

# vision

***"Together as one, we rise as many." Kahikatea-tu i te uru***

*Here we think of the Kahikatea forest and how each tree with roots entwined support each other..they stand together..they breathe together..they are more valuable together..as one.*

*Some may see a single forest. But many Kahikatea create that place, each reliant on the other for its life and the life-force it gives.*

To be attractive to providers (due to excellent support) and populations (due to excellent accessible services and reasonable fees by our contracted practices)

To be able to demonstrate measured improvement in population health

To be treated as a partner and be influential at DHB and National levels

## Guiding Principles

The guiding principles of the Christchurch PHO are:

- Better Health - emphasis will be given to health promotion to the whole population
- Excellence - improving coordination and continuity of health care
- Health Care - in times of ill health, people should have ready access to skilled, competent and caring health professionals who they know and trust
- Health Promotion - the population should be encouraged to pursue a healthy lifestyle within a healthy environment
- Innovation - improving accessibility, affordability and appropriateness of services
- Resourcing - providing and funding services according to the population needs and priorities

# Chair Report

## Chairman's Report – Christchurch Primary Health Organisation

The 2009/2010 year has been a year of significant challenges for the Christchurch PHO at an administrative level while at a practice level the PHO has built on gains of previous years. We have seen the initiation of several programmes which we expect to improve the health of our enrolled population with a particular emphasis on integrating other health providers with our general practice teams and meeting some unmet need in the community.

The new “Better, Sooner, More Convenient” policy combined with an indication from the minister that there should be fewer PHOs in New Zealand poses significant implications for Christchurch PHO. There was a significant threat that the Christchurch PHO would be forced to amalgamate. This has not come to pass although the bulk of the funds over which the Christchurch PHO had control is now about to be placed in the “flexible funding pool” administered by the Canterbury Clinical Network(CCN) – an alliance of stakeholders in primary healthcare in Canterbury.

This new arrangement represents a loss of autonomy for Christchurch PHO but the promise is that the restructured system through better integration and clinical/stakeholder leadership will improve patient care. The Christchurch PHO is represented at the CCN.

The Christchurch PHO has some strengths in the new environment. It continues to be an administratively light organisation. There is reasonable clinician involvement and there has been an emphasis on programmes integrating other primary care providers with the general practice team. The majority of our enrolled population is cared for by larger medical centres with multi-disciplinary teams. These attributes form some of the goals of the “Better, Sooner, More Convenient” policy.

The year to come will see a focus on the programmes that have been initiated rather than the creation of new initiatives. The pharmacy, physiotherapy and podiatry projects are only just getting off the ground while there is potential in some chronic disease management programmes the Christchurch PHO is promoting for Asthma and Cardiovascular disease. The Clinical Advisor to assist with the PHO Performance Programme (PPP) and the mobile practice nurse for high needs patients will make a significant contribution to improvement to the Christchurch PHOs performance in the PPP.

The PHO would like to acknowledge the excellent work that the general practice teams are doing in caring for our enrolled population. I would like to acknowledge the work of the Christchurch PHO Board and Helen Johnson and her team. The uncertainties of the current climate have not proved an especially easy time to govern and manage the Christchurch PHO.



Angus Chambers

# Executive Report

Christchurch PHO ended the 2009-10 financial year in a positive position and continued to make progress in delivering a suite of innovative health initiatives, programmes & services for the population in our region predominantly through our General Practices. Our small team of contractors work alongside practice teams with scoping, implementing and evaluating such initiatives & programmes with both indirect and direct involvement.

As one of the three remaining PHO's in the Canterbury region the CDHB have recognised the key themes we have put into practice

- low overheads and administrative costs therefore maximising front line services
- strong clinical leadership including a high level of clinical involvement in the Christchurch PHO decision making
- significant pan-professional relationships and use of wider primary health care workforce (physiotherapy, pharmacy, Nurse led Asthma clinics, podiatry for the elderly and those patients with Diabetes)

The success of our PHO is due to the standard of service delivery that practice teams strive to attain. Our role has been to support these organised practices.

We continued to develop and strengthen our relationship with community groups, organisations and people, encouraging them to work together on multi-disciplinary initiatives to reach specific needs of the population.

Some PHO's have taken a lead role in managing programmes on our behalf including the Immunisation programme and the oral health programme. This year we have taken a lead role in piloting a 16 month community based co-ordination service for 'families living with Huntington's disease'. We have formed a sub alliance with 'Rehab People' (a NGO) to deliver this service utilising our 'on-line' care management system.

Primary health care services that are funded through a variety of contracts include not only first line services to restore people's health when unwell but also a number of targeted programmes to improve access to health services and to promote maintaining good health.

We have made significant progress in developing a range of initiatives alongside the practice based teams. Initiatives developed and evaluated during 2009-2010 showing significant positive outcomes include Pharmacy initiative- a pilot for integrating clinical pharmacists into practice's, a New Person Health Check, Physiotherapy treatment for patients with Osteo-arthritis of the knee, Podiatry treatment for elderly patients and Diabetics, Mental health enhanced suite of services, 'mobile practice nurse' & Nurse led Asthma Clinics.

Unfortunately we have had funding withdrawn by the CDHB impacting negatively on some progressive programmes that on evaluation have had some excellent health outcomes for this client group. The Board had agreed to support these programmes for 2009-2010.

Programmes include a revamped Chronic disease management package in the form of Packages of Care (POC) and a small discretionary fund to assist high needs clients' access to their GP. We will be continuing to evaluate these programmes during 2010-2011.

A special thank-you to the Christchurch PHO support team for the outstanding work they have achieved at practice level-Sandi Malcolm-Service Facilitator, Angela Blackwood-Pharmacist service support, Marie-Lyne Bournival – Mobile Practice Nurse, Ann Richards – BIC, Sue Moffat – Youth BIC, Paul Wynands – Psychologist, Lee Kannis – Psychologist, Georgina Jardine – Mental Health Liaison, Dr Angus Chambers – Clinical Advisor – PPP.

Thank you to our Board members for the expertise, direction, advice, support and practical input that we acknowledge and appreciate.

Helen Johnson

MBA (Canterbury), NZ RGON, Child Health & Development Cert  
Graduate – Institute of Company Directors Dip ( Australia), Cert 1V – Executive Coaching, BBS – Dip Marketing

## Members Practices

<b>Burnside Medical Centre</b>	368 Wairakei Rd	Burnside
<b>Casebrook Surgery</b>	12 Grampian St	Casebrook
<b>Moorhouse Medical Centre</b>	3 Pilgrim Place	Christchurch Central
<b>Riccarton Clinic</b>	6 Yaldhurst Rd, Church Corner	Riccarton
<b>University Health Centre</b>	Ilam Rd	Ilam

## Organisational structure & Governance

Christchurch PHO operates as a not for profit limited liability Company and has a governance board with eight members comprising:

- Two community representatives appointed by the Christchurch City Council
- Two Maori representatives – appointed by the Mana Whenua
- One GP – practicing in the Christchurch area
- One General Practice representative
- One Practice nurse – practising in the Christchurch area

The chairman – is elected from the Board of Trustees

This ensures the diversity of background, skills and expertise is represented at Board level – which is clinically led and meet monthly. The members of the Board are:

Angus Chambers	<i>Chairman (commenced February 2010)</i>
Stephen Brown	<i>Chairman (resigned November 2009)</i>
Megan Gerard	<i>Practice Nurse representative</i>
David Jones	<i>General practice representative (commenced March 2010)</i>
Sharon McFarlane	<i>Community representative</i>
Joan Allardyce	<i>GP provider representative</i>
Manaia Cunningham	<i>Maori representative -Manawhenua ki Waitaha</i>
Moana-o-Hinerangi	<i>Maori representative – (commenced March 2010)</i>

The Board is responsible for the provision of primary health care services to the population enrolled with our contracted practitioners within its area and setting the strategic direction and organisational policy.

# Population

The Chch PHO has a total enrolled population of 30,511 as at 30 June 2010.

Ethnicity				Age Group					
NZ European	Maori	Pacific Islander	Other	Under 5 yrs	5-<15 yrs	15-<25 yrs	25-<45 yrs	45-<65 yrs	Over 65 yrs
19,426	1883	727	8475	1124	2289	10656	9811	5188	1443

## Strategic Goals 2008-2010

- Achieve the best possible health status for the population of our area, within accepted policy settings and working within available resources
- Lessen health inequalities within our area by targeting those with special needs, disabilities and chronic illness
- Establish and maintain excellent relationships with communities we serve, acknowledging their geographic spread and ethnic characteristics
- Establish and maintain excellent relationships with organisations and individuals contracted to deliver services, and with our funder the Canterbury District Health Board.
- Work with key providers of primary care within our area to achieve the best level of integrated service provision possible, by way of an appropriately skilled and supported workforce
- Ensure that the services we contract for are of a high quality, and are an effective and efficient use of resources
- Be recognised by the Ministry of Health as a 'high performing Primary Health Organisation' according to valid criteria

## Performance Management

The MOH strategy includes encouraging Best Practice in all fields of health. National targets are set for the achievement of three categories of performance which include clinical indicators, process indicators and financial indicators.

The CDHB negotiate each year with the PHO's achievable targets that are realistic. PHO's are paid additional money per enrolled person according to the proportion of the possible 100% of the performance indicators achieved. The Christchurch PHO pay 66% of the funding received direct to practice owners - allocated according to their individual practice results.

The remaining is invested in contracting a part-time Clinical advisor (General practitioner) & part-time PPP facilitator to support practices.

# Health Promotion and Service to Improve Access

## Programmes that continue to be offered to our population include

**Men's and Women's wellness checks** – these programmes are delivered to the demographics population for men and women over 45 years who have not been to a GP for three years. The programmes is also targeted for those people that could be at risk including Maori, Pacific Islanders & Indian subcontinent aged 35 – 65 yrs

**Youth Sexual Health** - consultations for young adults aged 16 – 20

**Diabetes** - annual check-up. A 12 month 'get checked' annual check up for those with diagnosed diabetes

**Chronic packages of care (CPOC)** - These are tailored packages of care that provide a solution that meets an individual person's needs and which ensure there is a wide flexibility and choices

**Careplus** - which assists people with two or more chronic diseases ensuring low cost access and a flexible package of care involving an individual care plan that is developed alongside the person

**Mobile 'practice nurse'** - to assist practices to utilise current resources within existing funded services and achieve desired PPP –KPI's

**Palliative care** - to advise and support general practice teams for end of life care

**Discretionary funding** - allows the purchase of health related services for people who have no means of accessing care through other mechanisms

**Language line** - provides an oncall translation service for new NZ residents who do not speak English

**Education** - the Christchurch PHO provides financial assistance to practices to support their CNE & CME requirements

## Mental Health

**Clinical psychologist** - brief intervention services for complex clients

**Youth BIC** - brief intervention services for youth presenting with mild to moderate issues

**Brief Intervention Co-ordination - BIC** - services available to people with mild and moderate health issues

**Extended GP consultations** - assisting GP's to offer extended time with an individual

**Mental Health Liaison** - assisting practices to develop the necessary linkages within the Mental health services and community NGO services

**Smoking cessation programme** - available to people who want to give up smoking

**Maori Health initiatives** - during this past year have continued offering Chronic disease packages of care for Maori, Health promotion series at the University using the 'Brown line' magazine to relay key health messages, translating Patient education flyers into Maori, Well mens and Well women's checks targeting Maoris to ensure CVD risk assessments are offered and static displays set up in the Whare at the University- which will also be a fore runner to the soon to be introduced "one heart many lives' programme which is in the early planning stages. Our mobile practice nurse also focused on the Maori population that were overdue for smears and B4SC checks

## New Patient Health Checks (NPHC)

This programme is now offered across all our practices and will be evaluated mid 2010.

## Physiotherapy treatment for patients with osteoarthritis of the knee

This is a joint pilot project with the Canterbury Private Physiotherapists Association which was concluded February 2010 and due to the success now has been rolled out and offered to all our practices. The aim of this service is to provide physiotherapy and supervised exercises for patients with osteo-arthritis.

## Podiatry treatment for elderly patients with high needs

This project aimed at reducing pain, falls and complications associated with poor foot health concluded February 2010 and was evaluated. The programme is now offered to all our practices.

## Pharmacy initiative

The purpose of this project was to integrate a clinical pharmacist into the primary health care team and was evaluated early 2010. We now have contracted a pharmacist to roll this programme out to all our practices in the form of a hybrid model depending on whether practices have on-site or near site pharmacy's.

## Initiatives in development include

- Nurse led Asthma Clinics
- MH POC
- Cardiovascular risk assessment
- Exercise as medicine program
- Practice based whanau ora clinic

## PHO Collaborative Programmes

Christchurch PHO has contracted other lead PHO's in a collaborative role to provide these programmes to our population

### **Acute demand service co-ordination**

An alternative to hospital care for people presenting in an acute state through co-ordination of acute packages and acute nursing services

### **Appetite for life (AFL)**

A nutritional programme for nurses to be trained to provide this service to women and families with weight issues

### **Green prescription**

Available to people who wish to be more active

### **Immunisation**

Available for children and adults

### **Oral dental**

A free oral health promotion service for adolescents (9 – 18 yrs) even if they have left school

### **B4SC - co-ordination**

Services for a 4 year old health check which includes dental & hearing checks and onward referral to health specialists when necessary

# Financial statements

For the year ended 30 June 2010

## Statement of financial responsibility

The Christchurch PHO directors are responsible for preparing the financial statements ensuring they comply with the generally accepted accounting practice in New Zealand.

The directors consider the financial statements of the Company have been prepared using appropriate accounting policies, consistently applied and supported by reasonable judgements and estimates that all relevant financial reporting and accounting standards have been followed.



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**Angus Chambers**  
Chair

3 November 2010



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**Joan Allardyce**  
Director

3 November 2010