

Te Rerenga

News from the Western Bay of Plenty Primary Health Organisation



WBOP PHO

Western Bay of Plenty
Primary Health Organisation

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



Care parcels and support for Te Puke whānau

Kaiarahi Vicki McNeill and physiotherapist Helena Parry, pictured here delivering a care pack to Mona and Charles Wilson, were part of a team from Te Puke's Ngā Kākano Foundation who distributed around 200 care parcels to vulnerable whānau each week of the COVID-19 lockdown. Read more about the foundation's mahi on page 4.

Thank you from our CEO

The COVID-19 pandemic is a health event that most of us will only experience once in a lifetime, if at all.

As an organisation, we had to rally quickly to focus on how we continue to keep people well in their communities.

I am immensely proud of the speed and professionalism of our network in responding to the crisis – there was great agility and flexibility shown to quickly change the operating model and keep patients and practice teams safe.

Our focus has never strayed from the health and wellbeing of the people and communities we serve and no stone was left unturned to ensure continuity of care in difficult circumstances.

We have been innovative – leaping into action to offer COVID-19 testing at short notice, holding drive-through flu vaccination

clinics to protect our vulnerable communities, and developing efficient IT systems to ensure people received their test results in a timely way.

The teamwork between General Practices, PHOs, Iwi and the DHB has been phenomenal – the positive, can-do attitudes and willingness to make things happen – and bodes well for the future of healthcare in the Bay of Plenty.

Finally, I want to thank each and every one of our staff, Iwi partners and General Practices for the compassion and empathy you have shown to each other during this crisis – it is something to be very proud of. Naku, noa nā

Lindsey Webber

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All hands to the pump for COVID-19 testing and flu vaccination

WBOP PHO staff were instrumental in setting up community-based assessment centres (CBACs) for COVID-19, but our involvement in COVID-19 testing started even earlier with swabbing at our Health and Wellness Services clinic in First Avenue and Tara Road Medical Centre in Papamoa.

Another of our general practices, Chadwick Healthcare, was also involved in swabbing for COVID-19 at an early stage of the pandemic.

COVID-19 swabbing began at First Avenue on 17 March and was set up in just a few hours. Personal protective equipment (PPE) and swabs were quickly organised, and it was decided that swabs would be done in patients' vehicles in the carpark.

"We just had to work our way through the process methodically as there was no blueprint to follow," says Director of Nursing and Workforce Development, Philippa Jones.

At its peak, staff were testing a new patient every 10 minutes over a period of seven days.

"We didn't have very much space in the car park but our processes were safe and efficient," says Philippa. "All of the staff really pulled together well and we followed a cycle of continuous improvement."

The Health and Wellness team also set up a similar drive-in testing centre at Tara Road Medical Centre and later moved on to working at



the CBACs, so they could share their experience and knowledge with CBAC staff.

WBOP PHO also worked with kaupapa Māori providers, Ngāi Te Rangi and Ngāti Ranginui Iwi, The Centre for Health, BOP DHB, and Nga Mataapuna Oranga to deliver a mobile CBAC service called Pahi Tahi, providing COVID-19 assessment and testing to marae, hapu, and vulnerable Māori communities.

Drive-through flu vaccination clinics were also set up for priority groups, including over 65s and pregnant women.

"We worked with our colleagues in general practice, in particular, Wendy Dillon, regional clinical manager for the Green Cross Group, to organise these quickly. Logistically, the drive through vaccination was challenging, but we vaccinated 1800 people over five days at Tauranga Boys' College and our plan was shared and used in other regions."

Patients who completed evaluation forms at the drive through vaccination clinics gave a resounding thumbs-up to the process, with 464 out of 465 people saying they would attend a drive-through vaccination clinic again.

PLANNING

Te Toi Huarewa – our new Health Strategy

A strong pro-equity approach, particularly for Māori, is a key feature of our new Health Strategy, Te Toi Huarewa.

The strategy is a living document that will continue to evolve and enable us to respond to current and future challenges.

Our three priorities are:

- Whai mana – equity
- Whai ora – quality healthcare
- Whai rangatiratanga – sustainability

We believe equity will be achieved by doing the things we are doing now even better, by being open to look at new ways of doing things, and by challenging our own ideas about how things should work.

Whānau, Hapu and Iwi must lead, determine and guide pathways to how best achieve Māori health gain. Investing in Iwi-led and locally delivered kaupapa Māori programmes in partnership with General Practice will be key.

Only 20% of health inequities are attributed to health; the other 80% come from other social factors, such as poverty and damp housing, therefore developing meaningful relationships with other

Consulting on the health needs of our communities

It's a slice of island paradise – Matakana Island – home to about 280 people from five hapū of Ngāi Te Rangi.

Although visible from the mainland, and just a short boat trip across the Tauranga Harbour from Omokoroa, it is an isolated rural community with the same struggle for access to health services as many other small communities throughout New Zealand.

While some on the island are trained as first responders for health emergencies, a doctor visits the island just once a fortnight, and a nurse in alternate weeks. Medicines are sent via barge from Omokoroa. Birthing mums must plan well ahead because there are no midwives here.

A team from the Western Bay of Plenty Primary Health Organisation, led by Director, Māori Health Kiri Peita, travelled to the island in February to meet with Te Awanui Hauora Trust to find out how access to health services could be improved.

As well as hosting the fortnightly GP clinic with Ngati Kahu Hauora, Te Awanui Hauora has a drop-in centre and gym, and



Engaging with our Matakana Island community, from left, Phil Back, Kristy Samuels, Te Uta Roretana, Hauata Palmer (Te Awanui Hauora Trust), Lindsey Webber, Grant Ardern, Catherine Warren and Kiri Peita.

offers services ranging from a chiropractor clinic and mirimiri (massage) to health promotion programmes addressing health issues such as diabetes, mental health and heart disease.

Along with the school and the sports club, the hauora makes up the 'CBD' of Matakana and there is a constant flow of people in and out.

Matakana had access to telehealth services for virtual consults once upon a time, but it was part of a pilot project that lost its funding. It is an option the PHO will explore again.

A men's health clinic was trialled recently, with young men on the island encouraged to have various health checks over several weeks as part of evening rugby practice. A PHO dietitian travelled to the island to take part in the programme.

WBOP PHO also sponsored Matakana and Rangiwaea Island's kapa haka roopu,

Te Paringa Tai, to compete at the Mātaatua regional competition for the first time in February this year. The sponsorship acknowledged the value kapa haka has as a vehicle for positive health outcomes for whānau.

Following the deaths of four young men from the island last year which left the tight-knit community reeling, training for the competition helped bring both young and old together in a common purpose and lift collective spirits, says Matakana kaumatua Bob Rolleston.

The February hui was a positive experience for all involved and the PHO will report back to Te Awanui Hauora on how it can help improve access to health services.

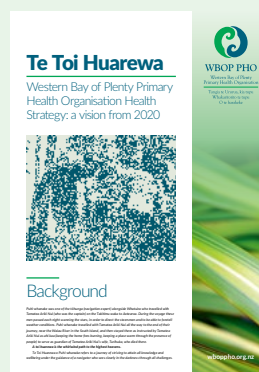
The PHO team also visited Motiti Island in March, which has a GP clinic once a month, to engage with the community there.

stakeholders is mahi (work) that needs to be addressed. We will look to work more closely with other local health and social providers.

CEO Lindsey Webber says Te Toi Huarewa is a clear commitment to strengthening partnerships and working together with all stakeholders to achieve our goals.

"It's about ensuring we invest in pursuing co-design opportunities with patients and communities – nothing about us without us – and continuing to be agile and innovative in our thinking. Let's not be afraid to try something new and then change it if we need to."

A copy of Te Toi Huarewa is available on our website www.wboppho.org.nz/about-us



20% 80%

Only about 20% of health inequities are attributed to health; the other 80% come from other social factors.

Introducing Gena Holmes

2020 is International Year of the Nurse, marking the 200th anniversary of the birth of Florence Nightingale. In this issue of Te Rerenga we feature nurse Gena Holmes who is returning to the workforce with the assistance of the WBOP PHO.

Nurse Gena Holmes is no stranger to the cut and thrust of intensive and emergency healthcare. She has worked in hospital intensive care units in Australia and the UK and spent three years in the emergency department at Tauranga Hospital.

But after eight years of being a full-time mum to her three children, Gena is ready to step back into her chosen career, albeit in a less hectic, part-time role.

"I never thought I would go back into nursing, but through my school connections the deputy principal at Bethlehem College approached me about a school nurse role. There was just one huge complication which was that I didn't have my current nursing registration."

WBOP PHO employs the school nurses working at Western Bay secondary schools so Gena came on board via a return to nursing programme designed for her by Director

of Nursing and Workforce Development, Philippa Jones.

Prior to COVID-19, Gena was volunteering four days a week with the nursing team at Health and Wellness Services, including working alongside other school nurses, doing home wound care visits, and working in the First Avenue walk-in clinic.

"This gave me the necessary evidence to meet the Nursing Council requirements and, during the middle of lockdown, I got my nursing registration."

Gena has been working at the drive-through flu vaccination clinics and the Tauranga CBAC during COVID-19 and when there is a return to 'business as usual' she will interview with the principal and board of trustees at Bethlehem College for the role of school nurse there.

"The hope is to set up and run a clinic there two days a week. I know a lot of



Nurse Gena Holmes

families there and I'm really looking forward to it. I've really missed nursing and I love it. It's so nice to be back."

IN BRIEF

COVID-19 care parcels

Ngā Kākano Foundation, in collaboration with Te Arawa Whānau Ora Collective, The Daily Cafe, Empowerment NZ, Colab, Kiwicoast Lions and Seeka, distributed around 200 care parcels to vulnerable whānau each week of the COVID-19 lockdown.

The packages included hygiene supplies, food and activity packs for children and adults containing educational booklets and puzzles, as well as COVID-19 health information.

The health and community service provider's response sat alongside an integrated Whānau Ora emergency response plan which involved phoning clients/whānau with health needs to support them to stay well.

The foundation's medical centre also remained open – with virtual or telephone consultations – and staff were involved in the pop-up mobile CBACs in Te Puke.

Other initiatives have included lawn mowing and donations of slippers to the elderly, and twice weekly online fitness classes.

Key leadership appointments at PHO

Three key leadership appointments were made at WBOP PHO during March.

Philippa Jones, Director of Nursing and Workforce Development

Philippa has successfully led our Health and Wellness Services and been instrumental in the strategic development of the services and development of individual staff.

Her work has resulted in a narrowing of Māori health inequities and she is looking forward to working with our PHO partners to further develop capability and expand capacity of services to reduce inequities.

Debi Whitham, General Manager Community Services – West

Debi joins WBOP PHO from the Hauraki PHO where she was Community Services Manager.

Her background is in nursing, having worked at Waikato Hospital for 26 years in

various roles, and as Community Services Manager at Midlands Health Network (Pinnacle) for four years.

Debi wants to look at ways to improve access and make the health system easier to navigate for our communities.

Gareth Hudson, General Manager Corporate Services

Gareth joined our staff in 2017 from the BOP DHB after many years of financial accounting, management accounting and decision support roles, including Performance Analyst and Finance and Performance Manager.

He has led the PHO's Admission Risk Stratification project and been a member of the Information Services Development team that rolled out the Thalamus reporting suite.