

Te Pūrongo ā Tau Annual Report

JULY 2021 – JUNE 2022



Nelson Bays Primary Health
Hauora Matua ki Te Tai Aorere

Hapū Ora

Wāhi Mahi Ora

Hāpori Ora

our Region

MAPUA/MOTUEKA/ GOLDEN BAY PRACTICES

Mapua Health Centre
The Doctors Motueka
Greenwood Health
Golden Bay
Community Health

RICHMOND/WAKEFIELD PRACTICES

Florence Medical Centre
Richmond Health Centre
Tasman Medical Centre
Wakefield Health Centre

NELSON PRACTICES

Harley Street Medical
Hauora Health Centre
Medical and Injury Centre
Nelson City Medical Centre
Nelson East Family Medical Centre
Nelson Family Medicine
Rata Medical
St Luke's Health Centre
Stoke Medical Centre
Tahunanui Medical Centre
Tima Health
Titoki Medical
Toi Toi Medical

MURCHISON

Murchison Health Centre



What is the most
important thing
in the world?

It is the people,
it is the people,
it is the people

He aha te mea
nui o te ao?
He tāngata,
he tāngata,
he tāngata



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Welcome to Nelson Bays Primary Health

Hauora matua ki te tai aorere

Hauora Matua ki Te Aorere (Nelson Bays Primary Health) operates as a Charitable Trust.

Nelson Bays Primary Health is a primary health provider and commissioning network for primary and community service in the Nelson Bays region. Nelson Bays Primary Health operates as a Charitable Trust, incorporated in 2004.

Nelson Bays Primary Health is an organisation which is committed to the delivery of primary and community health and embedded in its principles are:

- Te Tiriti o Waitangi and focused in equity
- Centered in its people and communities
- Accessible primary and community health care

- A strong primary and general practice partnership
- Strong and supportive networks with community and community non-government organisations and cross government partnership

Healthy people, healthy workforce, healthy community

The Nelson Bays Primary Health Board is made up of community, Māori and provider representation from the Nelson Bays region. The role of the Board is to provide leadership, set the organisation's strategic direction and vision, sign off policies, organisational performance measures and appoint, delegate authority to, and monitor the Chief Executive. The Board acts within the boundaries of its own Trust Deed, as well as other relevant legislation and regulations.



He Mihi

He hōnore, he korōria ki te Ātua
He maunga rongō ki te mata o te whenua
He whakaaro pai ki ngā tāngata katoa

kia ā tātou tini mate, kua riro atu ki tua o te arai,
ki te okiokinga i o tātou tūpuna haere, haere, haere.
Kapiti hono tātai hono te hunga wairua ki a rātou.
Kapiti hono tātai hono tātou te hunga ora tēnā tātou.

E ngā mana, e ngā reo, e ngā karangatanga maha
tēnā koutou, tēnā koutou, tēnā koutou katoa.
E mihi kau ana ki ngā mana whenua o tēnei rohe ki
Te Ātiawa, Ngāti Tama, Ngāti Kuia, Ngāti Koata,
Ngāti Rārua, Ngāti Toarangatira.

Ko te kaupapa Nelson Bays Primary Health, Pūrongo-
a-Tau 2021/22 i whakaatu ā mātou mahi o te tau.

Nā reira e mihi atu ana ki a rātou katoa mō ngā mahi
kua mahia e rātou ki te tutuki o mātou tumanako
kia piki te ora, kia piki te kaha ki roto ki tēnā, ki tēnā o
tātou katoa. Heoi anō e *hara i te toa takitahi engari
he toa takitini kē. Nā reira tēnā koutou, tēnā koutou,
tēnā tātou katoa.*



ENGLISH VERSION

Honour and glory to God
Peace on earth
Goodwill to all people

We acknowledge and farewell all those who have
passed on beyond the veil of darkness to the resting
place of our ancestors. The lines are joined the
deceased to the deceased. The lines are joined
the living to the living.

To the authority and the voices, of all people within
the communities greetings to you all.
We acknowledge the Mana Whenua iwi,
Te Ātiawa, Ngāti Tama, Ngāti Kuia, Ngāti Koata,
Ngāti Rārua, and Ngāti Toarangatira in the
Nelson Tasman region.

This is the annual report of Nelson Bays Primary
Health 2021/22, presenting our work accomplished
over the last 12 months.

We acknowledge all of the work undertaken
by everyone in the primary health sector that
helped to achieve the health outcomes.
Success is not the work of one, but the work of many.



About Nelson Bays Primary Health

our **vision**

Healthy people...
 Healthy workforce...
 Healthy community
 Kia piki te ora o
 ngā tāngata katoa

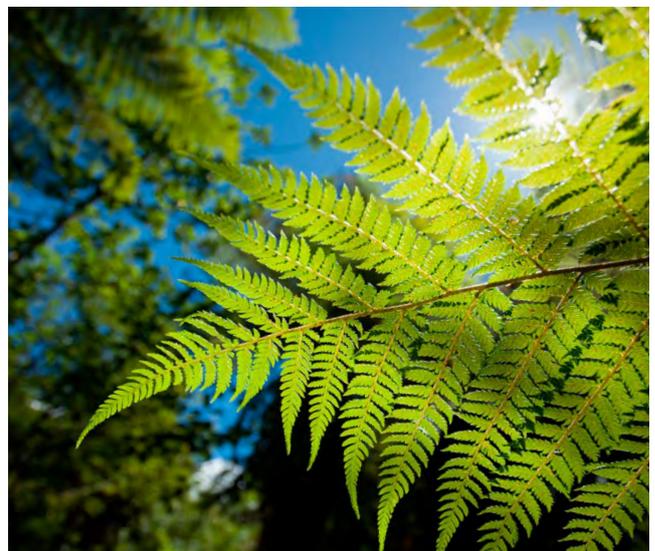


our **values**

Integrity
 Manaakitanga
 Excellence
 Rangatiratanga
 Respect
 Whānaungatanga
 Innovation
 Mātauranga
 Inclusion
 Wairuatanga

our **goals**

Improved quality, safety
 and experience
 Best value for money
 Improved health and equity
 Whakapiki ake ngā take
 haumarū, kōunga hauora
 hoki i waenganui i te hāpori



our **mission**

Everyone working in unison
to achieve the vision

Kia whakakotahi te hoe
o te waka



our **guiding principle**

What is the most important thing in the world?

It is the people, it is the people, it is the people

He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata



Nelson Bays Primary Health Strategic Plan 2016–2023

MISSION Everyone working in unison to achieve the vision
Kia whakakotahi te hoe o te waka

VISION healthy people... healthy workforce... healthy community!

VALUES

Manaakitanga
Integrity

Rangatiratanga
Excellence

Whānaungatanga
Respect

Mātauranga
Innovation

Wairuatanga
Inclusion

STRATEGIES

PROTECTION HEALTHY PEOPLE

- A. Support healthy living in the home
- B. Ensure health information is accessible and understandable
- C. Promote and support strong clinical governance and leadership
- D. Ensure service planning and include consumer and community involvement
- E. Ensure legal obligations are adhered to

PARTICIPATION HEALTHY WORKFORCE

- A. Implement best practice governance, cultural competency and management
- B. Work in partnerships to avoid duplication of services
- C. Enable our workforce to operate at the top of their scope
- D. Ensure sustainable and high quality service provision across the region
- E. Focus on prevention, early detection and self-management to reduce disease progression

PARTNERSHIP HEALTHY COMMUNITY

- A. Work in partnership with our key communities to ensure an inclusive whole-of-system approach
- B. Address inequalities and gaps in services, particularly for our most vulnerable and high needs populations
- C. Achieve all relevant health targets and indicators
- D. Support evidenced-based models of care that have proven health outcomes

ACHIEVING TRIPLE AIM OUTCOMES OF

Improved quality, safety and experience

Best value for money

Improved health and equity

OUR GUIDING PRINCIPLE

What is the most important thing in the world?

It is the people, it is the people, it is the people...

He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata

Nelson Bays Primary Health

Māori Health Strategic Plan 2016–2023

VISION/ARONUI To increase access, achieve equity and improve health outcomes for whānau, hapū and iwi Māori living in the Nelson Tasman rohe

VALUES

Manaakitanga Integrity	Rangatiratanga Excellence	Whānaungatanga Respect	Mātauranga Innovation	Wairuatanga Inclusion
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STRATEGIES

WHĀNAUNGATANGA CONNECTIONS PARTNERSHIPS	WHAI ORANGA PREVENTION QUALITY PROTECTION	MATAURANGA LEARNING PARTICIPATING
<ul style="list-style-type: none"> A. All services and initiatives whānau-focused, empowering iwi Māori to achieve rangatiratanga focus B. Strong connections between NBPH and iwi Māori to support them to maintain healthy lifestyles exist C. Strengthened relationships with marae as a key point of connection with iwi D. Strengthened relationships with Te Piki Oranga and other Māori community health providers exist E. Strategies that preserve, maintain, develop and utilise mātauranga Māori to enable whānau ora exist 	<ul style="list-style-type: none"> A. Improved Māori health outcomes through emphasis on prevention, early detection, maintenance and self-management B. All NBPH staff are appropriately supported and trained to support iwi Māori C. Pukengatanga – High quality service provision across the rohe for the benefit of iwi Māori and colleagues exist D. Cultural competencies and referral pathways programmes are implemented to improve access and engagement with Māori patients and whānau E. The diversity of the workforce and representation of Māori in Primary Care exist 	<ul style="list-style-type: none"> A. Māori whānau are engaged in lifestyle changes, enabling healthier futures B. Population health promotion initiatives that address healthy lifestyle choices and health literacy in marae and other Māori environments exist C. Social determinants of health to be foremost in future national policy and funding decisions through NBPH influence on central government D. All NBPH service planning include a Māori health perspective
ACHIEVING TRIPLE AIM OUTCOMES OF		
Achieving Rangatiratanga	Building on Māori Health Gains	Achieving Equity

OUR GUIDING PRINCIPLE People are our most valuable asset, they are our physical wealth and a reflection of our physical and spiritual health. We must empower, develop, value and retain them.

He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata

Nelson Bays Enrolled Population

NELSON BAYS PRIMARY HEALTH

Population enrolled over time



107,939 ENROLLED POPULATION

At the end of June 2022, 107,939 people were enrolled with Nelson Bays Primary Health

POPULATION ENROLLED OVER TIME



QUARTER	TOTAL POPULATION	% CHANGE
2022-07-01	107,939	0.24%
2022-04-01	107,682	0.17%
2022-01-01	107,501	0.37%
2021-10-01	107,107	0.32%
2021-07-01	106,764	0.32%
2021-04-01	106,420	0.18%
2021-01-01	106,230	0.34%
2020-10-01	105,867	0.20%
2020-07-01	105,657	-2.44%
2020-04-01	108,298	2.50%
2020-01-01	105,654	0.41%
2019-10-01	105,227	0.37%

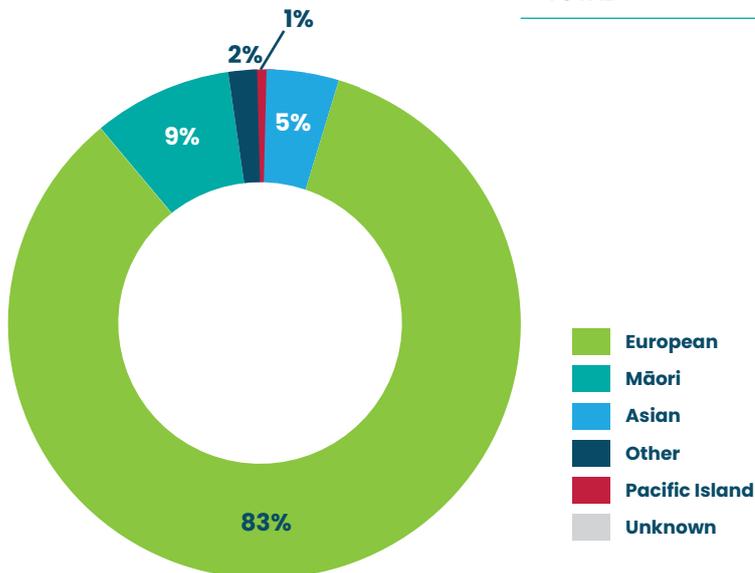
QUARTER	TOTAL POPULATION	% CHANGE
2019-07-01	104,842	1.36%
2019-04-01	103,431	0.74%
2019-01-01	102,670	0.15%
2018-10-01	102,519	-2.22%
2018-07-01	104,842	1.36%
2018-04-01	103,431	0.74%
2018-01-01	102,670	0.15%
2017-10-01	102,519	0.52%
2017-07-01	101,989	0.47%
2017-04-01	101,507	0.56%
2017-01-01	100,940	0.52%
2016-10-01	100,420	



NELSON BAYS PRIMARY HEALTH

Ethnicity

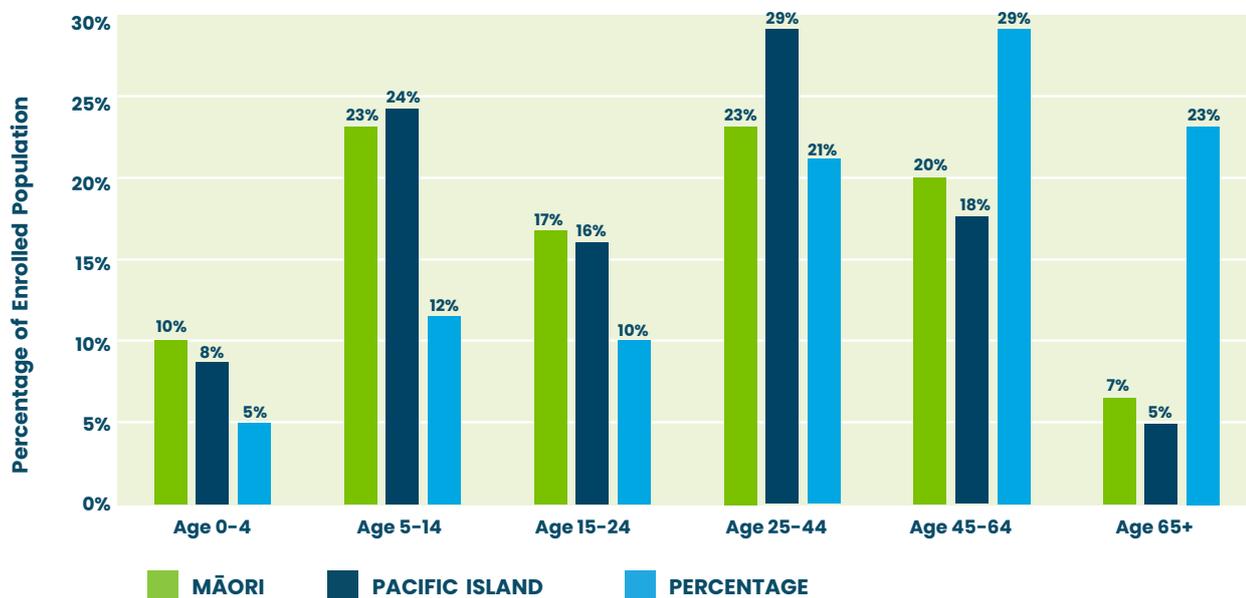
ETHNICITY	NUMBER	PERCENTAGE
Asian	5,345	5%
Pacific Island	1,495	1%
Unknown	409	0%
Māori	9,489	9%
European	89,509	83%
Other	1,692	2%
TOTAL	107,939	100%



Nelson Bays Enrolled Population

NELSON BAYS PRIMARY HEALTH

Age group percentage of enrolled population



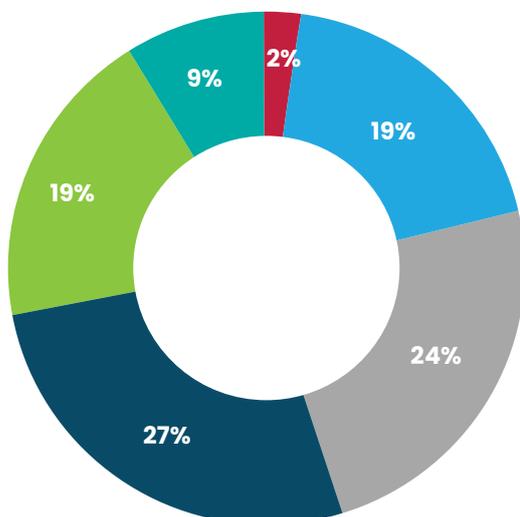
AGE	MĀORI	PERCENTAGE	PACIFIC ISLAND	PERCENTAGE	TOTAL ENROLLED POPULATION	PERCENTAGE
00-04	918	10%	113	8%	5,121	5%
05-14	2,154	23%	362	24%	13,048	12%
15-24	1,609	17%	241	16%	11,104	10%
25-44	2,190	23%	431	29%	23,113	21%
45-64	1,960	20%	269	18%	31,021	29%
65+	658	7%	79	5%	24,532	23%
TOTAL	9,489	100%	1,495	100%	107,939	100%



NELSON BAYS PRIMARY HEALTH

Deprivation by quintile

QUINTILE	NUMBER	PERCENTAGE
Unknown	2,280	2%
1 (Least Deprived)	20,867	19%
2	25,760	24%
3	28,780	27%
4	20,758	19%
5 (Most Deprived)	9,494	9%
TOTAL	107,939	100%



- Quintile 3
- Quintile 2
- Quintile 1
- Quintile 4
- Quintile 5
- Unknown

General Practices

The 22 general practices contracted to Nelson Bays Primary Health during 2021/22 are as follows:

NELSON

Harley Street Medical

Hauora Health Centre

Medical and Injury Centre

Nelson City Medical Centre

Nelson East Medical Centre

Nelson Family Medicine

Rata Medical Centre

St Luke's Health Centre

Stoke Medical Centre

Tahunanui Medical Centre

Tima Health

Titoki Medical

Toi Toi Medical

MAPUA, MOTUEKA, GOLDEN BAY

Mapua Health Centre

The Doctors Motueka

Greenwood Health

Golden Bay Community Health

RICHMOND, WAKEFIELD

Florence Medical Centre

Richmond Health Centre

Tasman Medical Centre

Wakefield Health Centre

MURCHISON

Murchison Health Centre

COST OF ACCESSING PRIMARY CARE SERVICES

A full list of General Practice fees is on the Nelson Bays Primary Health website:

www.nbph.org.nz/services/find-a-gp

Chairperson’s and Chief Executive’s Report

Mihi ki te rangi

Mihi ki te whenua

Mihi ki te hunga mate

Mihi ki te hunga ora

Haumi e hui e – Tāiki e!



On behalf of the Board and Chief Executive of Hauora Matua ki Te Tai Aorere (Nelson Bays Primary Health), we have pleasure in presenting the Annual Report and audited financial statements for the year ended 30 June 2022.

To begin this year’s report, we acknowledge previous leaders in our community. Firstly, John Hunter the previous Independent Board Chairperson, who passed away in June 2022. John provided guidance and strength to Nelson Bays Primary Health from April 2011 to December 2020. We also acknowledge the passing of Kaumatua John Ward-Holmes of Ngāti Tama ki Te Waipounamu Trust, who passed away in April 2022. John was acknowledged in the 2021 New Year Honours as a member of the New Zealand Order of Merit for his contributions to conservation in Mohua (Golden Bay) and to Ngāti Tama’s customary interests in the rohe.

We also acknowledge the many years of service of the Nelson Marlborough District Health Board, and their stewardship in partnering in positive health outcomes for the communities across Te Tau Ihu. We thank Jenny Black who in her role of Nelson Marlborough District Health Board Chair and her additional roles leading the Te Waipounamu regional forums, provided outstanding leadership across our communities. We acknowledge the Nelson Marlborough District Health Board, and as from 1 July 2022, we look forward to our engagement with Te Whatu Ora and Te Aka Whai Ora as we partner on improving health outcomes.

It has been another exceptionally busy year in health. Notwithstanding the challenges of the year, we have continued to strive to meet our commitment to health and wellbeing for our community. It has been exciting to be able to introduce many new work programmes throughout the year. These have included the establishment of the Primary

Care Physiotherapy Network, Best Start Kowae, GP Referred MRI Programme, and implementation of an integrated Indici Practice Management System.

Once again, we need to acknowledge the pressures on many of those working in primary health with many providing extended working hours, the increasing complexity of health needs, workforce pressures within a changing health delivery landscape and of course the impact of COVID-19 in our community. In 2021/22, there were 2,655 clinical hours by completed week in general practice, compared to 2,435 clinical hours in 2020/21 (refer to Figure 1). This shows the significant increase in the work being undertaken in general practice and we thank them for their mahi across Nelson Bays.

With a dedicated team, Nelson Bays Primary Health continues to focus on safely delivering equitable health services to our community. The Board has continued to invest in health priorities for our communities. These have included



- Wellby – supporting the Found Directory, supported by a memorandum of understanding with Nelson Bays Primary Health services supporting Wellby and Signposter training

continues over...

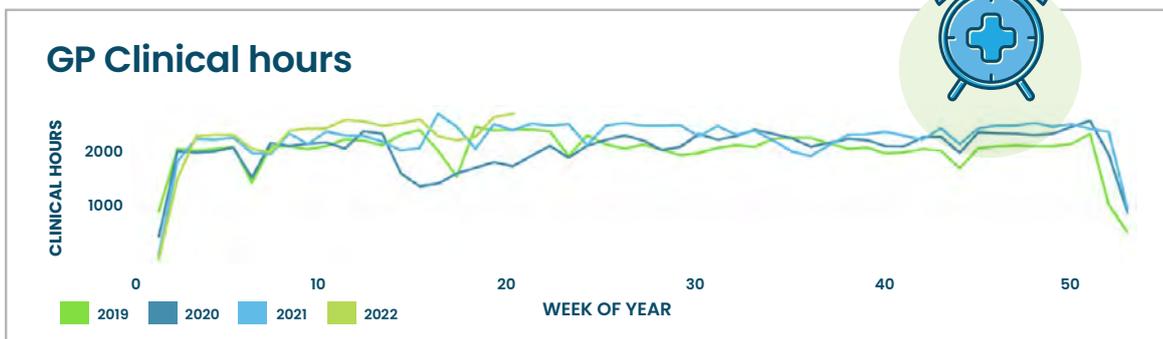


Figure 1: Clinical Hours by Completed Week – Comparison by Year (Source: DataCraft)

- Kaitohutohu Taunaki – this position strengthens and enhances our relationships with Iwi, Hapu, Whānau, Marae
- Victory Adult Alcohol and Other Drug Clinician – funding a community facing adult alcohol and drug services
- Vulnerable Population Programme and General Practice enrolment – facilitates general practice access for Māori, Pasifika, and Refugee services
- Diabetes: Addressing the inequalities for Māori and Pasifika – contracting Te Piki Oranga to work in general practice to support equity health goals for diabetes (*establishment phase*)
- Pain Non-Malignant – providing additional psychosocial pain support (*establishment phase*)

This was another year of facing the ongoing effects of the COVID-19 pandemic. For us, it has meant increasing our services to provide the primary care and community response to ensure our communities are safe. This COVID-19 programme of testing, vaccination, Primary Health Clinical Team (PHOCT) rapid antigen test distribution centres is an example of the resiliency and strength of our integrated partnerships in health care with Nelson Marlborough Health, Marlborough Primary Health, Te Piki Oranga, Nelson Tasman Pasifika Community Trust and our general practice and community partners. We were proud to attend the Nelson Rotary Club's Sir Jack Newman Awards Evening on 23 June 2022, to receive an award on behalf of the team, for providing the Nelson COVID-19 Vaccination Programme.

This award was an acknowledgment to everyone who has been involved in providing this programme over the past few years, including our general practice teams.



As an organisation, NBPH supports a network approach. Our platform for prudent financial management enables us to deliver valued-based health care across the region. We have a strong balance sheet set out, and we continue to operate as a going concern. We note that once again we are budgeting for a small loss in the upcoming year as we continue to strengthen our services and our organisation to play our part in meeting both the health challenges and opportunities that lie ahead. We aim to ensure sustainability and continuity in primary and community delivery whilst embracing the Pae Ora reforms.

“He iti hau marangai e tu te pāhokahoka”

Ngātahi

This year we saw the establishment of the Te Kāhui Hauora o Te Tau Ihu Board (Iwi Māori Partnership Board) at the end of the financial year. This Board will play a vital role in working closely with Te Whatu Ora and Te Aka Whai Ora in the design and delivery of local health services in Te Tau Ihu. We congratulate Kim Ngawhika from our Board who has been appointed as the Maata Waka Representative on this Board.

In June 2022, Nelson Bays Primary Health was proud to be involved in events to celebrate Matariki. This included a team of health professionals go to the Hiwa Events with Te Kotahi o Te Tauihu Charitable Trust and Māori health providers from across the rohe.



This was a great opportunity for people to come and kōrero with some of our health professionals. We also held a Hangi for our Richmond staff and Te Piki Oranga colleagues, whilst the Golden Bay team had workshops making Manu Tukutuku (kites), Kono (food baskets) and Putiputi (flowers). The Golden Bay kitchen team also incorporated some traditional Māori foods for our residents' meals.

We acknowledge the work of Te Ata Munro, Kaiwhakahaere Ahurea, for the establishment of the Māori Partnership Framework and Orientation Plan.

We acknowledge the hard work of our dedicated Executive Leadership Team who throughout challenges and changes of the year have continued to perform tirelessly and we acknowledge the great efforts of our Board Members who generously give their time and experience.

This year, the Annual Report has changed in its layout. We hope you find this new format and high-level overview of the connected health services we have delivered over the last year in our community.

We are proud of the role that we play in delivering connected primary and community care in our region.

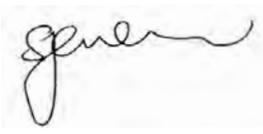
We look forward to the year ahead, continuing to work with our health partners and to building on what has been another significant year for Hauora Matua ki Te Tai Aorere (Nelson Bays Primary Health).

*Kia tau te mauri
Ki runga i te rangimaarie
I ngā wā katoa
Āmine*

Ngā Mihi,



Sarah-Jane Weir
CHAIRPERSON



Sara Shaughnessy
CHIEF EXECUTIVE



Nelson Bays Primary Health Leadership

BOARD MEMBERS 2021/2022



Sarah-Jane Weir
INDEPENDENT
CHAIRPERSON



Kim Ngawhika
DEPUTY CHAIRPERSON/
MĀORI REPRESENTATIVE



Blair Carpenter
COMMUNITY
REPRESENTATIVE



Carol Hippolite
MĀORI REPRESENTATIVE



Debbie Harrison
PROVIDER
REPRESENTATIVE



Graham Loveridge
PROVIDER REPRESENTATIVE
/CLINICAL DIRECTOR



Helen Kingston
COMMUNITY REPRESENTATIVE



Naomi Rosamond
PROVIDER REPRESENTATIVE

EXECUTIVE LEADERSHIP TEAM 2021/2022



Sara Shaughnessy
CHIEF EXECUTIVE



Bobbie Hutton
DIRECTOR OF NURSING



Charlotte Etheridge
GENERAL MANAGER
PRIMARY CARE



Emily-Rose Richards
EXECUTIVE FOR CORPORATE
AND COMMUNICATIONS



Linzi Birmingham
GENERAL MANAGER GOLDEN
BAY COMMUNITY HEALTH



Te Ata Munro
KAIWHAKAHAERE AHUREA



Trudi Price
PEOPLE AND CAPABILITY
MANAGER



Wayne Thompson
SERVICE DEVELOPMENT
AND PROJECT LEAD



Wolfgang Klöpfer
CHIEF FINANCIAL OFFICER

Clinical Governance Committee Chairperson's Report



The Nelson Bays Primary Health Clinical Governance Committee met regularly over the 2021/22 year.

The Clinical Governance Committee has representation from general practitioners, primary and practice nurses, practice management, pharmacy, community midwifery, Māori Health Provider, as well as from the Board, management, and Nelson Marlborough Health. We are also pleased to have a consumer representative on this Committee.

The Clinical Governance Committee has a role in overseeing the clinical quality of services that are provided under Nelson Bays Primary Health and acts as an advisory committee to the Nelson Bays Primary Health Board.

The Clinical Governance Committee regularly reviewed reports from the education programme and the clinical programmes funded by Nelson Bays Primary Health and gave feedback on the use and development of these programmes.

A number of clinical issues were either presented to the Clinical Governance Committee or were raised by Clinical Governance Committee including:

COVID-19

This continued to dominate the health care sector and the Omicron/B4/B5 variants saw several hundred new cases a day in Te Tau Ihu – the vast majority being managed in

primary care. The Clinical Governance Committee was involved with Nelson Bays Primary Health in education of primary care, development of protocols for monitoring, using the COVID-19 Community Care Management (CCCM) data system and prescription of antiviral medication and the development of the COVID-19 Hub and PHO Clinical Team (PHOCT) that helped with clinical cover on weekends and for those without a general practice.

Communication from Hospital Services to General Practice

Following on from the previous year, the Clinical Governance Committee highlighted concerns from general practice and system vulnerabilities about the way investigations within the hospital system are communicated. As a result, more action is being taken by Hospital IT services to address our concerns.

Gynaecology Services

Hospital Gynaecology Services are under pressure with shortfalls in the Senior Medical staff and they presented to the Clinical Governance Committee about this and potential for enhancing general practitioner skills that would reduce pressure on the Outpatients Department. As a result, training sessions for interested general practitioners in pipelles, intrauterine contraceptive device (IUCD), and pessary fitting are underway.

General Practitioner access to ACC funded MRI

This initiative was approved by the Clinical Governance Committee last year but with COVID-19 delays did not get underway until this year. A general practitioner lead was appointed, and the first tranche of general practitioners have undergone training and been accredited with a second education session planned for later this year.

Best Start Kowae

This is a national programme aimed at improving care of hapū mama and pēpi in general practice. The Clinical Governance Committee received a presentation and endorsed the programme. A subsequent education session for general practitioners, practice nurses and midwives gave further exposure to the programme and the next step is for a few practices to take this up.

Stopping copying routine lab results from Hospital to General Practice

This initiative from last year was reviewed in November 2021 with overwhelming support to continue to not receive these results. No clinical adverse outcomes had been detected as a result of this policy.

Piko Hou Rua

The Clinical Governance Committee considered and endorsed the proposal to cease the old VIP programme and use the funding towards a new programme Piko Hou Rua aimed at Māori and Pasifika whanau who are not enrolled with a general practice.

The Clinical Governance Committee has been well supported by NBPH senior staff, in particular Sara Shaughnessy, Charlotte Etheridge, and Bobbie Hutton. Emily-Rose Richards has been invaluable to the smooth functioning of the Clinical Governance Committee.

Dr Graham Loveridge

CLINICAL GOVERNANCE COMMITTEE
CHAIRPERSON

Te Tumu Whakaora Chairperson's Report



*Ki a koutou te kanohi ora o ngā Iwi
tēnā koutou, tēnā koutou,
tēnā koutou katoa*

This year, Te Tumu Whakaora has benefitted much from the participation of highly esteemed members of our Māori community. I would like to take this opportunity to acknowledge and thank members of our committee for their significant commitment to the work of Te Tumu Whakaora this year. I would also like to take this time to acknowledge Dr Ricki-Lea Aitchison, who has been a member of our roopu for the past two years, for her time and commitment to our group and I would also like to acknowledge the contribution and support of Te Ata Munro who was in the role of Kaiwhakahaere Ahurea and recently finished working for Nelson Bays Primary Health to return home to Te Moana-a-Toi (Bay of Plenty). Ngā mihi nunui mo to manaakitanga me to mātauranga e te whaea.

It's difficult to avoid not making any comment on COVID-19 as we experienced yet another lockdown in August 2021. We also saw the first of many people in our community testing positive for COVID-19, as well as the introduction of vaccine and mask-wearing mandates and the traffic light system. I would like to acknowledge our staff for their hard work throughout this period, who were led by our very capable Chief Executive, Sara Shaughnessy, acknowledging too for effectively pivoting the numerous challenges and demands of dealing with a pandemic throughout this period.

This year amongst a number of specific kaupapa, Te Tumu Whakaora has supported and/or provided advice on the updated framework for the Vulnerable Population Initiative, the orientation programme, the Māori Health Partnership Framework model (which sits under the Māori Health Strategic Plan), the debt recovery policies for the Medical and Injury Centre and Golden Bay Community Health, and the updating of the generic job descriptions including subheadings in te reo Māori to better reflect an equity and cultural lens.

As of 1 July 2022, there have been some major changes in health this year which will significantly impact upon health equity for Māori. The twenty district health boards have been dissolved and merged into Health New Zealand (Te Whatu Ora). The Māori Health Authority (Te Aka

Whai Ora) has been established to collaborate with Health New Zealand to enhance services for Māori. Further to this, Iwi Māori Partnership Boards (IMP Board) have been established throughout Aotearoa and will focus on design and delivery of local health services in Te Tau Ihu with the aim of better health outcomes for Māori. I am very proud to be a member of this newly established roopu representing in my capacity as a Maata Waka representative.

As I write this, I am reminded that it is te wiki o te reo Māori, and as the Chairperson of Te Tumu Whakaora, I encourage you to challenge yourself in this space at whatever level you may be and to support and inspire each other and employ te reo Māori in aspect of your daily practice, regardless of how insignificant it may seem.

Finally, I encourage you to embrace practice that reflects the values and principals of Te Tiriti for the betterment of all whānau for ma te kotahitanga e whai kaha ai tātau (in unity we have strength).

Kim Ngawhika (B Ed, MMgt)
TE TUMU WHAKAORA CHAIRPERSON



Health Services



Ngā Waka
Hauora



HAUORA HĀPAI

Health Promotion Services

A YEAR IN REVIEW

Community Cardiac Rehabilitation Service

HEALTHY HEARTS

Nelson Bays Primary Health delivers a community-based cardiac rehabilitation and self-management programme, in partnership with the cardiology team at Nelson Hospital. The purpose of the service is to reduce the potential for another acute heart event (i.e. secondary prevention) and to improve quality of life, enabling patients to live well for longer. The service received 135 referrals and delivered 10 Healthy Hearts sessions during 2021/22.

“ *The most useful part of the session was the ability of a range of very knowledgeable contributors to engage the group of individuals, keep our interest and provide authentic and pragmatic advice.* ”

Consumer feedback

It was really helpful meeting someone I can have further discussion with and knowing that someone is going to follow up on things for me, understanding medications, healthy eating and understanding what happened with cholesterol/arteries. I feel the Zoom delivery is by far the most efficient use of the “experts” time. These people are usually time poor but can still make valuable contributions from their workplace while the target audience will usually be more comfortable in their own home and feel safer than at a face to face seminar. Less travel and catering cost too! Great format.

Community Diabetes Education Type 2 & Pre-Diabetes Service

Nelson Bays Primary Health delivers group self-management education sessions to empower patients with pre-diabetes or type 2 diabetes to be actively engaged in managing their condition and reduce the risk of long-term complications.

In 2021/22, there were 5 Living Well with Type 2 Diabetes sessions and 5 Noho Ora Stay Well sessions held. The outcomes from these sessions held showed a 95 – 100% improved knowledge and understanding of diabetes, improved confidence to self-manage their diabetes and, improved diet and physical activity levels.

95 – 100% improved knowledge
...and improved confidence to self-manage their diabetes and, improved diet and physical activity levels.



Community Falls Prevention Service

Nelson Bays Primary Health is the lead agency for the Nelson/Marlborough region to approve community strength and balance exercise class leaders that meet ACC Live Stronger for Longer criteria. The intention is to prevent falls by engaging older adults in community strength and balance classes. There were 10 Upright and Able Falls Prevention sessions held in 2021/22.

There was improved access for Māori in 2021/22, with 8% of the referrals received being for Māori. The service worked with Te Piki Oranga to help find a new venue for their community group strength and balance class and assisted in the commencement of training for two new instructors. There were good connections made in Tapawera with the Tapconnect Network and Age Concern to run an Upright and Able session which has led to a community group strength and balance class that will be underway in later 2022.

Improved access for Māori in 2021/22, with 8% of referrals received from Māori

Community Nutrition Service

Nelson Bays Primary Health provides a community nutrition service to support individuals to make culturally appropriate, safe, and nutritious food choices to prevent and manage long-term conditions and other nutritional related conditions. The three components to the service are: Workforce development for primary care health workers; group self-management education for prevention and management of long-term conditions; one-to-one primary care dietitian appointments within general practice and other primary health care providers. There were 879 patient appointments (8% Māori) in 2021/22.

The service links in with the other Health Promotion services to support diabetes education, cardiac rehabilitation, pulmonary rehabilitation and Lactation Service and Breastfeeding Support, and also collaborates with other health professionals across the health sector.

An example of collaboration across the sector is the Thiamine Working Group, which includes a number of health professionals across primary and secondary.

The former refugee communities from Myanmar and Bhutan can be at risk of thiamine and other micronutrient deficiencies due to traditional food choices and preparation methods that continue to be used when in New Zealand. There have been two cases in Nelson of Myanmar refugee mothers and babies experiencing thiamine deficiency, with both babies becoming critically unwell. The Thiamine Working Group was formed and clinical guidelines developed which are now on Health Pathways. Part of this pathway includes a referral to the Community Nutrition Team for targeted dietary advice during pregnancy and breastfeeding. The Community Nutrition Team is also working with the Myanmar former refugee community to develop a culturally appropriate pictorial resource on dietary sources of thiamine.



There were 879 patient appointments (8% Māori) in 2021/22

Community Podiatry Service

The Nelson Bays Community Podiatry Service contracts a private podiatrist (Mapua Podiatry, Justin Powell, Podiatrist) to deliver this service for the Nelson Bays region. This is a free service accessed via a referral and targets those that need it the most and have been identified as having diabetes related foot problems. The service is delivered mainly via clinics, although home visits are undertaken for special circumstances.

The Podiatrist has strong relationships with Te Piki Oranga and holds regular clinics at the Te Piki Oranga offices in Motueka and Whakatū. This is a successful model for engaging Māori. There were 2,199 people (272 Māori) who accessed the service in 2021/22.

2,199 people (272 Māori) accessed the Podiatry Service via clinics or home visits in 2021/22.



Community Respiratory Service

Nelson Bays Primary Health in partnership with the Nelson Asthma Society, provide an evidence-based Pulmonary Rehabilitation Programme and "Better Breathers" groups. The service offers Respiratory Nurse consultation in home or clinic, as individual and group education. Nelson Bays Primary Health funds primary care providers to provide spirometry services and supports ongoing professional development in chronic respiratory conditions.

Nelson Bays Primary Health recognises there is a significant need for community respiratory services to engage more with our community. There were 125 patients seen (9% Māori) in 2021/22, with 3 Pulmonary Rehabilitation programmes and 110 "Better Breather" group sessions held.

“Since the Pulmonary Rehabilitation course, my breathing has been good. I’m sleeping well, I’m more active and I am now weaned off prednisone”.

Consumer feedback

Lactation Service and Breastfeeding Support

Nelson Bays Primary Health provides specialised lactation consultant services across the Nelson Bays region via one on one appointments in the home and community clinics, as well as lactation advice and education in the hospital with clients, staff and other health professionals.

The service supports women to achieve their personal breastfeeding goals and offering ongoing education and clinical guidance to allied health professionals across primary and secondary services.

There were 272 patients seen, with 7.5% for Māori which is an increase from the previous years. Ongoing collaboration between the lactation consultants of Nelson Bays Primary Health and Te Piki Oranga to support breastfeeding outcomes across the region. There were 71% of the women fully breastfeeding at the time of discharge from the service, which is an increase of 4% to previous years.

71% patients fully breastfeeding at time of discharge



"Thank you so much for your support with the breastfeeding. You were a real life saver. Breastfeeding works really well now, and I enjoy our times together so much. I love having food ready for him wherever I go. I was so desperate... and you totally took the pressure off me... thank you so much for your work!"

Consumer feedback

Community Physiotherapy Service

The Community Physiotherapy Network was established in 2021 as a pilot scheme to address wait times. Nelson Bays Primary Health contracts three private physiotherapy providers to deliver this contract across the Nelson Bays region. The current providers are Proactive Rehab, Habit Health, and TBI Health Group.

The establishment of the physiotherapy provider network has led to reduced wait times for patients in the community. 64% of patients were seen within 10 days of the referral being received, and 86% of patients were seen within 20 days of the referral being received.

The transfer of referrals from Nelson Marlborough Health to the physiotherapy providers is prioritised for Māori, Pasifika, and vulnerable populations. There were 285 referrals received (6% Māori) for 2021/22.

... 64% of patients were seen within 10 days of the referral



Consumer feedback



"It was fast and easier than going to the hospital." "Couldn't be happier with the whole process."

Victory Community Centre COMMUNITY BASED HEALTH ACCESS AND NAVIGATION

Nelson Bays Primary Health contracts the Victory Community Centre to provide a community-based health access and navigation service. The service supports whānau to better understand their health condition or health needs and supports access to primary health care and wellness support services, including enrolling or re-enrolling at a general practice.

There were 295 patients seen in 2021/22, of which 8% were Māori and 22% were former refugees.

295 patients in 2021/22, with 8% Māori and 22% former refugees



Highlighted Health Promotion Services

Rongoā Kākāriki (Green Prescription)

Overview

Nelson Bays Primary Health provides a Green Prescription service to guide patients to improved health through better understanding of behaviours, physical activity, and nutrition. This is achieved by empowering patients using effective self-management support, so they gain motivation and confidence to make life-long healthy choices.



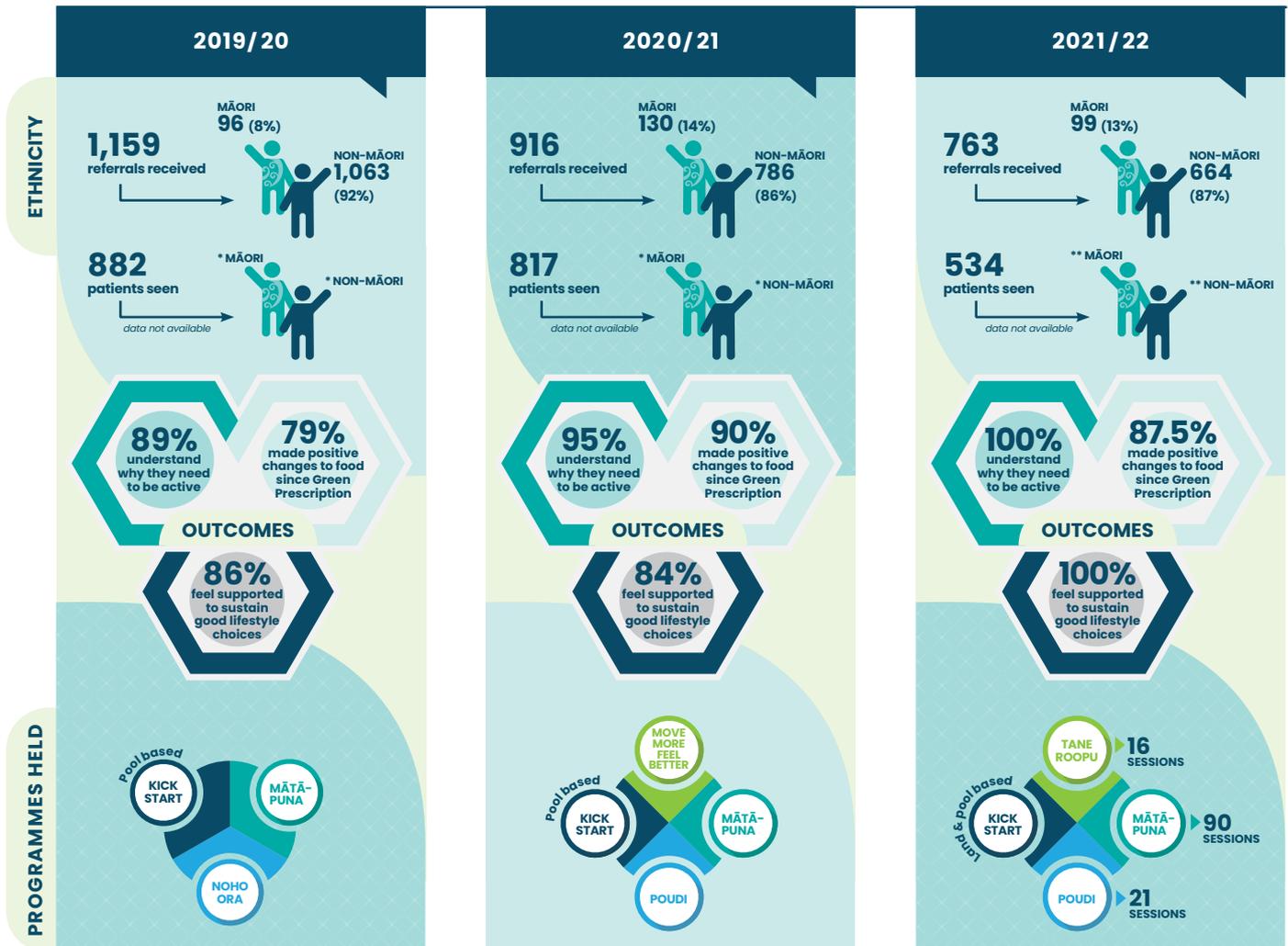
"I have recently recovered from a long illness and slight depression. I have had prolonged back pain, frequent visits to ED which made my self-esteem low. I have realised that underwater exercise is very helpful for my back! Before, I had problems walking and doing the household chores. But now that my health is improving, and I enjoy my life again. I practice all the steps that I have learned at the pool." ~ Poudi Participant

Consumer experience

Māori Health & Other Vulnerable Groups

- Mātāpuna: Originally started as a pilot in 2019, this is now an established, collaborative Green Prescription and Te Piki Oranga aqua session that offers a sustainable option to Kaumātua. Over the year there has been 693 attendances over 90 sessions
- Tane Roopu: Collaboration between Green Prescription, Victory Boxing and Nikau Hauora Hub. Over the last six months, there have been 75 attendances over 16 sessions
- Poudi: Originally created as a swimming group for the Nepali/Bhutenese former refugee community, this now includes a walking group. Over the last year there have 130 attendances over 21 sessions

Outcomes



*New measurement to Nelson Bays Primary Health in 2021/22 and previous financial years data not available.

**Unable to report on as data not captured in first half of financial year with previous reporting system used prior to Indici. Will be able to report on this data for next financial year.

Wellby

Overview

Launched in 2021, Wellby is a community-led initiative that's helping the people of Nelson Bays to better connect to their communities, improving their wellbeing.

Wellby does this in three simple ways – by hosting relaxed Talking Cafés; by promoting the Found Directory; and empowering members of the public to become Signposters. Wellby Signposters are caring community members who help reach those who are hard to reach. Informed about Talking Cafés and trained to use the Found Directory, Signposters help friends, whānau, colleagues, and neighbours find what they are looking for in their community, improving their social connectedness.

The Wellby initiative involves a range of organisations including project partners Volunteer Nelson and Age Concern Nelson Tasman. Nelson Bays Primary Health is proud to support Wellby with representation on the steering group, providing Signposter training, funding the curation of the FOUND directory, and promoting Wellby through social media platforms.

For more information on Wellby, visit www.wellby.org.nz



Everyone belongs

Key achievement

The growth of attendance at the Talking Cafés has increased from 2 – 3 people to nearly 20 people attending.

Consumer feedback

“Sometimes my shyness gets in the way of doing things I like. I was very surprised when I went to a Talking Café in Nelson to find a basketball team to join, with the help of the people there who were so helpful and friendly.”
~ L, former refugee living in Nelson



Outcomes

2021/22

43 Talking Cafés held



with 184 guests

22 Signposter training sessions held



with 224 attendees

86,752 Found directory page views



ORANGA HINENGARO Mental Health Services

A YEAR IN REVIEW

Brief Intervention Service

Nelson Bays Primary Health provides a Brief Intervention Service for those with mild to moderate mental health issues, to help them develop their ability to manage stress, regulate emotions and develop coping skills. Of those who accessed the service, 96.7% had a positive counselling experience.

The Māori and vulnerable clients were prioritised, and engagement rates were higher this year. There were 240 referrals (26 Māori) received for the service in 2021/22.

There were **240**
referrals in 2021/22,
with **26** Māori

Gateway Health Assessment Service

INCLUDING MENTAL
HEALTH SERVICES TO
CHILDREN IN CARE

Nelson Bays Primary Health works together with Nelson Marlborough Health, Oranga Tamariki and the Ministry of Education to identify and respond to children and young people's health, wellbeing and education needs and facilitates access to appropriate services to improve health outcomes.

Nelson Bays Primary Health facilitates and coordinates the delivery of appropriate mental health services to meet mental health needs (behavioural and/or emotional) for children and young people in the care of Oranga Tamariki (previously Child, Youth and Family) and/or via a Gateway health assessment.

There were 33 referrals (11 Māori) received for the Gateway Assessment Service and 4 referrals to the (1 Māori) Mental Health Services to Children in Care service in 2021/22.



www.orangatamariki.govt.nz

Persistent Non-Malignant Pain

Nelson Bays Primary Health delivers a service to enable clients to self-manage their persistent pain more effectively.

There were 47 patients (5 Māori) who accessed the service in 2021/22. There are opportunities to work across the sector and increase group sessions to ensure the service is accessible to those in need.

... **47** patients
accessed the service
to enable
self-management
of their **persistent**
pain



“

“The clinic has changed my life – understanding in a holistic way and tools to deal with pain has been amazing.”

**Consumer
feedback**

Primary Adult Alcohol and Other Drug Service

Nelson Bays Primary Health contracts the Victory Community Centre to provide the Primary Adult and Alcohol and Other Drug Service for Nelson Bays. The service provides support to those experiencing mild to moderate use of alcohol and/or cannabis, over the age of 25 years old.

There were 194 patients (16% Māori) access the service in 2021/22. The service works to address equity needs and has ongoing links with Te Piki Oranga.

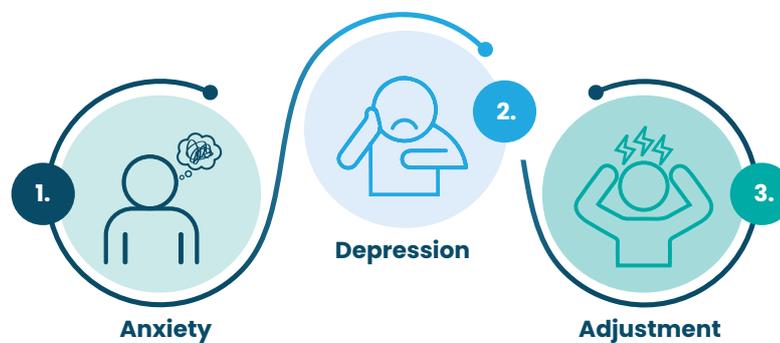
There were 194 patients in 2021/22, with 16% Māori

Primary Mental Health Initiative PMHI

Nelson Bays Primary Health provides a Primary Mental Health Initiative Service, for those with mild to moderate mental health issues. The sessions are provided by a private counsellor or psychologist following referral from a person's general practice or Māori Health Provider. The Primary Mental Health Initiative also provides a limited number of funded sessions with the general practitioner or practice nurse for follow up appointments for the people referred to the service.

There were counselling and psychology services provided for 2,024 people (243 Māori) in 2021/22, through private providers. The top presenting health needs for the service are anxiety, depression, and adjustment.

TOP PRESENTING HEALTH NEEDS



Highlighted Mental Health Services

Integrated Primary Mental Health and Addiction Service

Health Improvement Practitioners and Health Coaches 'Hipsters'

Overview

Nelson Bays Primary Health provides an Integrated Primary Mental Health and Addiction Service, which is a nationwide initiative to provide timely local, accessible, and free access to mental health support. Health Improvement Practitioners (HIPS) and Health Coaches (HC) work as integrated members of the general practice team across Nelson Bays, to provide support to those needing support to make changes in their life due to mental, physical, or social challenges.

Key Achievement

The key achievement is establishing the new Health Improvement Practitioner and Health Coach positions in 12 of 22 eligible general practices across the Nelson Bays region as part of the nationwide rollout.



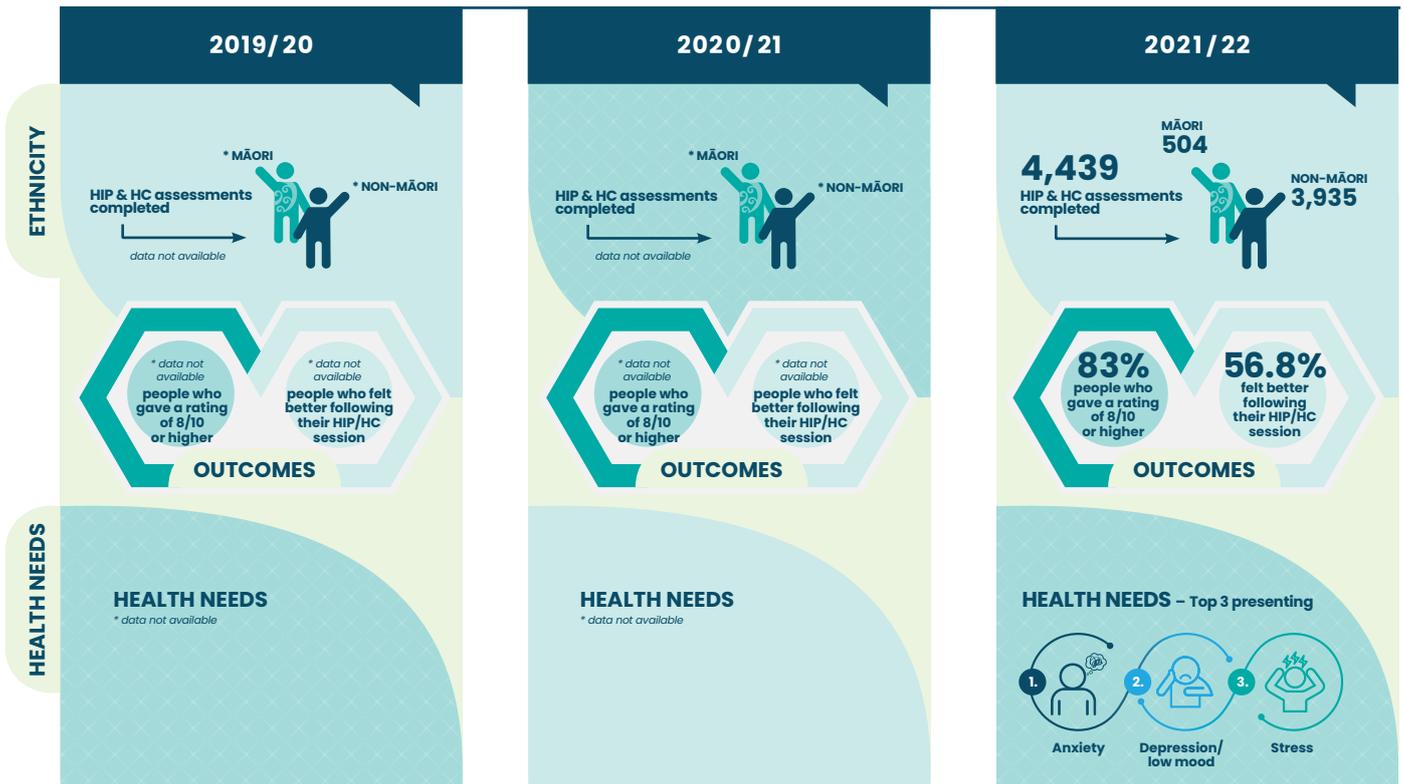
Māori Health & Other Vulnerable Groups

In the consideration of which general practices would be allocated HIPS and Health Coaches, equity was a consideration, specifically Māori, youth, and rural populations. Health Coaches have been involved in outreach work to engage vulnerable population with the general practice. There were 504 Māori who accessed the service in 2021/22.

“ I have just had the best morning with patients. Just really appreciative people. One lady was tearing up saying thank you for listening to her and helping her focus on what she can control rather than living constantly overwhelmed. The other one that was so lovely was a middle-aged Māori gentleman who has had a really traumatic past but keen to reduce his HBA1c. We made a little goal last week to reduce sugar as he loves cheesecake and this week he came in with videos he has made of his cooking and super excited about the change. When he left today, he was telling the nurse how “K is helping me stay off that!” while pointing to the clinic bed and continued to say thanks etc. ~ **Health Coach**

Consumer feedback

Outcomes



*New programme to Nelson Bays Primary Health in 2021/22.

Perinatal Counselling Services

Overview

Perinatal Support Nelson provides activities and support for all mothers and their partners that are experiencing mild to moderate postnatal depression and/or anxiety. This includes both one-to-one support, and groups for women and men along with advice, information, advocacy, and other activities from time to time.

Nelson Bays Primary Health provides some funding to this service in the Nelson Bays region.



Māori Health & Other Vulnerable Groups

Perinatal Support Nelson provides free support to all mothers in the Nelson Bays region. The support is free, removing barriers to access for new whānau. There were 15 Māori who accessed the service in 2021/22.

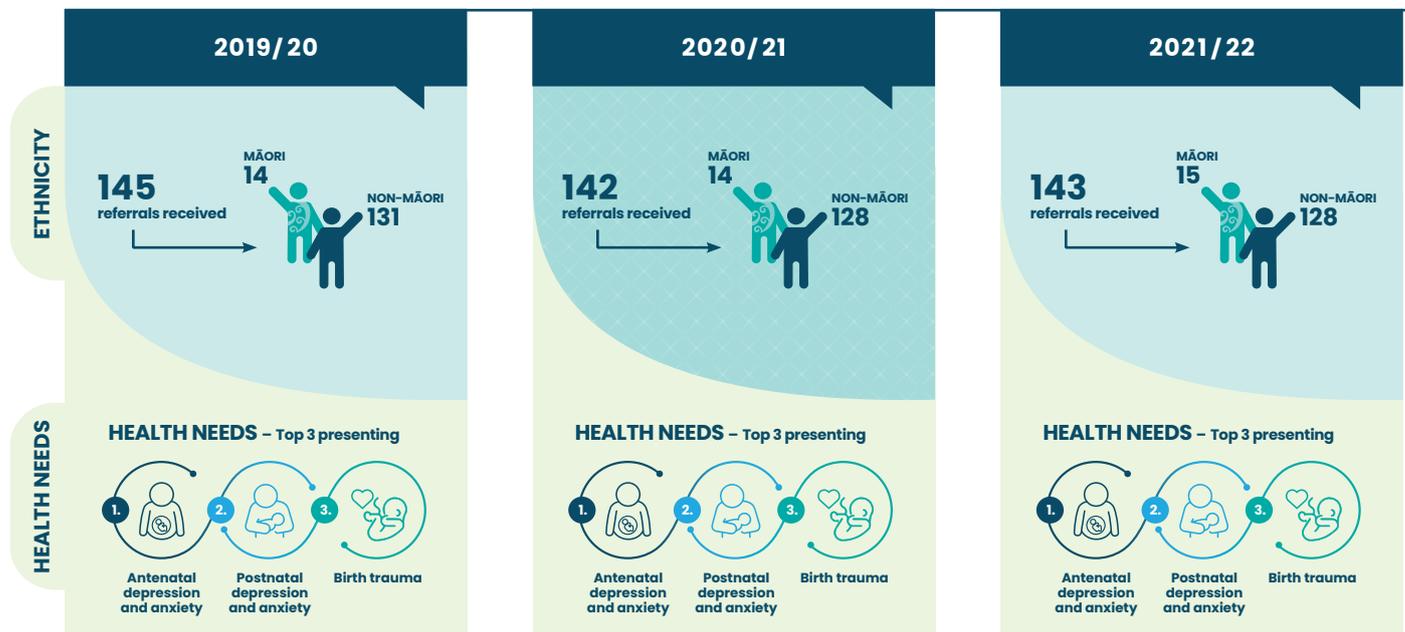
Key Achievement

Counselling to expectant and new mothers across the Nelson Bays region provided by volunteer and paid counsellors.

Perinatal Support Nelson Contact Details

Velia Chambers, Clinical Manager
03 548 3555 or hello@perinatalsupportnelson.org.nz
319a Hardy Street, Nelson
www.pndnelson.org.nz

Outcomes



Youth Alcohol and Other Drug Service

Overview

The Youth Alcohol and Other Drug Service provides brief intervention treatment, therapy, support, and care coordination for young people (under 25 years old), through a highly responsive, targeted mobile approach. The alcohol and other drug education and harm minimisation provided through a client-centred, ecological model of care to meet the needs of young people in Nelson Bays.



Māori Health & Other Vulnerable Groups

The Youth Alcohol and Other Drug Clinician provides services at Youth Nelson, Motueka High School and Waimea College's On Track. There were 21 Māori seen in the service in 2021/22.

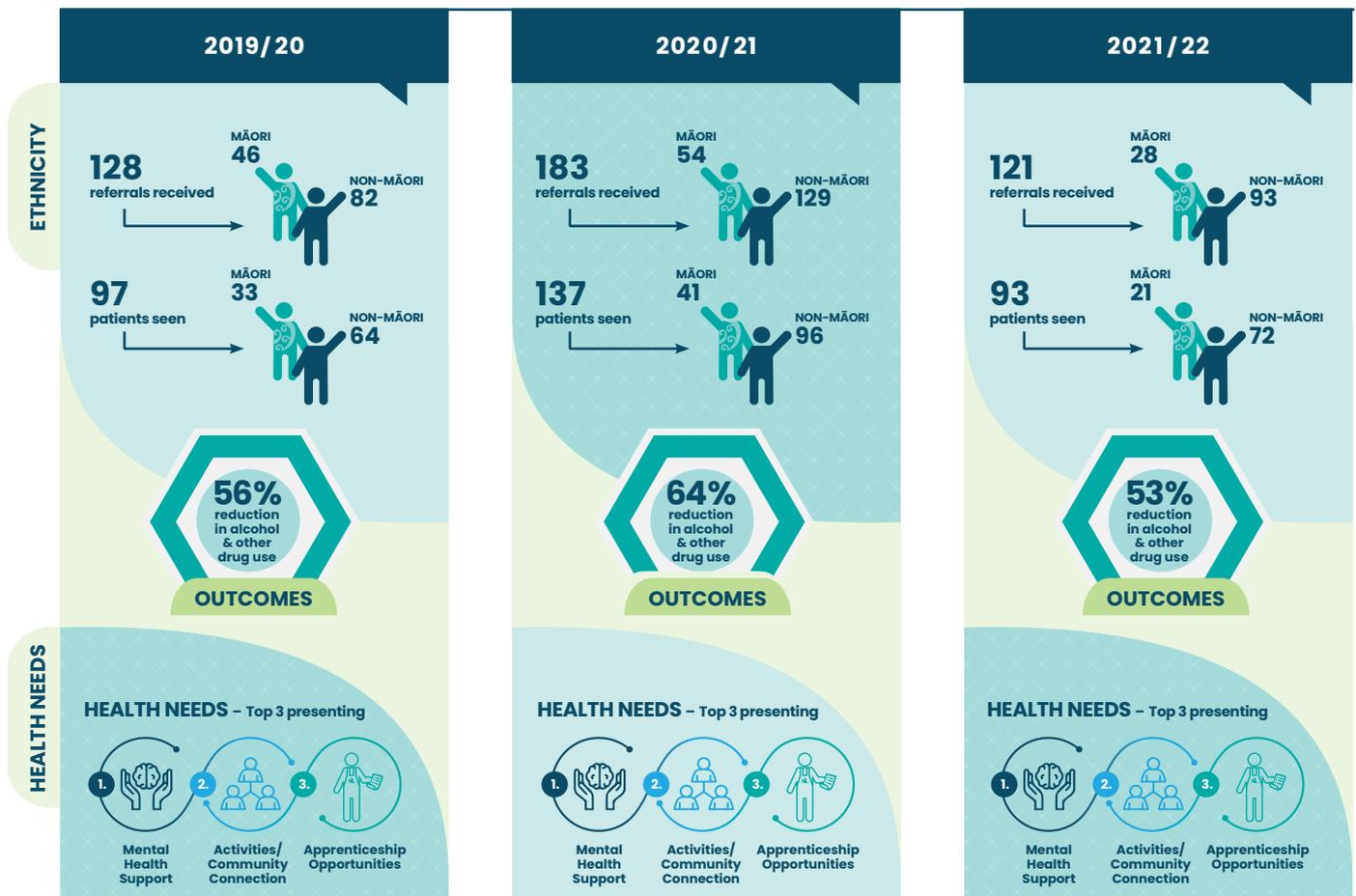
Key Achievement

There was a significant reduction of alcohol and other drug use among young people who have engaged in the service.

“ A young female successfully quit vaping as a result of the brief intervention service. She had been very dependent on this at the onset, however, has now agreed to be a peer mentor for others as part of a multi-agency group (Stop Smoking Service, Nelson Marlborough Health, Health Promotion, Nelson Bays Primary Health) establishing an area wide plan. The Youth Alcohol and Other Drug service has been proactive in this effort for what is emerging as a significant health issue for young people in recent years.

Consumer feedback

Outcomes



MĀTONGA RATA

Community Specialist Outpatient Services

Infectious Disease Service

Overview

Nelson Bays Primary Health provides a Infectious Diseases service for the Nelson Marlborough region that encompasses clients within both primary and community settings. This role includes an emphasis on education and training to increase knowledge and provide appropriate resources for the overall reduction of infections and reduce the reliance on antibiotics if they are not required.



Māori Health & Other Vulnerable Groups

There were 20 new Māori referrals received in 2021/22.

Outcomes



*This number includes patients already in the service and follow up appointments held.

Consumer feedback



"I am happy to respond with feedback to the Nelson Bay Primary Health HIV Assistance which I have received. Initially I was under the supervision of Dr Richard Everts and his assistant. They provided basic service, it was heartening when services were extended with the arrival of Dr Hamilton and nurse assistant Steph Anderson. Dr Hamilton diagnosed underlying heart problems which had not been investigated by my primary carer. Steph was helpful in providing an in-depth interview and arranging a referral to counselling. I can only speak highly of the services offered."

Rheumatology Specialist Service

Overview

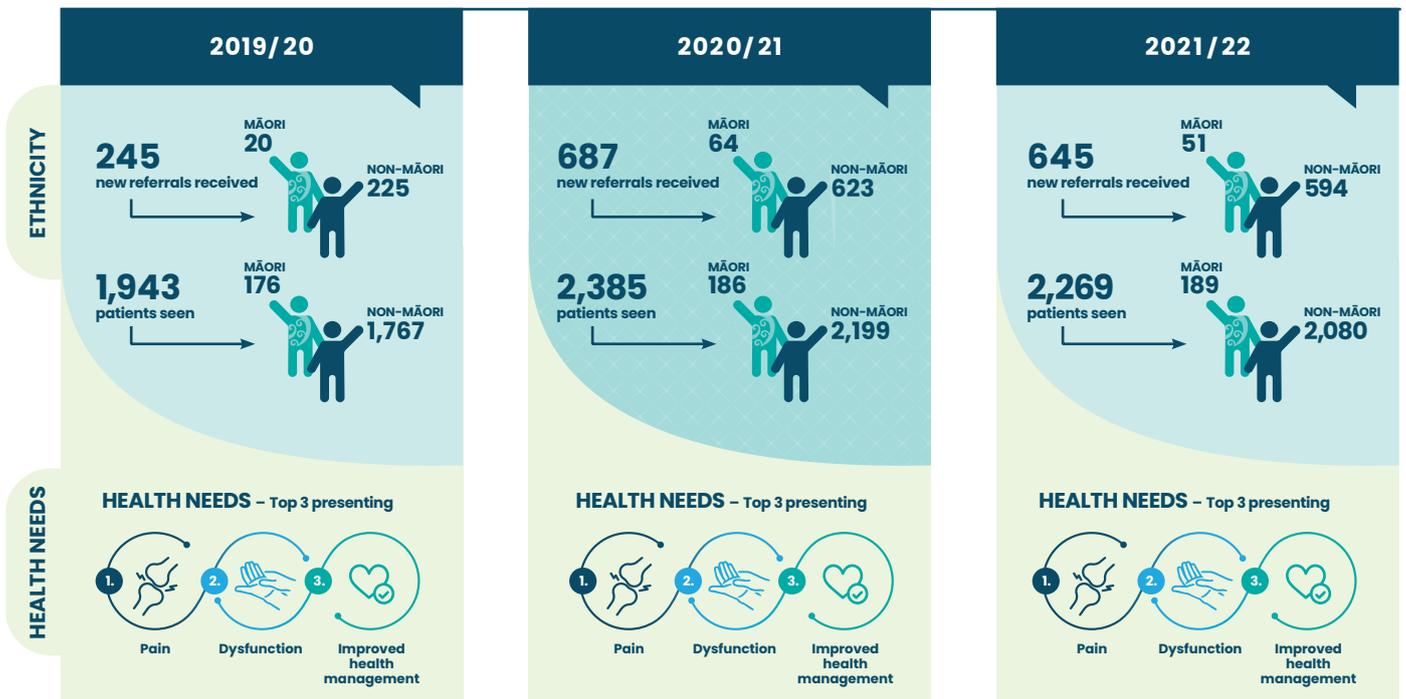
Nelson Bays Primary Health provides a community-based rheumatology specialist model for the management of people with complex inflammatory/rheumatoid conditions. The service also provides support and resources for primary care physicians.



Māori Health & Other Vulnerable Groups

There continues to be collaborative nursing regarding gout and arthritis clinics with Te Piki Oranga. There were 189 Māori seen in 2021/22.

Outcomes



RATONGA RATA / RATONGA Ā TAPUHI

Integrated Primary Health and Nursing Team Services

A YEAR IN REVIEW

Advance Care Planning

Nelson Bays Primary Health provides advance care planning to assist an individual to identify their personal preferences and consider treatment and care options that can be incorporated into plans for their future health care if they become unable to make decisions for themselves. General practices are able to provide a free service to support eligible patients to complete an advance care plan. There were 201 advance care plans completed in 2021/22.

Diabetes Annual Review

Nelson Bays Primary Health provides a subsidised or fully subsidised appointment at general practice annually, for adults diagnosed with diabetes, to review their care and management of diabetes. The aim is to monitor this long-term condition and reduce diabetes complications.



There were 187 reviews completed for Māori in 2021/22 in general practice. There is value in people having their HbA1c checked.

Emergency Contraceptive Pill

Nelson Bays Primary Health provides a free emergency contraceptive pill consultation at general practice and prescriptions to women, who are eligible for publicly funded health and disability services within New Zealand. There were 1,506 women (193 Māori) access the service in 2021/22.

1,506 women
accessed the **free**
consultation
emergency
contraceptive
pill service in 2021/22



Health Care Home

Nelson Bays Primary Health is a member of the Collaboration Aotearoa.

Our Vision

To bring together a strong collaboration of leaders committed to building an equitable future, through transforming health and well-being outcomes everyday, for all New Zealanders.

Collaborative Aotearoa is committed to:

- Honouring Te Tiriti o Waitangi
- Elevating the voices of whānau, communities, and Hauora networks within our mahi
- Bolstering services to advance delivery of the NZ Health reforms through continued support for general practices, digital health and localities learning platforms



Health Care Home

The Health Care Home enhanced model of care establishes a whānau-centric approach which enables primary care to deliver a better experience for whānau and staff, an improved quality of care, and provide greater business sustainability.



Digital Health

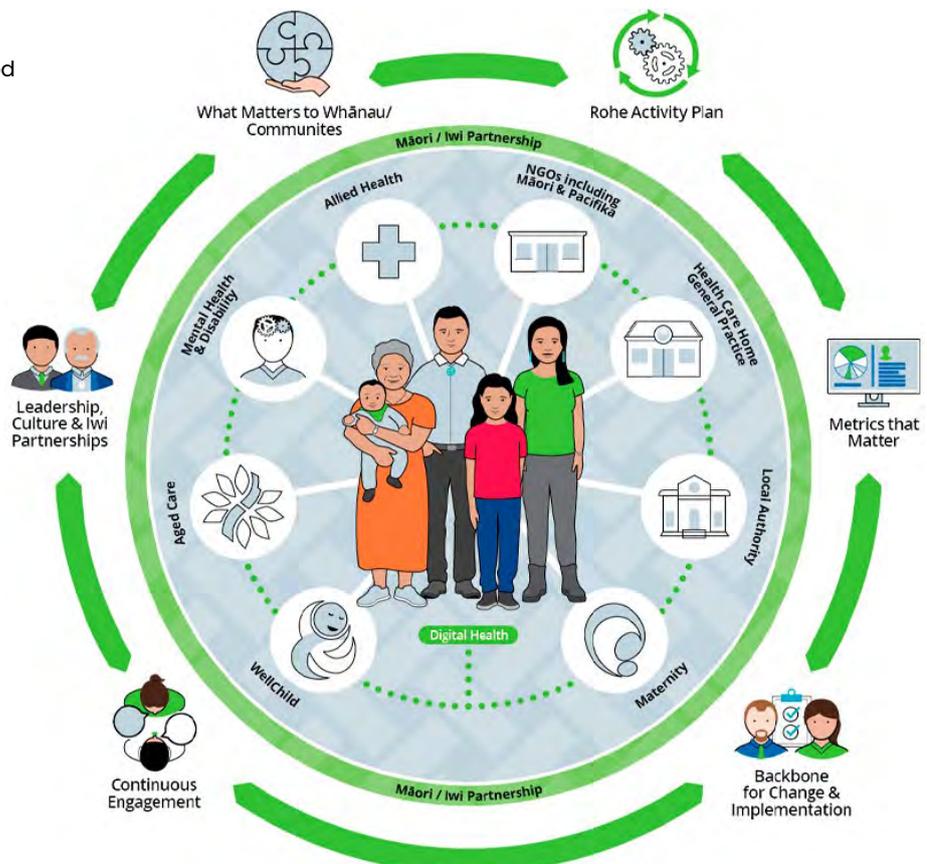
Digital Health represents a shift in the way health care is delivered and supports use of telehealth to improve access for whānau.



Collective Action with Communities

Localities will serve the communities of Aotearoa through reorganised primary and community care services. Every locality will have a consistent range of core services, how these services are delivered will be based on the needs and priorities of local communities.

The focus is on collection action with communities, as understood in the following diagram:



Immunisation Facilitation Service

Nelson Bays Primary Health provides professional immunisation leadership in a collaborative partnership between Nelson Marlborough public health services and community health organisations, including general practice. There were joint partnership clinics held with Te Piki Oranga, Nelson Tasman Pasifika Trust, throughout 2021/22. The immunisation workforce has expanded due to COVID-19.



Kaiatawhai Service

Nelson Bays Primary Health delivers a Kaiatawhai Nursing Service to provide free support to people with barriers to health care and connects them to primary health care providers. Priority is given to Māori and Pasifika. There were 57 referrals (16 Māori) received for the service in 2021/22.

The Kaiatawhai Nursing Service was re-deployed to support the ongoing COVID-19 response led by Nelson Bays Primary Health. They continued to work with our most vulnerable people as an integral role of the COVID-19 response teams.

Long Acting Reversible Contraception Service

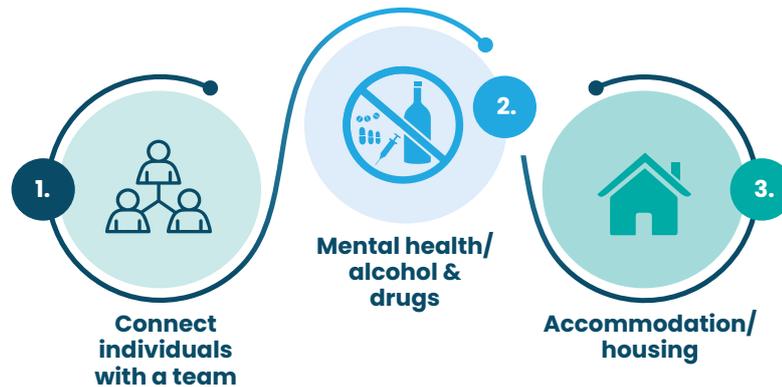
Nelson Bays Primary Health provides a free consultation and procedure for the insertion and removal of the Mirena intrauterine device (IUD), Copper IUD and Subdermal Implant (Jadelle) for the eligible population at general practice that choose to deliver the service. The purpose of this service is to decrease the high rates of unplanned pregnancy, which can negatively impact physical and mental health and social wellbeing.

641 women accessed the service in 2021/22, of which **123 were Māori**

Locality Care Coordination

Nelson Bays Primary Health provides a locality care coordination service. This service is the process of bringing a person's care team together and connecting these people so that they work together as a team with the client. Programmes delivered include consults with referrers, connecting services and complex case reviews. There were 75 referrals received to the service in 2021/22. The top presenting health needs to the service are to connect individuals with a team, mental health/alcohol and other drug, and accommodation/housing.

TOP PRESENTING HEALTH NEEDS



Palliative Care

Nelson Bays Primary Health provides funding to general practice for their enrolled patients who have been diagnosed with a terminal condition and is in the last 6 to 12 months of their life. There were 336 new registrations (20 Māori) and 2,265 consultations held in the service in 2021/22.

336 new referrals
received in 2021/22, with
20 of referrals Māori

Primary Health Nursing Leadership

The Director of Nursing provides leadership and oversees professional support for nurses working in Nelson Bays Primary Health and in primary health services, in conjunction with Nelson Bays Primary Health managers and the primary health team.

Nursing teams across the Nelson Bays region have shown significant tenacity and resilience as we continue to provide high quality professional nursing services whilst accommodating the COVID-19 response, influenza and other infectious diseases, health reforms and nursing shortages.

Strategic planning and service development with health partners has been important to support nursing services across the Nelson Bays region and the South Island. Other areas of focus have included professional supervision and mentoring, peer support groups, nursing focused education and workshops, practice nurse and health care assistant study fund and provision of quality services.

The Primary Care Systems Support role is facilitated by one of the senior nurses at Nelson Bays Primary Health. The role supports improved visibility and secure capture of individual patient data to ensure our local people receive the best care we can provide, to keep them well and safe in their own homes and communities.

IT platform, such as HealthOne, Shared Care Plans, Indici and DataCraft, support better patient care through availability of up to date information being available whenever people see their health care providers, facilitation of referrals to Nelson Bays Primary Health services and support service planning.

Primary Options for Care

Nelson Bays Primary Health provides funding to general practices to deliver over 15 services under the primary options for care contract, which would otherwise be delivered in secondary care. The service provides early intervention in primary care and contributes towards a positive impact on health outcomes by having accessible care delivered at the right time and right place. There were 21,227 (2,455 Māori) claims received in 2021/22.

Skin Lesion Assessment Service

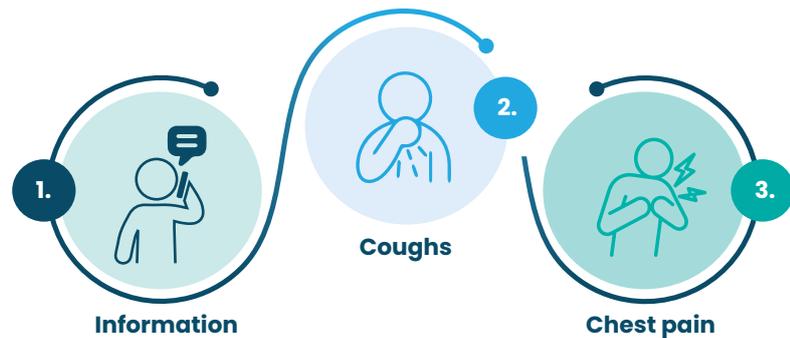
Nelson Bays Primary Health provides a high quality skin lesion removal service within primary care. This service ensures timely skin lesion removals for people experiencing skin cancer. The service works in collaboration with Te Whatu Ora to reduce demand on secondary care. There were 794 minor skin lesion removals and 475 intermediate skin lesion removals completed in general practice in 2021/22.

Telephone Nurse Triage Service

WHAKARONGORAU
AOTEAROA

Nelson Bays Primary Health contracts Whakarongorau Aotearoa to provide a quality telephone advice and assistance by registered nurses for the Nelson Bays population during the hours that participating general practitioners or other providers are unavailable and have diverted their telephones to Whakarongorau Aotearoa. There were 3,440 (293 Māori) calls received in 2021/22.

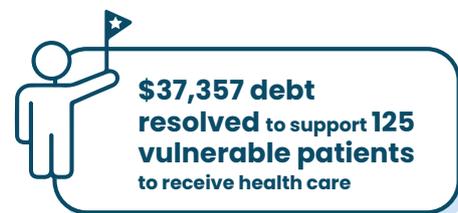
TOP PRESENTING HEALTH NEEDS



Vulnerable Populations (VIP) Service

Nelson Bays Primary Health provides a Vulnerable Populations (VIP) service targeted at Māori, Pasifika and other high risk or vulnerable populations. The service is intended for those who are unable to pay to see a general practitioner and whom without the vouchers would not visit. The programme has resolved \$37,357 worth of debt in general practice and supported 125 individuals (26 Māori) to access a health care service that they previously might not have been able to due to debt.

This service has been refocused and will be a changed model from August 2022, to address the needs of the Māori and Pasifika unenrolled population.



COVID-19 Response

A YEAR IN REVIEW



180

Outreach vaccination clinics held in the year

Testing sites open all year
 – Saxton field
 – Motueka

7 days a week

Static vaccination clinics

Open all year
 – Richmond
 – Nelson

313,297 vaccines given

24,606 MĀORI



11,193 PASIFIKA

Vaccination response for Port Nelson

July to February

40,507

COVID-19 cases in 2021/22

4,572 MĀORI



1,201 PASIFIKA

P.H.O.C.T Community Response Hub

– 7 days a week
 – After hours response
 – Alongside General Practice

Testing Sites

– Saxton fields
 – Motueka
 * Trafalgar Centre
 * Richmond



Outreach response

R.A.T Rapid Antigen Test

Distribution Centre critical workers

* Richmond
 * Motueka



R.A.T Rapid Antigen Test

Collection Sites established

– Saxton fields
 – Nelson
 – Motueka



Evolution of Hub Response

Nelson Rotary Club Award

for Providing the Nelson COVID-19 vaccination programme (presented by Ashley Bloomfield)



Highlighted Integrated Primary Health and Nursing Team Services

Te Tiaki Ngawari (Flexible Care)

Overview

To provide subsidised appointments at a general practice that allow enrolled and eligible patients who have high needs because of chronic (or long-term) condition or terminal illness, affordable access to intense clinical management.

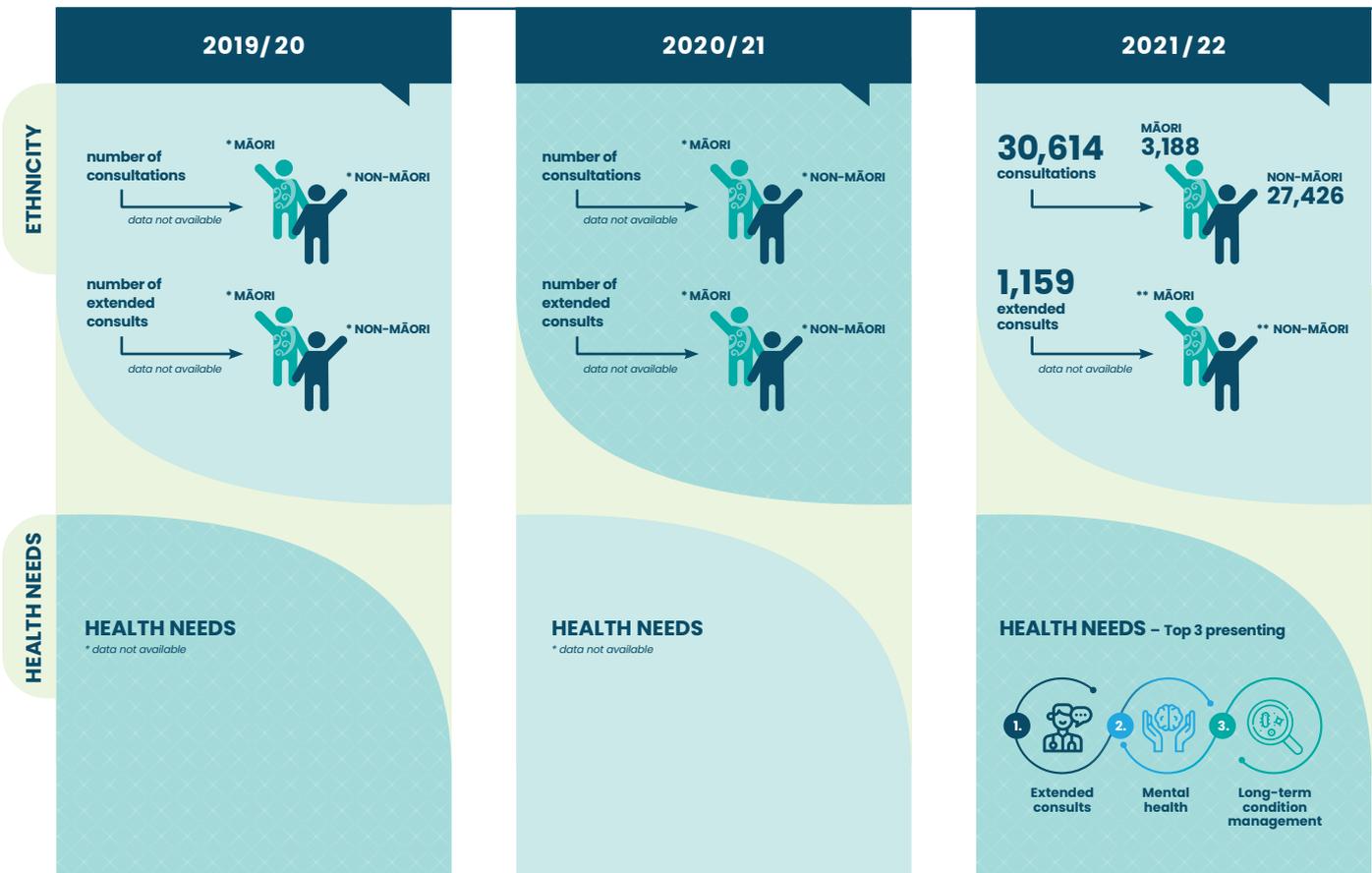
Māori Health & Other Vulnerable Groups

This funding is allocated out and weighted towards the Māori, Pasifika and quintile 4-5 populations.

“ The flexibility of the new programme has allowed the funding to be utilised to best suit the needs of the patients presenting to general practice.



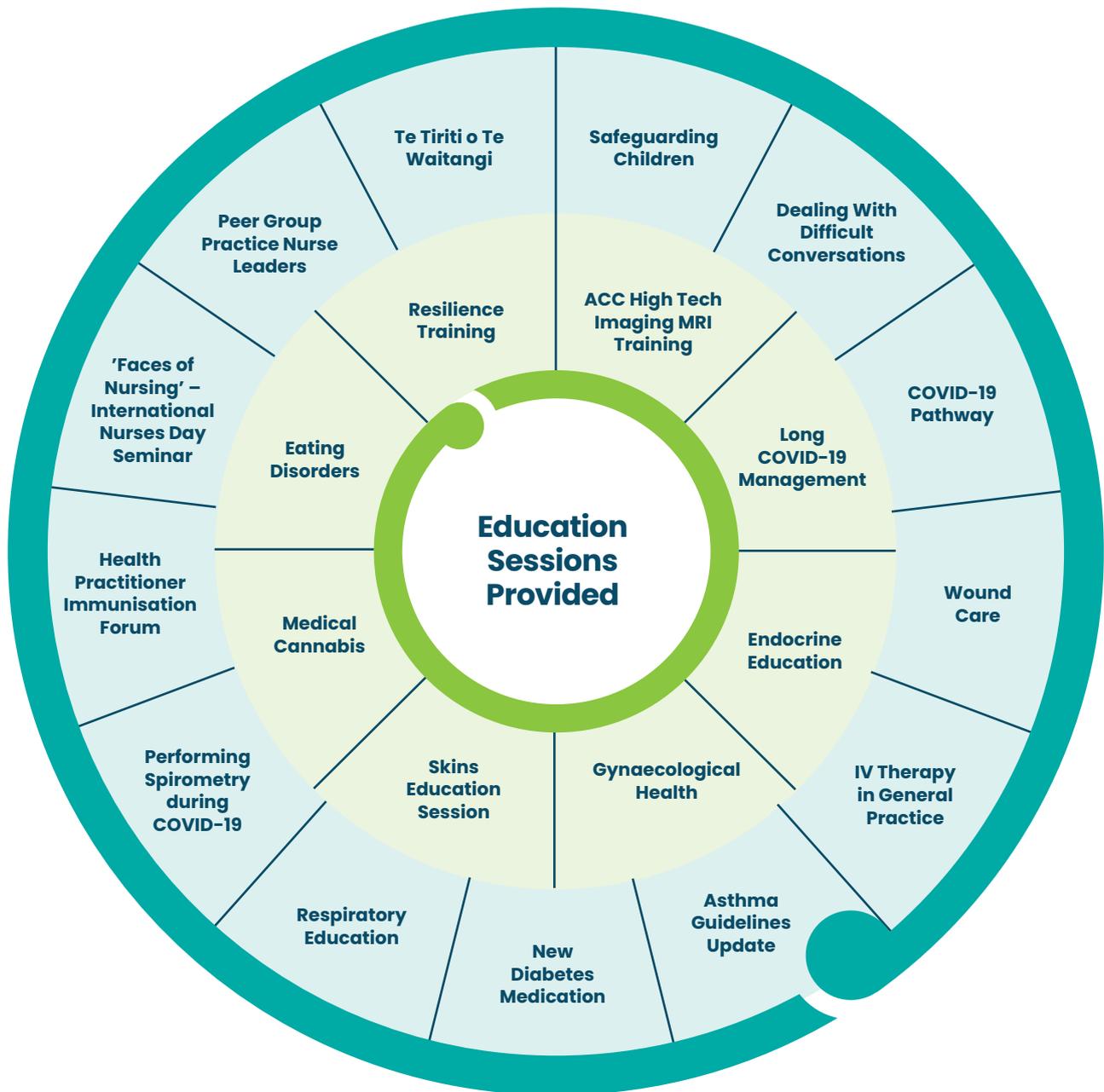
Outcomes



*New programme to Nelson Bays Primary Health in 2021/22.
 **Data not available.

Strengthening Extended Primary Care Workforce Education

Nelson Bays Primary Health provides high quality and professionally relevant education for staff and general practices. This is to ensure identified learning needs, skills and knowledge are met and kept up to date.



Medical and Injury Centre

The Medical and Injury Centre Limited is a jointly owned partnership between Nelson Bays Primary Health and the general practice network in the Nelson region, represented by Nelson Bays General Practice Limited.

The Medical and Injury Centre is Nelson Tasman’s only dedicated Urgent Care Centre, specialising in patients with injuries, fractures, and any other urgent medical needs, with extended hours of 8.00am – 10.00pm, daily.

The Medical and Injury Centre has a strong link with Nelson Marlborough Health (Te Whatu Ora) and works closely with the emergency department so that patients are seen by the appropriate service and long waiting times can be avoided.

In 2022, Medical and Injury Centre welcomed some new Clinical Leaders to the team. The new Clinical Nurse Lead, Carla Wilton, who has brought many years of experience

from the District Health Board with her and is supporting and developing the nursing team. The fresh-faced Medical Director, Dr Will Parkyn, has a long-standing work history across Nelson and Wairau Hospitals and more recently Rural General Practice in Hanmer Springs. The seasoned General Practice Lead, Nurse Practitioner Andrea Chapman has remained the backbone of the Medical and Injury Centre and whose sage advice is often sought.

The leadership team is proud to be surrounded by a skilled team of doctors, nurses, health care assistant, administrators, and receptionists, which focus on health care needs of our community.

For the year ending 30 June 2022, the **Medical & Injury Centre** has seen **more than 26,712 patients**



Andrea Chapman, Dr Will Parkyn, Carla Wilton (left to right)



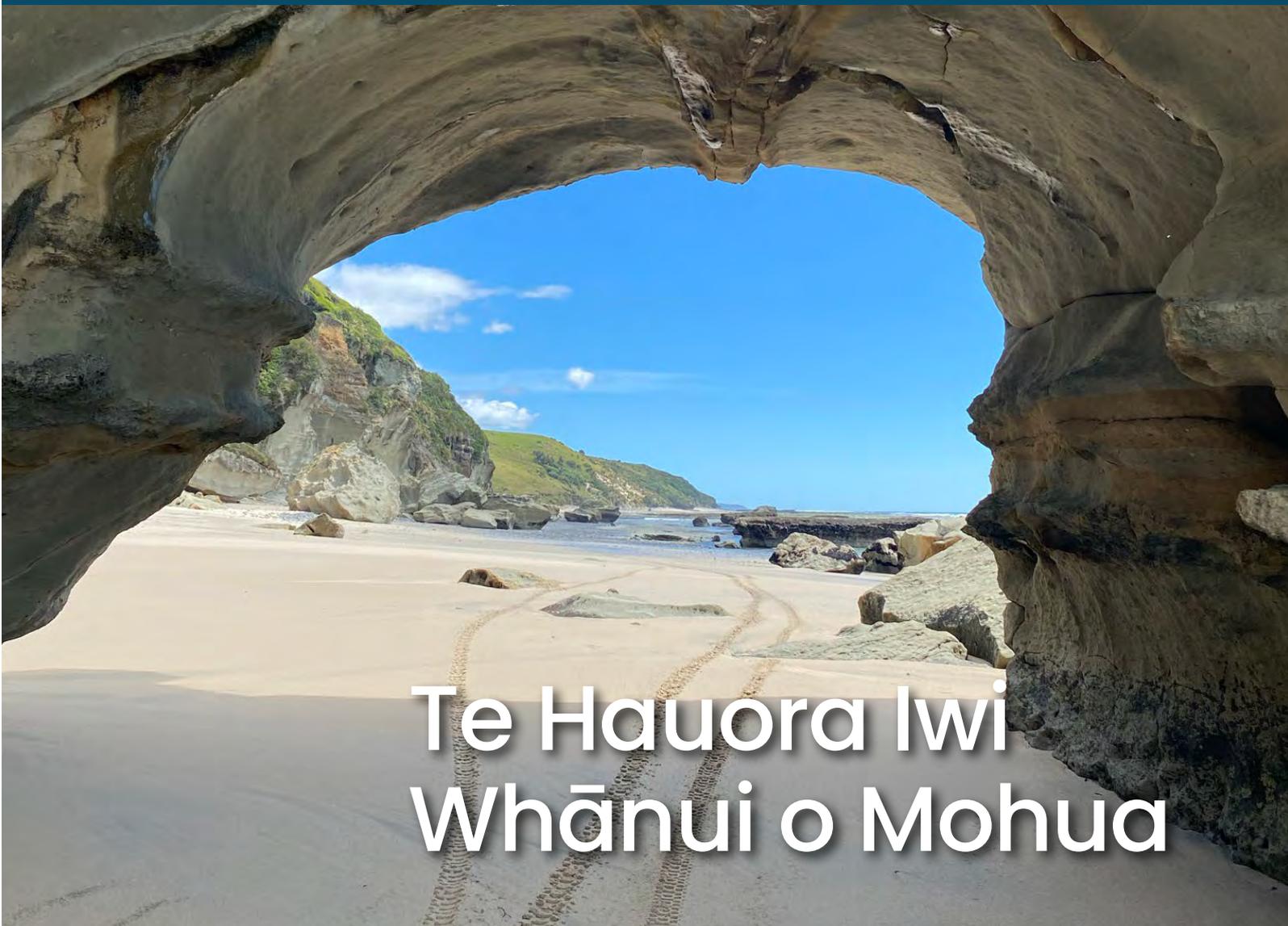
This year we introduced the patient feedback portal ‘Happy or Not’ in the Reception area. This gave us the option to measure patient feedback

‘HAPPY OR NOT’ PATIENT FEEDBACK

Please rate your experience today?



Golden Bay Integrated Community Health Services



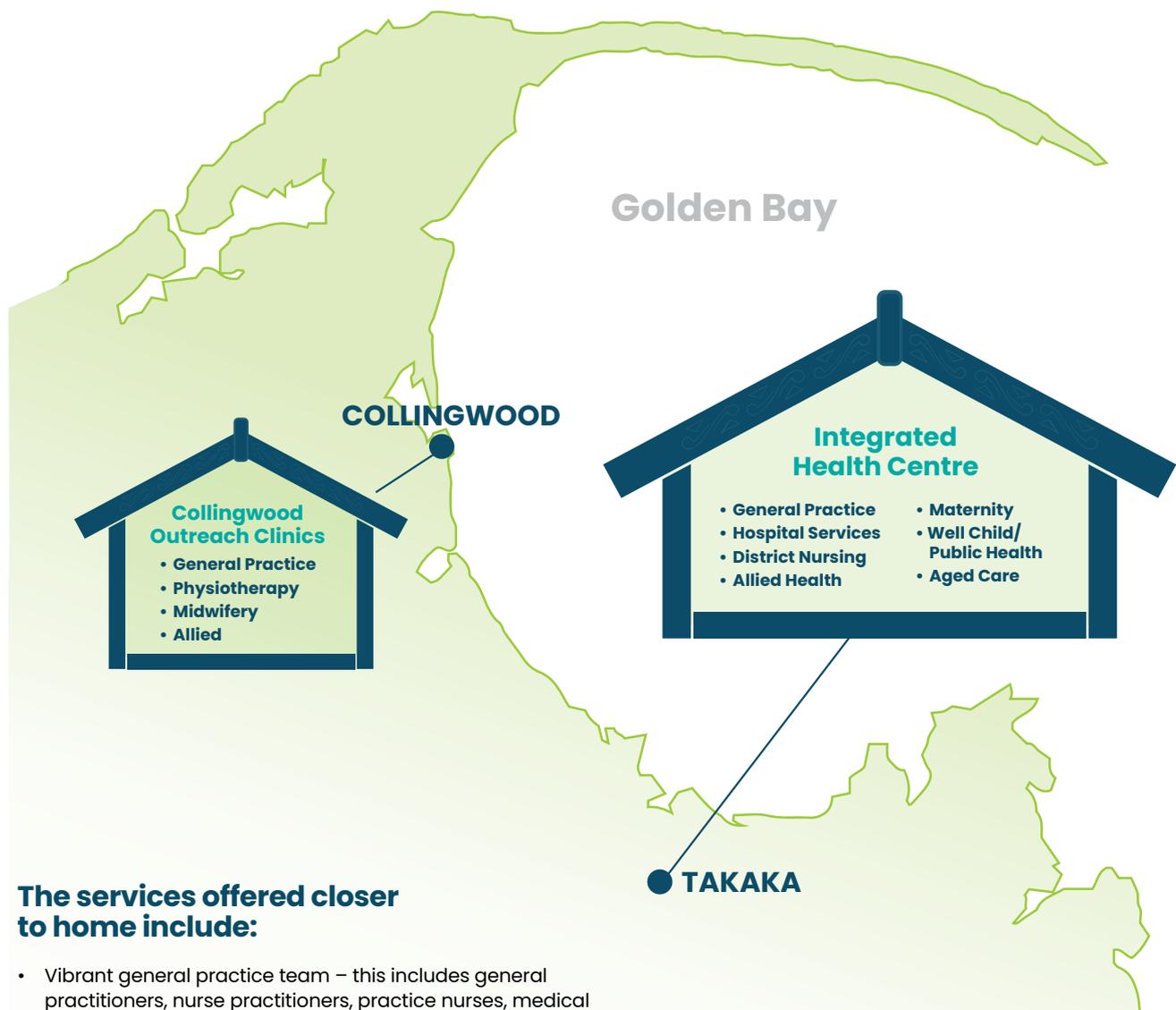
Te Hauora Iwi
Whānui o Mohua



Golden Bay Integrated Community Health Services

This report provides an overview of the services provided by Golden Bay Community Health.

Golden Bay Community Health is a rural integrated health facility providing extensive health care and allied health services to the community in Golden Bay.

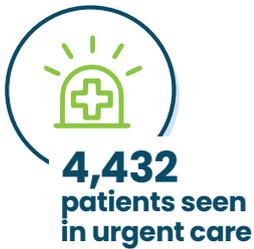
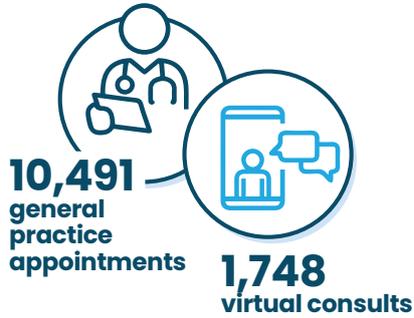


The services offered closer to home include:

- Vibrant general practice team – this includes general practitioners, nurse practitioners, practice nurses, medical assistants, administration, and reception staff
- After hours 24/7 emergency care which includes onsite x-ray services
- District nursing team – this offers extensive services in the home or place of residence. In addition to routine nursing services, they provide palliative care for the greater community
- Allied health – provides accessible services to the community to support improved functioning and wellbeing by the physiotherapist and occupational therapist
- Maternity services – delivered by the expert team of rural midwives and consist of care across the whole spectrum of pregnancy and post-natal care services
- Well child/public health nursing service – provides an excellent service to the community in Golden Bay. The Well Child Tamariki Ora programme provided a series of health visits and support that is free to all whānau for children aged 6 weeks to 5 years old
- Residential aged care – there are 24 rest home and continuing care beds. There are also 5 flexi beds that are used for acute patient admissions, palliative and/or respite care
- The in-patient unit also offers day stay infusions for our community, which includes chemotherapy and other types of infusions. This service keeps the patient closer to home and prevents travel over to Nelson Marlborough Health
- A mobile surgical bus visits three times a year to performs surgical procedures for the Golden Bay community, as well as a mobile breast screening bus
- Outreach services provided at the Collingwood clinic
- Working in partnership with Mohua Social Services

Golden Bay Community Health

A YEAR IN REVIEW



171 acute admissions to the flexi beds



21 patients seen by the Mobile Surgical Bus



Financial Reports

A photograph of a sunset over a beach. The sun is low on the horizon, casting a bright orange glow across the sky and reflecting on the water. The beach is visible in the foreground, with some tracks or paths. The overall mood is peaceful and serene.

Ngā
Pūrongo Pūtea



Nelson Bays Primary Health Trust

Summary Statement of Comprehensive Revenue and Expense
for the Year Ended 30 June 2022

	2022	2021
	\$	\$
REVENUE		
<u>Exchange</u>		
Patient fees	768,034	780,034
Age Related care	1,623,697	1,563,051
<u>Non-Exchange</u>		
Hospital Funding	3,258,045	3,200,803
Management Services	901,633	1,285,046
Primary Care Contract Services	45,855,248	33,488,831
Other	466,646	330,719
Subtotal	52,873,303	40,648,484
<u>Non-Exchange</u>		
Share of Equity Joint Venture surplus/(loss)	(151,311)	53,096
Share of Equity Joint Venture surplus/(loss)	(151,311)	53,096
Total Revenue	52,721,992	40,701,580
LESS EXPENSES		
Accounting and Audit	40,346	31,175
Office & Organisation Expenses	1,838,388	1,750,916
Board Expenses	140,144	179,847
Staffing Expenses	1,624,509	1,703,202
Primary Care Services	40,877,604	30,667,863
Golden Bay Community Health	7,474,092	6,471,929
Total Operating Expenses	51,995,083	40,804,932
Surplus / (Deficit) before interest	726,909	(103,352)
Finance income - Interest received	39,197	43,781
Finance income - Interest received	39,197	43,781
Surplus / (Deficit) for the year	766,106	(59,571)
Total comprehensive revenue and expense for the year	766,106	(59,571)

NOTE:

The composition of the net surplus is as follows:

Committed Funding Reserve. Representing contract funding to be applied to future commitments of those contracts rolling over.

Share of profit/(loss) from Joint Venture and interest received

Remaining surplus/(deficit)

NET SURPLUS

	2022	2021
	\$	\$
Committed Funding Reserve	1,004,290	(131,798)
Share of profit/(loss) from Joint Venture and interest received	(112,114)	96,887
Remaining surplus/(deficit)	(126,070)	(24,660)
NET SURPLUS	766,106	(59,571)

This Statement has been prepared on the basis as described on page 47

Nelson Bays Primary Health Trust

Summary Statement of Changes in Equity
for the Year Ended 30 June 2022

	Committed Funding Reserve	Retained Earnings	Total Equity
Balance as at 1 July 2020	2,479,095	1,168,032	3,647,127
Net surplus / total comprehensive revenue and expense	-	(59,571)	(59,571)
Transfer from Committed Funding Reserve	(131,798)	131,798	-
Balance at 30 June 2021	2,347,297	1,240,259	3,587,556
Balance as at 1 July 2021	2,347,297	1,240,259	3,587,556
Net surplus / total comprehensive revenue and expense	-	766,106	766,106
Transfer to Committed Funding Reserve	1,004,290	(1,004,290)	-
Balance at 30 June 2022	3,351,587	1,002,075	4,353,662

This Statement has been prepared on the basis as described on page 47

Nelson Bays Primary Health Trust
Summary Statement of Financial Position
as at 30 June 2022

	2022	2021
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	1,741,768	843,595
Investments	3,294,137	3,004,567
Receivables and Prepayments	3,220,443	2,104,710
Total Current Assets	8,256,348	5,952,872
CURRENT LIABILITIES		
Payables	2,524,312	1,467,353
Employee benefits	1,900,163	1,384,925
Total Current Liabilities	4,424,475	2,852,278
WORKING CAPITAL	3,831,873	3,100,594
NON-CURRENT ASSETS		
Plant, Property & Equipment	721,239	674,650
TERM LIABILITIES	199,450	187,688
NET ASSETS	4,353,662	3,587,556
Represented by:		
Committed Funding Reserve	3,351,587	2,347,297
Retained Earnings	1,002,075	1,240,259
EQUITY	4,353,662	3,587,556

6 October 2022



Trustee: Sarah-Jane Weir

Dated: 6 October 2022



Trustee: Kim Ngawhika

Dated: 6 October 2022

This Statement has been prepared on the basis as described on page 47

Nelson Bays Primary Health Trust
Summary Statement of Cash Flows
for the Year Ended 30 June 2022

	2022	2021
	\$	\$
Net cash flows from operating activities	1,477,187	238,634
Net cash flows from investing activities	(579,014)	(404,504)
Net increase / (decrease) in cash and cash equivalents	898,173	(165,870)
Cash and cash equivalents at beginning of period	843,595	1,009,465
Cash and cash equivalents at end of period	<u>1,741,768</u>	<u>843,595</u>

This Statement has been prepared on the basis as described on page 47

Nelson Bays Primary Health Trust
Notes to the Summary Financial Statements
for the Year Ended 30 June 2022

The summary financial statements for Nelson Bays Primary Health Trust for the year ended 30 June 2022 have been extracted from the full financial statements. The full financial statements were approved by the Board on 6 October 2022. The full financial statements were prepared in accordance with New Zealand Generally Accepted Accounting Practice ("NZ GAAP"). NZ GAAP, in the case of Nelson Bays Primary Health Trust, means Public Benefit Standards ("PBE Standards"), as appropriate for Tier 1 not-for-profit public benefit entities. The summary financial statements are in compliance with PBE FRS 43 – Summary Financial Statements and are presented in New Zealand dollars and rounded to the nearest dollar.

The summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial reports. A copy of the full financial reports can be obtained by contacting Nelson Bays Primary Health Trust.

Contingent liabilities are possible obligations whose existence will be confirmed only by uncertain future events or present obligations where the transfer of economic benefits is not probable or cannot be reliably measured. Contingent liabilities are not recognised in the balance sheet, but are disclosed unless the likelihood of payment is remote.

In June 2020, NBPH received notification from its payroll software system provider about possible compliance issues with the Holidays Act 2003. The notification included a recommendation for NBPH to initiate an investigation to determine whether there was a compliance problem with the provisions of the Holidays Act 2003. In this process of investigation and remediation, NBPH is required to go back six years from the date the organisation became aware of the issue.

NBPH's initial assessment concluded that while there was in fact a problem with calculating holiday pay correctly for some employees, overall this was not a substantial issue for the organisation and for the year ended 30 June 2021 the liability arising from non compliance with the Holidays Act 2003 was deemed not material. Therefore, for the year ended 30 June 2021 no provision was recognised nor a disclosure made.

A more comprehensive and in depth audit of a sample group of 60 employees with assistance from an external party during the financial year ended 30 June 2022 brought to light that the liability arising from non compliance with the Holidays Act 2003 is more substantial than initially thought. NBPH clearly established that the entity does have a material present obligation and the transfer of economic benefits is probable. However, the liability can not be reliably measured and due to this no provision has been recognised in the financial statements for the year ended 30 June 2022.

The reasons why the liability cannot be reliably measured are:

- As at 30 June 2022 NBPH has not yet finally and comprehensively established that compliance with the Holidays Act 2003 is assured for all employees going forward. This work is in progress, but not complete.
- Due to the diversity of employee groups, the sample group of 60 employees which have been audited in detail is not sufficient to provide a reliable estimate for the total cohort of 657 past and present employees which may be affected.
- There are elements of the compliance audit by the external party, specifically in respect of netting off overpayments with underpayments and the determination of those balances, where NBPH and external party are yet to establish a final opinion.

It is NBPH's intention to finalise the process of remediation during the financial year ended 30 June 2023.

On 21 April 2021, the Government confirmed the details of the health system reforms in response to the Health and Disability System Review. A Transition Unit was set up to lead the response to the Health and Disability system Review. With effect 1 July 2022, all existing District Health Boards will be disestablished and their function merged into a single entity, Te Whatu Ora - Health New Zealand.

The Trust generates almost all revenue by contracting with Nelson Marlborough District Health Board. With effect 1 July 2022, these contracts will transfer to Te Whatu Ora - Health New Zealand. According to the implementation roadmap, primary and community care will be reorganised to serve the communities of New Zealand through 'localities'. Te Whatu Ora - Health New Zealand and Te Aka Whai Ora - Māori Health Authority will jointly commission primary and community services through four regional divisions to such 'localities', also referred to as 'local networks'. For the Nelson Bays region, the process of establishing 'localities' or 'local networks' has not yet been finalised and therefore clarity of NBPH's position in the new structure is still evolving.

The auditor BDO Wellington Audit Limited has reviewed the summary financial statements for consistency with the audited full financial statements. An unmodified audit opinion has been issued. These summary financial statements have been approved for issue by the Board of Nelson Bays Primary Health Trust.



BDO Wellington Audit Limited

INDEPENDENT AUDITOR'S REPORT ON THE SUMMARY FINANCIAL STATEMENTS TO THE TRUSTEES OF NELSON BAYS PRIMARY HEALTH TRUST

The accompanying summary financial statements, which comprise the summary statement of financial position as at 30 June 2022, and the summary statement of comprehensive revenue and expense, summary statement of changes in equity and summary statement of cashflows for the year then ended, and related notes, are derived from the audited financial statements of Nelson Bays Primary Health Trust for the year ended 30 June 2022. We expressed an unmodified audit opinion on those financial statements in our report dated 6 October 2022.

The summary financial statements do not include all the disclosures included in the financial statements. Reading the summary financial statements, therefore is not a substitute for reading the audited financial statements of Nelson Bays Primary Health Trust.

The Board's Responsibility for the Summary Financial Statements

The Board is responsible for the preparation of a summary of the audited financial statements in accordance with PBE FRS-43: *Summary Financial Statements* ("PBE FRS-43").

Auditor's Responsibility

Our responsibility is to express an opinion on these summary financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), "Engagements to Report on Summary Financial Statements".

Other than in our capacity as auditor we have no relationship with, or interests in, Nelson Bays Primary Health Trust.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Nelson Bays Primary Health Trust for the year ended 30 June 2022 are consistent, in all material respects, with those financial statements in accordance with PBE FRS-43.

Who we Report to

This report is made solely to the Trust's trustees, as a body. Our audit work has been undertaken so that we might state those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trust and the Trust's trustees, as a body, for our audit work, for this report or for the opinions we have formed.

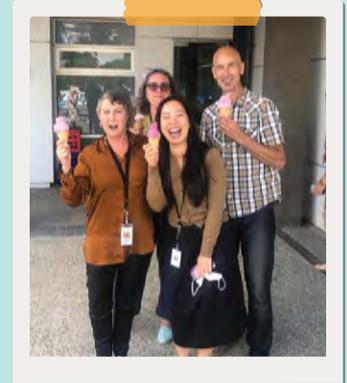
BDO Wellington Audit Limited

BDO WELLINGTON AUDIT LIMITED

Wellington

New Zealand

6 October 2022



NELSON BAYS PRIMARY HEALTH THANKS THE COMMUNITY FOR SUPPORTING US WITH THE COVID-19 MAHI



Nelson Bays Primary Health
Hauora Matua ki Te Tai Aorere





Nelson Bays Primary Health
Hauora Matua ki Te Tai Aorere

Kia piki te ora o ngā tāngata katoa