

ANNUAL REPORT

2016-2017

HAURAKI
PHO HAURAKI
PRIMARY
HEALTH
ORGANISATION
NETWORK



*Matua
Rōpu
Haurora*

Table of Contents

- Board of Trustees and Hauraki PHO Contact Details
- Introduction/Background
- Chairman's Korero
- Chief Executive's Report
- Hauraki PHO Programmes and Initiatives
- Hauraki PHO Performance
- Statutory Reporting Obligations
- Financial Summary
- Hauraki PHO Team

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

Hauraki Primary Health Organisation's Board of Trustees

As of 30 June 2017

Harry Mikaere	Hauraki Māori Trust Board Representative (Chairperson)
Lucy Steel	Te Korowai Hauora O Hauraki Māori Representative (Deputy Chairperson)
Tineke Iversen	General Practice Representative
Tureiti Moxon	Māori Representative from greater Hauraki region
Liane Ngamane	Te Korowai Hauora O Hauraki Māori Representative
Navin Rajan	General Practice Representative
Gillian Vincent	General Practice Representative

Hauraki PHO Contact Details

Hugh Kininmonth
Chief Executive
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Introduction to Hauraki PHO (HPOH)

Hauraki PHO was established as a rural Treaty-based partnership in 2003.

HPOH's main foci continue to be:

- health workforce stability and sustainability through innovative models of care
- improving access to high-quality, integrated primary healthcare for low income, Māori, Pacific and other high-needs populations
- empowering consumers to manage their mental/physical/psycho-social health needs, following the principles of Te Whare Tapa Wha
- advocating for Rangatahi (youth) and Kaumatua (older people) in the communities in which they live
- achieving positive outcomes for people and their whanau enrolled with HPOH practice teams (Matua Rōpu Hauora)
- reducing health and social inequities for Māori through outcome focussed programmes
- recognising the importance of a whole of system approach to improving health, aligning with the Ministry of Health's strategy to "Live Well, Stay Well, Get Well".

Our Purpose

At Hauraki PHO we work in partnership with practice partners to enable equitable access to primary care. We support growth, prosperity, resilience and health within whanau and we strive for excellence and fiscal prudence in all we do.

Our Vision

Hanga te mana a te whānau

Empowering wellness and mana in whānau / family/ communities.

Our Values

- Pukengatanga (Foundations)
- Whānaungatanga (Whanau/patient-centric relationships)
- Tika (Doing what is right with Integrity)
- Aroha (Love and Respect)
- Rangatiratanga (Empowerment)
- Pono (Working in an ethical way).

Strategies

To achieve our vision we will focus on:	To achieve our goals we need to focus on:		
Whai Ora Quality health care	Effective Care System <ul style="list-style-type: none"> The PHO and Practice Partners will ensure that a robust quality system is in place to guarantee effective health care delivery 24/7. 	Effective Workforce <ul style="list-style-type: none"> The PHO and Practice Partners will deliver clinically effective and culturally competent health care services to our population. 	Effective Consumer Engagement <ul style="list-style-type: none"> The PHO and Practice Partners will seek opportunities to engage with health consumers to improve their experience of care.
Whai Mana Health equity	Equitable health care <ul style="list-style-type: none"> The PHO and Practice Partners will commit to actions and approaches that achieve health equity for Māori and our high needs populations. 	Improvement and innovation <ul style="list-style-type: none"> The PHO and Practice Partners will seek opportunities for improvement and innovation, engaging local communities and stakeholders in the co-design of integrated services and models of care to meet their needs. 	Keeping our whanau well <ul style="list-style-type: none"> The PHO and Practice partners will work with whānau/ families and our communities to enhance their wellbeing and enable them to live well.
Whai Rangatiratanga Sustainability	Being the preferred PHO <ul style="list-style-type: none"> The PHO will continue to grow and seek to be the preferred PHO to Māori and Practice Partners in the region. 	High Performing Organisation <ul style="list-style-type: none"> The PHO will adopt management and administration practices and processes that improve organisational performance. 	Deliver Results <ul style="list-style-type: none"> The PHO will be recognised as a leader in achieving a 4 P 'bottom line' – people; planet; productivity and purpose.
We will be measured by:	<i>Māori achieving equal or better health outcomes</i>		

Hauraki PHO GP Practices

At the 30th June 2017, Hauraki PHO had an enrolled population of 134,803 at 17 practice partners operating from 29 clinics. Hauraki PHO communities encompass the following enrolled and funded patient numbers.

Colville

- Colville Community Health Centre 667 enrolled patients

Whitianga

- Whitianga Doctors Surgery 2,677 enrolled patients

Thames/Hauraki

- Te Korowai Hauora O Hauraki 6,808 enrolled patients
in 4 clinics Coromandel, Thames, Paeroa & Te Aroha
- Paeroa Medical Centre 5,033 enrolled patients

Waihi

- Waihi Health Centre 3,930 enrolled patients
- Waihi Family Doctors 3,515 enrolled patients

Matamata/Piako

- Raungaiti Marae Clinic, Waharoa 671 enrolled patients
- Matamata Medical Centre 13,946 enrolled patients
- Residential Elder Care Services 579 enrolled patients

North Waikato

- Doctors @ 42, Huntly 3,507 enrolled patients
- Ngaruawahia Medical Centre 5,360 enrolled patients

South Waikato

- Putaruru-Tirau Family Doctors 4,907 enrolled patients
- Tokoroa Family Health 6,479 enrolled patients

Hamilton

- Tui Medical 37,840 enrolled patients
in 6 clinics Rototuna, Davies Corner, Te Rapa, Central, Parkwood & Huntly
- Avalon Medical 10,997 enrolled patients
- Raukura Hauora O Tainui 8,933 enrolled patients
in 4 clinics, Enderley, Nga Miro, Te Rengarenga & Waahi
- Te Kohao Health 6,026 enrolled patients
in 2 clinics, Hamilton & Raglan
- Cambridge Family Health 1,916 enrolled patients
- Five Cross Roads Medical Centre 5,491 enrolled patients
- Grey Street Family Health 630 enrolled patients
- Health and Medical Clinic 592 enrolled patients
- Rototuna Family Health 391 enrolled patients
- University Student Health Services 3,675 enrolled patients
- *Hamilton Lake Clinic 234 enrolled patients

**Started with Hauraki PHO in February 2017*

Te Ripoata o te Tiamana

Puritia mai ra te tika hei korero
Puritia mai ra te pono hei wananga
Puritia mai ra te aroha hei awahi te nakau a te tangata
Ko ranginui ki runga
Ko papatuanuku ki raro
Kia tu, kia atea, kia maramatanga
Tuturu whakamaui kia tina tina
Haumi e, hui e, taiki e.

E kore e wareware nga kuru pounamu kua ngaro I te tirohanga kanohi moe mai ra e kuima e koroma.

Whakamaumaharatanga tenei poroporoaki ki Wally Wells
te kaumatua o tenei "ropu HPHO" Moe mai ra, e Wally hoki atu ki a ratou e takahia
te arawairua i mua i a koe

E koro haere ki te wharenunui i roto i te ao wairua o Hinenui te po.

Apiti hono tatai hono ratou ano kia ratou

Apiti hono tatai hono tatou ano te hunga ora kia tatou katoa,

Whakamanawanui te mihi ki tatatou Kiingi Tuheitia ki aia hoa rangatira Te
Atawhai ki a raua tamariki mokopuna me te whare kahui ariki whanui, paimarire
kia ratou katoa.

Tena koutou katoa e rau rangatira ma.



I have pleasure in presenting the fourteenth Hauraki Primary Health Organisation (HPHO) Annual Report. The 2016-17 financial year (ending on 30 June 2017) saw consolidation in enrolled patient numbers and the on-going development and stability of 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 sustainable services for all of our people in a very rapidly changing and ever challenging health environment.

Improving access to quality kaupapa Maori primary care services for high-needs individuals and their whanau living in communities from Colville in the north to Tokoroa in the south and Waihi in the east to Huntly in the west remains HPHO's core function.

The challenge facing the HPHO board of directors right now is providing support over such a wide area. This can only be successfully met if a high level of trust and confidence is in place among HPHO board of trustees, HPHO management and practice partners.

The concern raised by the practice partners throughout this year in board meetings has been around the competing interest of the HPHO and the current provision of services that are gradually increasing year on year which are having economic effects on a number of practice partners' businesses.

The question on the board's table at this time is, "Was the HPHO set up to provide health services in competition with its current practice partners who are in the direct line of fire that the HPHO are currently pursuing?" The thoughts of all HPHO stakeholders would be welcomed on this question.

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 benefits accrue to all people in the Tainui waka rohe and the Waikato District Health Board Region.

Collaboration with other allied health organisations remains a hallmark of HPHO and its practice partners for the good of all the people we are here to support. The advent of targeted Social Investment policies is strongly supported to ensure early identification of health and wellness issues and the provision of support services to whanau.

I look forward to working with all HPHO stakeholders to continue our combined efforts to achieve wellness for all people in 2017-18 and beyond. The future challenges over the next five years will require that the government makes aggressive, radical step changes to bring about fit-for-purpose consolidated structured policy changes around governance, infrastructure and service provision in the primary, secondary and tertiary health environment.

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,

It is with pleasure I present the 2016-17 Annual Report for Hauraki PHO and take the opportunity to reflect on the mahi that has kept us all focused over the past year. The year saw continuing focus on reducing inequalities for Maori and high needs populations through service improvements, new programmes to meet increased demand for services and technology developments to support practice partner teams to deliver care. There has also been a tremendous effort to achieve Cornerstone accreditation status by all our practice partners, demonstrating the commitment of Hauraki PHO members to providing quality general practice services that are second to none. Working closely with Waikato District Health Board (our alliance partner) has also presented new opportunities to innovate and deliver integrated models of care.



Hauraki PHO's continuing growth was reflected in a 21% increase in income received to reach \$35,367,618. Expenditure of \$35,099,258 resulted in an operating surplus of \$268,360 (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 exceeded \$6,000,000 for the first time. This figure reflects the growth in high needs populations supported by Hauraki PHO practice teams. Our rural practice partners attracted rural and after hours' funding of over \$1,600,000 to address recruitment and retention issues facing the New Zealand rural primary care workforce. The strain on the general practice team workforce is becoming critical in rural areas and ensuring sustainable rural health services remains an on-going and long-term focus for Hauraki PHO.

The commitment to maintaining operating efficiencies has again ensured Hauraki PHO governance, management and administration costs have been kept below 5% of turnover. At \$1,362,754, the cost of meeting HPHO's governance and management responsibilities accounted for 3.9% of turnover. While this has increased in line with our expanded representation demands and audit and compliance costs, the commitment of HPHO's management team to remain among the most cost-effective PHOs in Aotearoa/New Zealand remains.

One of the qualities that sets Hauraki PHO apart is the openness and transparency with which we conduct our business and the absolute commitment to ensuring every possible dollar reaches the people that need it. The application of the flexible funding component of our income has allowed a greater degree of choice for clinicians to access services to meet local need. This year, accumulated flexible funding reserves have been reinvested through the provision of innovation funding packages for practice partners to support improved outcomes for Maori. Many of these innovations are already delivering on their objectives with the establishment of new outreach services, workforce development initiatives and purchase of equipment to provide clinical assessment and convenient point of care testing.

Our relationships with our practice partners, funders and stakeholders also play an enormous part in our success story. This past year has seen a number of collaborative initiatives successfully delivered including: increased Breast and Cervical Screening Support to practices, Advance Care Planning to empower people to live in wellness, the GASP programme to improve support for patients with asthma and primary/secondary shared care for people requiring long-term mental health support. In the technology development space we are starting to see the benefits that the SmartHealth platform, Patient Portal, Shared Electronic Health Record and LOGIQC™ quality management system can bring to practice teams and the communities they serve. These tools and technologies will be further tested and developed over the coming year with a focus on local implementation to address diverse demographic, social and rural challenges.

Improved achievement against national quality targets and in particular the reduction in the gap between Maori and non-Maori target achievement continues to be a source of confidence that Hauraki PHO is focusing our efforts in the right direction. This focus needs to continue over the 2017-18 year as the System Level Measures framework is implemented to demonstrate the true value that primary care contributes to the overall health system. A major challenge for 2017-18 will be to help manage the intense pressure our practice partner teams are under and try to support them as much as possible by keeping pace with technologies, ensuring primary care investment and equity of outcomes remain at the forefront of health system reform and continuing to advocate for general practice to receive the resources needed to succeed.

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

Hauraki PHO Programmes and Initiatives

Hauraki PHO and its partner provider teams operate a broad range of community-based services. These include a wide range of General Practice based services and community and outreach support.

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 takes a population health approach to improve the health and wellbeing of all Hauraki whanau with an emphasis on empowerment to support self 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 the needs of our population to maintain wellness, as opposed to solely focusing on treating illness.

We partner with our general practice teams to deliver the following programmes and initiatives:

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 Hauraki PHO 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 Waikato DHB rohe addressing inequities in health by reaching all tamariki who for many reasons are unable to be immunised at their GP in a timely fashion. Some of these tamariki may not be enrolled with a GP. The OIS team provides advice and encourages parents to enrol their tamariki with a GP, to ensure continuity of care.

HPHO OIS provides co-ordination support for the other OIS providers (K'aute Pasifika, Te Kohao Health and Raukura Hauora O Tainui). We all work together to ensure timely immunisations for our tamariki.

Primary Mental Health Service

This service is for HPHO enrolled population suffering with mild to moderate mental health and addiction issues. A range of funded services are provided which include extended GP consults, brief intervention therapies, counselling and psychology to support patients to wellness.

The service is strengthened through partnerships with general practice teams, secondary care and local and national mental health initiatives.

Breast and Cervical Screening Support to Service

This programme supports Hauraki PHO practice partners to locate and assist priority women to attend breast and/or cervical screening. Priority women may be overdue for screening (under-screened) or have never participated in screening (unscreened). Our intention is to work collaboratively to engage eligible women into breast and/or cervical screening programmes.

After Hours Services

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.

Rural Hauraki PHO practices benefit from a telephone nurse triage (and advice) service to support patient care and lessen the pressure on HPHO's rural workforce.

All Hauraki PHO practices have access to the SmartHealth platform, in collaboration with Waikato DHB, for out of hours care.

Other Services available to eligible Hauraki PHO enrolled patients through General Practice teams

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

Hauraki PHO Projects

Advance Care Planning (ACP)

ACP enables patients, families, whanau and clinicians to engage in an on-going conversation that ideally start well before “the end of life” stage. It is not a one off discussion, but an empowering discussion about lifestyle and treatment choices. Patients identified as suitable for a formal or informal discussion may include all patients with a long term condition, patients with a life limiting illness, patients who wish to engage in a discussion about what matters to them.

Giving Asthma Support to Patients (GASP)

This service will provide sustainable and empowering support to asthma patients who will be better able to manage asthma including acute exacerbations. GASP is a unique online tool developed to provide asthma education at point of care, and to provide health care professionals in primary care with skills and knowledge to undertake a structured asthma assessment.

LOGIQC™ Quality Management System

Hauraki PHO is providing LOGIQC™ software to all practice partners to manage quality, safety, risk, and business improvement activities. Designed for compliance with healthcare quality standards, LOGIQC™’s suite of registers can be used ‘stand-alone’ or can be combined to form a fully integrated quality management system.

Manage My Health™ (MMH)

Hauraki PHO in partnership with MMH makes available a Patient Portal to all Hauraki PHO enrolled patients to empower patients to be informed and involved in their care. The patient portal is part of Medtech’s ManageMyHealth™ suite and provides a secure messaging system between the patient and the practice. Patients are able to view their medical records from their general practice and access a number of online services, such as repeat prescription requests and track their progress.

Alongside this sits the Shared Electronic Health Record (SEHR).

The Shared Electronic Health Record allows authorised health care providers, such as afterhours GPs and hospital doctors, access to a summary of primary care health records. Information such as test results, medical conditions, allergies and prescribed medications is shared with partnering organisations and providers. The information is available at any time, even when the general practice is closed. The information is stored securely and all access to the information is recorded and auditable

SmartHealth

Hauraki PHO has partnered with Waikato DHB to deliver the SmartHealth platform which connects patients with online healthcare services using a smart phone, tablet device or computer.

Hauraki PHO Performance

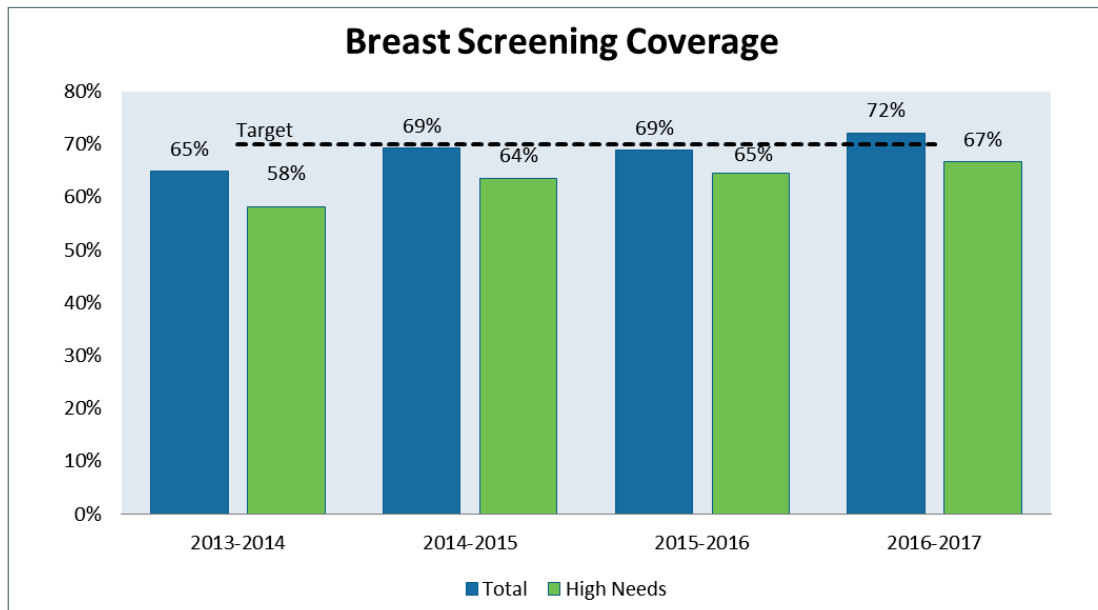
We are proud of what we have achieved together with our practice partners and look forward to continuing our mahi with them to ensure the best possible health outcomes for all our patients.

By 30th June 2017, a record 52 quality targets for Māori were achieved across the practice network. This reflects the dedication, commitment and effort made to address the equity gap for our Māori population.

As a PHO we are committed to continuing to explore ways to support improved target achievement across all indicators for our Māori and non-Māori populations. With the launch of the System Level Measures Framework we have an opportunity to demonstrate the true contribution primary care makes to improved health outcomes for patients.

Hauraki PHO Best Practice Intelligence Quality Indicators Summary Results for Quarter ended 30 June 2017

(N.B. These figures differ from MOH IPIF target results on page 25)



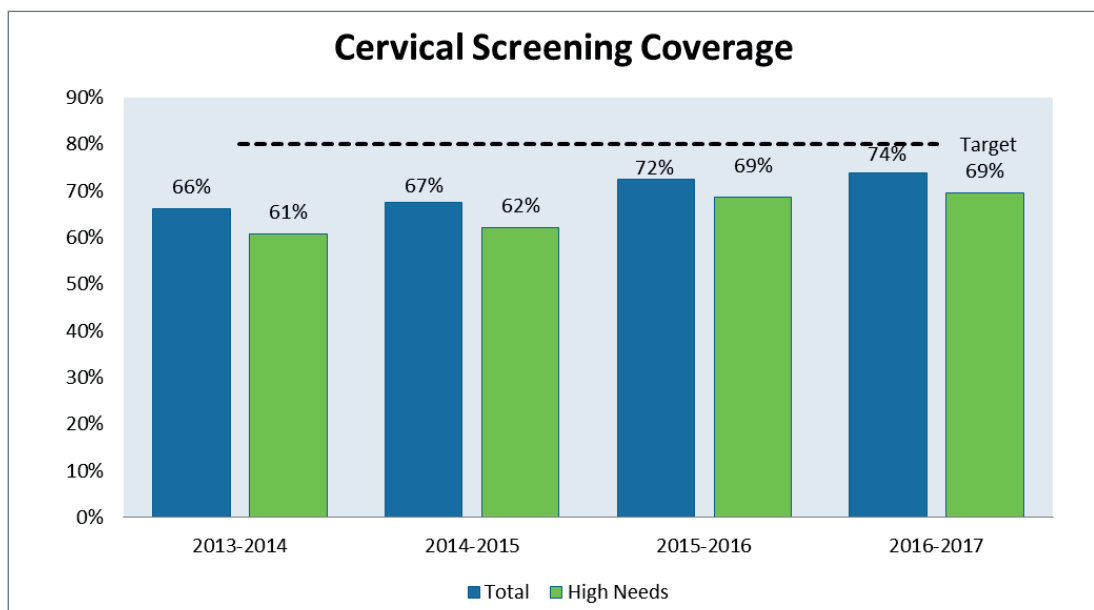
PHO Narrative

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



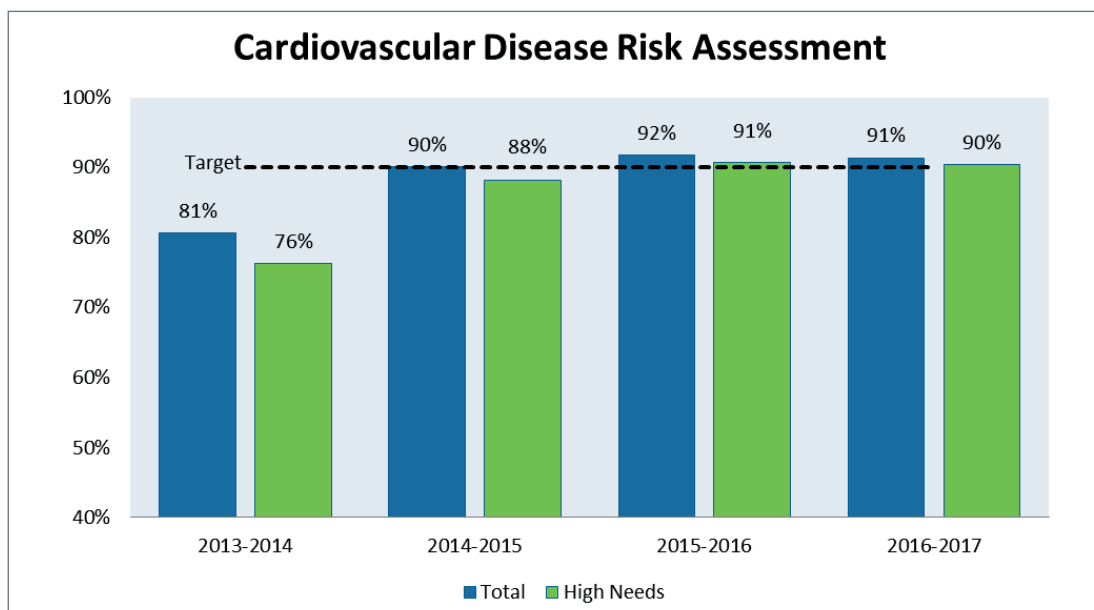
PHO Narrative

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

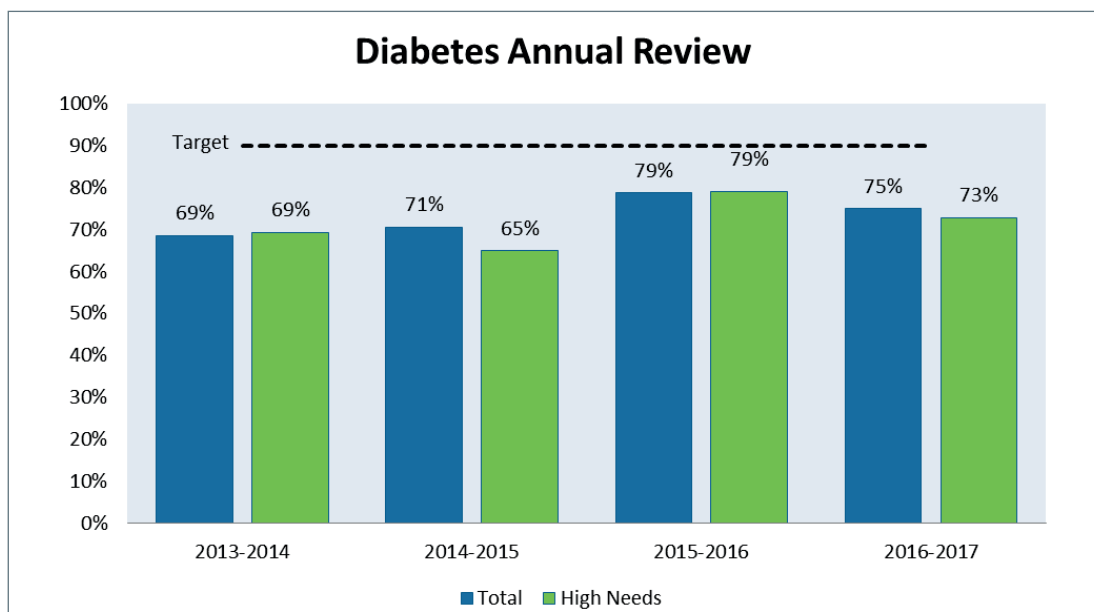


PHO Narrative

HPHO 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.

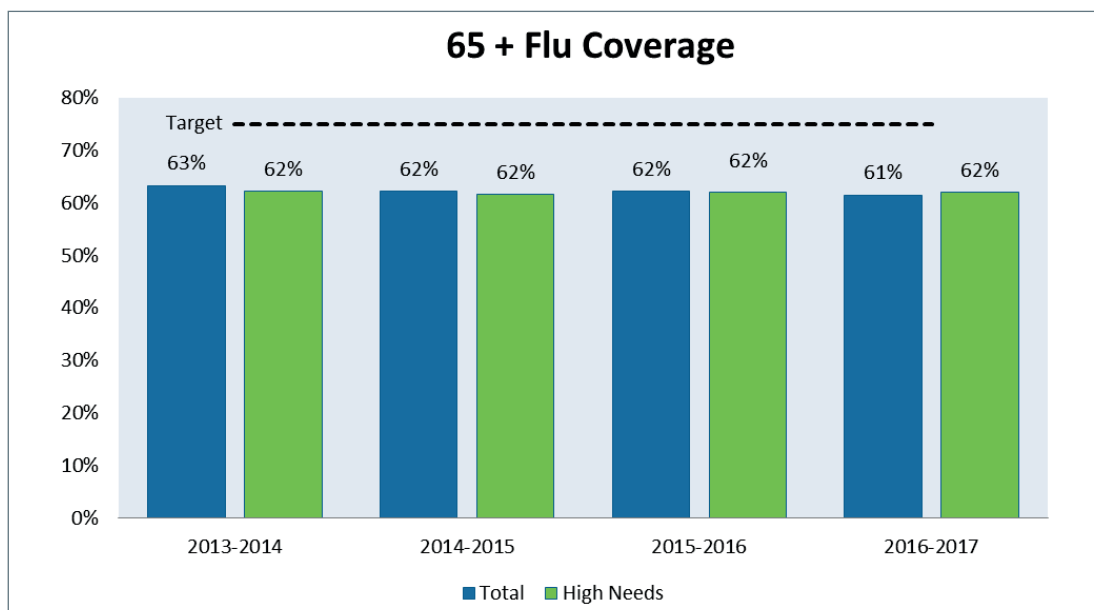
HPHO's annual Education Scholarship Fund continues to support Practice Nurse clinical skills development. In semester 1 2016, we enrolled a further 20 nurses on the graduate certificate pathway with Wintec, which includes diabetes and wound care papers as options for study.

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

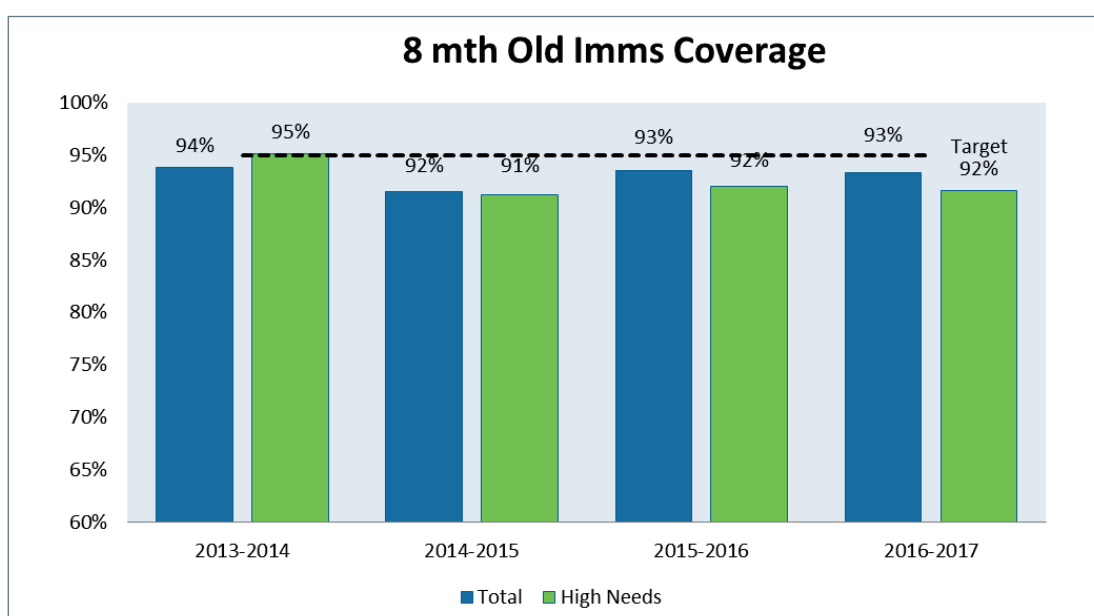
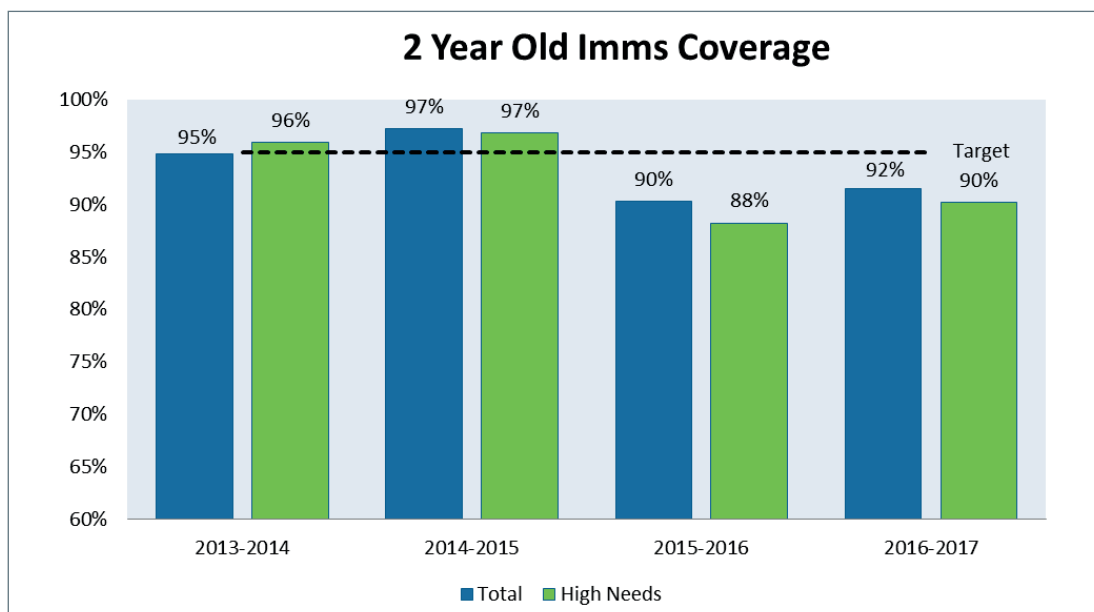


PHO Narrative

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.

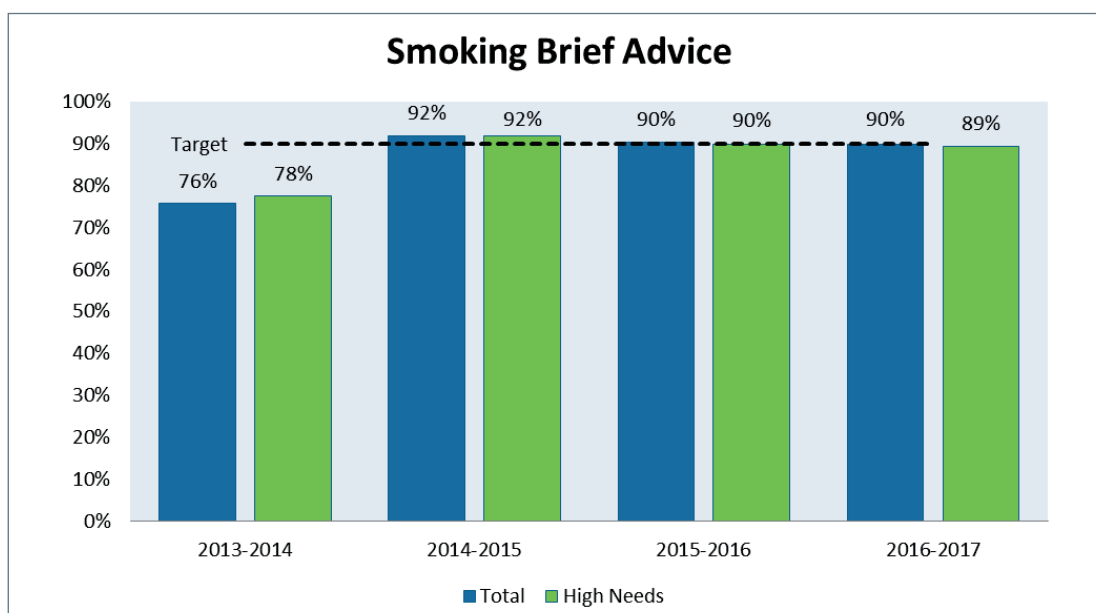
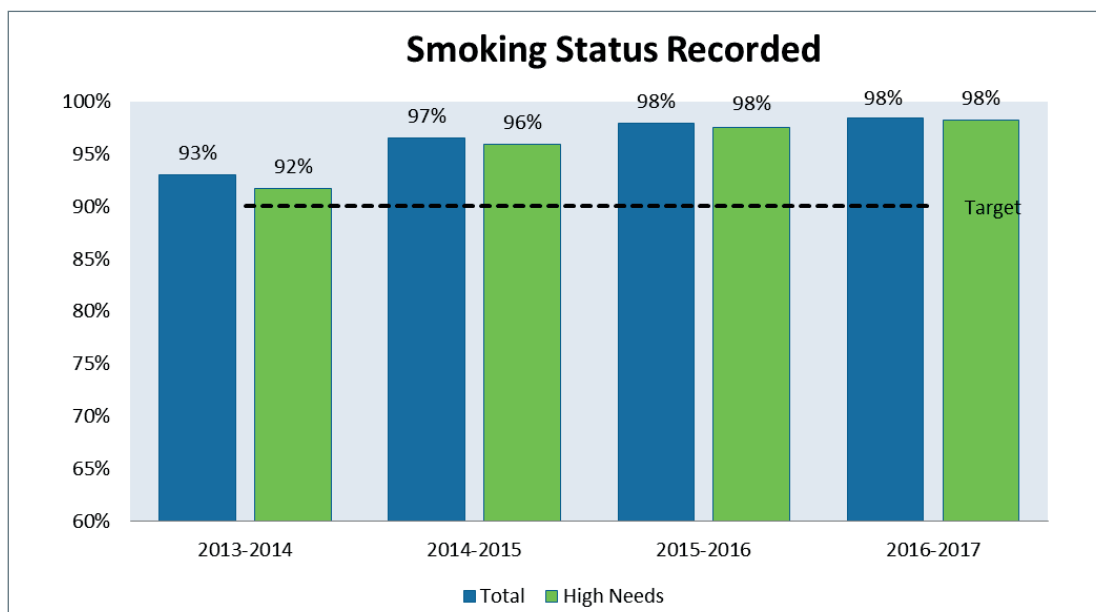
HPHO ran free flu clinics for all staff with a 90% uptake. HPHO will be working in partnership with Waikato DHB to develop a plan for next year's flu season. The focus for 2017 is on prevention and early treatment. Our team is considering innovative ideas to enhance community engagement and improve uptake.



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

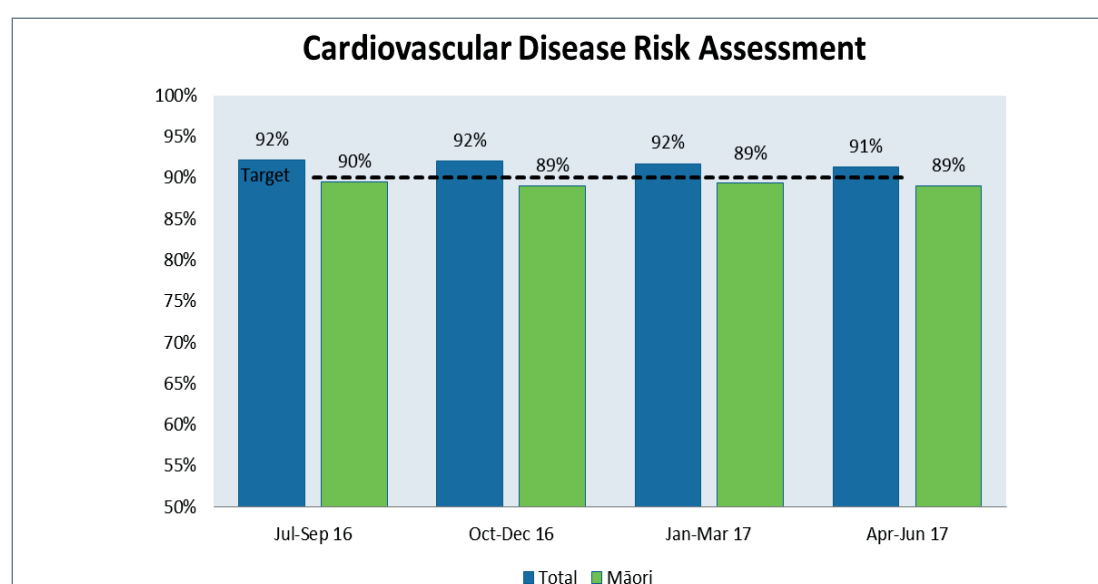
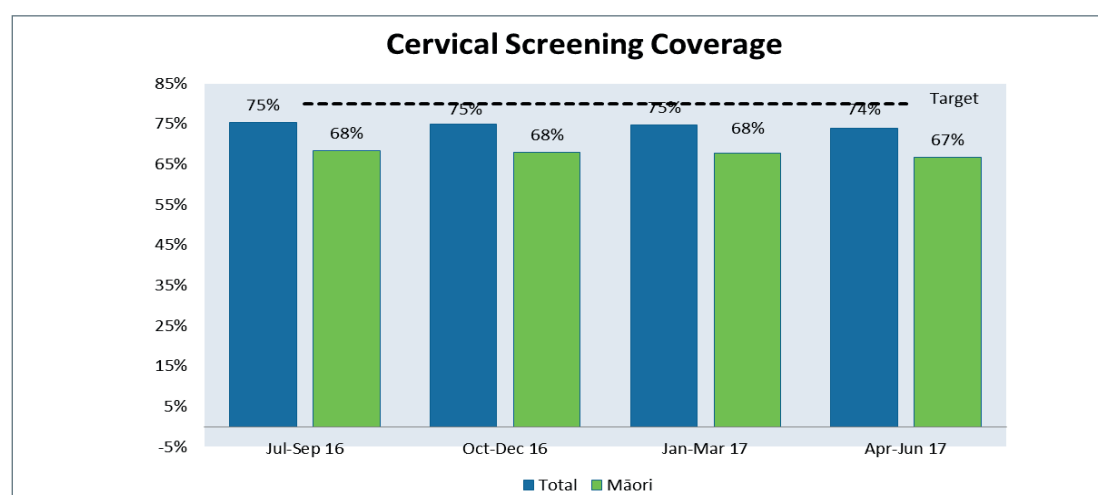
Working with Maori Stakeholders

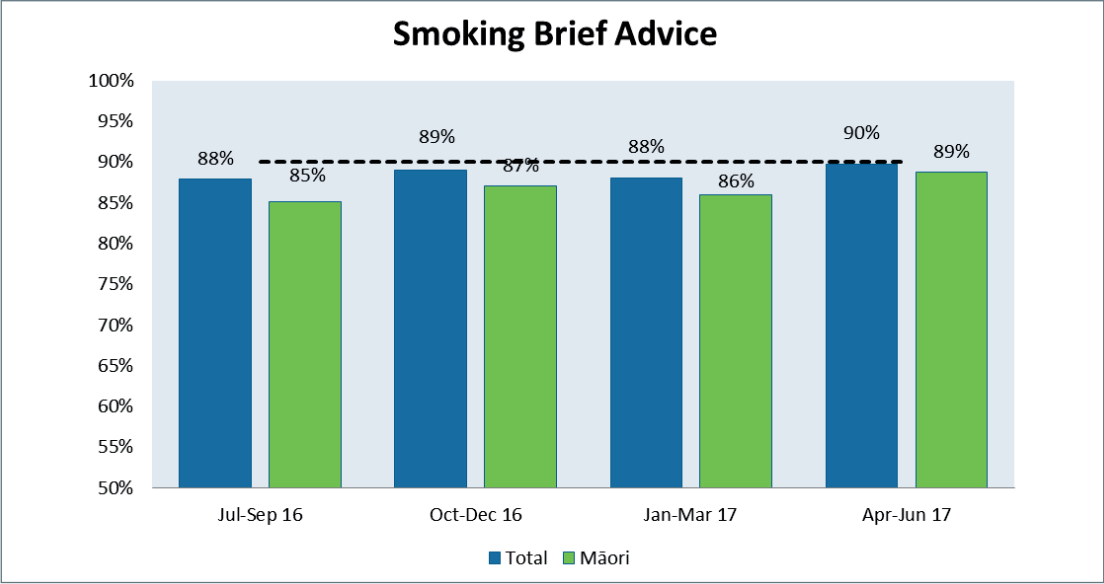
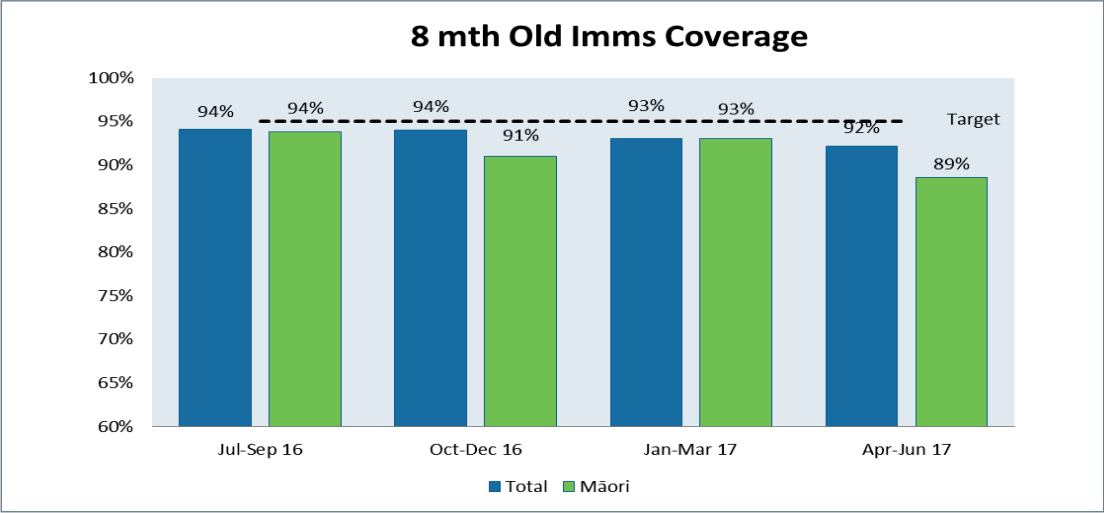
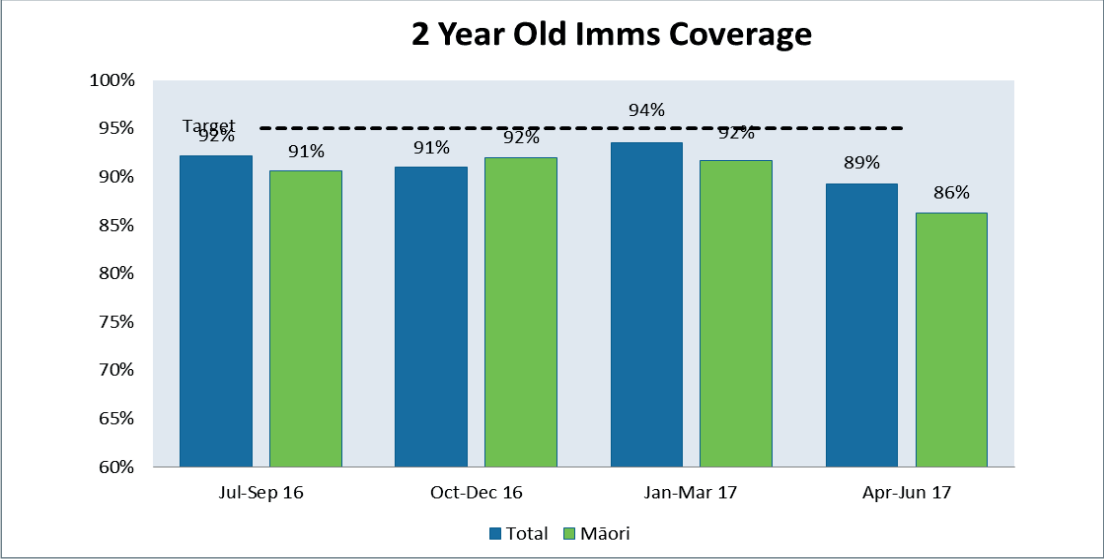
This critical area of importance is achieved through HPHO's Treaty-based governance partnership around the Trustees' Board table. With the majority of Trustees being Māori, direction and feedback is secured on a regular basis. In addition, working with HPHO's Kaumatua supports daily interactions and 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 Māori 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 Māori populations to understand why Smoking Brief Advice for Māori has dropped.





Customer Satisfaction and Complaints/Issues and Exceptions Reporting

Twenty Six issues have been received by Hauraki PHO from June 16 to June 17. Of these:

- Three were incidents – two needle-stick and one immunisation issue. All these were resolved satisfactorily.
- Thirteen were complaints – ranging from complaints about waiting times at GP clinics, fee increases, services received from GPs.
- Of the twenty six complaints – five were raised by the Waikato District Health Board. These were resolved to the satisfaction of the patients concerned.

Positive comments and compliments were also received by patients about the service they have received from MWOK team and their GP practices they attend.

No exception reporting has been received by Hauraki PHO during this period.

Complaints/Incidents	Acknowledged	Closed	Compliments	Referred by DHB
26	26	26	22	5 all closed out

PHO Practice Fee Levels (maximum fees for enrolled patients between 8am-6pm)

(As at 30 June 2017)

	adult (18-64)	rangatahi (14-17)	child (under 13)
Avalon Medical Centre	\$18.00	\$12.00	\$0.00
Cambridge Family Health	\$45.00	\$28.00	\$0.00
Colville Community Health	\$18.00	\$12.00	\$0.00
Doctors @ 42, Huntly	\$18.00	\$12.00	\$0.00
Doctors Surgery Whitianga	\$41.00	\$33.00	\$0.00
*Five Cross Roads Health Centre	\$47.00	\$27.00	\$0.00
Grey Street Family Health Centre	\$18.00	\$12.00	\$0.00
**Hamilton Lake Clinic	\$47.00	\$27.00	\$0.00
Health and Medical Clinic	\$35.00	\$12.00	\$0.00
Matamata Medical Centre	\$44.00	\$25.00	\$0.00
*Ngaruawahia Medical Centre	\$18.00	\$12.00	\$0.00
Paeroa Medical Centre	\$18.00	\$0.00	\$0.00
Putaruru-Tirau Family Doctors	\$42.00	\$10.00	\$0.00
Raukura Hauora O Tainui	\$18.00	\$12.00	\$0.00
Raungaiti Marae Clinic	Koha	Koha	\$0.00
Residential Elder Care Services	N/A	N/A	N/A
*Rototuna Family Health Centre	\$46.00	\$27.00	\$0.00
Te Kohao Health	\$15.00	\$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	\$18.00	\$11.50	\$0.00
*University Student Health Services	\$10.00	\$0.00	\$0.00
Waihi Family Doctors	\$18.00	\$0.00	\$0.00
Waihi Health Centre	\$18.00	\$0.00	\$0.00

**Prices may be lower than stated in many cases (e.g. young adults)*

***New practices that started on or after 1 July 2017*

Appropriate Level of Practitioners to Enrolled/Funded Population

(As at 30 June 2017)

	GP/fte	Funded Pts	Ratio GP:Pt
Avalon Medical Centre	5.8 fte	10,997	1:1,935
Cambridge Family Health	1.6 fte	1,916	1:1,266
Colville Community Health	1.0 fte	667	1:667
Doctors @ 42, Huntly	2.9 fte	3,507	1:1,215
Doctors Surgery Whitianga	2.7 fte	2,677	1:1,571
Five Cross Roads Medical Centre	3.7 fte	5,491	1:1,480
Grey Street Family Health Centre	0.9 fte	630	1:753
*Hamilton Lake Clinic	1.1 fte	234	1:244
Health and Medical Clinic	1.0 fte	592	1:592
Matamata Medical Centre	10.2 fte	13,946	1:1,361
Ngaruawahia Medical Centre	2.4 fte	5,360	1:2,231
Paeroa Medical Centre	3.0 fte	5,033	1:1,672
Putaruru Tirau Family Doctors	2.6 fte	4,907	1:1,861
Raukura Hauora O Tainui	4.7 fte	8,933	1:1,855
Raungaiti Marae Clinic	0.3 fte	671	1:2,200
Residential Elder Care Services	1.6 fte	579	1:360
Rototuna Family Health	1.4 fte	391	1:399
Te Kohao Health	5.5 fte	6,026	1:1,077
Te Korowai Hauora O Hauraki	4.4 fte	6,808	1:1,576
Tokoroa Family Health	4.6 fte	6,479	1:1,456
Tui Medical	23.9 fte	37,840	1:1,609
University Student Health Services	3.6 fte	3,675	1:1,002
Waihi Family Doctors	3.8 fte	3,514	1:943
Waihi Health Centre	3.8 fte	3,930	1:1,040
	<hr/>	<hr/>	<hr/>
	96.5 fte	134,803	1:1,411
	Total	Total	Average
	<hr/>	<hr/>	<hr/>

**New practices that started on or after 1 July 2017*

Financial Summary

HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST STATEMENT OF COMPREHENSIVE REVENUE AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2017

REVENUE	2017	2016
Income from exchange transactions	\$35,172,367	\$28,810,615
Revenue breakdown:		
<i>Capitation</i>	\$22,857,537	\$19,556,548
<i>Contract Service Funding</i>	\$3,045,492	\$2,293,709
<i>FFS Funding</i>	\$1,350,646	\$992,636
<i>Rural & After Hours Funding</i>	\$1,663,023	\$1,388,278
<i>HALT - (FFP) Flexible Funding Pool</i>	\$6,261,642	\$4,948,574
<i>Income Received in Advance</i>	\$251,571	\$-117,106
<i>Income Received For Capital Assets</i>	\$-257,544	\$-252,024
	<hr/>	<hr/>
	\$35,172,367	\$28,810,615
Finance income	\$17,054	\$29,517
Total Revenue	\$35,189,421	\$28,840,131

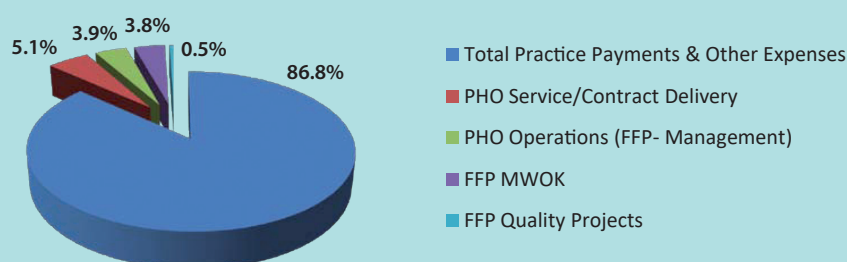
EXPENSES

Practice payments	\$29,579,572	\$25,060,186
Practices breakdown:		
<i>Avalon Medical Centre</i>	\$2,348,936	\$2,130,494
<i>Cambridge Family Health</i>	\$359,880	-
<i>Colville Community Health Centre</i>	\$257,547	\$252,501
<i>Doctors @ 42, Huntly</i>	\$845,573	\$842,118
<i>Five Cross Roads Medical Centre</i>	\$1,026,900	-
<i>Grey Street Family Health</i>	\$149,159	\$41,798
<i>Hamilton Lake Clinic</i>	\$30,744	-
<i>Health and Medical</i>	\$114,998	\$37,854
<i>Matamata Medical Centre</i>	\$2,894,901	\$2,884,685
<i>Ngaruawahia Medical</i>	\$1,001,638	-
<i>Paeroa Medical Centre</i>	\$1,299,906	\$1,229,977
<i>Putaruru-Tirau Family Doctors</i>	\$1,051,231	\$1,035,010
<i>Raukura Hauora O Tainui</i>	\$2,155,452	\$2,202,339
<i>Raungaiti Marae Clinic</i>	\$212,033	\$166,916
<i>Residential Elder Care Services</i>	\$154,836	\$125,256
<i>Rototuna Family Health</i>	\$93,617	\$4,515
<i>Te Korowai Hauora O Hauraki</i>	\$1,612,345	\$1,583,759
<i>Te Kohao Health</i>	\$1,540,792	\$1,530,030
<i>Tokoroa Health</i>	\$1,699,156	\$1,533,868
<i>Tui Medical</i>	\$7,725,648	\$7,140,284
<i>University Student Health Services</i>	\$466,595	\$210
<i>Waihi Family Doctors</i>	\$902,309	\$757,920
<i>Waihi Health Centre</i>	\$1,014,536	\$945,871
<i>Whitianga Doctors Surgery</i>	\$620,859	\$614,783
	<hr/>	<hr/>
	\$29,579,572	\$25,060,186

Financial Summary CONT.

	2017	2016
PHO Operations	\$1,901,616	\$1,131,000
Operations breakdown:		
<i>PHO Operations (FFP- Management)</i>	<i>\$1,304,534</i>	<i>\$1,131,000</i>
<i>PHO/FFP - Software Management</i>	<i>\$58,220</i>	<i>-</i>
	\$1,362,754	\$1,131,000
<i>PHO/FFP - Software (Practices Software)</i>	<i>\$360,000</i>	<i>-</i>
	\$360,000	-
PHO QUALITY - Projects:		
<i>Projects</i>	<i>\$21,401</i>	<i>-</i>
<i>Advance Care</i>	<i>\$70,674</i>	<i>-</i>
<i>GASP</i>	<i>\$38,397</i>	<i>-</i>
<i>Telemedicine - Dr Info</i>	<i>\$48,390</i>	<i>-</i>
	\$178,862	-
	\$1,901,616	\$1,131,000
PHO Contracts	\$3,618,070	\$2,618,017
Contracts breakdown:		
<i>PHO FFP - MWOK</i>	<i>\$1,322,666</i>	<i>\$681,420</i>
	\$1,322,666	\$681,420
<i>PHO Service/Contract Delivery</i>	<i>\$1,784,515</i>	<i>\$989,731</i>
	\$1,784,515	\$989,731
PHO Other Practice Expenditure:		
<i>PHO/FFP - Software (Practices Software)</i>		<i>\$261,018</i>
<i>SLIMFS</i>	<i>\$231,572</i>	<i>\$166,098</i>
<i>Nga Miro</i>	<i>\$146,837</i>	<i>\$146,357</i>
<i>B4 School Lunch Boxes</i>	<i>\$44,955</i>	<i>\$15,642</i>
<i>TNT</i>	<i>\$57,525</i>	<i>\$80,990</i>
<i>QIP Accreditation</i>	<i>\$25,000</i>	<i>\$15,743</i>
<i>Maori Health Innovations</i>	<i>\$5,000</i>	<i>-</i>
	\$510,889	\$685,848
	\$3,618,070	\$2,356,999
Total Expenses	\$35,099,258	\$28,809,203
Operating Surplus for the Year	\$90,163	\$30,928
Non-Operating Income		
Income Received for Non-Current Assets	<i>\$257,544</i>	<i>\$252,024</i>
Surplus for the Year	\$347,707	\$282,952
Total Comprehensive Revenue and Expenses for the year	\$347,707	\$282,952

HAURAKI PHO EXPENDITURE ANALYSIS 2017



The Hauraki Primary Health Organisation Team

MANAGEMENT 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 last year moved into the 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.

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.

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 and three mokopuna. My core values are; doing what is right, being truthful, respectful of myself and of others.

I have had the pleasure of working with Hauraki PHO since 2009. I have been in the finance & admin sector for over 20 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 for the sustainability of Hauraki PHO.

The finance team consists of myself 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.

Debi Whitham – Clinical Services Manager

I joined the HPHO team as the Clinical Services Manager in August 2016. 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 to meet the needs of the vulnerable population across our rohe. My portfolio includes management of the Primary Mental Health, Manawanui Whai Ora Kaitiaki (MWOK), Breast and Cervical Screening Support and Outreach Immunisations teams.

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.

FINANCE AND ADMINISTRATION TEAM

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.

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 DEVELOPMENT TEAM

Boudine Bijl-Williams – Clinical Projects Advisor

I am responsible for development 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.

Michelle Rohleder - 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.

Gytha Lancaster – Community Liaison

The Community Liaison role supports positive professional working relationships across Hauraki Primary Health Organisation, its practice partners, other service providers and the communities it serves. The role helps to maximise communication between communities, whanau and individuals with all service providers and supports community involvement in HPHO's programmes, initiatives and services.

Michelle Hopley – Respiratory Nurse Specialist

In this role I provide training, education and clinical assessment for all nurses employed by Hauraki PHO member practices in delivering the 'Giving Asthma Support to Patients' (GASP) web based decision support tool. GASP has reported significantly improved health outcomes for all asthma patients who have been assessed by fully trained nurses using this tool.

I hold the Respiratory Champion portfolio for Hauraki PHO, am authorised as a RN designated prescriber and case manage a finite cohort of chronic respiratory patients.

Libby MacEwan – Project Facilitator

I joined the PHO in January 2017, where I was responsible for the implementation of the Breast and Cervical Screening programme, with Nerida. I have since become involved in other clinical projects, currently working to centralise the Outreach immunisation service and the GASP programme. I am a registered nurse and have experience in operational and people management in both the tertiary health sector and primary health sector. My propriety is always to ensure systems enable people to perform roles and functions efficiently, with the appropriate support and tools.

Karlynne Earp – ACP Project Advisor

I joined the team in December 2016. My role is to support and guide the implementation of ACP, which is a process of discussion and shared planning for future health and end of life care. It involves the patient, their whānau and healthcare team, working in partnership. ACP aims to ensure patients feel better informed about future care and treatment choices; and healthcare workers are informed about patients' care preferences. Conversations on this topic are not always easy –

they require considerable skill and sensitivity. The value of ACP however, lies in these shared conversations and understanding.

Monique Pot – Clinical Projects Contractor

PRACTICE SUPPORT AND OPERATIONS TEAM

Sue Sharp – Practice Support Manager

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

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 – Practice Support Manager

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.

PRIMARY MENTAL HEALTH TEAM

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.

Kirstin Stewart – Primary Mental Health Practitioner (Hamilton/Huntly/Ngaruawahia)

I am a registered Social Worker with a Bachelor of Social Work honours degree and numerous counselling related certificates. I commenced employment with Hauraki PHO in June 2017 and work 40 hours per week. I have a background of working with children and families at risk, adoption services and mental health services.

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 Māori 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.

OUTREACH IMMUNISATION SERVICES (OIS) TEAM

Karen McKellar – OIS Team Leader

I commenced work with Hauraki PHO June 2013 as Chronic Care Co-ordinator. Over the past 3 years I have been involved with growing the Outreach Immunisations Service. I am team leader for this service, which continues to grow with the centralisation of referrals through HPHO. I believe strongly in immunisation striving to gain 95% coverage for the health of all our Tamariki. It is a privilege to work and provide immunisation protection for our communities.

Annie Schenkel – Registered Nurse

I joined the Hauraki PHO Outreach Immunisation Service (OIS) team in May 2017 and cover Hamilton, South Waikato and anywhere else where I am required. I enjoy working in these communities, especially the challenge of locating some children in high needs families and areas.

Karen Sanderson – Registered Nurse

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.

Michelle Paekau – Outreach Immunisation Support

I started working with Hauraki PHO in July 2017. My role is to support the outreach immunisation team with making contact with whanau and encouraging immunisations. I then make appointments for our Registered Nurses to complete vaccinations in the home. I also support with data entry, sending weekly referrals to providers and tracking down whanau who are difficult to reach.

MANAWANUI WHAI ORA KAITIAKI TEAM

Ashleigh Battaerd – Nurse Practitioner (NP)

I am registered in Primary Health Care with lifespan prescribing rights and started with HPHO in August 2016 working with the Manawanui Whai Ora Kaitiaki LTC team for 0.4 fte based in Mercury Bay and in a Nurse Practitioner advisory/support role with HPHO and its practices for 0.2 fte. In this role I support nurses to become and practices to employ NPs who are an essential part of the primary care workforce.

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 and Cambridge areas. I work in partnership with my Kaiawhina colleagues to work with patients and their whanau/families to help them manage their long term conditions and live a more healthy, productive and connected life.

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 have 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.

Hinemanu Kelly – LTC Registered Nurse (Hamilton/Huntly)

Ko Pirongia te maunga
Ko Waipa te awa
Ko Tainui te waka
Ko Tainui te iwi
Ko Ngati Mahanga Hourua te hapu
Ko Papa-o-roto te marae
Ko Hinemanu Kelly ahau

I commenced employment with Hauraki PHO and the Manawanui Whai Ora Kaitiaki team in January 2017. I have previously worked as a community nurse in the South Waikato, Rotorua and Tauranga and also as a practice nurse in Tauranga. I moved to Hamilton in January and was interested in the kaupapa Māori focus that Hauraki PHO supports. I have enjoyed orientating to the Hamilton/North Waikato team, the surgeries we work with and the community support services available.

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.

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, Jodi Rangitaawa and Des Kelly. 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 joined the Hauraki PHO in July 2014 as a long term condition nurse in the Manawanui Whai Ora Kaitiaki service – Pathway to Wellness Support. I work alongside my colleagues RN Tracey Green, NP Ashleigh Battaerd, Kaiawhina Brenda Callaway and Paulette Winiata. My role involves working in partnership with clients with long term health needs and their whanau. Our mahi is challenging, enriching and humbling.

Tracey Green – LTC Registered Nurse (Thames/Coromandel/Hauraki)

Megan Tee – Graduate Nurse, New Entrant Training Programme (NETP)

I joined Hauraki PHO and the Manawanui Whai Ora Kaitiaki (MWOK) team in February 2017. I work within the North Waikato Team as a new graduate Registered Nurse under NETP. So far I am thoroughly enjoying working with patients and their whanau alongside the team rest of the fantastic team at Hauraki PHO. I enjoy working in a community setting with whanau who have complex health needs. I am passionate about the MWOK model and helping patients achieve better management of their conditions though a multifaceted approach.

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

I am a Kaiawhina 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 Kaiawhina 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 Kaiawhina (South Waikato)

I joined the Hauraki PHO Manawanui Whai Ora Kaitiaki (MWOK) Long Term Conditions program as a Kaiawhina in August 2014. I work in partnership with Registered Nurses Rosita Richards and Lyn Harris and Kaiawhina 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 – Kaiawhina (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 kaiawhina au mo Hauraki PHO
Ko ngaa tuumanako
Kia kiki te wairua o te whwnaungatanga
Kia awahi mai kia awahi atu tou huunuku
Kia whakatoo 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!

Brenda Callaway – Kaiawhina (Hauraki)

My role as Kaiawhina 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 Kaiawhina, 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)

Ko whakarongarua te maunga
Ko utakura te awa
Ngatokimatawharua te waka
Puketawa te marae
Te honihoni te hapu
Ngapuhi te iwi

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, Hinemanu Kelly, Elizabeth Johnson and Megan Tee as part of the North Waikato/Hamilton team.

Sandi Lowe – Kaiawhina (Whitianga)

**BREAST AND CERVICAL SCREENING
SUPPORT TO SERVICE TEAM**

**Nerida Griffiths – Cervical and Breast
Screening Support Services Co-ordinator
(Registered Nurse)**

I moved into this role 1 November 2016 when Hauraki PHO gained a contract with the Ministry of Health to provide support to screening/service for enrolled priority group women. In this role I work closely with the National Cervical Screening Programme (NCSP), Breast Screen Midland (BSM) and our general practice partners to improve screening opportunities/outcomes for eligible women enrolled with Hauraki PHO. As a Registered Nurse and certified smear taker, I also provide a mobile cervical smear taking service, and run cervical screening clinics within some of our higher needs practices.

**Soroya McGall – Wahine Ora Facilitator
Breast and Cervical Screening Support to
Service**

I joined Hauraki PHO in June 2017 as the Wahine Ora Facilitator working in the breast and cervical team. My background is as an early childhood teacher. Prior to joining the PHO I worked out in the community with young people and their families/whanau, supporting them to improve their health status. I am pleased to be able to continue working in the community and look forward to seeing an increase in the numbers of women participating in screening. My role involves booking women for appointments and offering support to service when needed.

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

