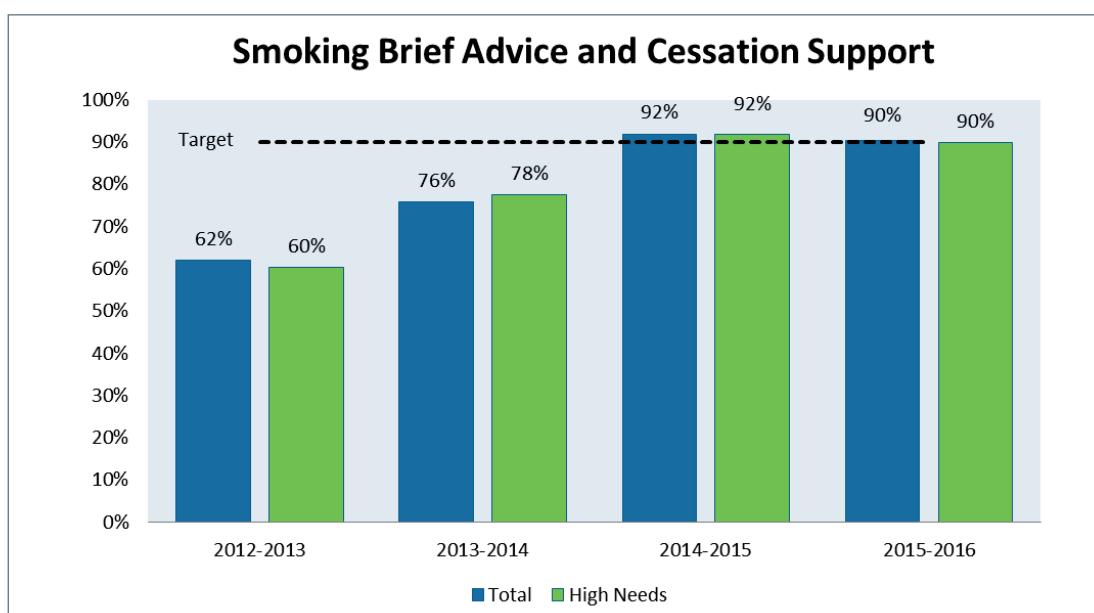
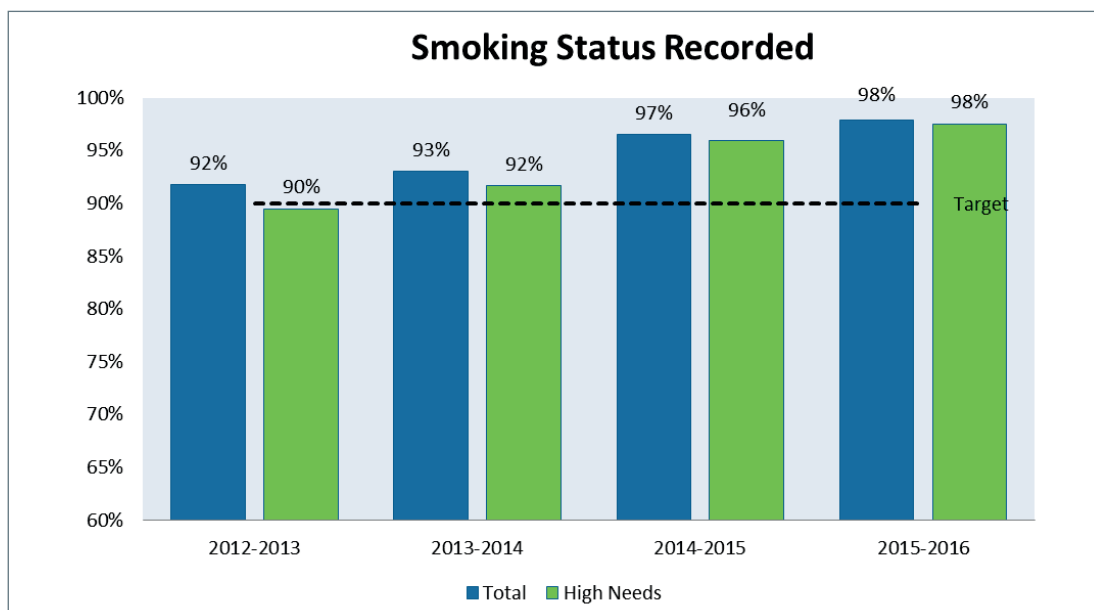


PHO Narrative

These graphs represent the data provided by Best Practice Intelligence (BPI). We discovered recently that BPI was counting babies as immunised but not differentiating if they were immunised on time. This has now been corrected for our reporting as at the 30th June 2016 and it now more closely aligns with the NIR Datamart report.

Whilst the focus has been on achievement of the 8 month immunisation rate, work continues through engagement with practices and OIS support to improve the 24 month immunisation rate to ensure timely pre-call, recall and administration of vaccinations.

- o A – Always ask, don't assume; keep having the conversation with parents and carers
- o B – Be safe not sorry. Immunisation protects lives
- o C – Clock watching: immunise on time



PHO Narrative

HPHO practice partner teams have managed to achieve and maintain the targets for these indicators.

- o A - Ask regularly
- o B - Give Brief Advice
- o C - Cessation support must be offered

Practices are asking patients as appropriate and are then recording the response with a Read Code classification. This ensures we have a valid denominator with which to work to improve the uptake of smoking cessation services.

The Text2Remind tool funded by HPHO for all our practices has been instrumental in keeping patient records up to date.

This year HPHO's clinical team actively supported practices to provide brief advice through a coordinated telephone campaign.

Hauraki PHO and practice staff are utilising every available opportunity to engage patients in opportunistic discussions about smoking cessation.

This year's STOPtober campaign was well supported across the network. HPHO also presented a submission to Waikato District Council in support of smokefree public spaces.

The HPHO Mobile nursing team carries Nicotine Replacement Therapy (NRT) as part of their mobile nursing kits.

We continue to have a good response from parents offered NRT at OIS visits. Information is fed back to practices to update their records.

A new smoking cessation referral service will commence in 2016. Pinnacle Midland Health Network and its partners were successful in their bid to provide support services in the Waikato following the MOH's national realignment of tobacco control services. All referrals for cessation support will be managed by a "hub" at MHN and forwarded to local providers who will then contact the patient to organise support services.

Statutory Reporting Obligations

Working with Maori Stakeholders

This critical area of importance is achieved through HPHO's Treaty-based governance partnership around the Trustees' Board table. With the majority of Trustees being Maori, direction and feedback is secured on a regular basis. In addition, working with HPHO's kaumatua supports daily interactions and informal Hui secures more feedback on a regular basis. This along with research and needs assessment funded from MPDS, improves HPHO's understanding of whanau requirements and allows funding to be directed to services (e.g. mental health support, Mirimiri, healing, podiatry) seen as being of critical importance to whanau wellness.

Improving Maori Health Status

Important points include:

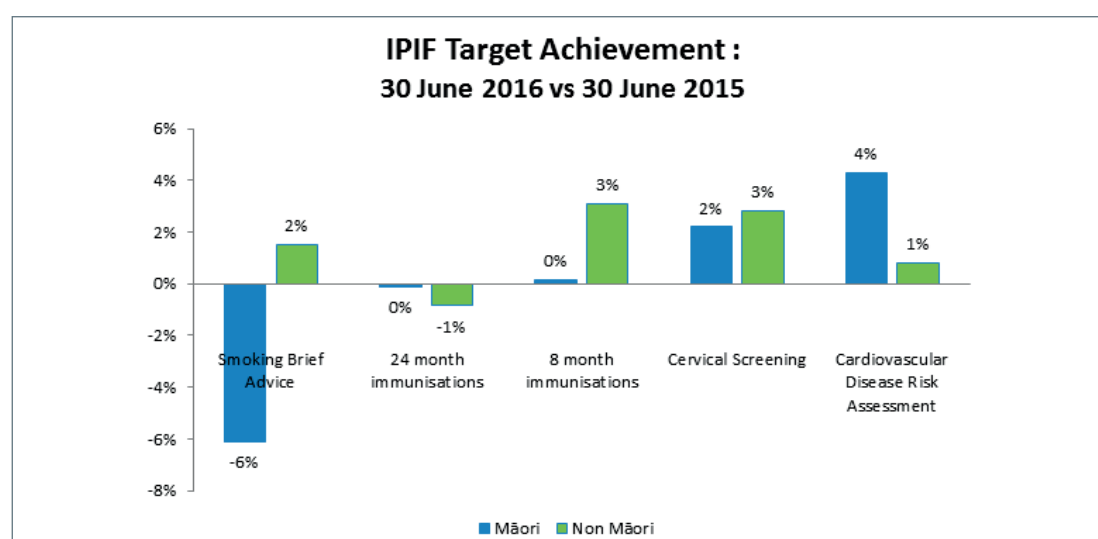
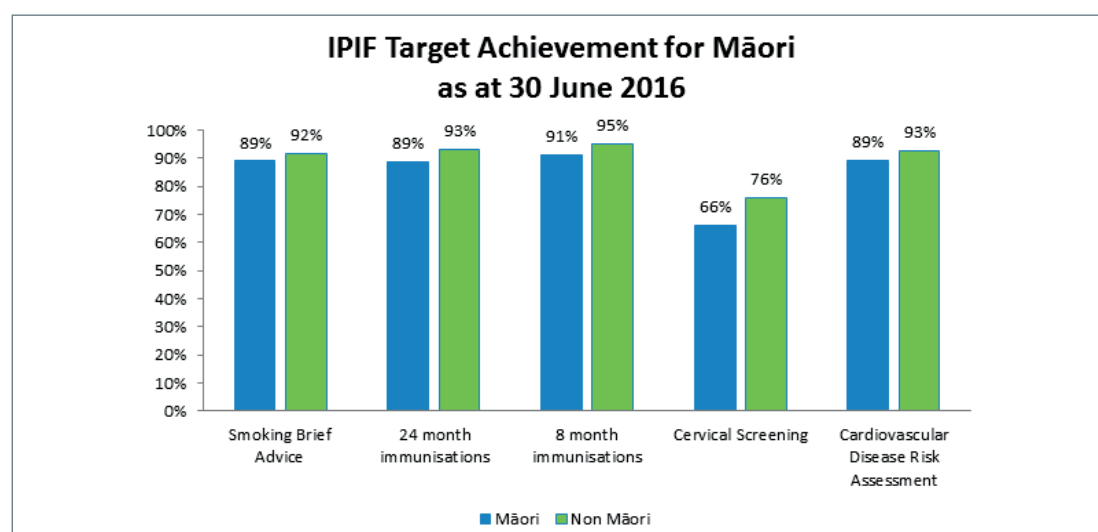
the difference between Māori and Non-Māori for CVRAs has decreased;

provision of Cervical Screening services continues to improve and

Immunisation rates for Māori have been maintained.

HPHO is working with several practices with large Maori populations to understand why

Smoking Brief Advice for Māori has dropped.



Customer Satisfaction and Complaints/Issues and Exceptions Reporting

The complaints that have been sent to HPHO for investigation are as follows. In addition two Needle stick injuries have been reported by HPHO Registered Nurses. All these incidents have had a positive outcome.

Positive comments and compliments also were received from patients in regard to the service that the MWOK team provide.

No exception reporting has been received by the Hauraki PHO.

Complaints 2015 - 2016	Acknowledged within 5 days	Closed	Compliments
23	23	All	14

PHO Practice Fee Levels (enrolled)

(As of 30th June 2016)

	adult (18+)	rangatahi (14-17)	child (under 13)
Avalon Medical Centre	\$17.50	\$12.00	\$0.00
*Cambridge Family Health	\$45.00	\$28.00	\$0.00
Colville Community Health	\$17.50	\$11.50	\$0.00
Doctors @ 42, Huntly	\$17.00	\$11.00	\$0.00
Doctors Surgery Whitianga	\$40.00	\$32.00	\$0.00
*Five Cross Roads Health Centre	\$46.00	\$26.00	\$0.00
Grey Street Family Health Centre	\$17.50	\$12.00	\$0.00
*Health and Medical Clinic	\$35.00	\$12.00	\$0.00
Matamata Medical Centre	\$30.00-\$42.00	\$23.00	\$0.00
*Ngaruawahia Medical Centre	\$17.50	\$11.50	\$0.00
Paeroa Medical Centre	\$17.50	\$0.00	\$0.00
Putaruru Tirau Family Doctors	\$18.50-\$37.00	\$8.00	\$0.00
Raukura Hauora O Tainui	\$10.00	\$0.00	\$0.00
Raungaiti Marae Clinic	Koha	\$0.00	\$0.00
Residential Elder Care Services	\$0.00	\$0.00	\$0.00
*Rototuna Family Health Centre	\$46.00	\$27.00	\$0.00
Te Kohao Health	\$10.00	\$0.00	\$0.00
Te Korowai Hauora o Hauraki	\$17.50	\$0.00	\$0.00
Tokoroa Family Health	\$16.00	\$0.00	\$0.00
Tui Medical	\$17.50	\$11.50	\$0.00
*University Student Health Services	\$0.00	\$0.00	\$0.00
Waihi Family Doctors	\$17.50	\$0.00	\$0.00
Waihi Health Centre	\$17.50	\$0.00	\$0.00

*New practices that started on or after 1 July 2016

Appropriate Level of Practitioners to Enrolled Population

(As of 30th June 2016)

	GP/fte	Funded Pts	Ratio GP:Pt
Avalon Medical Centre	4.7 fte	10,313	1:2,194
Colville Community Health	1.0 fte	691	1:691
Doctors @ 42, Huntly	2.6 fte	3,433	1:1,320
Doctors Surgery Whitianga	1.7 fte	2,743	1:1,614
Grey Street Family Health Centre	0.9 fte	404	1:449
Health and Medical Clinic	1.0 fte	288	1:288
Matamata Medical Centre	8.9 fte	13,910	1:1,563
Paeroa Medical Centre	3.8 fte	4,940	1:1,300
Putaruru Tirau Family Doctors	2.4 fte	4,909	1:2,045
Raukura Hauora O Tainui	4.7 fte	8,998	1:1,914
Raungaiti Marae Clinic	0.3 fte	700	1:2,333
Residential Elder Care Services	1.6 fte	537	1:335
Te Kohao Health	5.0 fte	6,130	1:1,226
Te Korowai Hauora o Hauraki	4.9 fte	6,759	1:1,379
Tokoroa Family Health	2.0 fte	6,252	1:3,126
Tui Medical	21.1 fte	36,259	1:1,718
Waihi Family Doctors	3.1 fte	3,121	1:1,006
Waihi Health Centre	3.1 fte	3,763	1:1,214
	72.8 fte	114,150	1:1,568

Financial Summary



HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2016

Income	2016	2015
Bank Interest	\$29,516.62	\$28,812.21
Capitation	\$19,556,547.76	\$16,328,833.57
Contract Funding Received	\$2,483,133.63	\$2,164,076.43
FFS Funding Received	\$992,635.66	\$444,403.84
Rural and After Hours Funding Received	\$1,208,801.46	\$1,029,680.61
HALT - Flexible Funding Pool	\$4,938,626.34	\$4,971,270.86
Income Received in Advance	(\$117,106.35)	(\$914,277.81)
Income Received For Capital Assets	(\$252,024.40)	(\$44,778.00)
Total Income	\$28,840,130.72	\$24,008,021.71

Less Operating Expenses

Whitianga Doctors Surgery	\$614,783.30	\$584,905.01
Raungaiti Marae Clinic	\$166,915.73	\$175,393.71
Grey Street Family Health	\$41,798.43	\$0.00
Waihi Health Centre	\$945,871.36	\$828,921.04
Tokoroa Medical Centre	\$1,533,868.11	\$1,413,776.42
Health & Medical	\$37,853.53	\$0.00
Paeroa Medical Centre	\$1,229,976.92	\$1,279,620.35
Residential Elder Care	\$125,255.85	\$94,816.23
Colville Community Health Centre	\$252,500.80	\$228,528.57
Waihi Family Doctors	\$757,920.05	\$534,621.77
Te Korowai Hauora O Hauraki	\$1,583,758.76	\$1,568,563.21
Te Kohao Health	\$1,530,029.57	\$1,347,647.82
Putaruru-Tirau Family Doctors	\$1,035,009.59	\$1,013,230.50
Raukura Hauora O Tainui	\$2,202,338.92	\$1,907,607.00
University Student Health	\$210.00	\$0.00
Tui Medical Centre	\$7,140,283.71	\$6,960,897.96
Avalon Medical Centre	\$2,130,493.88	\$475,908.36
Rototuna Family Health	\$4,515.00	\$0.00
Matamata Medical Centre	\$2,884,684.56	\$2,792,892.04
Drs @ 42	\$842,118.18	\$4,633.00
HPHO Contracts	\$2,516,633.32	\$1,572,224.54
HPHO Management	\$980,359.18	\$939,224.30
Total Operating Expenses	\$28,557,178.75	\$23,723,411.83

Surplus For Year	\$282,951.97	\$284,609.88
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NOTES TO THE ACCOUNTS

1. This summary is subject to Audit
2. **New Practices 2016:** Grey Street Family Health, Health & Medical, University Student Health and Rototuna Family Health.

FULL END OF YEAR AUDITED ACCOUNTS ARE AVAILABLE ON REQUEST.

Hauraki Primary Health Organisation Board of Trustees

As of 30 June 2016

Harry Mikaere	Hauraki Maori Trust Board Representative (Chairperson)
Lucy Steel	Te Korowai Hauora o Hauraki Maori Representative (Deputy Chairperson)
Taima Campbell	Te Korowai Hauora O Hauraki Maori Representative (retired January 2016)
Tineke Iversen	General Practice Team Representative
Tureiti Moxom	Maori Representative from wider Hauraki PHO area
Liane Ngamane	Te Korowai Hauora O Hauraki Maori Representative (appointed February 2016)
Navin Rajan	General Practice Team Representative
Gillian Vincent	General Practice Team Representative

Hauraki PHO Contact Details

Hugh Kininmonth
Chief Executive
Hauraki Primary Health Organisation (HPHO)
106 Sealey Street
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Thames 3540

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Fax	07 868 9786
Mobile	021 979 350
Email	hugh.kininmonth@haurakipho.org.nz

Back cover carving depicts the Wairua (Spirit) that is present in us all.



HAURAKI
PHO Hauraki
Primary
Health
Organisation
Network

Matua
Rōpu
Haurora