

ANNUAL REPORT

Pūrongo-ā-tau **2021/22**



Te Awakairangi Health
NETWORK

Our
General
Practices

**He Whare
Haumanu**



Avalon Medical Centre
Connolly Street Medical Centre
Kōpata Medical Centre
Gain Health Centre
High Street Health Hub (High St and Epuni sites)
Hutt City Health Centre (Raroa Rd and Wainuiomata sites)
Hutt Union & Community Health Services (Pomare, Taitā and Petone sites)
Mānuka Health Centre
Muritai Health Centre
Naenae Medical Centre
Petone Medical Centre
Queen Street Medical
Silverstream Health Centre
Soma Medical Centre
Stokes Valley Medical Centre
Upper Hutt Health Centre
Waiwhetu Medical Centre
Whai Oranga O Te Iwi Health Centre

With **over 122,000 people** enrolled **across 18 general practices**, **Te Awakairangi Health Network** supports its primary care workforce and partners to deliver **effective primary health care** that **improves the health and wellbeing** of people living in the Hutt Valley.



A MESSAGE FROM THE BOARD CHAIR AND CE

He kōrero whakataki nā te Heamana me te Tumu Whakahaere

Our values of whanaungatanga, manaakitanga, rangatiratanga and pūkengatanga have supported us this year as we have worked with the general practices and Māori, Pacific and community health and social service providers to achieve more equitable and better outcomes for our patients and our communities.

Highlights of the 2021/22 year included two community education wānanga for kaimahi Māori and other health workers from across the Hutt Valley, responding to the prevalence of diabetes and respiratory conditions amongst Māori and Pacific peoples in the Hutt Valley. We were delighted to recognise and support the mahi of Te Mauri, a cancer support and education group for all Māori whānau affected by cancer, run by Mana Wāhine. Early in 2022/23, we will be undertaking a cultural audit to guide our work over the next few years.

The COVID-19 pandemic continued to impact significantly on our communities and the work of Te Awakairangi Health Network in 2021/22. The huge effort to keep our communities safe relied on the partnership relationships with our general practices, the 2DHBs, Te Rūnanganui o Te Āti Awa, Takiri Mai Te Ata, Pacific Health Services (Hutt Valley), the two City Councils and collaborative efforts with many other

groups. Together, we rolled out an ambitious and successful vaccination campaign, resulting in some of the highest uptake levels anywhere in Aotearoa, while also continuing to offer COVID-19 testing. Our dedicated testing and vaccination teams were amazing, persevering through long hours and inclement weather, to make sure that people got the care and support they needed.

We collectively pivoted to providing care in the community for the people with COVID-19 as Omicron spread through the Hutt Valley. The dedication of our workforce has been awe-inspiring, from the general practice teams working many weekend hours to provide the clinical care that was needed, to the reassuring and practical ways the call centre teams responded to the many calls they received, and the “can do” approach of the manaaki support teams, assisting the whānau who were isolating with whatever support they needed. Our very grateful thanks to you all!

At a practical level, we have continued to support the general practices, using the tools of the Health Care Home model, developing dashboards for Māori health, equity and quality improvement, simplifying claiming, and expanding some of our programmes and services. The roll out of the Access and Choice model across the Hutt Valley (where Health Improvement Practitioners, health coaches and community support workers are embedded into practices) is now operational in eleven Hutt Valley practices, and we are expecting most of our general practices to be covered by the end of 2022. Our clinical pharmacists have also been invaluable, assisting the general practice teams through the COVID-19 pressures, the catchup for care of people with long term conditions, and with advice to manage the disruptions in medication supplies.

This year was another challenging one for general practice, with the COVID-19 pressures, workforce shortages and limited progress in addressing the inequitable funding of primary care. Through our participation in GPNZ, we have supported advocacy for increased investment, more equitable funding and better workforce development. We are hopeful that the new agencies, Te Whatu Ora (Health NZ) and Te Aka Whai Ora (Māori Health Authority) will make more progress in 2022/23.

As the health system transitions from the era of District Health Boards into the new Pae Ora (Healthy Futures) world, we are excited about the opportunities these reforms will bring for whānau, communities and providers across our rohe and more widely across our region. We are looking forward to working with Āti Awa Toa Hauora Board and others and contributing to the development of a new system with health equity at its core. We are ready and willing to participate in a locality-based model of care, to bring mana and focus to improving health outcomes for all the people of Te Awakairangi.

Thanks to all our Board members and staff for their commitment and effort, making a positive difference to health in the Hutt Valley.



M N (Joe) Asghar
Board Chair
Heamana



Bridget Allan
Chief Executive
Tumu Whakahaere



Bridget Allan and Joe Asghar



ADVANCING MĀORI HEALTH AND HEALTH EQUITY

Te tauritenga ā-hauora me te koke whakamua i te hauora Māori

Across all our activities, Te Awakairangi Health Network has committed to fulfilling its responsibilities under Te Tiriti o Waitangi and to addressing equity issues, particularly by improving access to care and health outcomes for Māori, Pacific and other priority populations. Working collaboratively across our communities, organisations and agencies is essential for achieving health equity.

Equity in Action

The COVID-19 pandemic has required different ways of working but throughout it, our teams have kept health equity at the heart of our response. Through all of the work, we have strengthened our relationships with Te Rūnanganui o Te Āti Awa, Takiri Mai Te Ata and other Māori providers, Pacific Health Services, our general practices, the 2DHB teams, the two City Councils and the Ministry of Social Development. Collectively, we have applied a pro-equity approach to deliver responsive testing services, a successful vaccination programme and comprehensive clinical care in the community (see more details on pages 6/7) and ensure that our most at risk and vulnerable populations are prioritised for care.

We worked with Takiri Mai Te Ata (Kōkiri Marae) and Te Rūnanganui o Te Āti Awa to develop some new approaches to vaccinations. On Super Saturday, 16 October 2021, the the Delta Buster vaccination bus was launched, a result of an initiative by Kōkiri Marae Keriana Olsen Trust, in collaboration with Te Awakairangi Health Network, Hutt Valley and Capital & Coast DHBs and Metlink. The bus visited pockets of the valley

where data showed the highest numbers of unvaccinated Māori and Pacific people resided. After the Delta Buster was decommissioned, we continued to support Kōkiri to use campervans in a similar way across the Hutt Valley. This enabled our joint teams to focus on addressing the lower levels of uptake and equity gaps across the children aged 5 to 11 years, and those aged 16 years and over for booster shots.

This equity focus also underpinned our collective response to meeting the manaaki needs of a high number of COVID-19 positive whānau in the valley. The Network's COVID-19 Response team worked closely with Te Rūnanganui o Te Āti Awa and Takiri Mai Te Ata (Kōkiri Marae) to establish a wraparound support service, coordinating and providing manaaki care to complement the clinical care in the community.



Hon Chris Hipkins at the launch of the mobile vaccination Delta Bus-ter, Super Saturday 16 October 2021.

Using data to improve outcomes

During 2021/22, our Network developed a Māori Health and Equity tool to assist our practices and our service teams to improve access and outcomes for Māori patients and rolled it out to our general practices. The Māori Health and Equity dashboard is a responsive real time tool that provides an ethnicity analysis against key performance indicators (such as vaccination rates, smoking cessation rates, avoidable hospital admissions and care planning prioritisation). The dashboard allows practice staff to easily identify patients who need a prevention intervention or proactive care for a long term condition, and enables them to track performance over time.

“The dashboard shows us in a really clear way which patients are at greater risk if they are not being seen. Because the dashboard gives us a breakdown by ethnicity, it means that we can target our Māori population better. Looking back at our performance shows trends about where we are doing well and where we need to lift our efforts in future” (KERIANA KINGI, PRACTICE MANAGER, WHAI ORANGA O TE IWI HEALTH CENTRE)

Workforce

The Network recognises that our ability to deliver responsive and effective healthcare and to achieve equitable health outcomes will rely on having a culturally safe and competent primary care workforce. We will continue to support our providers and our teams to understand and embed tikanga into their everyday practice, building on the work already underway promoting Te Reo Māori, learning karakia, waiata and pepeha, participating in Matariki and Te Wiki o Te Reo events, alongside formal training hui covering Te Tiriti o Waitangi and cultural safety.

We will be undertaking a cultural audit early in 2022/23 and we expect to implement the recommendations across all facets of our work.



“The Outreach Nurse is friendly and very good at what she does. I don’t have any qualms about opening up to her and I have no fears. So much so that I can talk freely about the aches and pains and she makes me feel comfortable around her. She is the one I follow for advice. We are able to laugh together. We are able to dialogue. And gave me the confidence to say what I like. In terms of my health, she is a bonus.” (TAMATI KAIWAI, KAUMATUA, ŌRONGOMAI HAUORA CLINIC)

Kaimahi Māori Wānanga

Our commitment to Te Tiriti o Waitangi and our focus on equity led to our teams hosting two community education wānanga for kaimahi Māori and other health workers from across the Hutt Valley, demonstrating our values of whānaungatanga, rangatiratanga and pūkengatanga in action.

The first wānanga was held in collaboration with Tū Ora Compass Health and responded to the prevalence of diabetes amongst Māori and Pacific peoples in the Hutt Valley. The second wānanga focussed on respiratory conditions and was developed and run in partnership with Tū Kotahi Māori Asthma Trust with support from secondary health services.

These wānanga proved invaluable by providing a space for whakawhanaungatanga and a collective opportunity to discuss, reflect and share ideas, experiences, and solutions. The evaluations showed that these forums gave the health workers tools for their kete and deepened their understanding about what we can all do in a coordinated way to improve care and reduce inequity.

Sir John Clarke, Chief Cultural Advisor of the NZ Asthma and Respiratory Foundation, was impressed by the commitment shown by kaimahi. He said “It was a real privilege to take part... the large number of kamahi coming together to address many health issues affecting Te Awakairangi whānau and the tone of the wānanga certainly reflected well on the kaiwhakahaere”.



Top: Respiratory Wānanga participants

Middle: Melinda McGinty, Nurse Specialist HVDHB, Respiratory Wānanga speaker

Bottom: Rawiri Blundell (left), Manager Population Health, and Diabetes Wānanga participants

RESPONDING EFFECTIVELY TO COVID-19

Te uruparenga tere ki te KOWHEORI-19

From the start of the COVID-19 response, the Network has focused on a pro-equity approach, to ensure that our most at risk and vulnerable populations accessed the services provided.

During 2021/22, the Network continued to offer PCR testing at various locations around the Hutt Valley, with comprehensive and fully functioning testing sites rapidly stood up in the Riverbank carpark during surges, followed by a more permanent site being established in Udy Street, Petone. Like all parts of New Zealand, PCR testing was in high demand in the first half of 2022 and with the introduction of Rapid Antigen Testing (RAT), the Udy Street testing site became the largest RAT collection site in the valley.

This year has also seen primary healthcare providers delivering New Zealand's largest vaccination campaign in history, and the Hutt Valley has been no exception. Working collaboratively with other primary care organisations and general practices, the two DHBs, Māori providers, Pacific providers, and pharmacies, different initiatives were introduced to make it as easy as possible for people to be vaccinated. The dedication and professionalism of the primary care workforce was crucial in delivering an effective campaign, while dealing with a degree of scepticism, fear, and hesitancy among sectors of the general population.

By the end of June 2022 here in the Hutt Valley, this enormous collective effort resulted in over 94,000 eligible people being fully vaccinated, 92% of Hutt Valley residents (aged 12 years and over). Our 2DHB region not only had the highest eligible booster dose uptake in the country for Māori and Other but also had the highest children first dose and second dose uptake in the country for Māori, 'Other' and overall.

Our contribution to this included setting up the region's largest permanent vaccination centre on Lower Hutt's High Street in two weeks, ahead of the Group 2 vaccination rollout. Our COVID-19 team led the way, providing the first Group 2 clinic in the region and sharing our clinical and logistical insights with other providers across the 2DHB region. In the first few months of operation, the clinic ran seven days a week and on busy days, vaccinated upwards of 800 people a day. Our second vaccination clinic was based in Heretaunga (strongly supported by the Heretaunga Christian Centre) and also saw significant numbers of people



Te Awakairangi Health Network COVID-19 testing and vaccination teams in action.

STRENGTHENING GENERAL PRACTICE

He Manaaki Whare Haumanu

Strengthening general practice remains a Network focus as practices continue to grapple with increasing complexity and demand from patients, alongside workforce shortages and greater demands on business operations.

Our teams find ways to provide services, programmes and support which relieve some of the complexity of running a general practice so health care professionals can focus on their most important work: the health and wellbeing of their patients.

The Network continues to support general practices to implement the Health Care Home (HCH) model of care that focuses on embedding person and whānau-centred care and improving health equity, while ensuring that general practices remain viable. Over 85% of our enrolled population is now covered by a HCH practice. General practice teams have continued to provide services through telehealth and other digital solutions, including telephone, video, and patient portal secure messaging. Having telehealth options available to people has allowed practices to continue providing care through the varying COVID-19 alert levels during the year.

GP triage has been an invaluable tool, enabling clinicians to manage the workload arising from requests for acute care. For example, Whai Oranga Health Centre did 3,289 GP triage calls with a 55% resolution rate while Hutt Union and Community Health Service did 9,485 GP triage calls with a 54% resolution rate. Together, this means that on 6,930 occasions, patients got the care they needed from the phone call without needing to have a face-to-face consultation.

The arrival of the COVID-19 Omicron variant in New Zealand meant that our 18 general practices had to make important changes to how their business was run. The Network issued communications condensing the most salient clinical and administrative changes into a digestible update for practice staff, along with weekly Q&A briefings for clinical leads to interpret the most important protocol and process changes and to give indications of imminent Ministry advice. Practices could rely on robust filtering of information at a time of 'information overload', and were reassured to have experienced people only a phone call away.



Dan (Health Coach) and the Avalon Medical Centre team

2021/22 was another challenging year, as the COVID-19 constraints made it harder to meet other priorities. However, there are some real successes to celebrate. Network staff worked especially closely with practices as winter approached and respiratory infections increased significantly to ensure that they were up to date with the Primary Option for Ambulatory Care (POAC) programme which extends care in general practice to reduce hospital admissions. It was encouraging to see higher utilisation of the programme compared to previous years, with similar utilisation rates for Māori and Pacific compared to other patients.

Integrated Primary Mental Health and Addictions service



Tony Moetaua (Health Coach) and Andy Creighton (Team Lead, Access and Choice)

ACCESS AND CHOICE SUPPORTING PEOPLE IN PRIMARY CARE

The Access and Choice programme (based on Te Tumu Waiora and Awhi Ora models) has continued to gain momentum across the Hutt Valley. Eleven Hutt Valley general practices now have Access and Choice staff (Health Improvement Practitioners, Health Coaches and Community Support Workers) integrated into their teams, and we expect more general practices will be covered by the programme by the end of 2022.

Under this model, patients can be referred or self-referred to work through health and wellbeing challenges in a supportive and wholistic way.

The service is free of charge and is available to all enrolled patients at practices where the model is active. When surveyed, a local GP explained that “It really helps having someone who is available immediately to provide a safe space for people to work through what’s on top for them”.



Clinical Pharmacy Team

CLINICAL PHARMACY KEEPING CARE HAPPENING

Te Awakairangi Health Network is progressively expanding the integration of clinical pharmacists in general practice. This approach strongly aligns with the DHB Pharmacist Services Strategy, which supports better integration of pharmacists into the wider healthcare team. It recognises the significant cost savings and cost avoidance for the health system that clinical pharmacists make by supporting practices to reduce polypharmacy, improve monitoring of high-risk medications and deprescribing processes.

This year, the six clinical pharmacist team members have had a major focus supporting practices through the COVID-19 response. During the vaccination rollout, they assisted with addressing vaccine hesitancy. As the case numbers rose from early 2022, the team have deciphered the complex introduction of new COVID-19 medications and educated health professionals on their use, as well as providing support for stretched general practitioners.

The team have been strong advocates for equity-based initiatives within general practice throughout the COVID-19 pandemic and have provided key analysis of equity gaps in the delivery of clinical pharmacy services. They have also assisted practices to prioritise the long-term conditions programme (s far as possible) to ensure that care keeps happening for those with multiple risk factors that need careful management.

Medication shortages and discontinuations have plagued primary care this past year making it a complex scenario for GPs and community pharmacists alike to manage. The pharmacist facilitators have been able to give advice around best ways to manage the disruptions, whether it be alternative pharmacotherapy treatment, discontinuation of treatment, or nonpharmacological alternatives



122,524
enrolled
patients



**18 General
Practices**
(22 sites)



1 GP per
1,826
patients



1 practice nurse
per **2,002**
patients



Almost 12,000
community radiology
procedures (14%
Māori, 7% Pacific)



2,141 clients
received outreach
services (50%
Māori, 23% Pacific)



46% of enrolled
patients are using a
patient portal (27%
Māori, 21% Pacific)



85%
of eight month
old immunisations
completed (74%
Māori, 83% Pacific)



**79% of eligible
people** had an up-
to-date CVD risk
assessment (76%
Māori, 80% Pacific)



92% of people
12yrs+ received 2
COVID-19 vaccine
doses (86% Māori,
90% Pacific)

DELIVERING CARING COMMUNITIES

Te Tuitui Hapori Atawhai

The past year has been one of enormous upheaval for whānau due to the ongoing COVID-19 pandemic, causing inevitable anxiety and stress.

The services offered by our Wellbeing (primary mental health) team and our Outreach team (nurses and social workers) in communities, schools and via our general practices have been valued. Demand has increased over the past 12 months, with more referrals (from general practices, the Hutt Emergency Department, agencies and whānau). The teams have supported people to self-manage their conditions, increase their health literacy, and link into housing and wider community support.

Our outreach nurses provide free health and support services to people by providing health care in the home, overcoming barriers to access and isolation. By understanding a patient's capacity for self-care, outreach nurses can make a more accurate assessment of appropriate medical and nursing interventions. The nurses and the social workers also work to resolve access issues. This often requires a systems level response, involving improved intersectoral collaboration, working with other social services agencies or changing the way health services are delivered.

Our work with Ōrongomai Marae has showed how effective relationships are the foundation for addressing wider health determinants in people who are less engaged with traditional primary care delivery. Working closely with Ngā Pōwhiri, Kaiarataki Community Health Worker, our outreach team has been supporting kaumatua with their individual health and wellbeing needs. This assistance is largely focussed on education, so the kaumatua feel armed to manage their own health, alongside assisting where needed with navigating the health system.



Ruth Cooke (Outreach Nurse) regularly assesses patients in home who, due to mobility issues are unable to access GP services for long-term condition management.

“Sarah [Outreach Nurse] and I have been collaborating by organising hui and support for Kaumatua and their whānau in the Upper Hutt Community. Ensuring safety is paramount and we make sure that protocols are followed in the homes and our objectives are very clear. We give Kaumatua the confidence to take ownership of caring for their health needs so that they achieve optimal health and wellbeing. Sarah has added value to Ōrongomai Hauora Services and gained lasting relationships with kaumatua and whanau who trust and enjoy her presence.”

(NGA PŌWHIRI, KAIARATAKI/COMMUNITY HEALTH WORKER, ŌRONGOMAI HAUORA CLINIC)

CELEBRATING SUCCESS

Ngā Whakamānawa o te tau

Ngā Tohu Angitu: 2DHB Celebrating Success Awards 2021

Congratulations to all Network and partner organisations who were nominees for the 2021 Celebrating Success Awards. We were delighted to see the great work of our practices, our teams and our partner organisations being recognised. Special congratulations to the following category winners:

- **Hiranga i te Hauora me te Oranga Hapori/Excellence in Community Health and Wellbeing Award:**
Teresea Olsen, Janis Awatere and the team at Kōkiri Marae Health and Social Services
- **Hiringa Haumanu/Clinical Excellence Award:**
Andy Creighton and the Access and Choice Team at Te Awakairangi Health Network
- **Hautūtanga Taiea/Outstanding Leadership Award:**
Rachel Dunn, COVID-19 Response Manager, Te Awakairangi Health Network
- **Hāpaitia Ō Tātou Uaratanga/Living our Values Award:**
Kim Hurst (GP) and Regan Smith (Practice Manager) at Whai Oranga Health Centre
- **He Tohu nā Tumuaki/Chief Executive's Award:**
Kōkiri Marae Health and Social Services.



Due to COVID-19 restrictions, the 2021 Ngā Tohu Angitu: Celebrating Success Awards were held virtually in November. Te Awakairangi Health Network Chief Executive Bridget Allan, presented awards to the winners after the event

Top: The Network's Access and Choice Team and Team Leader Andy Creighton receive their Clinical Excellence Award

Bottom: Dr Kim Hurst with the Living our Values Award



FINANCIAL STATEMENTS

Ngā Tauākī Pūtea

For our Financial Statements and Statement of Service Performance, go to:

www.teawakairangihealth.org.nz/documents/





OUR VISION

Everyone in the Hutt Valley
is healthy and well

OUR PURPOSE

We will make a positive difference to the health and wellbeing of everyone in the Hutt Valley, with a clear focus on achieving equity.

OUR VALUES

Whanaungatanga
Relationships and connections

Manaakitanga
Mutual respect, support and care

Rangatiratanga
Leadership, ownership

Pūkengatanga
Expertise and skills

OUR GOALS

Improved Quality and
Equitable Access to Care

Enhanced and
Sustainable
General Practice

Enhanced Network
Capability
and Capacity

OUR STRATEGIES

- Improving Prevention and Screening
- Extending Primary Care
- Managing Long Term Conditions
- Enabling Access to Care

- Transforming General Practice
- Expanding Primary Care Teams
- Integrating Services
- Improving Patient Experience

- Partnering for a Healthy Community
- Equity and Population Health
- Developing TeAHN

