



christchurch **pho**

ANNUAL REPORT

2013



## Contents

Mission Statement	2
Vision Statement	2
Guiding Principles	2
Chair Report	3
Executive Report	4
Member Practices	5
Organisational Structure & Governance	5
Population	5
Goals	6
PHO Team	6
PHO Practice Based Programmes	7 - 10
Other Programmes	10
Performance Management	11
Collaborative Alliancing	11
Financial statements	12
Statement of Financial Responsibility	12
Audit report	

## OUR MISSION

To facilitate an excellent primary care service to our community, through distinctive General Practices and innovative networks to provide excellent care.

## VISION STATEMENT

To be;

- attractive to providers (due to excellent support) and populations (due to excellent accessible services) and reasonable fees (by our contracted practices)
- able to demonstrate measured improvement in population health
- treated as a partner and be influential at DHB and National levels

## GUIDING PRINCIPLES

The guiding principles of the Christchurch PHO are:

**Patient – centered Health Care** – in times of ill health, people will have ready access to skilled, competent and caring health professionals who they know and trust. During other times people should have access to health professionals who can support their well health and self-managed care.

**Productivity** – providing integrated services with efficient use of funding and resources according to the population needs priorities

**Health Promotion** – the population will be encouraged to pursue a healthy lifestyle within a healthy environment.

**Better Health** – emphasis will be given to health promotion to our population

**Innovation** - improving accessibility, affordability and appropriateness of services

**Excellence** – improving integration and continuity of health care

## Chair Report

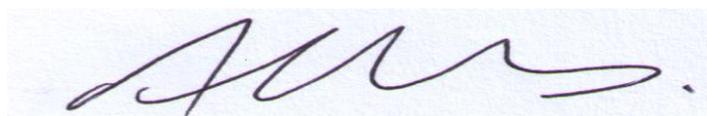
The 2012/2013 year has proved to be another difficult one for many Christchurch residents. Earthquake issues still dominate many people's lives with disruptions associated with repair/demolition/rebuilding of residences, battles with insurance companies and EQC and of course road-works! Our practice teams have continued to provide high quality care under these trying circumstances and the PHO is playing an important role in supporting them.

Particularly satisfying are some of the achievements in the national targets for health in immunisation and smoking cessation. The CHCH PHO was second in the country for its result in immunising our young children.

The PHO has taken on a new practice this year. 298 run by the Korowai Trust is a service specifically for under 25's with a wide variety of wrap-around services to assist both their health and social needs. It caters for a very disadvantaged section of our community. This represents a developing area of interest for the PHO with the University of Canterbury also providing a service to a predominantly young population and there is the prospect of another youth provider joining the PHO. The PHO acknowledges the support of the Canterbury District Health Board to enable 298 to provide the care they do.

The PHO has maintained its philosophy of lean management, with specific support to practices with the funding of tools/services to enhance the ability of practices to achieve performance targets but also to provide care to the more vulnerable members of our population. I believe it is an effective organisation and we seek to work with our partners in the CDHB and CCN to further improve the health of our population.

Once again I would like to acknowledge the contribution of Helen Johnson and the PHO team. The mental health team again warrant special mention with the challenging environment but also with impressive results.

A handwritten signature in dark ink, appearing to read 'Angus Chambers', is centered on a light blue background.

**Angus Chambers**

## Executive Report

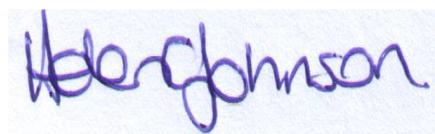
This fiscal year has continued to be challenging for the whole of Canterbury due to ever decreasing EQ aftershocks which have persisted throughout 2012/2013. Many of the PHO team are still affected by damages to their own homes and awaiting repairs, pay-outs and or demo-rebuild. There remains significant increase in referrals to our mental health services proving challenging for the team, many of whom are still dealing with their own personal EQ issues.

From a PHO perspective we continue to support our practices by providing funding for practice based programmes and or funding PHO personnel to provide services based within or near each practice.

We have concentrated on our existing range of services with focus on supporting practices to achieve good patient outcomes and also around the PPP (PHO Performance Programme) KPI's. The results have been excellent leading the way when compared with our fellow PHO's in Canterbury. We have been placed well up on the 'national health target comparison' leader board.

Canterbury Clinical Network and the evolving 'health system' - BSMC (Better sooner more convenient) continues to progress and we actively participate within this Alliance framework at all levels. Our PHO funded programmes continue to be evaluated (with pleasing and favourable outcomes for the patients) and reviewed by the PHO Board and the Clinical Governance group.

In gratitude a heart-felt thank-you to our team at Christchurch PHO, I am very lucky to be surrounded by so much talent.



***Helen Johnson***

## Member Practices

Burnside Medical Centre	368 Wairakei Rd
298 Korowai Youth Wellbeing Trust	298 Barbadoes St
Moorhouse Medical Centre	3 Pilgrim Place
Riccarton Clinic	6 Yaldhurst Rd, Church Corner
University Health Centre	Ilam Rd

## Organisational Structure & Governance

The Christchurch PHO operates as a non for profit limited liability Company and has a Governance Board with eight members including:

Two Community representatives  
Two Maori representatives  
Two GP representatives  
One Practice Nurse representative  
One Practice representative

This ensures the diversity of background, skills and expertise is represented at Board level. The Board meets monthly and the members are:

Joan Allardyce	GP Provider rep
Angus Chambers	Chairman & GP rep
Ana Rolleston	Maori rep – (commenced Feb 2012)
David Jones	Practice rep
Sharon McFarlane	Community rep
Moana O Hinerangi	Maori rep
Gill Davidson	Practice nurse rep (commenced May 2012)

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

## Population

The Christchurch PHO has an enrolled population of 31,237 as at 30th June, 2013

### Ethnicity

NZ European	Maori	Pacific Islanders	Other
19928	2185	886	8238

### Age Group

Under 6 yrs	6- 17 yrs	18- 24 yrs	25-44 yrs	45-64 yrs	Over 65 yrs
1654	2689	9265	10269	5827	1533

## Our Goals

- fully implement funded programmes contributing to CDHB strategic goals and National targets, enhancing services to Maori patients,
- work with practices to achieve 100% on PHO PPP targets,
- improve integration and service accessibility through referral relationships with other health service providers
- focus on high needs patients and improving care for that group through service integration
- enhance integration of providers through more co-operation and sharing of information within PHO and other PHO's and assist practices to administer PHO programmes.

## Christchurch PHO Service Team

### *The Team*

Becky Baichoo	MH BIC
Katrina Banks	Administrator
Jan Benseman	MH BIC (commenced June 2012)
Angela Blackwood	Clinical Pharmacy Advisor
Angus Chambers	Clinical Advisor (Doctor)
Cath Finch	MH BIC (commenced June 2012)
Georgina Jardine	Mental Health Liaison & Triage Co-ordinator
Helen Johnson	Chief Executive Officer
Leanne Lloyd	Mobile Practice Nurse
Sandi Malcolm	Service Development Manager
Joanne Parker	Youth BIC (commenced May 2012)
Paul Wynands	Clinical Psychologist

# Our Achievements

## Services funded by Christchurch PHO

*for our practices to access include: -*

### **Cardiovascular Risk Assessment program**

This program assists practices to optimise risk reduction measures for those at high risk of cardiovascular disease. The service aims to specifically target Maori, Pacific and Indian people and is also available to men aged 45-75 and women 55-75.

### **Care PLUS**

This programme aims to support and coordinate the care of people with high health needs. Registrations have been maintained at a high level during 2011-2012. This will continue to be a focus during 2012-2013.

### **Chronic Packages of Care - (CPOC)**

The Christchurch PHO Board continues to support funding for this programme. The packages of care are tailored to meet the needs of people with chronic diseases or those identified with significant high risk factors of developing long term health concerns. They aim to provide solutions that meet an individual person's needs and which ensure there is wide flexibility and choices for patients. There has been a high patient uptake of the CPOC.

### **Clinical Advisor**

The PHO provide for a part-time clinician (doctor) to work alongside other doctors and nurses at practice level, to look at ways to continuously improve our PPP service programmes and ensure that they are clinically led.

### **Discretionary Funding**

Allows the purchase of health related services to people who have no means of accessing care through other mechanisms and are experiencing financial barriers. This is a fund which the CDHB stopped, but the Christchurch PHO Board continues to fund it.

### **Diabetes Care Improvement Packages (DCIP)**

Since the discontinuation of the funded diabetes annual review on June 30<sup>th</sup> 2012, the Ministry of Health have funded Diabetes Care Improvement Packages which aim to provide equitable, consistent and high quality care to people diagnosed with diabetes across Canterbury. General practices provide individualised DCIP to meet the needs of their enrolled population.

### **Education**

The PHO provides financial assistance for practices to support their CNE, CME and Admin requirements. The practices themselves decide the professional development activities best suited for their team's individual needs.

## **HD Clinical Co-ordination**

### **for people and their families living with Huntington's disease.**

This is a collaborative project between Christchurch PHO and 'The Rehab People' that provides a Canterbury wide service. The purpose of the service is to assist people to access timely assessments, reassessments, linkages to support agencies and to provide experienced advice and care. Following an excellent evaluation of this service from clinicians, people with Huntington's and their families and other multidisciplinary service providers the CDHB extended this invaluable service through to September 2014. The service continues to receive very positive feedback from a number of different sources, including the families and clinicians.

## **Language Line**

Provides an on-call translation service for new NZ residents who do not speak English as a first language and is well utilised.

## **Men's and Women's Wellness Checks**

These programmes are delivered to men and women over 45 years, who have not been to a GP for three years. The programmes are targeted for those people that could be at risk, including Maori, Pacific Islanders, and Asian people and continues to be utilised by practices.

## **Mental Health – suite of services**

Demand for Mental Health Services has seen an increase over the past year and can be attributed in part to the ongoing effects of the earthquake. Stress levels in our enrolled population remain high during this period of post earthquake recovery which is set to last for several years to come. Our team of mental health professionals have risen to the challenge and are endeavouring to keep the time between referrals received and patients being seen to a minimum.

### **BIC – Brief Intervention Co-ordination**

Service available to people with mild to moderate health issues. These are short term interventions of up to five sessions in any 12 month period.

### **Extended GP team Consultations**

Assisting GP teams to offer extended time with an individual. It provides subsidised co-payments for counselling if the appointment extends beyond the usual allocated time.

### **YBIC (Youth)**

Brief Intervention services similar to the BIC's service, with a focus on youth.

### **Mental Health Liaison Nurse**

Assists practices to connect patients with other NGO related services, including advice about appropriate referrals to SMNS and other specialist services.

### **Clinical Psychologist**

For patients requiring additional support, providing psychological interventions for adults experiencing a range of mental health difficulties. A course of therapy is provided for up to twelve sessions, depending on the individual needs of the person.

### **Youth Mental Health Lifestyle Packages of Care**

For youth aged 15 to 25 who experience mild to moderate anxiety and depression and would benefit from lifestyle advice including strategies to manage stress and improve sleep.

### **Mobile Practice Nurse**

Practices utilise this service for their hard to reach high needs population. This service aims to increase patients' access to health care by addressing barriers and providing home based and general practice clinic services that are an extension of care provided by the practice nurses and embodies the whanau ora philosophy of care. The service has evolved to meet the varying needs of the enrolled population. GP practices either have an onsite practice nurse who provides the service or a nurse who is contracted to provide the service on behalf of the practice. This hybrid model of care was implemented in July 2012 following an evaluation of the mobile nursing service.

### **New Patient Health Checks**

This programme is designed to improve access to services by maintaining an up to date PMS and identifying patients with health concerns including chronic disease and those at risk of developing a chronic disease.

It can also provide a one to one appointment with the newly enrolled patient and if required, a referral on to other practice based services.

### **Nurse Led Asthma Clinics**

These clinics continue to be delivered at three practices, by offering two free nurse led asthma reviews (within a 12 month period) using the GASP assessment and decision support tool based on NZ best practice guidelines. Patients who have attended all appointments have demonstrated an improvement in their asthma management. Ongoing work continues to develop and implement strategies to increase uptake of the service and encourage patients to attend follow up appointments.

### **Palliative Care**

Specialist advice and support to general practice teams for end of life care and also funding to enable GP and Practice nurses to provide home call visits.

### **Pharmacy Services – Clinical Pharmacist**

The Christchurch PHO Primary Care Pharmacist carries out a range of tasks similar to many other Clinical Advisory Pharmacists around New Zealand. The pharmacist is available for multidisciplinary team reviews, clinical medication reviews, Continuous Quality Improvement activities (clinical audits) and individual queries. The PHO also contracts other pharmacists to work with practices to undertake tasks such as reconciliation of hospital discharge summaries and providing yellow medication cards. Patient home visits continue to address barriers to access for our high needs enrolled population.

### **Physiotherapy treatment for patients with osteoarthritis of the knee.**

This service offers enrolled clients with osteoarthritis of the knee, a 10 week clinically based physical therapy intervention including home exercise. It aims to improve mobility, pain levels, promotes greater levels of independence, improves quality of life and often results in a decreased reliance on medication.

### **Podiatry treatment for elderly patients with high needs & patients with diabetes**

This programme is aimed at reducing pain, falls and complications associated with foot health problems. Patients can receive up to three free visits to a podiatrist to receive clinically based podiatry intervention. The service target's high needs people and the elderly and those at risk of developing foot complications.

### **Smoking Cessation Programme**

Available to people who want to give up smoking. The programme includes brief intervention, cessation consulting and up to seven follow-up appointments. This programme has been running for over four years and has seen a steady increase in the uptake since its inception. General practices continue to work hard to identify those who smoke and provide appropriate cessation support. This is reflected in the Ministry of Health 2012/2013 Quarter three results where Christchurch PHO is in the top seven best performing PHO's for providing 'Better help for Smokers to Quit'.

### **Youth Sexual Health**

Consultations for young adults aged 16-20 for sexual health or contraception matters.

## **• Other Programmes**

*Provided to our population by contracting other lead PHO's in a collaborative role include;*

### **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 led by nurses, providing practical advice to women and families with weight issues. This programme has received excellent feedback from participants and further courses are planned. Christchurch PHO funded two extra courses specifically for their enrolled patients during 2012-2013. Two of these courses were held at the University of Canterbury Health Centre with a focus on encouraging young people to attend. Course evaluations were very positive with some participants establishing a facebook page to provide ongoing support to each other after completing the course.

### **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 (yr 9 to 18 yrs) even if they have left school

### **Before School Checks**

A free well child screening programme for children aged 4 years. The screening includes height, weight BMI, oral health, vision, hearing behaviour, development and general health. All enrolled children are offered this service which is provided by trained practice nurses and/or public health nurses.

## PHO Performance Programme (PPP)

This programme has been developed by the Ministry of Health (MOH), DHBs and the Primary Health Sector to support and improve the health of people enrolled with Primary Health Care Organisations.

Concerted efforts by the Christchurch PHO Clinical Advisor and Service Development Manager continued during 2012-2013 to assist practices to reach the MOH health targets with some excellent results. Further development and refining of the audit tools DRinfo and Best Practice Intelligence have resulted in more accurate ways of providing practice level data that :-:

- monitoring performance in terms of % of eligible patients and targets achieved
- Calculating and identifying the number of patients required to meet targets
- Ensuring the accuracy and quality of data and identifying gaps.

## Collaborative Alliancing – CCN (Canterbury Clinical Network)

Christchurch PHO, in the spirit of alliancing, has been working collaboratively across Canterbury with service providers and other Canterbury PHO's on a number of different projects:

Working closely with the Cervical Screening Programme and providing clinic space for the service to run the Asian Cervical Screening clinics. Providing support for an Asian health day for women held in September 2012.

Developing a cultural competency programme to be delivered in module format via a variety of educational modalities. Each module will have a specific topic e.g. Treaty of Waitangi, Assisting people from Culturally and Linguistically Diverse Communities.

Improving the collection and recording of ethnicity data to ensure there is consistency across Canterbury. This work is ongoing and it is hoped that educational resources will be developed to assist general practices with accurately collecting and recording ethnicity and iwi data.

Development of a Pan Canterbury Overarching Maori Health Plan and linking each PHO's individual plans to this.

Contributing and attending the Operational Leaders Group (OLG)

Participating in a variety of Service Level Alliances (SLA)

## Financial Statements

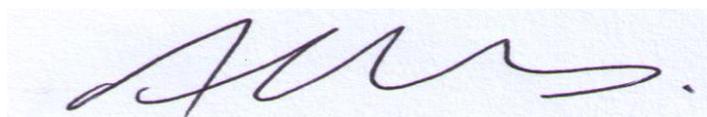
For the year ended 30 June 2013

### Statement of Financial Responsibility

The 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.

Signed

A handwritten signature in dark ink, appearing to read 'A. Chambers', is written on a light blue background.

Angus Chambers  
Director