



WBOP PHO

Western Bay of Plenty
Primary Health Organisation

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

Our Programmes

The Western Bay of Plenty Primary Health Organisation offers a range of healthcare programmes, both DHB and self-funded. We also offer our own Health and Wellness Services to complement and assist the work of our General Practices.

JANUARY 2020

DHB Funded Services

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.

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.

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.

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.

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.

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.

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.





Diabetes nurse specialist Brenda Newman and nurse practitioner Caroline Vanstone.

WORKING IN THE COMMUNITY

The Western Bay of Plenty Primary Health Organisation runs several community clinics, including on marae, and provides outreach nursing care for people with long-term conditions.

Senior members of the nursing team, nurse practitioners Caroline Vanstone and Ruth Haynes, work with other outreach nurses to provide support to our most vulnerable communities.

“We support people to recognise changes in their condition early and to take the appropriate intervention,” says Caroline.

For example, Caroline arranged home oxygen as well as some home-based supports such as mobility aids and home help for a patient with COPD following her discharge from hospital. These interventions helped to keep the woman well and out of hospital.

“Because of these interventions, the woman was no longer as fatigued and her quality of life improved.”

Ruth works in two medical centres where she consults with patients as well as their GP. “It really benefits that person because they have all their issues addressed and they benefit from different knowledge streams.”

Ruth also visits ‘vulnerable’ patients in places such as Women’s Refuge, the Salvation Army, emergency housing provider Te Tuinga Whānau, and a weekly clinic in a Tauranga pharmacy.

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.

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.

IMMUNISATION OUTREACH SERVICES

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

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.

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.

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.



The Schools Health Service team.

PREVENTATIVE CARE FOR RANGATAHI

The Western Bay of Plenty Primary Health Organisation offers one of the most extensive free school health services in the country for 13 to 18-year-olds with health clinics at nine of the region's secondary schools.

Our team of 10 nurses work at each school for up to 30 hours each week and GPs are available for up to two hours.

Students use the health service for a range of health issues, including wound care, asthma management, chest and throat infections, earache, sexual health and contraception.

Schools health nurse Tricia Tyrrell says the service supports student learning by helping students to stay well.

“When you work with students over time you start to develop good relationships with them and you can help with advice on things like diet, exercise and smoking cessation.”

Some students just need someone to talk to, and the School Health Service often refers to other agencies.

“We’ve got a good knowledge of the available resources in our area. We offer preventative care, rather than just being the ambulance at the bottom of the cliff.”

School health nurse Tricia Tyrrell

PHO self-funded services

MAU RAKAU

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

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.

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.

GREEN PRESCRIPTIONS/ACTIVE FAMILIES

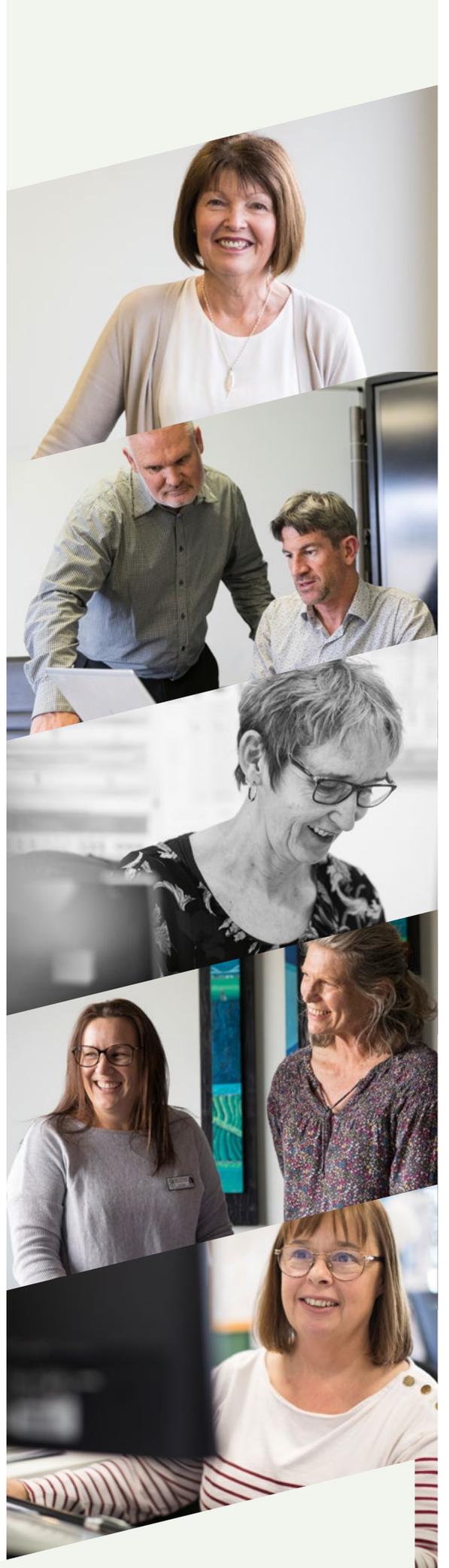
These are a physical activity and health lifestyle-focussed suite of services, supporting individuals and their whānau who are seeking the benefits of improved levels of activity and improved lifestyle choices. Sport Bay of Plenty has been contracted to provide these services for more than 10 years.

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.

“We support people to recognise changes in their condition early and to take the appropriate intervention.”

Nurse practitioner Caroline Vanstone



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.

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.

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.

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.

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 Maui Ora extends beyond physical healthcare to include factors such as spiritual wellness, mental health and connectedness to their whānau and community.

MATAORA SERVICE

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

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.



Ūkaipō facilitators Tiana Bennett from the Western Bay of Plenty Primary Health Organisation and Natasha Rawiri, BOPDHB midwife, safe infant sleep and smoke cessation coordinator at Huria Marae.

HAPŪ MĀMĀ LEARNING TO BE SMOKEFREE

Ūkaipō is the PHO free four-day wānanga supporting hapū māmā (pregnant women) towards a smokefree future. They also learn how to weave a wahakura (traditional flax baskets) that provide a safe sleeping space for their pēpi (babies).

Māori women have the highest smoking rate in the country at 37 per cent, and are more likely to smoke during pregnancy (35 per cent).

Ūkaipō alternates between different marae in Tauranga Moana and gives hapū māmā the knowledge, skills and confidence to make lasting changes, says Ūkaipō Lead/Health Promotion Coordinator Tiana Bennett.

“It’s ‘kai’ for their souls, their minds and their bodies. It’s also a great opportunity for māmā to support each other on a smokefree journey towards a healthy future for their whānau.”

Women who attend the programme learn about the effects of first, second and third-hand smoking, and sudden unexpected death in infancy (SUDI), of which smoking is a contributing factor.

Health and Wellness Services

SUPPORT TO SCREENING SERVICES

A nationally-funded cervical and breast screening service focussed on improving screening coverage rates for priority women.

COPD

A service focussed on providing education and support to General Practice Champions in the effective management of patients diagnosed with COPD as an initiative to reduce unnecessary ED presentations and admissions related to COPD.

DIABETES NURSE EDUCATION

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

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.

SELF-MANAGEMENT GROUPS (SMG)

These groups are focussed on assisting people manage their health conditions. Groups currently offered include lifestyle wellness, CVD, diabetes and mindful eating.

DIETITIANS

Two dietitians provide a range of services within PHO-delivered services, General Practice and community-based organisations including taking a key part in the provisions of self-management groups.

MAURI ORA

Health and Wellness Services partner with Ngati Ranginui Iwi in the provision of a range of nurse-led healthcare and marae-based services.

ST JOHN AMBULANCE

Health and Wellness Services support General Practice in the management of patients redirected by St John or on-referred by Emergency Departments when primary care management is appropriate.

INSULIN STARTS

An education programme developed for practice nurses to optimise the use of insulin for diabetics.

CONTINUING MEDICAL EDUCATION (CME)

Health and Wellness Services coordinates and delivers a comprehensive medical and nursing continuing education service across our provider network.



The Support to Screening team: Sharmila Pathak, Joanne Tuhakaraina and Donna Moon.

SUPPORT FOR BREAST AND CERVICAL SCREENING

The Western Bay of Plenty Primary Health Organisation has exceeded its Ministry of Health targets for breast and cervical screening for wāhine Māori, largely thanks to the efforts of our Support to Screening team.

The success has resulted in the contract being extended to cover the Eastern Bay of Plenty. Services Leader, Philippa Jones, is hoping to mirror the success achieved in the Western Bay of Plenty by working with Eastern Bay businesses and the Iwi alliance.

Referrals come from a variety of sources including BreastScreen Midland, General Practice and self-referrals. Team members come from backgrounds and ethnicities that reflect the demographic of the women they are phoning, which helps develop a rapport. And they are persistent.

“We’re like the squeaky wheel,” says clinical coordinator Donna Moon. “Sometimes the women have told their General Practice they don’t want it done so we make a last-ditch effort with more information and encouragement and sometimes that works.”

Appointments can be made for a cervical smear at a community clinic (including marae), at Health and Wellness Services’ walk-in clinic or within a woman’s home. On average the team has around 300 referrals each month for breast and cervical screening.

The team has several initiatives to promote screening, including attending the Tauranga Moana Tangata Tauranga Festival, and tapping into the PHO’s Workplace Wellness programme to identify women for screening.



ROUTINE WOUND MANAGEMENT

Health and Wellness Services provides a back-up arrangement for patients referred to their General Practice for management of wounds.

WORKPLACE WELLNESS

Workplace Wellness works with General Practice to bring free health services into qualifying workplaces. It includes heart checks, diabetes checks, women's health checks, immunisations, help for smokers to quit, and self-management courses for heart disease, diabetes and weight loss. Employees are assisted to enrol with a General Practice if they are not enrolled already.

CALLING TEAM

The calling team is trained in motivational interviewing and contacts patients referred by General Practice who are overdue for screening and other health interventions e.g. cervical smear, heart check, or flu vaccination. Barriers to attending appointments are determined and solutions to overcome them implemented, including home visits if required.

WORKING WITH VULNERABLE POPULATIONS

Two primary care nurse practitioners work with our most vulnerable populations, including the homeless and abused women, and provide clinics for non-government organisations who also work with vulnerable populations in Tauranga such as Salvation Army, Awhina House, Te Tuinga Whānau, and Street Retreat.



Western Bay of Plenty Primary Health Organisation Services Leader Philippa Jones with St John territory manager Ross Clarke outside Health and Wellness Services' walk-in clinic.