



Western Bay of Plenty
Primary Health Organisation

TUNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE



Bob Manihera has completed an Advance Care Plan so his whānau knows what he wants to happen after he dies.

Planning for end-of-life care

When Pāpāmoa's Bob Manihera (Tainui) dies, he doesn't want his whānau left wondering about what he might have wanted for his tangihanga (funeral) or having to sort out his affairs.

Bob, 66, has an Advance Care Plan (ACP) which he developed with his GP, Symon Robertson, WBOP PHO's Director, Māori Health, Kiri Peita and local kuia Colleen Whetukioterangi Te Arihi.

"It's important to have a good relationship - whanaungatanga - with your GP. A lot of people move between GPs but it's important to have a good knowledge of one another," says Bob.

Advance care planning isn't just for older people or people who are unwell. Bob had a stroke in 2009 and has epilepsy but is otherwise in good health. An ACP is a chance to share the things that matter to you and what worries you, decisions about your health, your views on dying and what sort of

care you would like, and what you would like to happen after your death.

"It's important to think about these things while you have your full faculties," says Bob, who believes more people should be preparing an ACP, particularly in the new COVID-19 environment.

"You have a chance to decide what you want to happen in your future at a time when you may not be able to anymore."

To find out more about Advance Care Planning visit the Health Quality & Safety Commission website www.hqsc.govt.nz or contact BOP DHB Advance Care Planning Project Manager Lee Walters, email lee.walters@bopdhb.govt.nz.

An extended version of this article is available on the WBOP PHO website wboppho.org.nz/whats-new

wboppho.org.nz



Equity module accreditation for Kiri

WBOP PHO Director, Māori Health, Kiri Peita, is one of five people in New Zealand who completed Equity Module Accreditor training last year, allowing her to accredit General Practices which have completed their Cornerstone Equity module.

The Royal New Zealand College of General Practitioners has introduced Equity as a compulsory module for General Practice to achieve or maintain Cornerstone Bronze.

The Equity Module demonstrates how practices can work to improve health outcomes for Māori and other under-represented populations by being more targeted to individual and cultural needs that can make significant differences to patient and whānau care.

Kiri says her motivation to become an accreditor was to add to her kete of knowledge and to identify opportunities to best support our General Practices to achieve accreditation in a meaningful way.

“The training was great, but we all agreed that there would be value in further training, given it is such a significant kaupapa.”



WBOP PHO Director, Māori Health, Kiri Peita (centre) with fellow equity module accreditors at their training session last year.

Michaela Kamo – Equity Programme Lead

WBOP PHO's new Equity Programme Lead is Michaela Kamo who will be familiar to many in her former roles of Outreach Immunisation Service Coordinator and Health Care Home Project Coordinator.

Michaela (Ngāi Tahu, Ngāti Mutunga) came to the PHO nine years ago after a career in radio and running her own hospitality/events business with her partner. A mum of three and grandmother of one, she holds a New Zealand Diploma of Business and is studying towards a marketing and Te Reo Māori degree at the University of Waikato.

As Equity Programme Lead Michaela will be championing and leading efforts to reduce health inequities in our local population. This will include reviewing service areas to identify service delivery improvements.

She says a mahi tahi (team) approach is important.

“We want to look at how can we better deliver services to whānau who are

struggling to engage in healthcare and help support practices to strengthen the equity components within their practice.”

Michaela says working to improve equity is something she is passionate about and she is inspired by the dedication and innovation of the General Practices she has worked with so far.

“It's been fantastic to work with them and I look forward to working with more practices. We will be able to use some of what we have developed so far, as well as coming up with new ways of healthcare delivery. What works for one is not going to work for everyone.

“I absolutely love this role and feel like I've come full circle after working with vulnerable families at grass roots level in outreach, and alongside General Practice on the Health Care Home project.”



Michaela Kamo

OUR VISION AND VALUES

Thank you to all our staff at WBOP PHO who participated in a workshop last year looking at what drives us as an organisation.

The resulting picture beautifully defines our 'why' and our vision, purpose, mission and core beliefs.

It is an important piece of work and incorporates our newly refreshed logo, symbolising our partnerships with Iwi and General Practice.

We will be incorporating these statements and our new logo into our documents and communications tools over the coming year to bring them to life.

You can find our vision and values summary on the About Us page on our website: wboppho.org.nz/about-us

Welcome to Poutiri Wellness Centre

Poutiri Wellness Centre has joined the PHO network of General Practices, offering another option to our population in Te Puke.

The wellness centre is based at Poutiri Trust's Commerce Lane premises, offering an affordable, holistic wellness hub that proactively supports whānau to be well, get well, and live well.

Doctors Joe Bourne, Tim Chiari, Jen Hall and Dan Jackson have joined the team at Poutiri, with the new practice operating alongside Poutiri's mental health and addiction, nursing, whānau ora, breastfeeding, employment support and child/rangatahi services.

Poutiri Trust CEO Spencer Webster says the trust's board has been wanting to

introduce an integrated wellness centre to the community for some time.

"So this is our starting point - this is the kick-off of a broader strategy to introduce a more holistic approach to wellness and care delivery," he says.

"We're a Māori health provider so we have a particular aspiration to make an impact on Māori health inequities. We really want to see if we can make a transformational change to the outcomes and the states that our people are in. But it's for the entire community, promoting wellness as a normal and attainable way of being."



Pauline McQuoid

Fellowship for Pauline

Pauline McQuoid from Medwise has been named as a Fellow of the Pharmaceutical Society of New Zealand for her outstanding and significant contribution to the advancement of pharmacy practice in New Zealand.

A clinical pharmacist and pharmacist prescriber, Pauline established Medwise in 2008 with Carolyn Woolerton. Since then, Medwise has been working closely with WBOP PHO to provide clinical pharmacist services in primary care and across the care transition from secondary to primary care.

The innovative Medwise model of pharmacist service delivery was described in the 2020 review of the New Zealand Health and Disability System as a case study for future clinical pharmacy services and was a runner-up in the inaugural Primary Healthcare Awards 2020.

"Problems with medicines are often 'invisible' so it is good to have a pharmacist as part of the team to focus on that aspect of healthcare," says Pauline.

"It has been rewarding working with patients, doctors and nurses to make sure medicines are working well for people and not causing problems.

"Over the past year or so we have started working within General Practice teams and have had positive feedback about it, so we are looking at ways we could do more of this."



Doctors Dan Jackson, Jen Hall, Joe Bourne and Tim Chiari have joined the team at Poutiri Wellness Centre.

FAREWELL TO GRANT ARDERN

The PHO recently farewelled its Chief Information Officer, Grant Ardern, who joined the organisation five years ago to audit our information technology services.

He leaves to join the DHB's Innovations and Improvements team as Cross Sector Digital Architect, tasked with improving health information flows via digital means across the Bay of Plenty health provider network.

"As well as allowing for better information sharing, it will improve visibility of clinical activity. There are a lot of clinical process flows that are invisible at a management level because they are done by fax and email. You can't manage what you can't see. If you can't see it, it's difficult to plan investment and secure funding," says Grant.

Grant's initial audit led to a significant upgrade of the PHO's IT services, including the introduction of Analytique and Thalamus to collect key healthcare data from General Practices for reporting purposes and improved strategic planning. Patient health information is also shared with the DHB to assist secondary clinicians with patient care.

He also initiated the introduction of the claims management tool Halcyon which makes claiming easier for clinicians and allows them to quickly see which funded programmes patients are eligible for.

"We have a great IT team at the



Grant Ardern

PHO, which has grown from two to five members. Nothing significant has been achieved without it being a collective team effort and the positive clinical feedback we've received has been a highlight," says Grant.

Grant is a founding member of the National Telehealth Leadership Group. Last year he helped set the wheels in motion for telehealth to be provided to Mōtītī and Matakana Islands and was involved in the roll-out of telehealth in General Practice during the COVID-19 pandemic.

IN BRIEF

Dr Luke Bradford – Chief Medical Officer

Congratulations to Tauranga GP and co-chair of the WBOP PHO Board, Dr Luke Bradford, who has been appointed Chief Medical Officer of the Bay of Plenty District Health Board.

Luke will be responsible for leading, implementing and providing oversight to the delivery, quality, productivity and efficiency of the DHB's medical workforce, ensuring patients and their families receive safe, high-quality care.

The role is part-time and Luke will continue to work in General Practice at Fifth Avenue Family Practice.

"This is an exciting opportunity for me to help make the health system more integrated and equitable, as signalled in the recent Health and Disability System Review," says Luke.

Luke is also a member of the New Zealand Medical Association General Practitioner Council and Chair of the Primary Health Alliance.

Health and Wellness Services workshop

Thanks to all the Practice Managers and Nurse Leads who attended our Health and Wellness Services workshop in November.

Health and Wellness Services is an extension to General Practice to support our enrolled population in the community. For those not currently enrolled with a GP, we encourage and support people to enrol with a GP of their choice.

As well as our walk-in clinic in First Avenue, our focus is on extending our mobile services into the community as the eyes and ears for General Practice.

Valuable feedback was gained from the workshop and we hope to work closely with General Practice over the coming year to offer enhanced services.



Christmas celebration *WBOP PHO celebrated the end of 2020 in style with a Christmas function at Skyline Rotorua. We rode the Luge before dining amongst towering Redwood trees at the Hidden Forest halfway down the scenic Luge track. The food, dancing and great company made for a fantastic day out! Special thanks to Acute Demand Administrator Lizzie Nicholls for her superb organisation of the event.*