



Western Bay of Plenty  
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU  
WHAKARITORITO TE TUPU  
O TE HARAKEKE



*Safe? The Impact of COVID-19 on Elders calls for urgent investment in restoring Elder social connectedness.*

## New research finds Elders living in fear of COVID-19

**Tauranga social gerontologist Carole Gordon says New Zealand needs to restore social connectedness for our Elders who are anxiously limiting their lives because they fear COVID-19.**

All 26 people who have died in New Zealand from COVID-19 were older people.

Carole undertook research into the impact of COVID-19 on Elders from October to November 2020, finding that while Elders felt safe and well-informed during the 2020 lockdowns, they are still afraid to go out, are limiting their lives, and are experiencing high levels of social disconnectedness and hardship.

"Elders did so well managing that long period of social isolation and now there is a challenge to reconnect," she says.

Carole's report, *Safe? The Impact of COVID-19 on Elders*, calls for urgent investment in restoring Elder social connectedness and is expected to be presented to the COVID-19 Group in the

Department of the Prime Minister and Cabinet.

The report also makes local recommendations for achieving Elder social connection and wellbeing to the Western Bay of Plenty Primary Health Organisation, Bay of Plenty District Health Board and Tauranga City Council, which collaborated on the research.

Lindsey Webber, CEO of WBOP PHO, says the PHO welcomes the opportunity to share insights from this research internally and across its network of general practices.

"In a time of significant health system reform, the importance of active listening, authentic co-design approaches to health service configuration, and a greater understanding of the real issues for Elders will be hugely valuable."

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# Improving healthcare and wellbeing for all

Fifth Avenue Family Practice is exploring ways to improve healthcare and wellbeing for its patients, specifically assessing how it can be more understanding of and responsive to its Māori patients and incorporate a Māori world view in health and wellbeing.

In December, the practice's Māori Health Working Group, He Waka Eke Noa, held a pre-Christmas celebration lunch with several of its Māori elders (kaumātua).

The group's goal was whakawhanaungatanga (making connections and building relationships), connecting with whānau, and giving their kaumātua the opportunity to present their ideas and suggestions to ensure the practice is meeting their needs and the needs of its wider whānau.

He Waka Eke Noa includes Dr Todd Hulbert, Dr Tania Stokes, Nurse Practitioner Julia Perry, Lead Receptionist Debbie Irving, WBOP PHO Director Māori Health Kiri Peita, WBOP PHO Equity Programme Lead Michaela Kamo and Tawharangi Nuku, a local kaumātua and guide to the group.

"We had a wonderful hui that embraced future wānanga and friendship, along with a shared kai," says Todd.

"We valued the kōrero and insight immensely and look forward to continuing the conversation this year."

Throughout the year Fifth Avenue Family Practice, a Health Care Home practice, will be exploring ways in which it can learn, develop



Fifth Avenue Family Practice's Māori Health Working Group, He Waka Eke Noa, from left, kaumātua Tawharangi Nuku, PHO Equity Programme Lead Michaela Kamo, Nurse Practitioner Julia Perry, Dr Tania Stokes, PHO Director Māori Health Kiri Peita and Dr Todd Hulbert. Absent: Debbie Irving.

and change as a practice to improve health and wellness for its Māori patients.

One of the first changes it has made is the introduction of new bilingual signage at reception and in its waiting area to honour Te Ao Māori (the Māori world view) and Te Reo Māori.

Kiri Peita says the Fifth Avenue Family Practice team is on a journey to make a difference in Māori health outcomes and she is "genuinely heartened" by their commitment, passion and approach.

"It is a privilege being part of their journey. Kei runga noa atu rātou – they are awesome!"

## More than 200,000 patients enrolled with WBOP PHO

WBOP PHO has reached a new milestone with more than 200,000 patients now enrolled. Katikati Medical Centre enrolled the new patient that took us over the 200,000 mark.

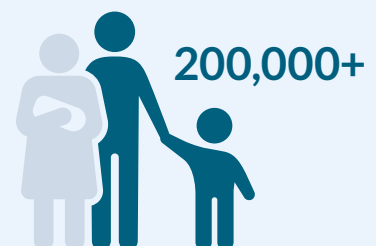
Phil Back, General Manager Practice Services, says continued growth in enrolments allows the PHO to deliver a broader range of services, particularly with a focus on our Māori and high needs communities which face greater challenges in accessing services through general practice.

"The main use of this increasing funding is to support delivery of

community-based services which improve access and reach the most vulnerable within our communities."

An enrolled population of 200,000 is considered significant nationally in terms of capacity to deliver existing and new services, while remaining sustainable. This is also important within the context of the Health and Disability Services Review recommendations where capacity and

sustainability are the foundations on which future service provision will be based.





# Co-design a key component of Health Care Home

Three of the seven general practices participating in the WBOP PHO's Health Care Home project are learning how to co-design services with their patients as part of a sponsorship arrangement with the Health Quality & Safety Commission.

The Health Care Home (HCH) project was launched in the Western Bay of Plenty in late 2019. More than 175 general practices throughout New Zealand are now using the integrated model of care.

WBOP PHO's Health Care Home Project Lead Jeane Rossiter says despite the interruption of COVID-19 last year, the practices in the project have come away with "lots of positives".

"Many of the practices already had a head start on telephone assessment and triage when COVID-19 hit. Their involvement in the project has helped build resilience."

Jeane says co-designing services with patients is a key feature of the HCH model. Some practices opted to go on this journey independently, whereas others took the opportunity of having ongoing expertise

and support. Sponsorship from the Health Quality & Safety Commission has enabled professional development workshops as well as remote training sessions for those practices involved.

"These aren't always skills that sit within general practice. It isn't an easy option, so sessions that cover a nine-month timeframe are designed to help sustain the project through to successful completion," says Jeane.

All three practices have chosen equity-focussed design projects with a view to enhancing patient experience and engagement.

"We have been fortunate to have patients attend both co-design workshops, in addition to the contribution they are providing to their practice," says Jeane.



## Filling our kete with knowledge – He Pounamu

**Keep an eye out around the PHO for posters about our cultural journey, He Pounamu.**

In response to a staff survey last year, the PHO started offering 45-minute tikanga/te reo Māori sessions covering topics such as pronunciation, mihi (greetings), waiata and karakia.

These have started again for 2021 and will extend to cover local legends (pūrakau), numbers, and Matariki. Participants will also learn about marae protocol, including pōwhiri, before our learning is put into practice with a guided hīkoi of Tauranga Moana and a visit to a local marae in June.

From June onwards the sessions will capture the hīkoi experience, and continue with new te reo Māori learning, including how to do a pepeha – a way of introducing yourself in te reo Māori.

Later in the year it is hoped that all PHO whānau will stay overnight on a local marae.

Director Māori Health, Kiri Peita, says the name He Pounamu recognises that whatever we learn, no matter how small, it is valuable and adds to our kete of knowledge.

"Through learning the language, we also learn about the culture, as language and culture is inseparable."



## Promoting health and wellbeing to rangatahi

Health Promotion Coordinator Tiana Bennett, left, and GP Outreach Nurse Tamar Courtney represented the Western Bay of Plenty PHO at the Rangatahi X – Te Hiringa Hou youth event hosted by Ngāi Te Rangi at Whareroa Marae in Mount Maunganui recently.

The event included kapa haka, kai, health and career information, sports and much more. The HbU mobile health waka was on hand for health checks and the PHO had a \$50 Amazon surf shop gift voucher up for grabs for rangatahi to offer suggestions on what could be provided to help to improve their health and wellbeing.



Jewel Tipene from Huria Trust, WBOP PHO Support to Screen Programme Lead Joanne Tuhakaraina and Te Aihē Toma from Ngāti Ranginui Mauri Ora are helping people earn points for their marae through health and wellbeing initiatives.

## Breast and cervical screening return as part of popular festival

Wāhine (women) earned points for their marae as part of the 2021 Tauranga Moana Tauranga Tangāta Festival this month by organising their overdue breast and cervical screening with WBOP PHO.

The three-day event is held every two years and is attended by thousands of people affiliated to Tauranga Moana iwi. Marae, hapū and iwi compete for points in a variety of activities, including kapa haka and sport, for bragging rights.

Wāhine who had breast and/or cervical screening earned 30 points per screening. More than 50 wāhine took the opportunity to screen and earn points for their marae at the 2018 festival.

The PHO enlisted the help of local hapū to spread the word among their wāhine. Huria Trust organised a group to have their breast screening together, and a cervical screening session in their clinic.

Spokesperson Jewel Tipene says the PHO's strong connections and collaboration with kaupapa Māori health providers such as Huria Trust mean there is a natural progression to work together on these initiatives.

"Even if just one more wāhine is safe as a result of this programme, it's really worthwhile."

Ngāti Ranginui Mauri Ora also ran a physical challenge in the lead-up to the festival – Hikoi Kori Tinana Wero Twenty21. Held over six weeks, participants were encouraged to complete a 3.5km walk or run in one of seven locations, as well as complete a new exercise each week and upload a photo to social media.

## First PHO fun run/walk a success

WBOP PHO's General Practice Liaison team decided to walk (or run) the talk last month, organising a fun run/walk around Mauao in a bid to keep fit and improve their health and wellbeing.

Seventeen PHO staff and whānau took part in either a 5km or 10km run/walk, followed by brunch at The General Café. A fun time was had by all, with lots of personal goals smashed!

## IN BRIEF

### PHO supports Whareroa Marae over health concerns

The Western Bay of Plenty Primary Health Organisation is supporting Whareroa Marae in Mount Maunganui over health and wellbeing concerns about air quality impacts of surrounding industries.

The Tauranga Moana Advisory Group, a joint Iwi and Bay of Plenty Regional Council committee, has recommended urgent development of an action plan and the commissioning of an independent report to investigate a managed retreat of surrounding pollutant industries.

A working group has been set up to ensure community concerns about the health impacts of polluted air are addressed, including iwi and hapū, BOPRC and Tauranga City Council, the PHO, Bay of Plenty District Health Board, Toi Te Ora and industries operating in the area.

### COVID-19 vaccination programme under way

Congratulations to Ngāti Ranginui who are leading the COVID-19 vaccination programme of border workers at the Port of Tauranga.

The vaccination team, which is supported by WBOP PHO, is onsite at the port from 11am-4pm, Monday to Friday.

COVID-19 vaccinations are being made available to our border and MIQ workers and their whānau as a means of added protection against the risk they encounter as part of their workplace duties.

The COVID-19 vaccination rollout programme is organised according to a priority system that will eventually progress from frontline/most at risk to vulnerable populations and ultimately the wider community around June/July this year.

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