



christchurch **p**ho

ANNUAL REPORT

2014



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Mission Statement

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

Vision Statement

Our vision is 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; and
- treated as a partner and be influential at DHB and National levels.

Guiding Principles

Our guiding principles are:

Patient – Centred 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.

Chairman's Report

The 2013-2014 has been another successful year for Christchurch PHO amidst a somewhat chaotic environment. The destruction and the construction of many homes, buildings and roads is the backdrop in which the PHO and its member practices are operating. The stresses continue for many of the residents of Christchurch but there are also opportunities and challenges arising from the process and the many new residents, a substantial amount of whom are from overseas.

The PHO has continued to support the concept of integrating general practice teams and the other health providers in the community. The clinical pharmacist role in the PHO has grown and is proving valuable. The PHO also resources support to promote the integration of community pharmacies with general practice. An exciting initiative planned this year which will be rolled out in the next is a social worker role dedicated to helping coordinate the care of our patients with higher health needs.

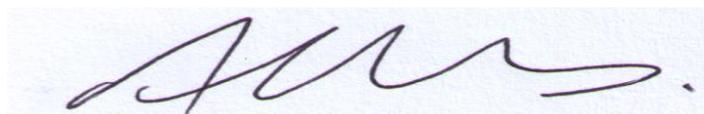
Our practices continue to provide high quality care to our community. The majority of them have now attained Cornerstone accreditation. Again the PHO has either topped or been second nationally in providing immunisations to our young children. Several of our clinicians play leadership roles in the Canterbury health system.

The mental health service both within the practices but also that provided by the PHO has played a vital role in the health of our communities yet again this year. The pressures within the Canterbury District Health Board services have meant higher acuity mental health problems are being dealt with by our teams than previously which is proving challenging. The PHO has funded extra services in this area as well and my thanks go to the mental health team which provides an excellent service to our enrolled population and supports our practices admirably.

Our small PHO has grown modestly this year in terms of its enrolled population but also with a new practice joining. We have welcomed the Health Centre of the Christchurch Polytechnic Institute of Technology to the PHO this year. While this is a small practice it adds to the role that the PHO has in providing services for the youth of Christchurch.

Somewhat belatedly Christchurch PHO has been invited to join the leadership team of the Canterbury Clinical Network (CCN) Alliance. The CCN plays a vital role in directing health activity in Canterbury. The PHO was a founding signatory of this Alliance and it was an anomaly for the organisation not to have a voice at the table. I am proud to now represent the PHO on the Alliance Leadership Team.

My thanks to Helen Johnson and her team for their able operation of the PHO and their enablement of our team and practices to deliver vital healthcare to our enrolled population.



Dr Angus Chambers

Chief Executive's Report

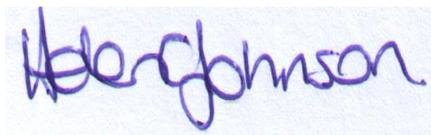
Another year has gone by and we still seem to be counting the years 'post EQ'. Sadly a lot of people in Canterbury have been personally affected by this event and many are still in the queue awaiting repairs and resolution to their houses and living arrangements. This also includes some of our own team here at the PHO and within our member practices of the Christchurch PHO.

These have been challenging times and amidst the evolving and sometimes disruptive and bureaucratic changes to the health system as a result of the Canterbury 'Better Sooner and More Convenient' business case model, I have been fortunate to have had an amazing team. The team has continued to deliver and support the range of services directly and indirectly to our general practice members.

The PHO board has continued to support our diverse range of services and also assist us fund additional new services in response to the needs of the member practices. New services developed and offered during these past 12 months have included additional Mental Health Psychological services, Cognitive Behavioural Therapy (CBT) pilot project, planning for the Social Work support services project and a falls prevention project from a pharmacological response. The PHO has also supported additional funding top-up for existing programmes including 'smoking cessation', extended GP consult and BIC services.

A new promotional campaign was also launched to support Pharmacies deliver smoking cessation advice and prescribe smoking medication. This campaign, which was designed as part of the Canterbury wide Quit Card project, used 'butterflies' as an eye catcher in their retail shops, has been hugely successful.

Thank you to the Board and to the PHO team for making these last 12 months personally satisfying and entertaining. I will be on leave from the PHO from July 2014 to pursue personal interests here and overseas knowing that the PHO is in a good position to strategically progress forward.



Helen Johnson

Organisational Structure & Governance

The Christchurch PHO operates as a non for profit Limited Liability Company and has a Governance Board with seven members. This ensures a diversity of background, skills and expertise is represented at Board level by the following members:

Community	Sharon McFarlane
Māori	Moana O Hinerangi
Māori	Ana Rolleston
General Practitioner	Dr Joan Allardyce
General Practitioner	Dr Angus Chambers (Chair)
Practice Nurse	Gill Davidson
General Practice	David Jones

The Board meets monthly, and is responsible for the provision of primary health care services, to the population enrolled with our contracted practitioners within its area.

The Board is also responsible for setting the strategic direction and organisational policies.

Enrolled Population

As at 30 June 2014 the Christchurch PHO had an enrolled population of 32,314.

Ethnicity

NZ European	Māori	Pacific Islanders	Other	TOTAL
20,361	2,334	992	8,627	32,314

Age Groups

Under 6 yrs	6- 17 yrs	18- 24 yrs	25-44 yrs	45-64 yrs	Over 65 yrs	TOTAL
1,737	2,775	9,596	10,641	5,954	1,611	32,314

Goals

The PHO goals are to:

- Fully implement funded programmes contributing to Canterbury DHB strategic goals and national targets, and enhancing services to Māori patients;
- Work with practices to achieve 100% against the 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; and
- Enhance the integration of providers through more co-operation and sharing of information within the PHO and other PHO's, and assist practices to administer PHO programmes.

Member Practices

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

Christchurch PHO Service Team

Dr Angus Chambers	Clinical Advisor
Helen Johnson	Chief Executive
Sandi Malcolm	Service Development Manager
Katrina Banks	Administrator
Georgina Jardine	Mental Health Liaison & Triage Co-ordinator
Becky Baichoo	Mental Health Brief Intervention Coordinator (BIC)
Jan Bensemam	Mental Health Brief Intervention Coordinator (BIC)
Cath Finch	Mental Health Brief Intervention Coordinator (BIC)
Joanne Parker	Mental Health Youth Brief Intervention Coordinator (YBIC)
Paul Wynands	Mental Health Clinical Psychologist
Ali Maginness	Mental Health Clinical Psychologist
Angela Blackwood	Clinical Pharmacy Advisor
Kirsten Carey	Mobile Practice Nurse
Michelle Okeroa	Mobile Practice Nurse

Achievements

The Christchurch PHO team and member practices have continued to provide quality services to the enrolled population. Highlights have included the following:

Christchurch Polytechnic Institute of Technology Health Day

Planning was undertaken for the Christchurch Polytechnic Institute of Technology (CPIT) to join the PHO. The PHO staff also assisted the CPIT Health Centre staff with a health promotion day for Māori and Pacific students.

The day was well attended by students and staff and provided an opportunity to launch the Pharmacy Quit Card Programme. PHO staff and a Mobile Practice Nurse assisted at the event by providing blood pressure tests and health promotion information. Staff were easily identifiable in specially made T-shirts with the butterflies on them, the symbol of the Quit Card programme. Brief advice for those who identified as smokers was provided and referral to cessation services were made when appropriate.

Smoke Free Position Statement

In May 2014 Christchurch PHO became the first South Island PHO to sign up to a Smokefree/ Auahi Kore Position Statement. The Statement describes the commitment of the Christchurch PHO to the Governments' goal of a Smokefree Aotearoa by 2025 and the strategies to achieve this. The Smokefree goal was determined at a national level in response to the 2011 Māori Affairs Select Committee inquiry into the tobacco industry and the effects of tobacco on Māori.

The Position Statement is informed by the Smokefree Aotearoa / New Zealand logic model and aligned to the Canterbury Strategic Tobacco Control Plan.

Asian Health Day

Over 300 people attended an Asian Health Day held in September and had the opportunity to have a brief health check including blood pressure, blood sugar measurement and spirometry. This event was a collaborative project between the National Cervical Screening Programme, Pegasus Health and Christchurch PHO. Over 18 primary health care services had displays and information was provided in different languages. Following the very positive feedback from the Asian community it is likely that this will become an annual event

In November the Heart Foundation, Pegasus Health and Christchurch PHO sponsored a smaller Asian health promotion event which focused on heart health. These health events are an important focus of the PHO as they foster stronger relationships with the Asian community and better connections to primary health care providers. They also assist the PHO in identifying health needs of this population which can inform future service planning and implementation.

Primary Care Community Social Worker Pilot Project

Planning for a one year joint pilot social worker project in collaboration with Presbyterian Support Upper South Island was completed in June 2014. The aim of the role is to provide a primary care community social work service for the enrolled population from 01 July 2014.

PHO Performance Programme Achievements

Christchurch PHO performed consistently well in the PHO Performance Programme with a highlight being the children's 2 year immunisation results. This reflects the dedicated efforts of the PHO staff and general practice teams to ensure that every child has ready access to immunisation services.

Christchurch PHO Clinical Services and Programmes

The PHO funds and / or implements an extensive range of services and programmes which the enrolled population and general practice teams can access. Programmes include the following:

Appetite for Life (AFL)

Appetite for Life is a Canterbury developed nutritional programme led by nurses that provides practical advice to people with weight issues. This long running Canterbury programme has received excellent feedback from participants. Christchurch PHO funded one course for enrolled patients and jointly provided a further course with Pegasus Health PHO during the year.

Before School Checks

The Before School Checks Programme is a free well child screening programme for children aged 4 years old. The screening includes measuring height, weight, BMI, reviewing oral health, vision, hearing, behaviour, development and general health.

All enrolled children are offered this service which is provided by trained practice nurses or public health nurses. The PHO results this year were pleasing with a 90% uptake for Quintile 5 children and a 105% uptake for Quintile 0-4 children.

Cardiovascular Risk Assessment Programme

This programme is funded by the PHO and designed to assist general practice teams to optimise risk reduction measures for those people at high risk of cardiovascular disease.

The service aims to specifically target Māori, Pacific and Indian people and is also available to men aged 45-75 years and women 55-75 years. This programme has been very relevant in light of the Ministry of Health's request for Canterbury DHB and PHOs to provide a Recovery Plan and targeted strategies to improve the uptake of cardiovascular risk assessments completed in the primary care setting.

Care Plus

The Ministry funded Care Plus programme aims to take a proactive and coordinated approach to the care for people with high health needs. A care plan is developed with the patient and the general practice team. Increasing and maintaining the number of Care Plus registrations will continue to be a focus.

Chronic Packages of Care - (CPOC)

These PHO funded Packages of Care are designed to meet the needs of people with chronic diseases or those identified with significant high risk factors of developing long term health concerns.

The intention is to provide solutions that meet an individual person's needs and which ensure there is wide flexibility and choices for patients. There continues to be a high patient uptake of the programme.

Clinical Advisor

The PHO funds a part-time clinician (doctor) role to work alongside other doctors and nurses at a general practice level, to look at ways to continuously improve performance in the PHO Performance Programme, service programmes and to ensure that they are clinically led.

Discretionary Funding

Christchurch PHO funds a small discretionary fund which is designed to allow the purchase of health related services for people who have no means of accessing care through other mechanisms and are experiencing financial barriers.

Diabetes Care Improvement Packages (DCIP)

The Ministry of Health funds the Diabetes Care Improvement Packages which aim to provide equitable, consistent and high quality care to people diagnosed with diabetes across Canterbury.

General practice teams provide individualised DCIP to meet the needs of their enrolled population. A narrative report and evaluation of the DCIP by general practices was undertaken by the CDHB in March 2014. The collated information provided valuable insight into the innovative strategies that are being used by general practice teams across Canterbury to provide quality service to people with diabetes.

Education

In addition to the CDHB funded Canterbury wide general practice education programme delivered via Pegasus Health and the Canterbury Initiative, Christchurch PHO provides financial assistance for member practices to support their CNE, CME and administrative requirements. The practices use the funding to meet their team's individual needs.

In collaboration with the CDHB Alcohol Harm Minimisation Coordinator the PHO developed and implemented 4 one-hour seminars about Alcohol Brief Intervention to general practice teams. These were facilitated by Dr Mark Wallace-Bell and the content covered the application of an ABC approach (similar to the Smoking ABC Strategy) and the principles of Motivational Interviewing. The seminars were well attended and received positive evaluations. The PHO also implemented a programme to support an ABC approach to alcohol harm minimisation. Ongoing development work will continue next year to implement an electronic decision support tool and referral pathways.

Green Prescription

Referrals to the Green Prescription programme can be made by general practice teams for those people who wish to be more active. Services are coordinated by Sport Canterbury.

Huntington's Disease Clinical Co-ordination

This collaborative project between Christchurch PHO and 'The Rehab People' provides a Canterbury wide service for people and their families living with Huntington's Disease.

The service assists people to access timely assessments, reassessments, to provide linkages to support agencies and experienced advice and care. It continues to receive excellent feedback from clinicians, people with Huntington's and their families and other multidisciplinary service providers.

Immunisation

General practice teams are funded to provide a range of immunisations for children and adults. Christchurch PHO results for immunising two year olds and eight month olds have been excellent with a 97% and 98% uptake for the quarter ending 30th June 2014.

Language Line

The PHO provides access to Language Line, a service that provides an on-call translation service for new NZ residents who do not speak English as a first language. This service is well utilised.

Men's and Women's Wellness Checks

These PHO funded checks are delivered to eligible men and women aged over 45 years, who have not visited a General Practice team in the past three years. The checks are designed to identify people that could be at risk of developing long term health concerns, focusing on priority populations including Māori, Pacific Islanders, and Asian people. The service has continued to be well utilised by the general practice teams this year.

Mental Health – Suite of Services

There was a 13 % increase in referrals to the Primary Mental Health Service this year. The Brief Intervention Coordinators and Clinical Psychologists worked hard to meet the increased demand for services, and to respond to the increasing complexity and acuity of presentations.

The Primary Mental Health Service comprises of:

Brief Intervention Co-ordination (BIC)

The BICs are available to provide assistance to people that have mild to moderate mental health issues. Funding is available for a person to receive up to five sessions with the BIC in any 12 month period at no cost to them. A Youth BIC is available to work specifically with youth. This is particularly important given the rising youth population within the PHO and the real need for youth specific services.

Extended GP team Consultations

Funding is available for General Practice teams to offer extended consultation time with a person that may be presenting with mental health issues. It provides subsidised co-payments for counselling if the appointment extends beyond the usual allocated time.

Mental Health (General Practice) Liaison

The Mental Health Liaison assists practices to connect patients with other NGO related services, including advice about appropriate referrals to Specialist Mental Health Services and other specialist services. Georgina Jardine the PHO Mental Health Liaison ensures that all referrals are appropriately triaged and people requiring mental health services receive care in a timely manner.

Clinical Psychologist

Access to a psychologist is available for those 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. The PHO engaged the services of an additional psychologist during the year.

Youth Mental Health Lifestyle Packages of Care

This PHO funded service is designed for youth aged 15 to 25 years who experience mild to moderate anxiety and depression and would benefit from lifestyle advice including strategies to manage stress and improve sleep. This has received positive results for participants and encouraging feedback from clinicians and patients.

Mental Health - Cognitive Behavioural Therapy (CBT) Pilot Project

In 2013, after one of the BICs completed a postgraduate certificate in Health Sciences endorsed for Cognitive Behavioural Therapy, the PHO approved funding for a one year pilot from February 2014. The pilot was for 20 people, who could have up to 10 CBT sessions each for depression and / or generalised anxiety disorder. An ongoing assessment is made of each session so that an accurate evaluation of the service effectiveness can be completed. To date nine clients have received the service.

The pilot CBT service has helped people that may not have received services due to the changed eligibility criteria of the BIC Service and CDHB Anxiety Disorders Clinic, and may not otherwise have been able to afford private services, to gain valuable strategies and life skills. It is intended to follow up those people receiving services post discharge to have them complete the assessments again. The pre and post recorded scores will be compared to ascertain the benefit and improvement in their mental health status following CBT.

Mobile Practice Nurse Service

The PHO funds a mobile practice nurse service which general practice teams use to help improve access to health care for people. The two mobile practice nurses assist in reducing barriers to health services by providing home based and general practice clinic services that are an extension of the care provided by the general practice team. The service embodies the whanau ora philosophy of care.

One of the mobile practice nurses offers free cervical screening for priority group women and, opportunistic cardiovascular disease risk assessments, smoking brief advice and cessation services at bi monthly clinics. Before School Checks can be provided in the community if required for children and their whanau who may have barriers to attending practice based clinics

The mobile nurse based at the University of Canterbury Health Centre provides services across the campus. These include health promotion, providing nursing care to Māori, Pacific people, and those with high needs, and supporting people with diabetes or high risk factors of developing long term health conditions. The nurse also works closely with the Pacific and Māori Development teams at the University.

New Patient Health Checks

This PHO funded programme is designed to improve access to services by supporting general practice teams to maintain up to date patient management systems, and to identify patients with health concerns including chronic disease and those at risk of developing a chronic disease. If required a free appointment with a nurse can be offered to the newly enrolled patient and referral to other practice based services.

Nurse Led Asthma Clinics

These PHO funded clinics continue to be delivered at three practices to eligible people, who can access two free nurse led asthma reviews within a 12 month period. The reviews are completed using the GASP Assessment and Decision Support Tool, which is based on NZ best practice guidelines. Results to date have found that those people who attend all their appointments demonstrate an improvement in their asthma management.

Palliative Care

The CDHB provides funding for general practice teams to provide palliative care for people in the terminal phase of their lives. There was a 42% increase in claims this year and the average number of GPs accessing the programme YTD increased by 30%.

Pharmacy Services – Clinical Pharmacist

The PHO funds a Primary Care Pharmacist role that undertakes a range of tasks similar to many other Clinical Advisory Pharmacists throughout New Zealand. The pharmacist is available for multidisciplinary team reviews, clinical medication reviews, continuous quality improvement activities (clinical audits) and to answer individual queries.

The PHO also contracts other pharmacists to work with general practice teams to undertake tasks such as reconciliation of hospital discharge summaries and provide yellow medication cards. Providing home visits continues to address barriers to access for the high needs enrolled population. The Pharmacist has also implemented on behalf of the Canterbury DHB the Canterbury wide Pharmacy Quit Card Programme. This service is delivered in Community Pharmacies and has had an excellent uptake by the general public.

Physiotherapy treatment for patients with osteoarthritis of the knee

This PHO funded service offers people enrolled in the PHO who have osteoarthritis of the knee, access to a 10 week clinically based physical therapy intervention which includes home exercise. It aims to improve mobility, pain levels and quality of life, promote greater levels of independence, and a decreased reliance on medication.

Podiatry treatment for people with high risk feet & people with diabetes

The PHO funded podiatry programme aims to reduce pain, falls and complications associated with foot health problems. Eligible people can receive up to three free visits to a podiatrist to receive clinically based podiatry interventions. The service targets people with high risk feet and those at risk of developing foot complications.

This year the PHO was involved in the design and implementation of a Canterbury wide podiatry service for people with diabetes who have high risk feet. This service aims to provide an equitable and consistent approach to the management of people with diabetes who have high risk of developing foot complications. Those people who meet the criteria will transition into the new Canterbury wide programme during 2014-2015. It is intended that the PHO funded programme will continue to remain available for those who do not have diabetes but meet eligibility criteria.

Smoking Cessation Programme

A smoking cessation programme is available to those people who want to give up smoking. The programme includes brief intervention, cessation consulting and up to seven follow-up appointments. The programme has been in place for over five years and there has been a steady increase in uptake since its inception.

General practice teams continue to work hard to identify those people who smoke and then to provide appropriate cessation support. The CDHB Smoke Free team has also provided extra support to general practice teams to provide brief advice and cessation services to the enrolled population. An external independent review was undertaken this year which confirmed the value of the programme and recommended:

- identifying a practice champion and formalise this role to ensure that knowledge of cessation and the ABC programme is up to date .Most practices now have identified champions.
- Practices with higher volumes of patients seeking smoking cessation support establishing a designated smoking cessation provider role. This would provide the opportunity for those who enjoy the role to specialise while simultaneously releasing other nurses in the practice to focus on other duties. It would also be an opportunity to provide a more structured programme and support patient-provider continuity. This has been implemented in several practices.

Youth Sexual Health

This CDHB funded service provides for free sexual health consultations for people aged less than 21 years. While the main purpose of the consultation is to provide a sexual health or contraception matter it is designed for young people to develop a relationship with their health home / general practice team. It also aims to reduce sexually transmitted infections, terminations and unwanted pregnancies. People can access up to six free visits within a 12 month period. There has been a steady uptake of the service with a modest increase since last year.

Māori Health

Following a series of discussions between the CDHB and PHOs it was agreed to develop an overarching Māori Health Framework that would act as a basis for individual organisations Māori Health work plans. This overarching Framework identifies shared outcomes and priority areas while encouraging collaboration, collegiality and a collective effort that is intended to improve outcomes for Māori whanau.

The Framework aligns with He Korowai Oranga: Māori Health Strategy 2002 and is based on Whanau Ora principles. It has a strong focus on strengthening whanau engagement with health services, empowering Māori to take more responsibility for their own health and well-being and supporting them to stay well.

Christchurch PHO continues to be committed to identifying the specific health needs of Māori within the enrolled population and provide services that address equity and disparities in health outcomes. The overarching Framework provides the foundation for the PHO Māori Health plan. The PHO continues to work closely with its member practices to develop individualised Māori Health plans specific to their enrolled population health needs.

PHO Performance Programme (PPP)

The PPP programme was developed by the Ministry of Health (MOH), District Health Boards (DHBs) and the primary health care sector to support and improve the health of people enrolled with PHOs. The PPP is to be replaced with an Integrated Performance and Incentive Framework (IPIF) from 01 July 2014. During the phasing in of the IPIF five health targets have been identified for the next year:

- 1) 8 month old immunisations
- 2) 2 year old immunisations
- 3) More Heart and Diabetes Checks
- 4) Smoking Brief Advice and /or Cessation Services
- 5) Cervical Screening

This year the Christchurch PHO Clinical Advisor and Service Development Manager continued to work closely with general practice teams to identify practice based strategies and implementation plans to reach and exceed the PPP targets. Some positive results have been achieved including:

- **Breast Screening high needs**
CPHO has consistently exceeded the PHO target since October 2012 and PPP goal since October 2013.
- **Cervical Screening.**
Since October 2012 CPHO has consistently exceeded the PHO total population and high needs targets. Concerted efforts have been made to increase the uptake of cervical screening, with the mobile nurse targeting high needs and priority women and by collaborative work with the National Cervical Screening Programme.
- **Smoking Brief Advice/Cessation Services and Cardiovascular Risk Assessments**
Canterbury PHOs have been providing monthly progress reports since November 2013 to the CDHB and MoH about the percentage uptake of Cardiovascular Disease Risk Assessments, and Smoking Brief Advice and/or Cessation Services. The Ministry provided additional funding for the PHO and general practice teams to target the eligible populations, which was used to provide:
 - Ongoing education for staff about Cardiovascular Risk Assessments;
 - Improved IT support and audit tools to monitor performance, calculate and identify the number of patients required to meet targets, and improve the accuracy and quality of data; and
 - Clinical leadership to the general practice teams.
 - Incentives to improve performance

Smoking Status ever recorded results indicate that the PHO targets have been exceeded since October 2012 for both total population and other population and the PPP goal has been exceeded for the past 3 quarters. The number of cardiovascular risk assessments completed has shown a steady increase from 57.8% in June 2013 to 73 % in June 2014. Targeted strategies have been implemented to continue this upward trend.

Collaborative Alliancing – CCN (Canterbury Clinical Network)

The Christchurch PHO is an active member of the Canterbury Clinical Network Alliance and health system. Collaborative work has continued with other service providers, reference and working groups and Canterbury PHO's on a number of different projects to ensure the voice of the PHOs six urban general practices is heard.

Examples have included:

- Collaborating with the Cervical Screening Programme (CSP) and their Asian Health Promoter to provide clinic space for the CSP service to run Asian cervical screening clinics;
- Providing support for an Asian Health Day and working to improve the uptake of cervical screening for priority group women;
- Participating in a Canterbury wide programme to improve the collection and recording of ethnicity data. This included developing an educational resource to assist general practice teams to accurately collect and record ethnicity and iwi data, and encouraging all general practice teams to participate in the Ethnicity Data Audit to be implemented across Canterbury next year;
- Providing feedback on the development of a Canterbury cultural competency programme to be delivered in module format via a variety of educational modalities. The first module will focus on the Treaty of Waitangi and Cultural Competency and its practical application to primary health care;
- Contributing to the development and implementation of a pan Canterbury Māori Health Plan. General practice teams have been encouraged and supported to develop their own individualised Māori Health Plans to reflect the CPHO strategic goals and the Canterbury Māori Health Plan;
- Assisting in the development of an overarching Canterbury wide Pacific Health Plan;
- Participating in the Canterbury Clinical Network Alliance Support Team and Alliance Leadership Team meetings;
- Participating in a variety of Service Level Alliances (SLA), Work Streams and Canterbury wide working groups to ensure the needs of the enrolled population are represented.

Financial Statements

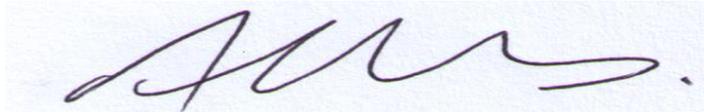
For the year ended 30 June 2014

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 black ink, appearing to read 'A. Chambers', is written on a light blue rectangular background.

Dr Angus Chambers
Director