



2018/2019

ANNUAL REPORT



**HAURAKI
PRIMARY HEALTH
ORGANISATION**

CHARITABLE TRUST

HAURAKI PRIMARY HEALTH
ORGANISATION BOARD OF
TRUSTEES

Harry Mikaere	Hauraki Māori Trust Board (Chairperson)
Lucy Steel	Te Korowai Hauora O Hauraki (Deputy Chairperson)
Dr Tineke Iversen	General Practice
Gillian Vincent	General Practice
Dr Priyen Naidoo	General Practice
Glen Tupuhi	Māori Community for the greater Hauraki region
Liane Ngamane	Te Korowai Hauora o Hauraki

Hauraki PHO Contact Details

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INTRODUCTION

Hauraki PHO was established as a rural Treaty based partnership in 2003. HPHO’s main foci continues 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 Whā
- advocating for Rangatahi and Kaumātua in the communities in which they live
- achieving positive outcomes for people and their whanāu enrolled with Hauraki PHO general practice partners
- 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 VISION

E whakakaha ana i te oranga me te mana o te whānau me ngā hapori
(Empowering wellness and mana in whānau (family) and communities).

OUR PURPOSE

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

OUR VALUES

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

Chairman's Report

HARRY MIKAERE



Puritia mai ra te tika hei kōrero

Puritia mai ra te pono hei wānanga

Puritia mai ra te aroha hei awhi te ngākau a te tangata

Ko Ranginui i tū iho nei

Ko Papatūānuku e takoto ake nei

Kia tū, kia ātea, Kia māramatanga

Hui ee taiki ee

E kore e wareware ngā kurupounamu kua ngaro i te tirohanga kanohi moe mai rā e kui mā e koro mā haere hoki ki te whare nunui i roto i te ao wairua o Hinenui te po. āpiti hono tātai hono rātou ano kia rātou, āpiti hono tātai hono tātou ano te hūnga ora ki a tātou katoa, Ngā mihinui ki tātou Kīngi me te whare arikinui tonu paimārire.

Tēnā koutou katoa e rau rangatira mā

It is my pleasure to present the sixteenth Hauraki Primary Health Organisation (Hauraki PHO) Annual Report for the year ending 30th June 2019. The Hauraki PHO Board (the Board) can report that the Hauraki PHO meets the solvency test as set out in this year's Annual Auditors Report.

The Board faced a number of challenges this reporting year but I am pleased to say that by the 30th June 2019, the recruitment of a new Chief Executive (CE) was completed enabling our focus to turn immediately to stabilising the organisation after the 19 general practices confirmed they would be leaving the Hauraki PHO. The resignations of the three general practice members of the Board whose practices were leaving the Hauraki PHO followed.

I do not intend to rehash the two issues in contention between the Board except to note that by November 2018, Board members had agreed to participate in a formal mediation process and on the 6th December 2018 the mediation was held and an unanimous agreement was reached on the two issues at contention.

In line with agreements made, in January 2019 a subcommittee of the Board proceeded to develop a process and timeline for the recruitment of a new CE. The sub-committee recommendations were considered and passed unanimously at the Board's meeting on the 31st January 2019. It is noted that the strategic direction aspect was not completed this financial year.

It would be remiss not to acknowledge the commencement of the Waitangi Tribunal hearings into the first stage of the Health Services and Outcomes Inquiry in October 2018 and concluded in March 2019. Stage one was a targeted inquiry into the legislative and policy framework of the primary healthcare system.

The Waitangi Tribunal report and recommendations were released on the 1st July 2019 so that it could be considered in the context of the government's Health and Disability system review. A particular thanks to Lady Tureiti Moxon for representing our collective interests in this process.

It needs to be said and acknowledged by myself, as Chair of Hauraki PHO, the support, direction and advocacy given by the Chair, CE and by the Commissioner of the Waikato District Health Board during all meetings held.

It is a testament to our management and staff that operations and services continued "business as usual" throughout this year and I would like to thank them for another year of quality services. We will continue to work closely with staff to minimise the impact of job losses that inevitably come with a substantial reduction in the annual budget. To my fellow Trustees, and especially, Deputy Chair Lucy Steel, thank you for your support and loyalty in what has been a testing year for governance.

Finally, I would like to thank the six general practices and Kaupapa Māori providers; Colville Health Centre, The Doctors Surgery Whitianga, Tui Medical Centre, Te Kōhao Health, Raukura Hauora o Tainui and Te Korowai Hauora o Hauraki who have remained loyal to the Hauraki PHO and the kaupapa Māori values that we strive to emulate. Together, as the Hauraki PHO whānau; Board of Trustees, General Practices, Kaupapa Māori providers, Chief Executive and staff we will continue to advance the health and wellbeing of the communities we all serve in meaningful and transformative ways.

Mauri ora

Harry Haerengarangi Mikaere

CHIEF EXECUTIVE'S REPORT

HUGH KININMONTH

Kia ora koutou katoa e ngā kaimahi o hauora

It is with very mixed emotions that I write the last of 16 Chief Executive messages for the Hauraki Primary Health Organisation's Annual Report.

We have all come a long way since our inception in 2003 with just two general practice partners (Te Korowai Hauora o Hauraki and Whitianga Doctors Surgery) and an enrolled population of 7,000 people. We ended the financial year on the 30th June 2019 with 24 general practice partners and 153,000 people.

While the challenges have grown, we must never lose sight of the significant gains we have all made collectively. The move from episodic care to long-term condition management to maximise wellness has been as significant as it has been successful over the years.



Over the past 16 years, we have moved a very long way towards:

- proactively supporting wellness through the identification and targeted support of individuals and groups with high needs;
- appropriately and safely sharing information with teams of multiple providers involved in people's care;
- vastly increasing the significant role of nurses and administrators in our practice teams;
- strengthening services in the community that were previously the sole domain of hospital-based clinicians; and
- Perhaps most importantly strengthening community relationships that are crucial to the wellbeing of rural and Māori communities.

The challenges remain and will grow as the population ages and the inequities which beset our country increase. However, I know that you all will rise to those challenges with the passion and commitment with which you have brought so much joy and pride to me personally over our ride together. I have complete faith that Michelle Murray as my successor will continue to do everything she can to support general practice partners in our unique Hauraki PHO way.

I wish you all the very best in the future and I know that you will continue to exhibit leadership in our so very important primary and community based health system.

Paimarie
Hugh Kininmonth
Chief Executive

MICHELLE MURRAY

Kā mihi ki te tangata, ka tangi ki te whenua
E ngā mate hāere, hāere, whakangaro atu ki te pō
Ki a tātou e takatū nei i te mata o te whenua, kei te mihi,
kei te mihi
Tēnā tātou katoa

Kō Mataatua te waka
Kō Mākiō me Maunga Pohatu ngā Maunga
Kō Waiaua me Ohinemataroa ngā Awa
Kō Whakatōhea me Tuhoe ngā Iwi
Kō Ngāti Patumoana me Mahurehure ngā Hapu
Kō Waiaua me Rewarewa ngā Marae
Kō Henare Mokonoko toku matua Tipuna
Kō Emma Biddle toku whaea Tipuna

I would like to acknowledge the hard work of the Board, staff, general practices and Hauora Providers in their dedicated efforts around improving health outcomes and reducing inequalities over the 2018/2019 period.

With the ongoing changing health environment and the endless list of activities to do, I would like to assure you that I will continue the good work of the Hauraki PHO with regard to supporting our whānau within the communities we serve.

I look forward to working alongside you all!

Ngā mihi
Michelle Murray
Chief Executive

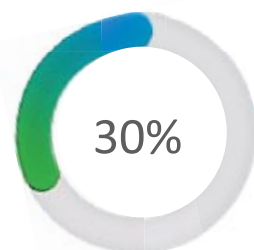


TO ACHIEVE OUR VISION WE WILL FOCUS ON:	TO ACHIEVE OUR GOALS WE NEED TO FOCUS ON:		
WHAI ORA QUALITY HEALTH CARE	Effective Care System The PHO and General Practice Partners will ensure that a robust quality system is in place to guarantee effective health care delivery 24/7.	Effective Workforce The PHO and General Practice Partners will deliver clinically effective and culturally competent health care services to our population.	Effective Consumer Engagement The PHO and General Practice Partners will seek opportunities to engage with health consumers to improve their experience of care.
WHAI MANA HEALTH EQUITY	Equitable health care The PHO and General Practice Partners will commit to actions and approaches that achieve health equity for Māori and our high needs populations.	Improvement and innovation The PHO and General 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 The PHO and General 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 The PHO will continue to grow and seek to be the preferred PHO to Māori and General Practice Partners in the region.	High Performing Organisation The PHO will adopt management and administration practices and processes that improve organisational performance.	Deliver Results 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:	MĀORI ACHIEVING EQUAL OR BETTER HEALTH OUTCOMES.		

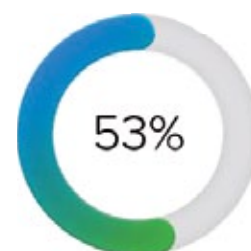
OUR PEOPLE

151,853
ENROLLED PATIENTS

Māori
44,821



NZ European
80,650



156 Nurse's

160 GP's



53% EUROPEAN

30% MAORI

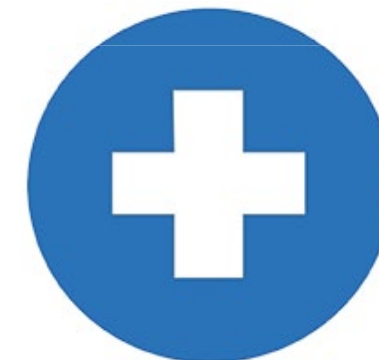
11% ASIAN

4% PACIFIC ISLAND

2% OTHER

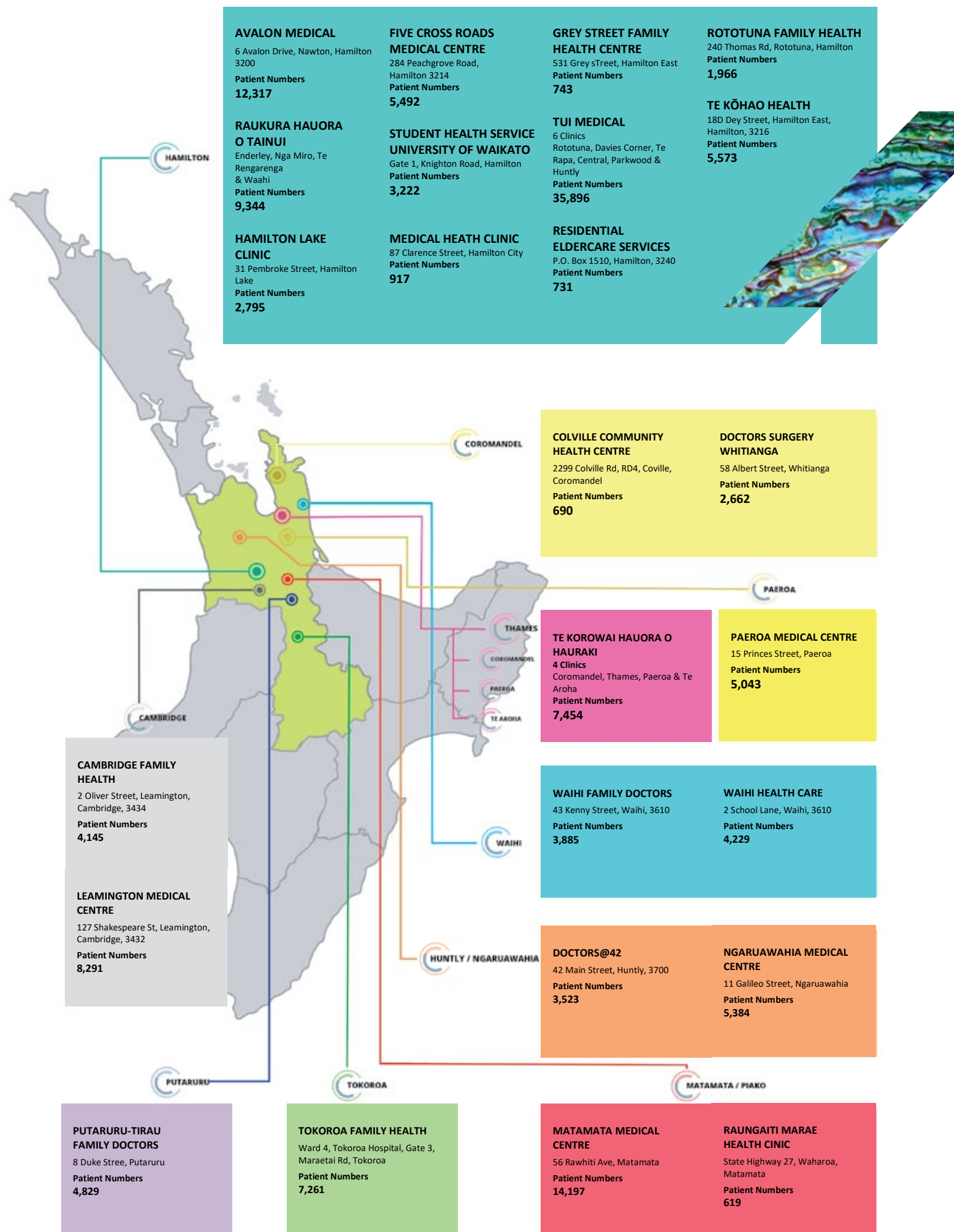
11,458 AGED
NEWBORN
TO 4
YEARS

15%
65

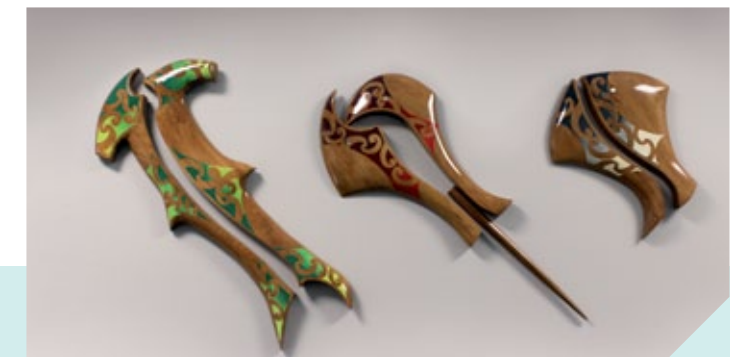


36%

**OF PATIENTS
ARE AGED 24
AND UNDER**



SERVICES SNAPSHOT



32,166	Extended Consultations funded for High need patients
7,198	After hours consultations provided by general practice to patients under 14
4,289	Urgent support payments to support patients in need
4,280	Minor skin surgeries were carried out by GP's to detect and prevent melanoma and non-melanoma skin cancer
3,687	Priority women screened for cervical cancer by general practice
3,084	Podiatry sessions funded for patients with a high risk of foot disease
2,866	Sore throat swabs funded to help prevent Rheumatic Fever
2,363	Dental services subsidised to assist with oral care for those who can't afford private dental treatment
2,065	B4 School checks completed to ensure children are healthy and ready for school
1,697	Long term contraception services provided
1,335	Payments to fund extra GP time for those with Life Limiting Illnesses
1,183	Heart disease monitoring services funded in support of CVD management
899	IV infusions interventions to support patients unable to afford this in primary care
898	Counselling services funded via General Practice
215	Insulin Start payments to support caring for patients with diabetes

COMMUNITY SERVICES

Service	Provider
OUTREACH IMMUNISATION	RAUKURA HAUORA O TAINUI K'AUTE PASIFIKA
COMMUNITY OUTREACH NURSING	RAUKAWA CHARITABLE TRUST
PRIMARY MENTAL HEALTH	RAUKURA HAUORA O TAINUI TE KŌHAO HEALTH TUI MEDICAL
WHĀNAU ORA SERVICES	NGA MIRO
KOROUA & KUIA SERVICES	NGA MIRO

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

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

CELEBRATING SUCCESS

PRIMARY OPTIONS

Waikato DHB reviewed and restructured the Primary Options for Acute Care and Admission Avoidance service in 2018-2019. As a result of this review Hauraki PHO is now operating its own contract for this service; this gives us the benefit of having a better oversight of the use of the programme. We now have access to full reporting and can monitor use by pathways, use by practices and monitor high and low users thus enabling better support for our practices. Education and training can be provided where required and we can target this to specific practices as required.

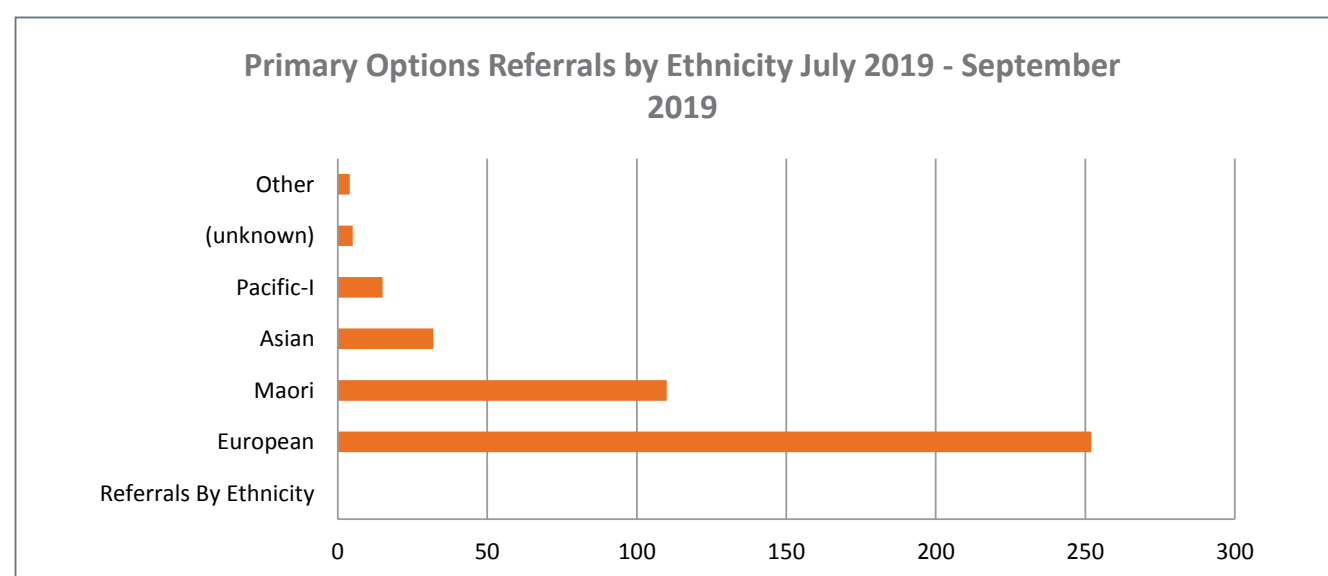
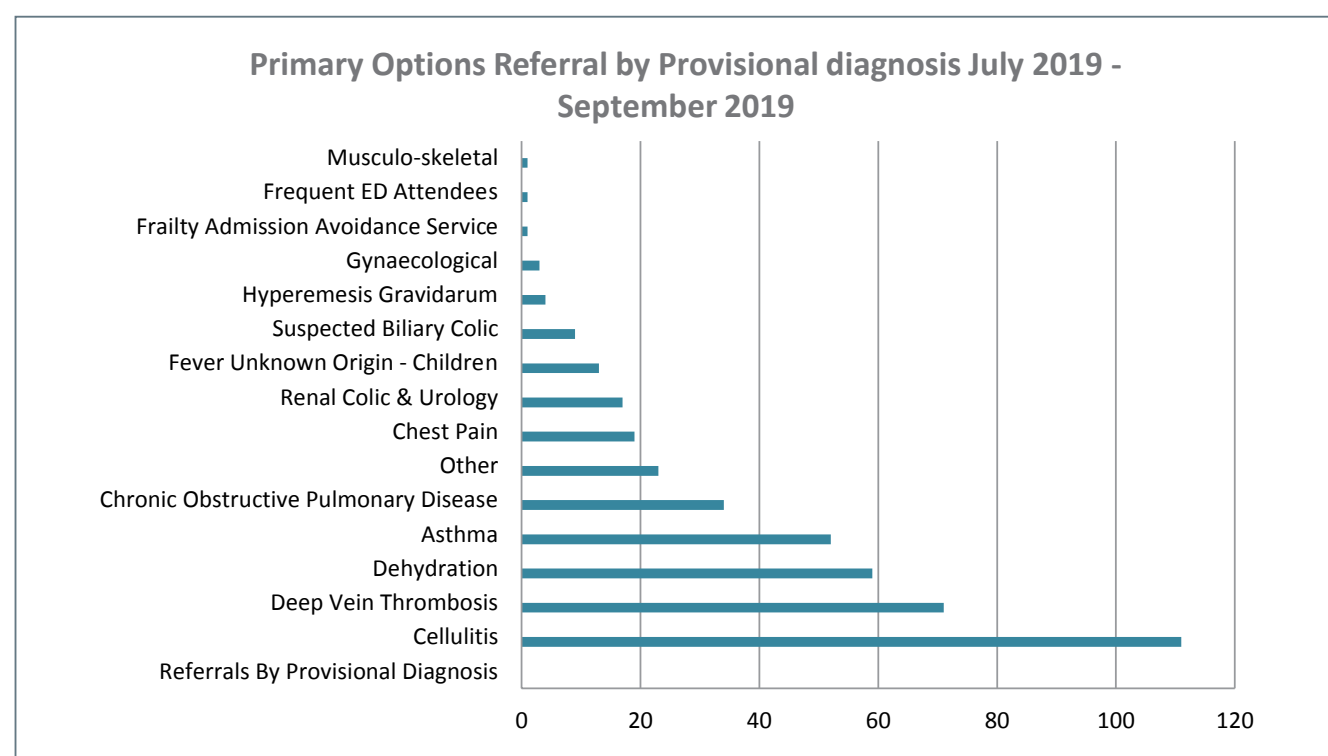
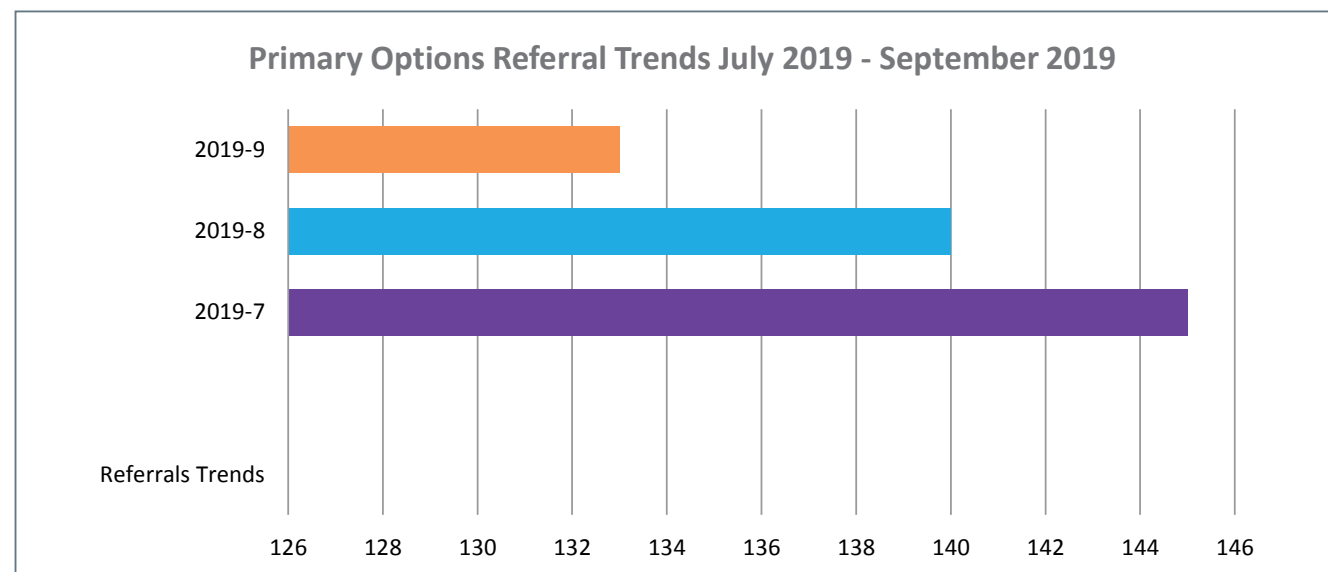
We are pleased to note that practices continue to utilise this important service to reduce presentations to Hospital Emergency Departments, care is provided by general practice in a safe setting with funding to support the additional demand. For the patients this means they get their care closer to home with less waiting time and no additional costs.

In reviewing the first three months of service provision we are trending at around 140 episodes of care per month with around a quarter of these being for cellulitis management. Māori are accessing these services in proportion to population demographics.



HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2019



	Note	2019	2018
Revenue			
Income from Exchange Transactions	5	\$35,048,230	\$30,162,484
Income from Non-Exchange Transactions	5	\$7,429,628	\$6,776,981
Finance Income		\$36,779	\$37,824
		\$42,514,637	\$36,977,270
Expenses			
Practice Payments	6	\$36,114,472	\$31,032,324
PHO Operations	7	\$2,446,562	\$52,320,725
PHO Contracts	8	\$4,330,109	\$3,451,316
		\$42,891,143	\$36,804,365
Operating surplus for the year		(\$376,505)	\$172,904
Non-operating Expenses			
Maori Health and Innovation Funding		\$0	\$654,584
Surplus for the year		(\$376,505)	(\$481,680)
Total comprehensive revenue and expense for the year		(\$376,505)	(\$481,680)

HAURAKI PRIMARY HEALTH ORGANISATION (PHO) TRUST STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
Balance at start of year	\$1,364,150	\$1,845,830
Comprehensive		
Comprehensive Revenue & Expense	(\$376,505)	(\$481,680)
Total Comprehensive	(\$376,505)	(\$481,680)
Balance at end of year	\$987,645	\$1,364,150

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

FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019	2018
ASSETS			
Current Assets			
Cash and cash equivalents	10	\$1,243,596	\$1,401,055
Receivables (from exchange transactions)	11	\$1,023,846	\$1,220,796
		\$2,267,442	\$2,621,851
Non-current assets			
Property, plant and equipment	13	\$354,333	\$483,335
		\$354,333	\$483,335
TOTAL ASSETS		\$2,621,776	\$3,105,186
LIABILITIES			
Current Liabilities			
Payables (from exchange transactions)	14	\$1,093,981	\$1,171,365
Deferred revenue	15	\$353,754	\$362,526
Employee benefit liability	16	\$186,397	\$207,145
		\$1,634,131	\$1,741,036
TOTAL LIABILITIES		\$1,634,131	\$1,741,036
NET ASSETS		\$987,645	\$1,364,150
Accumulated comprehensive revenue and expense		\$987,645	\$1,364,150
TOTAL EQUITY		\$987,645	\$1,364,150

For and on behalf of the board:


Chairperson


Date


Trustee


Date

Kei te waka kotahi tatou e hoe ana
We are all in this together



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

HAURAKI
PRIMARY HEALTH
ORGANISATION

CHARITABLE TRUST