



Summary of Services

November 2019



WBOP PHO

Western Bay of Plenty
Primary Health Organisation

Tungia te Ururua, kia tupu
Whakaritorito te tupu
O te harakeke



DHB Funded Services

01. Acute Demand Service

(incl. CPO, ASH, ED/St John Redirects)

A comprehensive range of targeted services, focusing on reducing Emergency Department presentations and Hospital admissions through enhanced service delivery within a primary care setting. Provision of an acute package of care supports General Practice to manage patients within the primary care setting and ensures people remain connected and cared for by their primary care provider.

02. After Hours Services

(incl. Free Access for U14s, GP and 2nd Ave After Hours Services, GP Telephone Nurse Triage, After Hours Support for HN/CSC)

This suite of services, providing free access for children under 14 years of age and subsidised access for High Need and Community Service Card holders, includes extended hours offered through General Practice on week days and after hours on weekends, contracted after hours services through Accident and Healthcare and telephone-based access to health advice and triage.

03. Aged Residential Care (ARC)

A specialised team, comprising of Clinical Nurse Specialist/s and a Clinical Pharmacist, actively focussed on enhancing clinical skill development and quality care provision within Aged Residential Care facilities across the Bay of Plenty.

04. Community Medicine Management

A targeted approach, supporting General Practice teams and referred patients with a comprehensive range of medicine management, adherence and specialised prescribing support and advice. This is delivered through Medwise.

05. Community Radiology Service

A range of 'specialist' radiological services focussed on diagnostic Breast Imaging and DEXA Bone Mineral Density scanning. This service is an excellent example of an integrated partnership. Bay Radiology and Medex are contracted to provide this service.

06. Coordinated Primary Mental Health Service

This service provides for a range of therapeutic services for depression, anxiety and youth mental health. Alcohol/drug and related therapeutic care is also delivered within a 'Stepped Care' model, by a range of contracted and internal specialist therapists. This service is one of the PHO's busiest.

07. GP Shared Care

A service that provides intensive care to those managing opioid dependency. This service is delivered by an increasing number of GPs in partnership with the BOPDHB's specialist Bay of Plenty Addiction Services.

08. Health Care Home

Western Bay of Plenty Primary Health Organisation has taken the lead in the roll-out of the nationally recognised Health Care Home Model of Care across participating practices within the BOP. This initiative is supported by a significant two-year investment through BOPDHB and additional investment of both funding and in-kind resource from both EBPHA and the PHO to support delivery over the next three years.

09. Long Term Conditions Management Services

This is the the PHO's most comprehensive integrated service, predominantly delivered through General Practice and community-based contracted providers. It focuses primarily on Cardio-vascular Risk Assessment, diabetes detection and management, involving the integrated services of podiatry, retinal health, nurse specialists and self-management education. COPD support and self-management and Pulmonary Rehabilitation also fall within this suite of services.

10. Immunisation Outreach Services

Under sub-contract to EBPHA, an Outreach Immunisation Service is provided to support General Practice maximise coverage of childhood immunisations.

11. Minor Skin Surgery Service

The Bay of Plenty is included in statistics for the highest rates of skin cancer in the world. This service enables lesions to be surgically removed by approved specialist credentialed general practitioners. An independent specialist in skin cancer surgery is engaged to triage each referral, ensure clinical standards are maintained and the DHB assigned resources used well. The PHO is also responsible for credentialing all approved clinicians.

12. Schools Health Service

Delivering a comprehensive range of primary healthcare services across secondary schools within the Western Bay of Plenty, this service offers both nurse-led services during the school weeks and GP clinics on a contracted basis. These services are underpinned by excellent partnerships between schools and the PHO and has reflected continued increases in access to services by the student population.

13. Smoking Cessation Support

There are two areas of focus within this service. General Practice teams are enabled to offer support to patients who indicate they want to quit smoking. This is not dependent on a quit date being set and achieved. The other focus is a wananga for pregnant wahine Māori, operating under the gifted name of Ūkaipō. Inclusive of the extended whānau, the service focuses on health lifestyle choices for both mama and pēpi, including smoking cessation.



WBOP PHO Self-funded Services

01. Mau Rakau

A service focused on skilled use of traditional weaponry and associated cultural beliefs, knowledge and practices to engage rangatahi and their whānau.

02. Youth Health Service (HbU)

A mobile primary healthcare and social work service delivered in the evenings across a number of high-need communities, focussing on the care needs of youth and their whānau. Ngāi Te Rangi Iwi has successfully operated this service for more than 10 years.

03. Community Nursing Service

A highly regarded registered and specialist nursing service focussed on delivering support to our General Practice network and Iwi partners through provision of community-based outreach nursing care. This comprehensive service operates out of the PHO's Health and Wellness Services.

04. Green Prescriptions/Active Families

These are a physical activity and health lifestyle-focussed suite of services, supporting individuals and their whānau who are seeking the benefits of improved levels of activity and improved lifestyle choices. Sport Bay of Plenty has been contracted to provide these services for more than 10 years.

05. Palliative Care Discretionary Funding

A limited resource, intended to enable General Practice to provide more intense support during end-stage palliative care to the patient and their family through subsidisation of service costs.

06. Performance Incentives

(incl. SLM, CVDRA and national health targets)

A range of financial incentives are available to our General Practice network to recognise optimal clinical performance in a number of key areas including CVDRA, 65+ Seasonal Flu coverage, Smoking Brief Advice, and Breast and Cervical Screening coverage for Māori women. System Level Measures funding available through the Ministry of Health is supplemented by the PHO where national financial incentives no longer exist.

07. High-Need Discretionary Funding

A dedicated funding line assigned to General Practice to use at their discretion, to assist high-need patients where financial barriers reduce access to health services.

08. Skin Surgery Discretionary Subsidy

A limited level of funding provided directly to General Practices to subsidise the costs of diagnostic services for patients that do not meet the eligibility criteria for access to the DHB-funded Minor Skin Surgery Service.

09. Koiora (Ngāi Te Rangi Iwi)

Koiora is a leadership development programme that focusses on enhancement of hauora Māori for rangatahi. The programme provides for the transfer of traditional and cultural knowledge as a basis for encouraging mental and spiritual health, good nutrition, regular physical exercise and enriched cultural connectedness. It is a forum that provides mentoring, sharing of knowledge, networking and goal setting.

10. Mauri Ora

The service includes a range of programmes aimed at assisting and empowering whānau to improve and develop their health and wellbeing journeys. The concept of Mauri Ora extends beyond physical healthcare to include factors such as spiritual wellness, mental health and connectedness to their whānau and community.

11. Mataora Service

There are three programmes within this service: Mental Health and Addiction Co-existing Problems Counselling, Trauma Counselling and Peer Support Advocacy.

12. He Kokonga Ngākau Whānau Support Service

This service works with tenants of Accessible Properties Limited (APL). The service delivery approach is a whānau support model that works alongside whānau to identify and manage health and wellbeing issues, with the view that by developing a relationship based on support and trust these issues will be able to be addressed.

WBOP PHO Health and Wellness Services

01. Cervical and Breast Screening

A service focused on improved assessment rates for priority women.

02. COPD

A service focused on improving the care of people with COPD.

03. Diabetes Nurse Education

A highly regarded service that focuses on the care of acute diabetics and consultative support to clinicians.

04. Community Clinics

A range of community-based clinics designed to improve accessibility to care and provide a range of services including health assessments, vaccinations and smoking cessation advice.

05. Self Managing Groups (SMGs)

SMGs are well-regarded as having an essential role in assisting people manage their health conditions. Groups currently offered include lifestyle wellness, diabetes and mindful eating.

06. Dietitians

Two dietitians provide a range of services to PHO services, general practices and others.

They are heavily involved in the delivery of SMGs.

07. Mauri Ora

Health and Wellness Services partners with Ngāti Ranginui Iwi in the provision of a range of health care and marae-based services.

08. St Johns Ambulance

A Health and Wellness Service and general practice pilot to provide care to those who have engaged St Johns Ambulance services.

This will result in fewer people requiring hospital services.

09. Insulin Starts

A programme and service developed to optimise the use of insulin for diabetics.

This service is regarded as a national leader.

10. Continuing Medical Education (CME)

The WBOP PHO offers, under approval from the Royal College of General Practitioners, a comprehensive medical education service for doctors and nurses.

This service is widely regarded as amongst New Zealand's best.

11. Nurse Practitioners

The WBOP PHO has eight Nurse Practitioners across the organisation. This is the highest number of any PHO nationally and is a hallmark of the PHO's commitment to workforce and service development.



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