



Hauora Matua ki Te Tai Aorere
Nelson Bays Primary Health

Pūrongo ā-Tau Annual Report

JULY 2022 – JUNE 2023



Tāngata Ora

Kaimahi Ora

Hapori Ora

our Region

MAPUA/MOTUEKA/ GOLDEN BAY PRACTICES

Māpua Health Centre
The Doctors Motueka
Greenwood Health
Golden Bay
Community Health

RICHMOND/WAKEFIELD PRACTICES

Florence Medical Centre
Richmond Health Centre
Tasman Medical Centre
Wakefield Health Centre

NELSON PRACTICES

Harley Street Medical
Hauora Health Centre
Medical and Injury Centre
Nelson City Medical Centre
Nelson East Family Medical Centre
Nelson Family Medicine
Rata Medical
St Luke's Health Centre
Stoke Medical Centre
Tahunanui Medical Centre
Tima Health
Titoki Medical
Toi Toi Medical

MURCHISON

Murchison Health Centre



**What is the most
important thing
in the world?**

**It is the people,
it is the people,
it is the people**

**He aha te mea
nui o te ao?
He tāngata,
he tāngata,
he tāngata**



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Welcome to Nelson Bays Primary Health

Hauora Matua ki Te Tai Aorere

Hauora Matua ki Te Tai Aorere (Nelson Bays Primary Health) operates as a Charitable Trust.

Nelson Bays Primary Health is a primary health provider and commissioning network for primary and community service in the Nelson Bays region.

Nelson Bays Primary Health is an organisation which is committed to the delivery of primary and community health. Embedded in its principles are:

- Te Tiriti o Waitangi
- Focused on equity
- Centred in its people and communities
- Accessible primary health care
- Integrated primary and community care

- A strong primary and general practice partnership
- Strong and supportive networks with community and community non-government organisations and cross government partnership

Healthy people, healthy workforce, healthy community

The Nelson Bays Primary Health Board is made up of community, Māori, and provider representation from the Nelson Bays region. The role of the Board is to provide leadership, set the organisation's strategic direction and vision, sign off policies, and organisational performance measures. The Board appoints, delegates authority to and monitors the Chief Executive. It acts within the boundaries of its own Trust Deed, as well as other relevant legislation and regulations.



He Mihi

Hoea mai Te Waka o Rangī
 ki te takapau whāriki o Te Tau Ihu
 Kia ruia mai ngā mate o Taramainuku
 hei whetū tīrangaranga
 Ki te hunga kua riro, ka tangi ake rā

Kei ngā mana whakatiketike e taki
 ana i te waka o Māui
 Waerea mai te rangi kia
 tāwharautia ai te tini
 Waerea mai te papa kia
 matike mai ai ngā iwi
 E ngā tītītai, hoea tō waka

Ahu whakauta mai ki te
 Pūrongo ā-Tau a Te Tai Aorere
 Ki konei kimihia ai ngā nekehanga o Te
 Hauora Matua ki Te Tai Aorere
 i te tau kua hipa ake nei

E ngā ringa whakairo,
 e ngā kaitītiritari o mātauranga
 Kārurea te muka tāngata,
 whakamaua te kahu Pae Ora



ENGLISH VERSION

Come forth the Canoe of Rangī
 to the land of Te Tau Ihu
 To sow the departed as stars in the sky
 To those who have passed on, we mourn you

To the esteemed principals who guide
 the canoe of Māui
 Clear the path of the skies
 to shelter the multitude
 Clear the path of the land
 to raise up the people
 To the commanders, continue on your way

Now, bring your focus to our annual report
 Where you will find the movements
 of Nelson Bays Primary Health
 in the year that has passed

To the working hands and
 givers of knowledge
 Bind together the people and
 fasten the ties of Pae Ora



About Nelson Bays Primary Health

Hauora Matua ki Te Tai Aorere

Te Whakakitenga

our **vision**

Tāngata Ora, Kaimahi Ora, Hapori Ora

healthy people... healthy workforce... healthy community

Te Oati

our **mission**

Kia ngātahi te hoe ki uta

Everyone working in unison to achieve the vision

Ngā Whāinga

our **goals**

Kia whakatūturutia te oranga o ngā hapori o Te Tau Ihu Whānui

*To ensure wellbeing for our
communities across Te Tau Ihu*

Ngā Mātāpono

our **guiding principle**

He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata

What is the most important thing in the world?

It is the people, it is the people, it is the people

Nelson Bays Enrolled Population

NELSON BAYS PRIMARY HEALTH

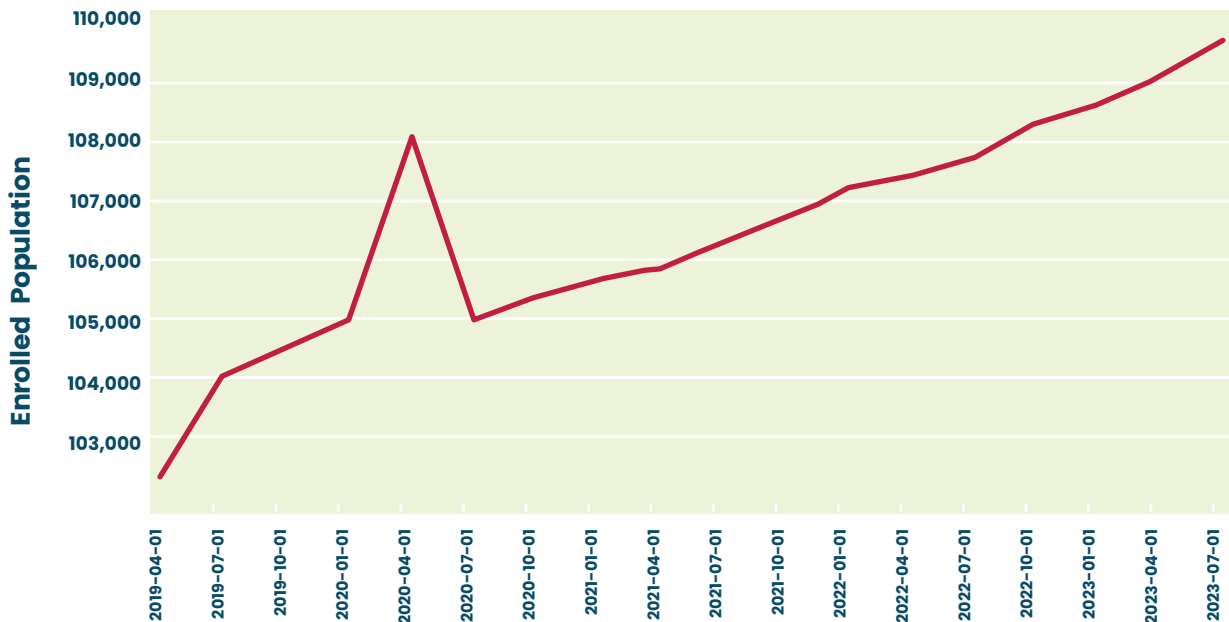
Population enrolled over time



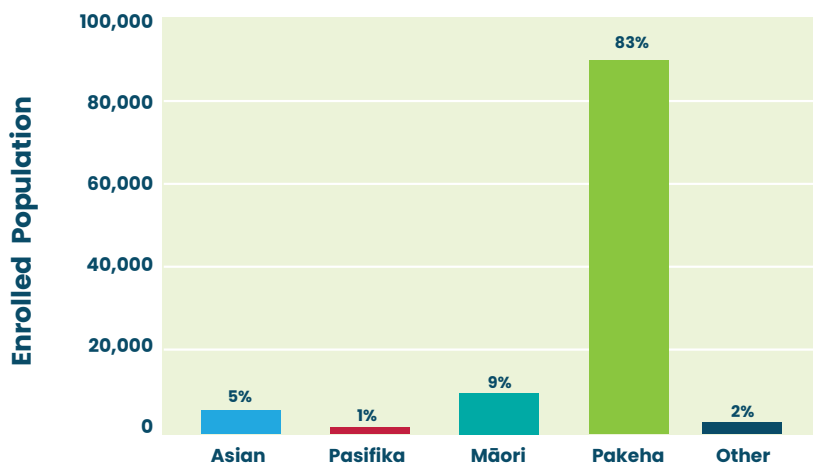
109,604 ENROLLED POPULATION

At the end of June 2023, 109,604 people were enrolled with Nelson Bays Primary Health general practices.

ENROLLED POPULATION OVER TIME



ENROLLED POPULATION BY ETHNICITY

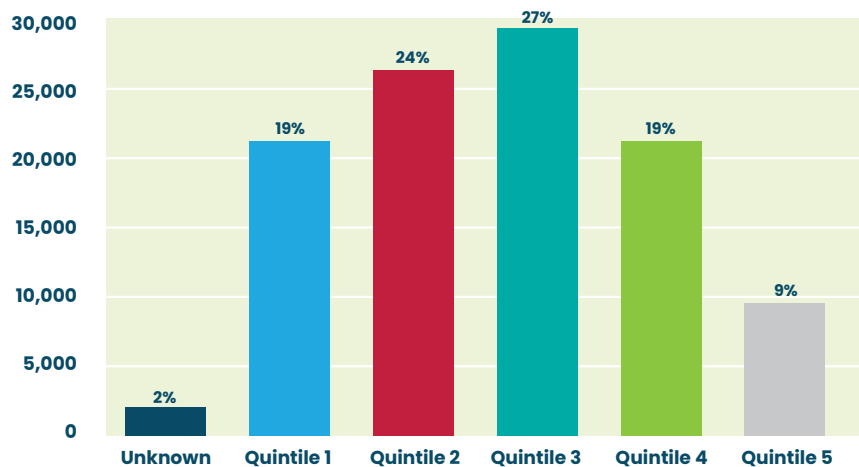


Nelson Bays Enrolled Population

ENROLLED POPULATION BY AGE GROUP AND ETHNICITY

AGE GROUP	MĀORI		PASIFIKA		ALL OTHER ETHNICITIES	
	NUMBER	%	NUMBER	%	NUMBER	%
00-4	900	9%	104	6%	3,967	4%
05-14	2,165	22%	361	22%	10,471	11%
15-19	965	10%	158	10%	5,526	6%
20-64	5,111	52%	904	56%	53,567	55%
65-69	309	3%	35	2%	7,055	7%
70-74	217	2%	29	2%	6,471	7%
75-79	135	1%	15	1%	5,213	6%
80+	104	1%	10	1%	5,812	6%
TOTAL	9,906	100%	1,616	100%	98,082	100%

ENROLLED POPULATION BY DEPRIVATION QUINTILE



Chairperson's and Chief Executive's Report

Kāurea te muka tāngata Whakamaua te kahu Pae Ora

On behalf of the Board and Chief Executive of Hauora Matua ki Te Tai Aorere, Nelson Bays Primary Health, we have pleasure in presenting the Annual Report and financial statements for the year ended 30 June 2023. *We acknowledge our staff and the communities across Te Tau Ihu for providing the photos which are within the Annual Report.*

During this year, Nelson Bay Primary Health has welcomed the Pae Ora health reforms. These enable the orientation of health care to be provided in our communities with their health needs at the centre. Pae ora supports Nelson Bays Primary Health's commitment to our communities and reflects the findings of Wai 2575 and also Te Tiriti o Waitangi.

We acknowledge the contributions of retiring Board Member Helen Kingston, the Community Representative who has been with us for 9 years from Mohua, Golden Bay. Prior to being on the Board, Helen was a well-respected general practitioner across the Mohua community. We thank her for the passion and commitment she has provided both to the Board and for rural health care. We also wish to acknowledge Naomi Rosamond who was a Provider Representative on the Board, who left to travel overseas. Naomi's rural and primary care wisdom was valued by the Board and staff. We thank Kim Ngawhika, Carol Hippolite and Graham Loveridge who provide exceptional support to our communities and whānau in their respective roles as the Chairpersons of Te Tumu Whakaora and the Clinical Governance Committee.

This year has had challenges and opportunities as we supported general practice in the significant impacts it faced both in workforce and funding. Nelson Bays Primary Health will continue to advocate and work together to ensure wellbeing for the people of Nelson Bays. We also acknowledge the contribution and the pivotal role that our community agencies play in delivery of wellbeing across communities.

Nelson Bays Primary Health values its community partners, Te Piki Oranga and Nelson Tasman Pasifika Community Trust. We also value the establishment of Te Kāhui Hauora o Te Tau Ihu, the Māori Iwi Partnership Board, as we work together to achieve the wellbeing aspirations for Te Tau Ihu. The partnership with Te Piki Oranga to deliver improved outcomes for Māori who experience diabetes has been successful. We thank Te Piki Oranga for leading this work.

We continue to work positively with our health care system partners, Te Whatu Ora and Te Aka Whai Ora who are in process of building the system to support Pae Ora.

Throughout the year, Nelson Bays Primary Health was proud to be involved in events alongside Te Kotahi o Te Taihau Charitable Trust and our health partners. This included having a team of health professionals go to events with Te Kotahi o Te Taihau Charitable Trust, Te Whatu Ora and Māori and Pasifika health providers from across the rohe. This was a great opportunity for people to come and kōrero with some of our health professionals. Some of these events included Tamariki Days and Tū Ngātahi.

It has been exciting to be able to introduce many new work programmes throughout the year. These have included the establishment of the Primary Youth Mental Health Service, the Hapū Māmā programmes, and improving steps to a more accessible responsive primary care service.

We continue to focus on safely delivering equitable health services to our community. We have continued to invest in health priorities for our communities:

- Wellby – supporting the Found Directory, supported by a memorandum of understanding with Nelson Bays Primary Health services supporting Wellby and Signposter training
- Victory Adult and Other Drug Clinician – funding a community-facing adult alcohol and drug service
- Piko Hau Rua – facilitates general practice access for Māori, Pasifika, and Refugee services
- Tapuhi Matehuka (Diabetes Nurse Specialist) – addressing the inequalities for Māori and Pasifika – contracting Te Piki Oranga to work in general practice to support equity health goals for diabetes

At the time of writing this report, Nelson Bays Primary Health is winding up the last of its COVID-19 community response. In this annual report, we have dedicated some pages to reflect on the journey from the past four years. We thank all those staff who contributed to the programme, and our communities for embracing and keeping our community's wellbeing as a priority.

Nelson Bays Primary Health continues to be fiscally prudent by having a strong balance sheet, and we operate as a going concern. We note that once again we are budgeting for a small loss in the upcoming year as we continue to strengthen our services and our organisation to play our part in meeting both the health challenges and opportunities that lie ahead. We aim to ensure sustainability and continuity in primary and community delivery whilst embracing the Pae Ora reforms.

We acknowledge the hard work of our dedicated Executive Leadership Team. They work incredibly hard and always with hauora at heart. We acknowledge the great efforts of our Board Members who generously give their time, experience, and primary health leadership.

We look forward to the year ahead, continuing to work with our health partners, and to building on what has been another significant year for Hauora Matua ki Te Tai Aorere, Nelson Bays Primary Health.

Ngā mihi nui,

Sarah-Jane Weir
CHAIRPERSON

Sara Shaughnessy
CHIEF EXECUTIVE



Kim Ngawhika
DEPUTY CHAIRPERSON/
MĀORI REPRESENTATIVE



Sarah-Jane Weir
INDEPENDENT CHAIRPERSON



Blair Carpenter
COMMUNITY
REPRESENTATIVE

NELSON BAYS PRIMARY HEALTH

**Board
Members**
2022/2023



Carol Hippolite
MĀORI REPRESENTATIVE



Debbie Harrison
PROVIDER REPRESENTATIVE



Graham Loveridge
PROVIDER REPRESENTATIVE/
CLINICAL DIRECTOR



Helen Kingston
COMMUNITY REPRESENTATIVE



Naomi Rosamond
PROVIDER REPRESENTATIVE
(UNTIL FEBRUARY 2023)



Gordon Shaw
INDEPENDENT TRUSTEE
(APPOINTED IN JULY 2023)



Trudi Price
PEOPLE AND CAPABILITY
MANAGER



Sara Shaughnessy
CHIEF EXECUTIVE



Emily-Rose Richards
EXECUTIVE FOR CORPORATE
AND COMMUNICATIONS
EXECUTIVE ASSISTANT



Wolfgang Klöpfer
CHIEF FINANCIAL OFFICER



Charlotte Etheridge
GENERAL MANAGER
PRIMARY CARE



Tonia Talbot
HEALTH PROMOTION
MANAGER



Ruth Robson
GENERAL MANAGER GOLDEN BAY
COMMUNITY HEALTH

NELSON BAYS PRIMARY HEALTH
**Executive
Leadership Team**
2022/2023



Roy Hoerara
KAIWHAKAHAERE AHUREA
(COMMENCED IN JUNE 2023)



Wirihana Lukitau
KAIWHAKAHAERE AHUREA
(COMMENCED IN JUNE 2023)



Bobbie Hutton
DIRECTOR OF NURSING



Wayne Thompson
SERVICE DEVELOPMENT
AND PROJECT LEAD

Clinical Governance Committee Chairperson's Report



The Nelson Bays Primary Health Clinical Governance Committee met regularly over the 2022/23 year.

The Clinical Governance Committee has representation from general practitioners, primary and practice nurses, practice management, pharmacy, Māori Health Provider, the Board, Management, and Te Whatu Ora. We are also pleased to have a consumer representative on this Committee.

The Clinical Governance Committee has a role in overseeing the clinical quality of services that are provided under Nelson Bays Primary Health and acts as an advisory committee to the Nelson Bays Primary Health Board. The Clinical Governance Committee aims to apply a quality lens over services alongside Te Tumu Whakaora who apply their Māori health lens.

The Clinical Governance Committee regularly reviewed reports from the Ako (education) Programme and the Clinical Programmes funded by Nelson Bays Primary Health and gave feedback on the use and development of these programmes.

Much of the Clinical Governance Committee's focus over the last year has been on issues involving the interface between primary care and secondary care, but there have also been clinical issues that the Clinical Governance Committee made comment on.

COVID-19

The pandemic evolved with widespread infection and then as the virus mutated to less virulent forms, with better herd immunity through infection and immunisation, fewer people became seriously unwell although death rates in elderly remained significant. The use of antivirals in vulnerable patients became targeted treatment, keeping people out of hospital. The Clinical Governance Committee gave input on infection control at general practice level, clinical indications and processes for vaccination and treatment protocols. At this point many of the mandates are withdrawn and COVID-19 is at present "business as usual".

Interface with Te Whatu Ora

The Clinical Governance Committee considered a number of issues and communicated to the Hospital Clinical Governance Committee and the Heads of Departments our thoughts and recommendations, including:

- Direct access from general practice for Echocardiography – successful in keeping this open
- Notification of referrals to Radiology – submitted successfully to reduce the number of automatic status notifications
- Push back from the Outpatients Department to general practice when their department capacity is under pressure. The Clinical Governance Committee lobbied to keep awareness that if the Outpatients Department is busy, so is general practice. The intent of this was to raise awareness in hospital settings that general practice is under pressure and the capacity to do more is limited

- Cardiology investigation/intervention results – Hospital IT systems are complex and the Cardiology systems still do not communicate directly with general practice patient management systems
- Capacity in general practice is a major cause of concern. The Clinical Governance Committee has considered this and brought this to the attention of the Top of the South Health Alliance (Nelson Bays and Marlborough Primary Health Organisations, Te Piki Oranga and Te Whatu Ora)
- Medi-Map prescribing – this common platform for prescribing for aged residential care is accessible to hospital clinicians. After input from the Clinical Governance Committee the hospital clinicians are starting to use this on discharge
- Jointly commissioned two collaborative event investigations with Te Whatu Ora's Clinical Governance Committee. This is a change of practice which supports a whānau voice to improve communication between health systems

Nāku iti noa, nā

Dr Graham Loveridge
CLINICAL GOVERNANCE COMMITTEE
CHAIRPERSON/CLINICAL DIRECTOR

Te Tumu Whakaora Chairperson's Report



*Ki a koutou te kanohi ora o ngā Iwi
tēnā koutou, tēnā koutou,
tēnā koutou katoa*

I am honoured to present this report on behalf of Te Tumu Whakaora. Over the past year, our committee has worked diligently to ensure that our primary health services are delivered in a way that respects and incorporates the unique needs and perspectives of the Māori community.

Te Tumu Whakaora is comprised of dedicated members who bring a wealth of knowledge and experience in Māori health and wellbeing. Our committee includes representatives from various iwi and hauora providers, as well as individuals with expertise in Māori cultural competence, health promotion, and community engagement.

Te Tumu Whakaora continues to advocate for equitable access to health care services for Māori, particularly in the area of diabetes,

supporting the employment of a dedicated Māori nurse based with Te Piki Oranga and partially funded by Nelson Bays Primary Health. Maria Briggs provides a holistic service which includes educating whānau with diabetes, as well as ward staff, general practitioners, practice staff, and others while working on a long-term sustainable service for Māori and Pasifika.

Te Tumu Whakaora welcomes the recruitment to Kaiwhakahaere Ahurea roles at Hauora Mātua ki Te Tai Aorere, Nelson Bays Primary Health – Dr Roy Hoerara and Wirihana Lukitau. Dr Roy Hoerara (Ngāti Porou, Ngāti Kahungunu ki Wairarapa) has a significant focus and experience across the public sector and has held various advisory and strategic roles. Wirihana Lukitau is a passionate advocate for Te Reo Māori me ōna tikanga and its benefits for Hauora. Wirihana's whānau whakapapa to Te Tau Ihu Iwi.

This year amongst a number of specific kaupapa, Te Tumu Whakaora have started to make valuable connections with the new kaimahi of both Te Whatu Ora and Te Aka Whai ora, updated Te Tiriti o Waitangi Policy and Procedures, established priority indicators for health improvements such as immunisation rates, percentage of patients for whom costs stopped them from picking up prescriptions and the percentage of patients who were able to get health care from a general practitioner or nurse every time they wanted to in the

last 12 months. These priorities relate to Te Tāhū Hauora (Health Quality and Safety Commission) Report and enable Te Tumu Whakaora to monitor specific improvements in health equity in our region.

While we have made some progress, we recognise that there are ongoing challenges in Māori health. Disparities still exist, and there is a need for continued advocacy, education, and collaboration. We are committed to addressing these challenges and capitalising on the opportunities to improve Māori health outcomes.

I want to express my gratitude to the members of Te Tumu Whakaora for their dedication and hard work over the past year and welcome Carol Hippolite to the role of Co-Chairperson. I would also like to extend my thanks to Sara Shaughnessy, Chief Executive, and her team for their ongoing support and commitment to enhancing Māori health.

In conclusion, Te Tumu Whakaora remains dedicated to advancing Māori health and wellbeing within the primary health care system. We look forward to another year of progress and collaboration as we strive to create a healthier and more equitable future for our Māori community.

Nāku noa, nā,

Kim Ngawhika
TE TUMU WHAKAORA CO-CHAIRPERSON





Ngā Ratonga Hauora



**Health
Services**



Nelson Bays Primary Health's Commitment to Equity

Nelson Bays Primary Health demonstrates its commitment to addressing equity in Te Tau Ihu. We do this by delivering a number of services dedicated to prioritising the needs of Māori and Pasifika in Nelson Bays. Our commitment is demonstrated by strengthening our relationships in Te Tau Ihu:



Appointments of Roy Hoerara and Wirihana Lukitau as Kaiwhakahaere Ahurea for Nelson Bays Primary Health



Participation at Regional Intersectoral Forum



Building relationships with local iwi



There were **459** new Māori whānau enrolments into general practice over 2022/23



Establishment of Health Consumer Advisory Group (commencing in September 2023). **The group has representatives from Māori, Older Persons, Youth, lived experience, community involvement**



Hapū Māmā

improves engagement and health outcomes for hapū māmā and pēpi by identifying hapū māmā yet to be vaccinated. Unenrolled patients are supported via the Kaiatawhai Service to connect with health and social services. At the end of 2022/23, there were no current unregistered hapū māmā in Nelson Bays, which is a huge success.



Tapuhi Mate Huka Diabetes Nurse Specialist – working in partnership with Te Piki Oranga to provide a Tapuhi Mate Huka service for Māori people with diabetes.

There have been **54** assessments provided for Māori since the commencement of the service in April 2023.



Kaiatawhai Nursing Service

– **free support** provided to people with barriers to health care to connect them to primary health care providers, with priority given to Māori and Pasifika.

There were **142** Māori who accessed the service in 2022/23, which is 33% of the total people seen.



Te Tiaki Ngawari

Flexible Care – subsidised appointments provided at a general practice aimed for Māori, Pasifika, and quintile 4-5 populations.

There were **3,680** Māori who accessed the service in 2022/23, which is 11% of the total people seen.



Integrated Primary Mental Health and Addiction Service

Health Improvement Practitioners and Health Coaches – **free access to mental health support in general practice.**

There were **985** Māori who accessed the service in 2022/23 which is an **increase of 15.4%** from the previous year.



Piko Hou Rua – there have been **17 people (15 Māori, 2 Pasifika)** supported to enrol into general practice, since the commencement of the service in November 2022.



Rongoā Kākāriki (Green Prescription)

empowering patients using effective self-management support, so they gain motivation and confidence to make life-long healthy choices. Mātāpuna provides aqua sessions for Kaumātua, Poudi is designed for the Nepalese/Bhutanese Refugee community, and Franklyn Village is a collaboration with the Victory Pharmacy.

23% of total attendances to Green Prescription programmes were Māori



Starting Well

Nelson Bays Primary Health's focus is on:

- Positive outcomes for Māori and Pasifika māmā and pēpi
- Integrating Family Planning, Plunket and maternity services
- Improving wellbeing for whānau



Immunisation Facilitation Service



Overview

Nelson Bays Primary Health is contracted to provide professional immunisation leadership in a collaborative partnership between Nelson Marlborough Public Health services, community pharmacy, community health organisations and general practice. The service ensures best practice support for community partners in delivering vaccinations across Nelson Bays.

Our key focus over 2022/23 was working with our community partners to improve immunisation rates for our tamariki and whānau.

Key Achievement

Joint whānau community events with Te Kotahi o Te Taihū Charitable Trust, Te Piki Oranga Wānau, Nelson Tasman Pasifika Community Trust and Refugee event days.

There was a focus on enrolment for hapū māmā and pēpi to ensure childhood immunisation as a priority. At the end of the 2022/23 financial year, all hapū māmā in Nelson Bays were enrolled with a general practice.

Immunisation targets

Aiming for herd immunity which is >95% target population immunised.

2020/21	2021/22	2022/23
89% 8-month-old immunisations	85.8% 8-month-old immunisations	84.7% 8-month-old immunisations
87% 2-year-old immunisations	86.5% 2-year-old immunisations	84.6% 2-year-old immunisations
** Pertussis (whooping cough) for 5 year-olds	86.4% Pertussis (whooping cough) for 5 year-olds	82.2% Pertussis (whooping cough) for 5 year-olds
** Measles (measles, mumps, and rubella)	89.3% Measles (measles, mumps, and rubella)	83.1% Measles (measles, mumps, and rubella)
22.3% Influenza	24% Influenza	26% Influenza

* The pertussis and measles percentages for the 2022/23 financial year are currently unavailable.

*** New service provided in the 2021/22 financial year and previous financial years' data not available.

Community Engagement

An example of community engagement with our health partners, was on 25 February 2023, Te Kotahi o Te Taihū Charitable Trust hosted Tū Ngātahi which was a whānau event celebrating resilience. Nelson Bays Primary Health were onsite in the hauora zone, alongside Te Whatu Ora, Te Piki Oranga and our other health partners. Our nurses were pleased to be able to deliver 12 MMR vaccinations onsite to help protect whānau against measles, mumps, and rubella.



Gateway Health Assessment Service



Overview

Nelson Bays Primary Health works collaboratively with Te Whatu Ora, Oranga Tamariki and the Ministry of Education to identify and respond to tamariki and rangatahi health, wellbeing, and education needs. We facilitate access to appropriate services to improve health outcomes.

Key Achievement

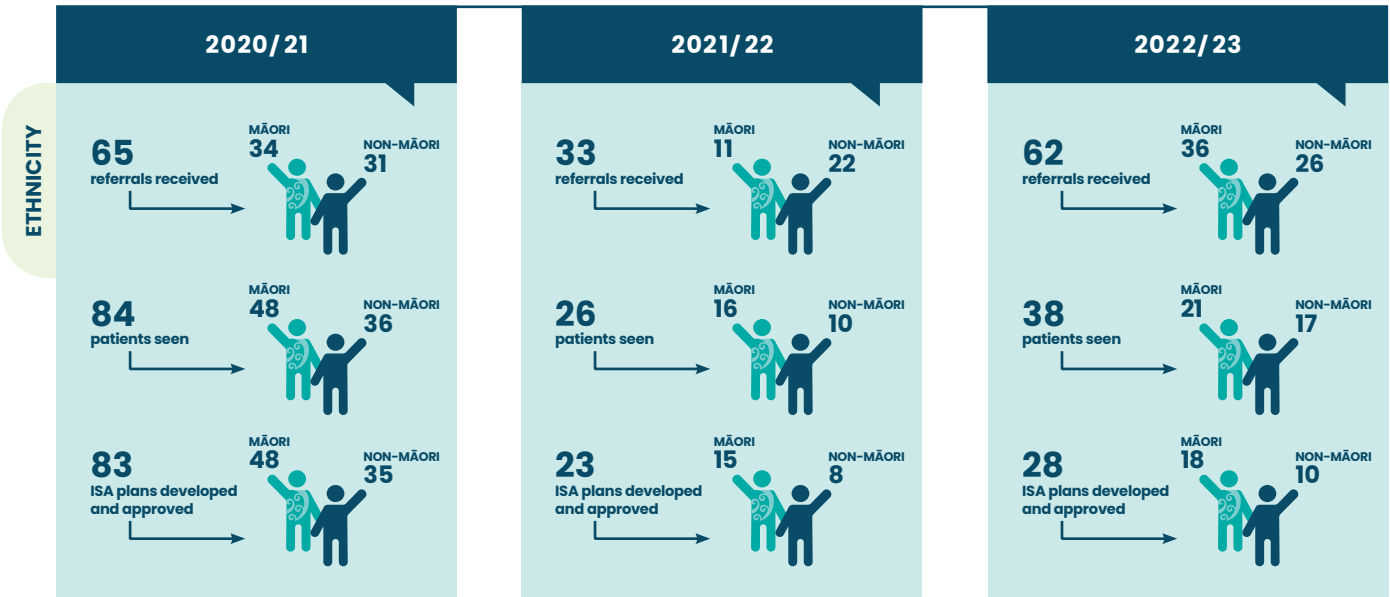
Increase of collaboration between all services for better outcomes for tamariki and working together to reduce the waiting time (due to Paediatric staff shortage) for Paediatric Gateway Health Assessments.



Māori Health & Other Vulnerable Groups

Te Piki Oranga's Kōtuitui Hapori and Nelson Bays Primary Health Mental Health Manager both sit on the Gateway Panel, adding cultural advice and input regarding service delivery for best outcomes for Māori/Pasifika tamariki. The Gateway Coordinator continues to discuss with Te Piki Oranga the onboarding of youth nurses to provide Gateway Health Assessments for rangatahi (over 12 years old) who identify as Māori and who consent for a Māori provider Nurse Assessor. An approach has also been made to the Nelson Tasman Pasifika Community Trust to onboard a nurse to offer Pasifika youth health assessments. The local refugee population are also prioritised as a vulnerable group and work continues with Te Whatu Ora and Victory Community Centre to support this group.

Outcomes



Mental Health Services to Children in Care



Nelson Bays Primary Health facilitates and coordinates the delivery of appropriate mental health services to meet mental health needs (behavioural and/or emotional) for tamariki and rangatahi in the care of Oranga Tamariki (previously Child, Youth and Family) and/or via a Gateway health assessment with a Mental Health Package of Care. This package of care includes counselling or therapy sessions at any future date as requested. There were 8 referrals received to this service in 2022/23.

Lactation Consultant and Breastfeeding Support



Nelson Bays Primary Health provides specialised lactation consultant services across the Nelson Bays region via one-on-one appointments in the home and community clinics, as well as lactation advice and education in the hospital with whānau and staff. The service supports women to achieve their personal breastfeeding goals and offers ongoing education and clinical guidance to allied health professionals across primary and secondary services. There were 75 patients seen in 2022/23, which is a decrease from previous years due to an unforeseeable staff shortage for 6 months. There is ongoing collaboration between the lactation consultants of Nelson Bays Primary Health and Te Piki Oranga to support breastfeeding outcomes across the region. There were 63% of the women fully breastfeeding at the time of discharge from the service.

“

Consumer experience

“Thank you so much for your support with the breastfeeding. You were a real life saver. Breastfeeding works well now and I enjoy our times together so much. I love having food ready for him wherever I go. I was so desperate... and you totally took the pressure off me... thank you so much for your work!”

Perinatal Counselling Services



Nelson Bays Primary Health provides some funding to Perinatal Support Nelson to provide a perinatal counselling service in the Nelson Bays region. Perinatal Support Nelson provides activities and support for all mothers and their partners that are experiencing mild to moderate postnatal depression and/or anxiety. This includes both one-to-one support, and groups for women and men along with advice, information, advocacy, and other activities from time to time. There were 142 referrals received in 2022/23, of which 26 were Māori. The new Clinical Manager has added cultural safety in group sessions for mothers in line with Te Tiriti o Waitangi. This support has been received and appreciated by the mothers who attended sessions this year.





Living Well

Nelson Bays Primary Health’s focus is on:

- Primary and community care, urgent care, planned care, ambulance services, ACC, telehealth, hospice and palliative care
- Improved wellbeing for rural communities
- Pae ora - by primary and community care systems supporting improved outcomes for whānau



Rongoā Kākāriki Green Prescription



Overview

Nelson Bays Primary Health provides a Green Prescription service to guide patients to improved health through better understanding of behaviours, physical activity, and nutrition. This is achieved by empowering patients using effective self-management support, so they gain motivation and confidence to make life-long healthy choices.

Key Achievement

Creating connections with other community organisations such as The White House, Nikau Hauora Hub and Victory Community Centre, to create new programmes to support the needs of the wider community. 23% of total attendances to Green Prescription programmes were Māori clients.

“Still trying to eat more wholesome foods to stop snacking. Thinking of more ways to move my body and to exercise things on my days off.”



Māori Health & Other Vulnerable Groups

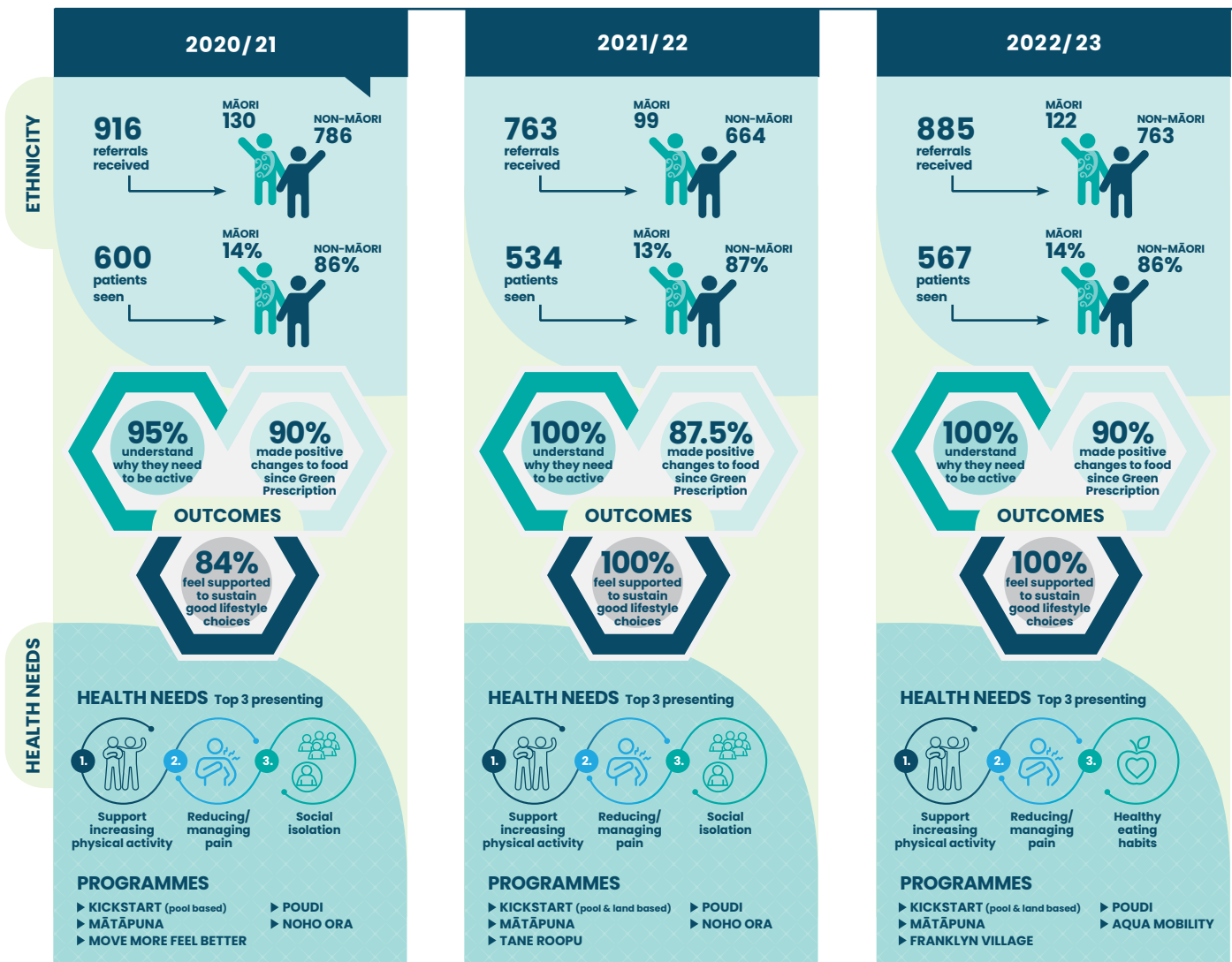
Mātāpuna A collaborative with Green Prescription and Te Piki Oranga to provide aqua sessions for Kaumātua. It is a series of group aquatic sessions that addresses the four E's (Exercise, Education, Emotional Support and Enjoyment). In 2022/23, two classes were run weekly, and working in collaboration with the Nelson Bays Primary Health Type 2 Diabetes and Healthy Hearts programmes

Pouidi A programme designed for the Nepalese/Bhutanese Refugee community. This is a chair-based exercise group that includes walking, yoga, chair-based exercise, and balance/coordination activity

Franklyn Village This programme is a collaboration between the Victory Pharmacy and their interpreters, meeting weekly at Victory Community Centre for an hour walk/stretch. In 2022/23, there were 130 attendances over 21 sessions

“Of late, my health has changed. I have not done any pool activity for a while. I have however, a need to return to my Aqua jogging. The Green Prescription programme was the best plan for my overall health.”

Outcomes



Te Tiaki Ngawari Flexible Care




Overview

Nelson Bays Primary Health provides subsidised appointments at a general practice to allow enrolled and eligible patients who have high needs because of chronic (or long-term) condition or terminal illness, affordable access to intense clinical management.

Key Achievement

The service support long-term condition management and reduce barriers to accessing essential health care.



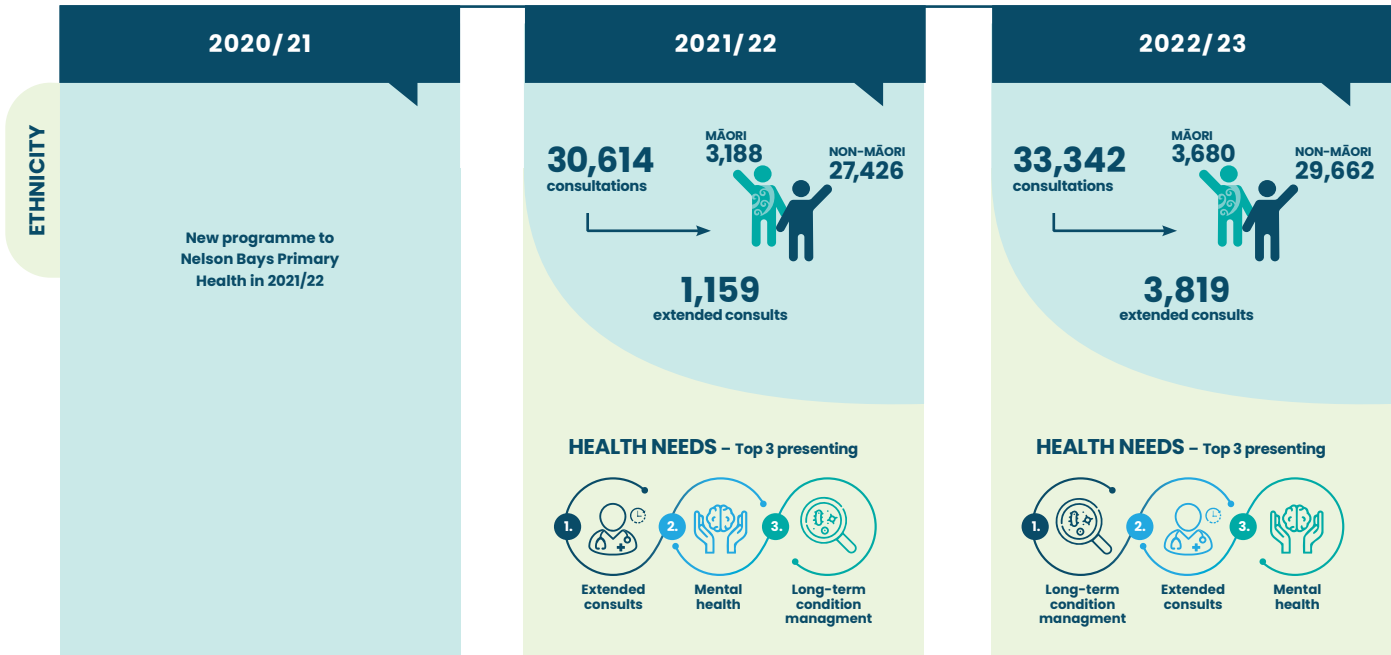
Māori Health & Other Vulnerable Groups

This funding is allocated out and weighted towards the Māori, Pasifika, and quintile 4-5 populations.

“ The flexibility of the new programme has allowed the funding to be utilised to best suit the needs of the patients presenting to general practice.

Consumer experience

Outcomes





COVID-19 Response – End of an Era

Nelson Bays Primary Health in collaboration with our partners Te Whatu Ora, Marlborough Primary Health, Public Health, Te Piki Oranga, Nelson Tasman Pasifika Community Trust and other community agencies, led the primary and community response to COVID-19 in our region throughout the past four years. The COVID-19 response was provided in two programmes – COVID-19 testing and COVID-19 vaccination.

Nelson Bays Primary Health thanks the community for supporting us with the COVID-19 mahi over the past four years.

From 1 March 2020 to 30 June 2023, we delivered:

90,009 vaccinations provided and **271,004** doses delivered



91,130 PCR tests provided



The first covid swab request originating in Nelson/Marlborough region occurred on 2 March 2020 and the first positive covid swab request originating in Nelson/Marlborough region occurred on 25 March 2020. The “busiest” day for the Nelson lab was 24 February 2022, when 1,280 tests were resulted in a single day
Using four different on-site testing systems



222 pop up testing clinics held



Testings Sites held at Saxton Field, Trafalgar Centre, Richmond and Motueka

11,238 RATs provided in general practice
Number handed out by NBPH not recorded



✓ **Community Team response**



105 pop up vaccination clinics held



✓ **Worksite response**



✓ **In-home vaccination support**



✓ **Education sessions**



NBPH COVID-19 workforce
157 staff
not including NBPH staff



2 vaccination centres open daily in Nelson and Richmond
Pharmacies and general practices also provided this service



85 administrator
60 vaccinators
5 shift liaisons
6 COVID-19 Hub/Workforce
1 management

✓ **PORT NELSON response**

✓ **Rural RATs delivery**



✓ **Call Centre**



Community Cardiac Rehabilitation Service

Healthy Hearts



Nelson Bays Primary Health delivers a community-based cardiac rehabilitation and self-management programme, in partnership with the cardiology team at Nelson Hospital. The purpose of the service is to reduce the potential for another acute heart event (i.e. secondary prevention) and to improve quality of life, enabling patients to live well for longer. In 2022/23 the service received 167 referrals (10 Māori), an increase of 32 from the previous year, and delivered 11 Healthy Hearts sessions.

“I felt comfortable with general concepts of what I was facing/ needed to do but the specifics of meds/diet were invaluable. I needed the whys of what I'd been told broken into digestible pieces. Was informative and all presenters were well educated on their subjects and communicated it well.”

Consumer experience

Community Diabetes Education

Type 2 and Pre-Diabetes



Nelson Bays Primary Health delivers group self-management education sessions to empower patients with pre-diabetes or type 2 diabetes to be actively engaged in managing their condition and reduce the risk of long-term complications. In 2022/23, there were 10 Living Well with Type 2 Diabetes sessions and 12 Kickstart sessions held, with 141 referrals (14 Māori) received for both sessions. The outcomes from these sessions held showed an 87.5 – 100% improved knowledge and understanding of diabetes, improved confidence to self-manage their diabetes and improved diet and physical activity levels.

Community Nutrition Service



Nelson Bays Primary Health provides a Community Nutrition Service to support individuals to make culturally appropriate, safe, and nutritious food choices to prevent and manage long-term conditions and other nutritional related conditions. The three components to the service are: Workforce development for primary care health workers; group self-management education for prevention and management of long-term conditions; one-to-one primary care dietitian appointments within general practice and other primary health care providers. There were 963 patient appointments (9% Māori) in 2022/23. A survey distributed to patients who have accessed the service showed 79.1% of patients reported they would recommend seeing a dietitian to whānau and friends.

The service links in with the other Health Promotion services to support diabetes education, cardiac rehabilitation, pulmonary rehabilitation, Green Prescription and Lactation Service and Breastfeeding Support, and collaborates with other health professionals across the health sector.

“I have altered my exercise routine to include more variety, so I don't lose interest. Also, I have included legumes into a couple of dinners, which I've never tried before. Since the appointment I have introduced more vegetables into my kids' lunches and dinners.”

Consumer experience

Community Physiotherapy Service



Nelson Bays Primary Health was involved in establishing a Community Physiotherapy Service in 2021/22, in collaboration with Te Whatu Ora. This service was established due to the ageing population in Nelson Bays with high levels of chronic pain and musculoskeletal impairments, impacting on a person's mobility, quality of life and activities of daily living. The community experience delays in accessing Te Whatu Ora musculoskeletal physiotherapy services due to lengthy waiting times and services not being readily available within the person's own locality. Nelson Bays Primary Health contracts three private physiotherapy providers to deliver this contract across the Nelson Bays region. The current providers are Proactive Rehab, Habit Health, and TBI Health Group.

There were 338 referrals (28 Māori) received in 2022/23, which has led to reduced wait times for patients in the community. The transfer of referrals from Te Whatu Ora to the community physiotherapy providers is prioritised for Māori, Pasifika, and vulnerable populations.

“Got great advice and treatment – loved everything about it.”

Consumer experience

Community Podiatry Service



Nelson Bays Primary Health contracts a private podiatrist to deliver a Community Podiatry Service across the Nelson Bays region. The current provider in Nelson is Mapua Podiatry (Justin Powell, Podiatrist), also recognised as The Nelson Hospital Podiatry Service. This free service is accessed via a referral and targets those that need it the most and have been identified as having diabetes-related foot problems. The service is delivered mainly via clinics, although home visits are undertaken for special circumstances.

The Podiatrist has strong relationships with Te Piki Oranga and holds regular clinics at the Te Piki Oranga offices in Motueka and Whakatū. This is a successful model for engaging Māori. There were 2,161 people (274 Māori) who accessed the service in 2022/23.

Community Respiratory Service



Nelson Bays Primary Health, in partnership with the Nelson Asthma Society, provides an evidence-based Pulmonary Rehabilitation Programme and “Better Breathers” groups. The service offers Respiratory Nurse consultation in home or clinic, as individual and group education. Nelson Bays Primary Health funds primary care providers to provide spirometry services and supports ongoing professional development in chronic respiratory conditions. There were 189 patients seen (17% Māori) in 2022/23, an increase of 64 from the previous year. We delivered three Pulmonary Rehabilitation programmes and 168 “Better Breather” group sessions.

“I now regularly exercise because of doing the pulmonary rehabilitation course. This course made me realise that I had very unhealthy breathing patterns and provided me with the tools on how to address that.”

Consumer experience

Diabetes Annual Review



Nelson Bays Primary Health provides a subsidised or fully subsidised appointment at general practice annually, for adults diagnosed with diabetes, to review their care and management. The aim is to monitor this long-term condition and reduce diabetes complications. In 2022/23, there were 2,694 reviews completed (242 Māori) in general practice. There is value in people with diabetes having their HbA1c checked regularly.

Health Care Home



In 2022/23, 15 general practices undertook 29 projects based on a collection of ideas from the Health Care Home approach. This allowed general practices the flexibility to implement and improve areas identified by the practice as being the most important and that had equity at the heart. Nelson Bays Primary Health general practices achieved the following four components in 2022/23:

Sustainability



11 general practices worked on 19 projects that reviewed practice sustainability to support continuously improved quality and reduce waste. These projects included standardisation, workflow, facility infrastructure, practice layout, workforce development and extending the practice team.

Urgent and Unplanned Care



One general practice worked on one project to improve access to acute care by implementing clinicians' triage and managing appropriate patients over the phone, including providing prescriptions, self-care advice, and referral for diagnostics without the need for a face-to-face appointment.

Proactive Care



Four general practices worked on five projects that demonstrated the importance of proactive care for those with complex needs and concentrated on staying well. Strategies were employed to prioritise care for Māori, other priority patients and whānau and included patient outreach, and pre-visit planning.

Routine and Preventative Care



Three general practices worked on three projects that recognised different people require different approaches and resources to get equitable health outcomes. This included engaging with their enrolled population in developing and delivering health care services.

Emergency Contraception Pill



Nelson Bays Primary Health provides a free emergency contraceptive pill consultation at general practice and funds prescriptions for women who are eligible for publicly funded health and disability services within New Zealand. There were 1,667 women (235 Māori) who accessed the service in 2022/23.

Infectious Disease Service



Nelson Bays Primary Health provides an Infectious Diseases service for the Nelson Marlborough region that encompasses clients within both primary and community settings. This role includes an emphasis on education and training to increase knowledge and provide appropriate resources for the overall reduction of infections and reduce the reliance on antibiotics if they are not required. There were 1,023 new referrals received in 2022/23 (97 Māori) and 4,005 appointments held.

Kaiatawhai Nursing Service



Nelson Bays Primary Health delivers a Kaiatawhai Nursing Service to provide free support to people with barriers to health care and connects them to primary health care providers. Priority is given to Māori and Pasifika. There were 426 patients seen (142 Māori) in 2022/23.

“ The Kaiatawhai Nurse met with the whānau to make a plan for them and support them to access the services required. A referral was made to the Whakatū Marae who were able to help this whānau by walking alongside them while they completed the required paperwork for PPPR. There was a positive outcome for the whānau with the PPPR being granted, and the patient was feeling much better as he knows the best person for the job is his partner. This was great work by the Nelson Hospital Social Work team for listening to the needs of the whānau. This interaction has strengthened the relationships between Nelson Bays Primary Health, Whakatū Marae, and Te Whatu Ora.

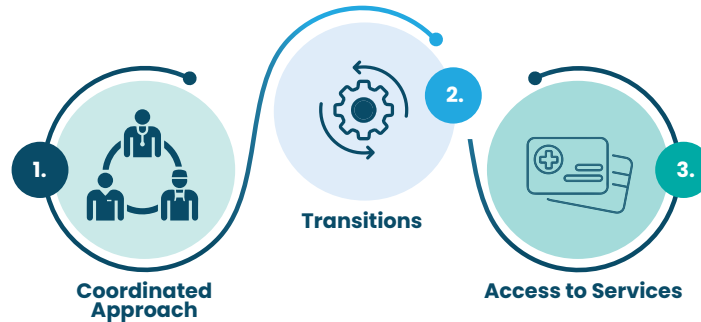
Consumer experience

Locality Care Coordination



Nelson Bays Primary Health provides a locality care coordination service. This service is the process of bringing a person’s care team together and connecting these people so that they work together as a team with the client. Programmes delivered include consults with referrers, connecting services and complex case reviews. There were 160 referrals (29 Māori) received by the service in 2022/23, which is 50% more referrals compared to the previous year.

Top Presenting Health Needs



Long Acting Reversible Contraception



Nelson Bays Primary Health provides a free consultation and procedure for the insertion and removal of the Mirena intrauterine device (IUD), Copper IUD and Subdermal Implant (Jadelle) for the eligible population at general practices that choose to deliver the service. The purpose of this service is to decrease the high rates of unplanned pregnancy, which can negatively impact physical and mental health and social wellbeing. There were 672 women (145 Māori) who accessed the service in 2022/23.

Medical and Injury Centre



The Medical and Injury Centre Limited is a joint partnership between Nelson Bays Primary Health and the general practice network in the Nelson region, represented by Nelson Bays General Practice Limited. The Medical and Injury Centre is Nelson Tasman’s only dedicated Urgent Care Centre, specialising in patients with injuries, fractures, and any other urgent medical needs, with extended hours of 8.00am – 10.00pm, daily.

The Medical and Injury Centre has a strong link with Te Whatu Ora and works closely with the emergency department so that patients are seen by the appropriate service and long waiting times can be avoided. The leadership team is proud to be surrounded by a skilled team of doctors, nurses, health care assistants, administrators, and receptionists, which focus on health care needs of our community. The Medical and Injury Centre saw 29,140 patients in 2022/23.



Persistent Non-Malignant Pain Service



Nelson Bays Primary Health delivers a service to enable clients to self-manage their persistent pain more effectively. There were 48 patients (9 Māori) who accessed the service in 2022/23. The service is being redeveloped to ensure it is more accessible to those in need. This service integrates with other Nelson Bays Primary Health services to meet the needs of those who experience persistent non-malignant pain.

“Client X reported since engaging with Green Prescription he identified his medication dosage was making him feel nauseous and dizzy. With GP help and attending Kickstart, he felt confident enough to slowly decrease the dosage and now reports he is on half the dose he was prescribed. He also mentioned he used a walker around the house as he couldn't stand without pain and from still feeling the effects of a spinal surgery decades ago. Now he feels confident to attend activity in the pool and doesn't use his walker anymore.”

Consumer experience

Piko Hou Rua



Nelson Bays Primary Health provides a Piko Hou Rua service (previously known as Vulnerable Populations service) aimed at better access for Māori and Pasifika whānau who are not enrolled with a general practice. The service works to empower whānau to access health services and to remain engaged with support. The service is working alongside our health partners to provide improved health outcomes for our community. There have been 17 people (15 Māori, 2 Pasifika) supported to be enrolled into general practice since the commencement of the service in November 2022.

Primary Health Nursing Leadership



The Director of Nursing provides leadership and oversees professional support for nurses working in Nelson Bays Primary Health and in primary health services, in conjunction with Nelson Bays Primary Health managers and the primary health team. Nursing teams across the Nelson Bays region have shown significant tenacity and resilience as we continue to provide high quality professional nursing services whilst accommodating the COVID-19 response, influenza and other infectious diseases, health reforms and nursing shortages. Strategic planning and service development with health partners has been important to support nursing services across the Nelson Bays region and Te Waipounamu. Other areas of focus have included professional supervision and mentoring, peer support groups, nursing focused education and workshops, practice nurse and health care assistant study fund, and provision of quality services.

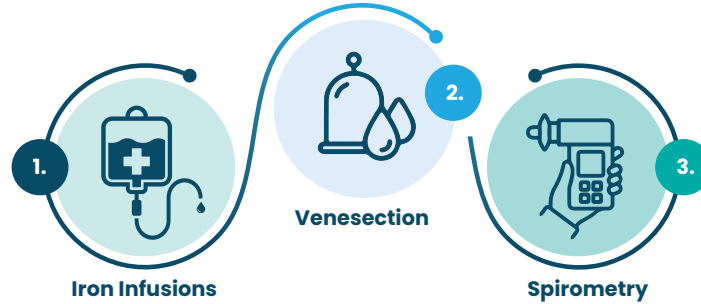
The Primary Care Systems Support role is facilitated by one of the senior nurses at Nelson Bays Primary Health. This role supports improved visibility and secure capture of individual patient data to ensure our local people receive the best care we can provide, to keep them well and safe in their own homes and communities. IT platforms, such as HealthOne, Shared Care Plans, Indici and DataCraft, support better patient care through availability of up-to-date information being available whenever people see their health care providers, facilitation of referrals to Nelson Bays Primary Health services and support service planning.

Primary Options for Care



Nelson Bays Primary Health provides funding to general practices to deliver over 15 services, which would otherwise be delivered in secondary care, under the primary options for care contract. The service provides early intervention in primary care and contributes towards a positive impact on health outcomes by having accessible care delivered at the right time and right place. There were 2,579 (211 Māori) claims received in 2022/23.

Top Presenting Health Needs



Refugee Health Services



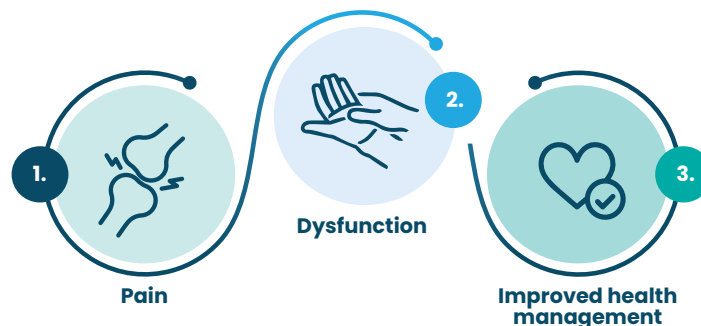
Nelson Bays Primary Health provides a Refugee Health Service to support quota refugees to stay well by receiving coordinated health and wellbeing care delivered by multi-disciplinary teams that are easy to access. The service works in collaboration with key stakeholders to ensure this service is provided for quota refugees whilst they are settling in Nelson Bays. In 2022/23, there were 85 quota refugees who resettled into Nelson Bays and 730 extended general practitioner and nurse consultations provided.

Rheumatology Specialist Service



Nelson Bays Primary Health provides a community-based rheumatology specialist model for the management of people with complex inflammatory/rheumatoid conditions. The service also provides support and resources for primary care physicians. There were 2,339 patients (233 Māori) seen in 2022/23.

Top Presenting Health Needs



Skin Lesion Removal Service



Nelson Bays Primary Health provides a high-quality skin lesion removal service within primary care. This service ensures timely skin lesion removals for people experiencing skin cancer. The service works in collaboration with Te Whatu Ora to reduce demand on secondary care. There were 833 minor skin lesion removals and 654 intermediate skin lesion removals completed in general practice in 2022/23. This was a significant increase compared to the previous year. There were 50 Māori referrals received to the service in 2022/23.

Strengthening Extended Primary Care Workforce Education



Nelson Bays Primary Health provides high quality and professionally relevant education for staff and general practices. This is to ensure that identified learning needs, skills and knowledge are met and kept up to date. In 2022/23, there were 7 multidisciplinary sessions completed, 4 continuing nurse education sessions completed and 35 primary health nurses funded for personal development. There were 17 education sessions held and the recordings of education sessions can now be accessed on the Nelson Bays Primary Health website for Nelson Bays associated primary health care providers.



Tapuhi Mate Huka **Diabetes Nurse Specialist**



Nelson Bays Primary Health works in partnership with Te Piki Oranga to provide a Tapuhi Mate Huka service. This service is supported to directly work with Māori whānau who experience issues with diabetes. The service focuses on prevention, early management and improved outcomes for the wellbeing of whānau. There were 54 Māori who accessed the service since the commencement of the service in April 2023. Over 10 education and diabetes health promotion sessions and discussions were provided to 150+ health professionals across Te Tau Ihu.

“Mr X is a tane that was not on any diabetes medications and was found to have extremely high blood glucose levels and in my role, it was important to make a clinical decision in collaboration with other health professionals to take him to the GP and get him started on some medications.”
 – Diabetes Nurse Specialist



Victory Community Centre

COMMUNITY BASED HEALTH ACCESS AND NAVIGATION



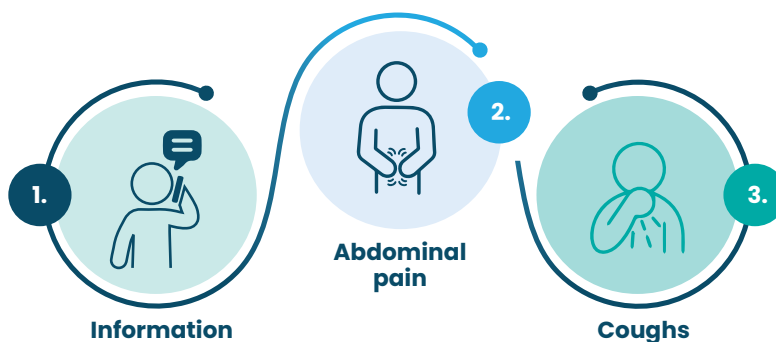
Nelson Bays Primary Health contracts the Victory Community Centre to provide a community-based health access and navigation service. The service supports whānau to better understand their health condition or health needs and supports access to primary health care and wellness support services, including enrolling or re-enrolling at a general practice. There were 219 patients (29% Māori) who accessed the service in 2022/23.

Whakarongorau Aotearoa **Telephone Nurse Triage Service**



Nelson Bays Primary Health contracts Whakarongorau Aotearoa to provide a quality telephone advice and assistance service by registered nurses for the Nelson Bays population during the hours that participating general practitioners or other providers are unavailable and have diverted their telephones to the service. There were 3,689 calls (191 Māori) received in 2022/23.

Top Presenting Health Needs





Mentally Well

Nelson Bays Primary Health's focus is on:

- Every door being the right door for whānau to access mental health services
- Integrating community mental health services across primary and community care
- Prioritising equitable mental health services for Māori and Pasifika whānau



Integrated Primary Mental Health & Addiction Service

HEALTH IMPROVEMENT PRACTITIONERS AND HEALTH COACHES



Overview

Nelson Bays Primary Health provides an Integrated Primary Mental Health and Addiction Service, which is a nationwide initiative to provide timely local, accessible, and free access to mental health support. Health Improvement Practitioners (HIPs) and Health Coaches (HC) work as integrated members of the general practice team across Nelson Bays, to provide support to those needing support to make changes in their life due to mental, physical, or social challenges.

Key Achievement

Establishing the new Health Improvement Practitioner and Health Coach positions in 15 of 22 eligible general practices across the Nelson Bays region as part of the nationwide rollout. We are looking at increasing that number to 18 practices by 2024 with the hope of including Nelson Tasman Community Pasifika Trust and Whakatū Marae to have a Health Coach at their whare.

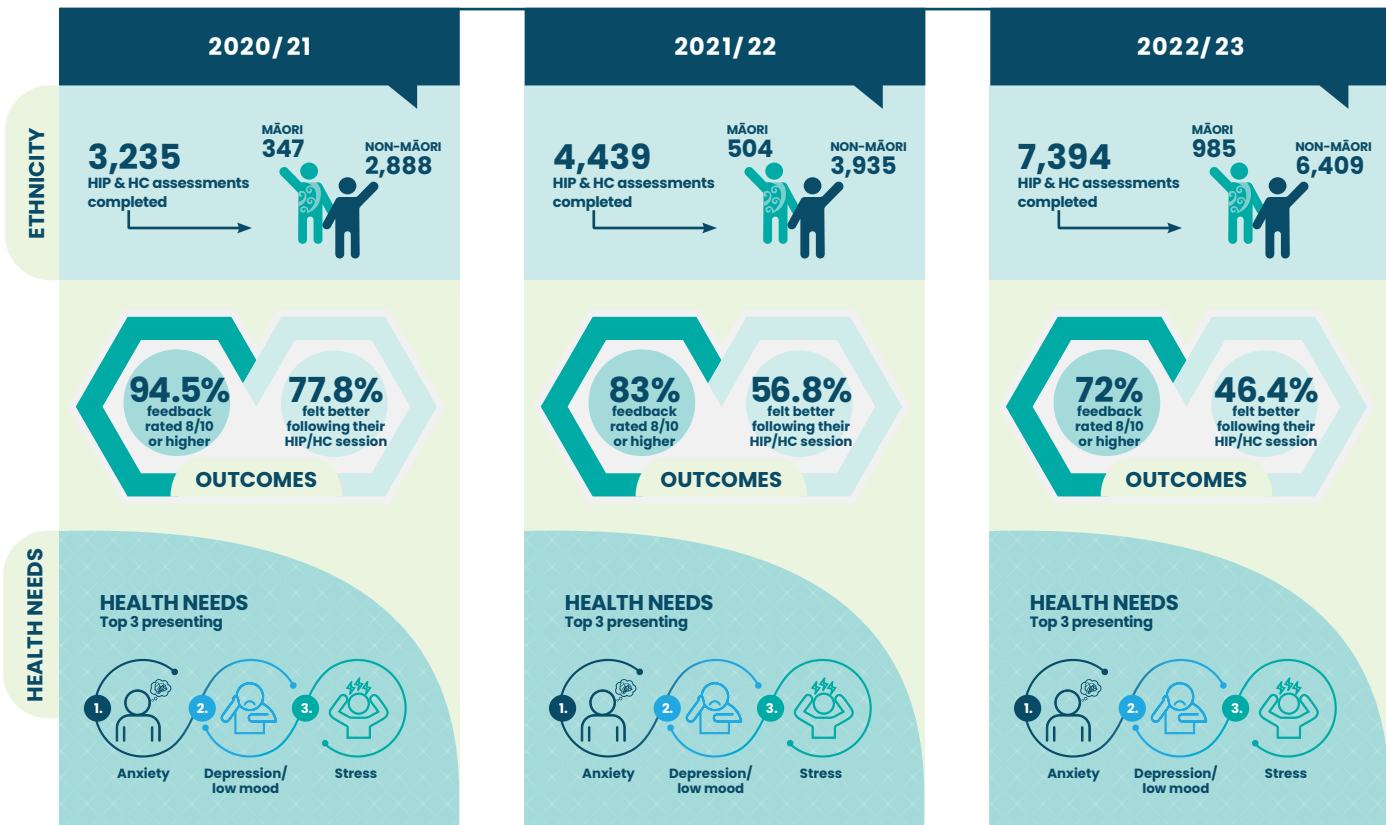
Māori Health & Other Vulnerable Groups

We continue to prioritise and take into consideration general practices that would like to have a HIP or Health Coach in their practice by looking at equity, specifically Māori, youth, and rural populations. We are making connections with Nelson Tasman Pasifika Community Trust, and two marae in Nelson Bays, to link in Health Coaches or HIPs in their whare. Health Coaches and HIPs continue to be involved in outreach work to engage vulnerable population with general practice. There were 985 Māori who accessed the service in 2022/23 which is a 15.4% increase from the previous year.

“Thank you for helping me find myself again. I thought my grief of losing running was too insignificant compared to problems others have but your empathy helped me learn to value myself and that I deserve to be happy. I found the book to be very helpful. I have even bought myself one and have been telling friends and patients about how they can rewire their brains even if they don't have pain. Through doing fun things in nature with my friends, I am training my brain orchestra to play positive tunes. Thank you also for telling me about “B”, she has also been life changing. I have even been able and brave enough to go football practices with team and do my exercise with them. I am happy to be moving positively on the recovery path, thank you for everything”.



Outcomes




Youth Alcohol and Other Drug Service



Overview

Nelson Bays Primary Health provides a Youth Alcohol and Other Drug Service which is brief intervention treatment, therapy, support, and care coordination for young people (under 25 years old), through a highly responsive, targeted mobile approach. The alcohol and other drug education and harm minimisation is provided through a client-centred, ecological model of care to meet the needs of young people in Nelson Bays.



Māori Health & Other Vulnerable Groups

The Youth Alcohol and Other Drug Clinician provides services at Youth Nelson, Motueka High School, and Waimea College. There were 40 Māori seen in the service in 2022/23.

Key Achievement

There was a significant reduction of alcohol and other drug use among young people who have engaged in the service.

“Helpful techniques and mechanisms.”

“I found it was helpful to speak in a safe place without judgment, with great advice.”

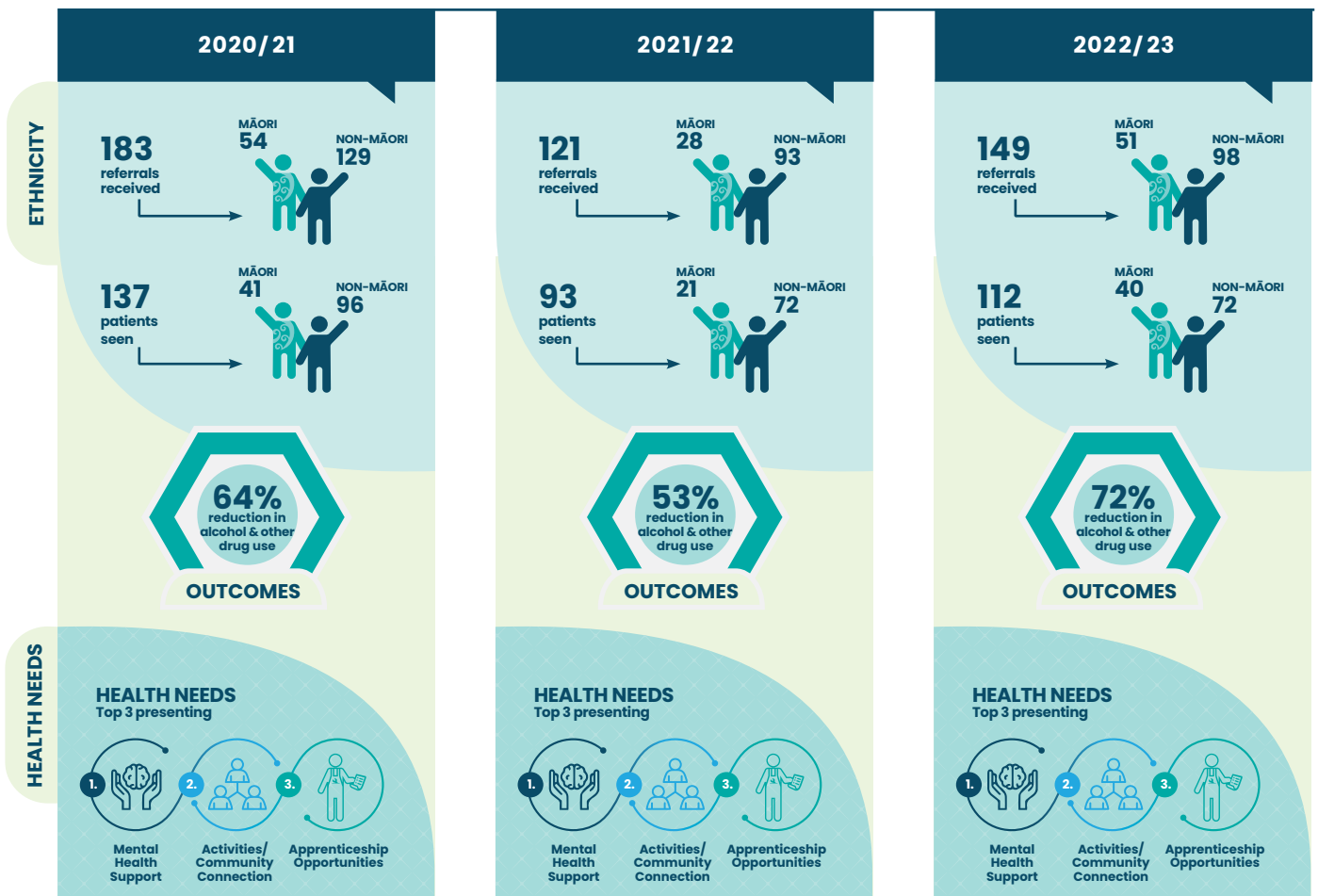


“Super supportive and just nice to have someone to talk to and listen.”

“Helped understand things better.”

“Being able to talk to someone and having someone help me out and come up with a plan for reaching some goals.”

Outcomes



Brief Intervention Service



Nelson Bays Primary Health provides a Brief Intervention Service for those with mild to moderate mental health issues, to help them develop their ability to manage stress, regulate emotions and develop coping skills. The Māori and vulnerable clients were prioritised, and engagement rates were higher this year. There were 412 referrals (27 Māori) received for the service in 2022/23. The Māori and vulnerable clients are prioritised and are offered counselling support with shorter wait times. Of the clients who accessed the service, 98.5% had a positive counselling experience.



Consumer experience

"I feel the service helped me and gave me something good tools to employ that will be useful going forward." "Fantastic service for all, grateful for your help throughout my crisis." "I felt listened to, supported and I was offered great advice."

Primary Adult Alcohol & Other Drug Service



Nelson Bays Primary Health contracts the Victory Community Centre to provide the Primary Adult and Alcohol and Other Drug Service for Nelson Bays. The service provides support to those experiencing mild to moderate use of alcohol and/or cannabis, over the age of 24 years old. There were 222 people (43 Māori) who accessed the service in 2022/23. The service works to address equity needs and has ongoing links with Te Piki Oranga, Red Cross and Multicultural Nelson Tasman.

Primary Mental Health Initiative



Nelson Bays Primary Health provides a Primary Mental Health Initiative Service, for those with mild to moderate mental health issues. The sessions are provided by a private counsellor or psychologist following referral from a person's general practice or Māori Health Provider. The Primary Mental Health Initiative also provides a limited number of funded sessions with the general practitioner or practice nurse for follow up appointments for the people referred to the service. There were counselling and psychology services provided for 2,275 people (261 Māori) in 2022/23, through private providers.

Nelson Bays Primary Health implemented wellness group sessions for Nelson, Richmond, Motueka and Golden Bay at the end of 2022/23. The group sessions are a four-hour workshop run by a Mental Health Clinician, Facilitator and Counsellor to provide people with information and tools to help them manage their mental health related concerns. There were 95 people who attended the newly implemented wellness sessions.

Top Presenting Health Needs



Wellby



Wellby is a community-led initiative that's helping the people of Nelson Bays to better connect to their communities, reducing loneliness and improving their wellbeing. Wellby does this in three simple ways – by hosting relaxed Talking Cafés; by promoting the Found Directory; and by empowering members of the public to become Signposters. Wellby Signposters are caring community members who help contact those who are hard to reach. Informed about Talking Cafés and trained to use the Found Directory, Signposters help friends, whānau, colleagues and neighbours to find what they are looking for in their community, improving their social connectedness.

For more information on Wellby, visit www.wellby.org.nz



Everyone belongs

The Wellby initiative involves a range of organisations including project partners Volunteer Nelson and Age Concern Nelson Tasman. Nelson Bays Primary Health is proud to support Wellby with representation on the steering group, providing Signposter training, funding the curation of the FOUND directory, and promoting Wellby through social media platforms. In 2022/23, there were 60 Talking Cafés held, with 444 attendees. The Found Directory had 79,061 views throughout the year.

Youth Primary Mental Health and Addictions Service



Nelson Bays Primary Health received a new contract in 2022/23 to establish a Youth Mental Health and Addictions Service across Te Tau Ihu as part of the national Access and Choice programme. We provide therapy, support, and care coordination for young people aged 12-24 and their whānau, through a highly responsive, mobile approach. The service works across the community and closely with several community organisations and other mental health service providers. Nelson Bays Primary Health has contracted Marlborough Primary Health and Health Action Trust as joint partners to establish this service, and are collaborating with Te Piki Oranga and rangatahi for the design and implementation of the service. Referrals to the service will be received from the end of August 2023, with the anticipation to be fully operational by the end of 2023.



Artwork by youth involved in planning the setup of the new service.



Ageing Well

Nelson Bays Primary Health’s focus is on:

- Enabling whānau to age in place
- Providing choice and support for ageing whānau in our communities
- Supporting our ageing population to participate in accessing community wellness services



Community Falls Prevention Service



Overview

Nelson Bays Primary Health is the lead agency for the Nelson/Marlborough region to approve community strength and balance exercise class leaders who meet ACC Live Stronger for Longer criteria. The intention is to prevent falls by engaging older adults in community strength and balance classes.

Key Achievement

In continued response to the reduced numbers of seniors attending community strength and balance classes during the last few years due to COVID-19, successful advertising campaigns have been undertaken which has seen an increase in attendance to the classes.

“ Mr X explained that tragically he has an inoperable brain tumour which causes a myriad of problems for him, but since coming to the sessions he has felt better in himself. He has lost weight and his specialist has changed his weekly appointment time so that he can make it to Fitness and Fresh-Air each week. Mr X explained that the specialist had said coming to this session is in some ways more important.

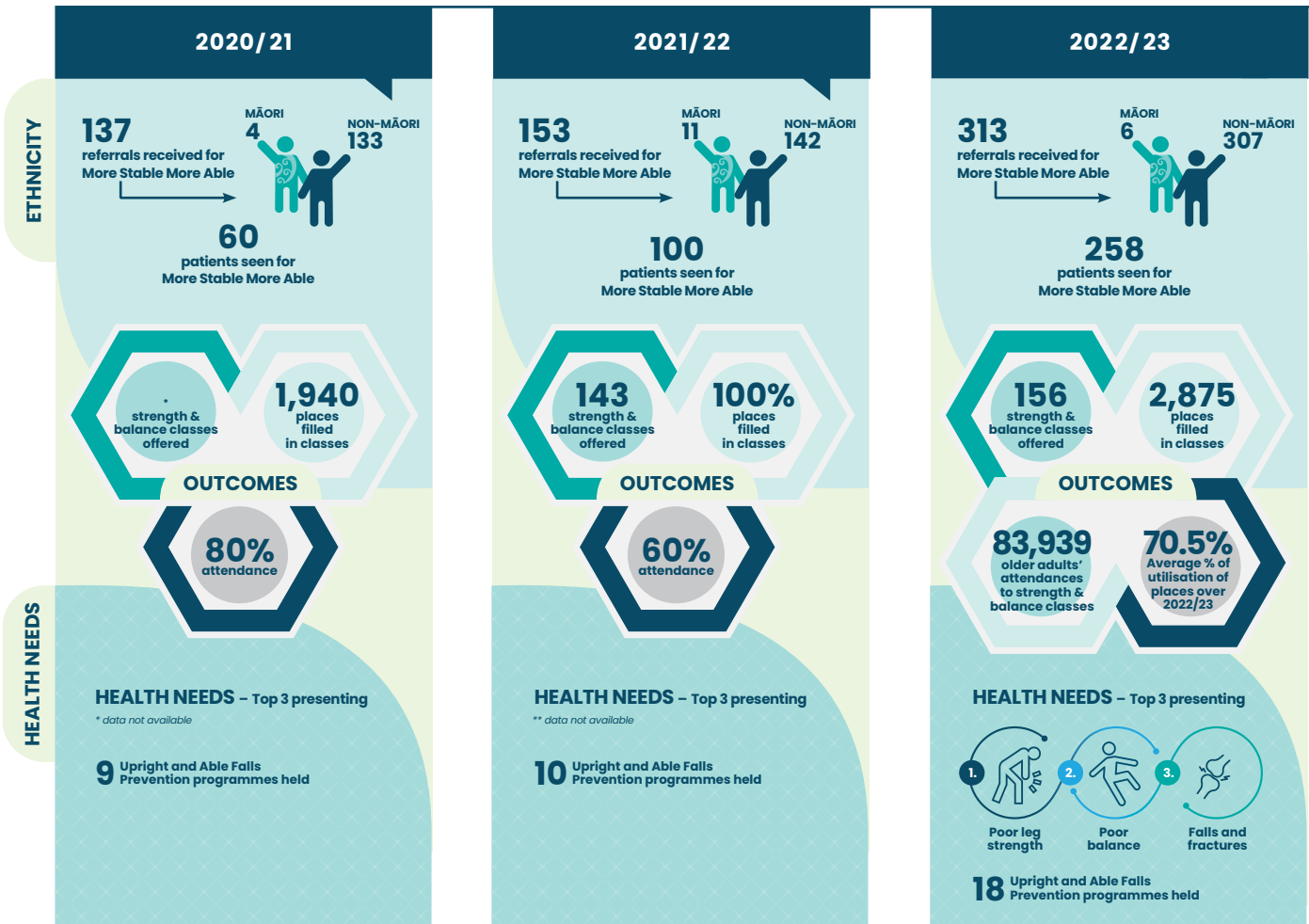


Māori Health & Other Vulnerable Groups

Information on Falls Prevention has been provided to Kaumatua groups at Te Piki Oranga and Te Korowai Trust. Conversations are being had to provide a monthly class at the Kaumatua hui at Te Korowai. Support and resources are provided to Te Piki Oranga on request to support them delivering this information to whānau in the community.

“ A client attended a More Stable More Able session after having three falls in her garden. She was referred by her GP. She had lost her confidence, no longer gardened and was apprehensive about leaving her home independently. After attending the session, she realised that many were in the same boat as her and within the session she made a connection with another attendee and together they began to attend the Going for Gold exercise class at the Stadium on a Monday. She is now attending the class three times a week, is a lot healthier and stronger and most importantly is back gardening again, which is her love!

Outcomes



*New measurement to Nelson Bays Primary Health in 2020/21 and previous financial years' data not available.
 **New measurement to Nelson Bays Primary Health in 2021/22 and previous financial years' data not available.

Palliative Care



Overview

Nelson Bays Primary Health provides funding to general practice for their enrolled patients who have been diagnosed with a terminal condition and is in the last 6 to 12 months of their life.

Key Achievement

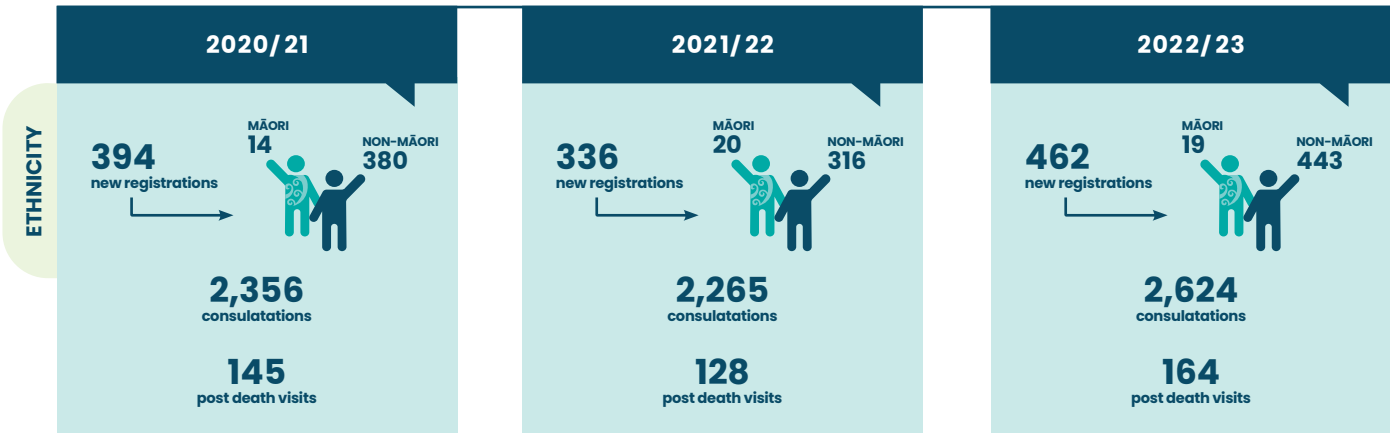
The service reduces the financial burden on the patient and their whānau in the terminal phase of their illness and supports quality of life by providing continuity of care with the general practice team.



Māori Health & Other Vulnerable Groups

There were 19 new Māori registrations to the service in 2022/23.

Outcomes



Advance Care Planning



Nelson Bays Primary Health provides advance care planning to assist an individual to identify their personal preferences and consider treatment and care options that can be incorporated into plans for their future health care if they become unable to make decisions for themselves. General practices are able to provide a free service to support eligible patients to complete an advance care plan. There were 245 advance care plans completed in 2022/23, compared to 201 completed the previous year.

“My wife and I wish to commend Mary-Anne from your team for her excellent work for and with Advance Care Planning. She came at the invitation of Olive Estate Residents Association to speak to many of our fellow residents as well as two follow-up sessions with smaller groups to give more personal guidance. She is such a calm and knowledgeable person who gave us so much to think about in determining how we wish our future care to be. With her warm personality and sense of humour we gained much from both sessions. We owe her a strong vote of thanks.”



Golden Bay Integrated Community Health Services



Te Hauora Iwi
Whānui o Mohua

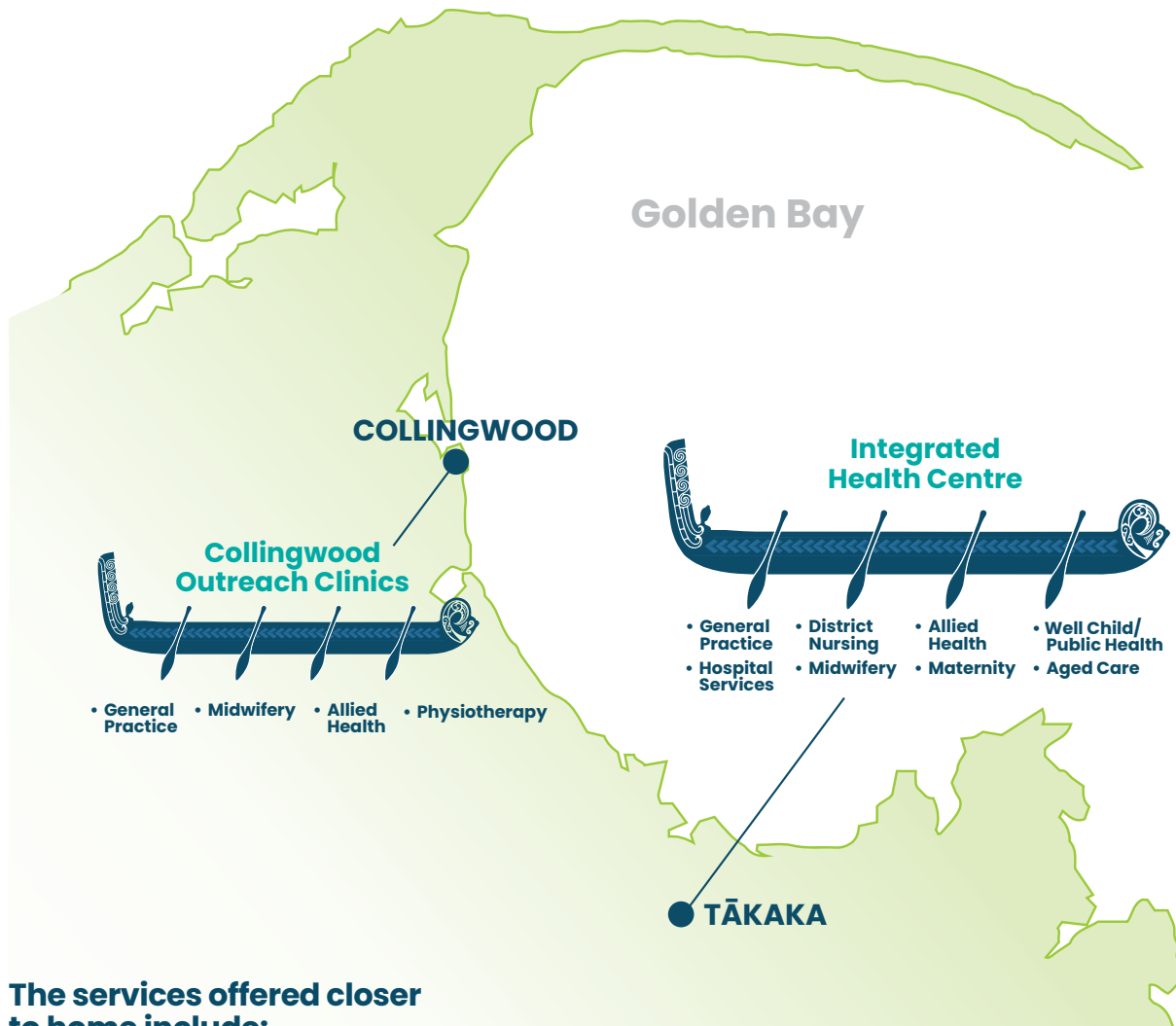


Te Hauora Iwi Whānui o Mohua

Golden Bay Integrated Community Health Services

This report provides an overview of the services provided by Golden Bay Community Health.

Golden Bay Community Health is a rural integrated health facility providing extensive health care and allied health services to the community throughout Golden Bay.

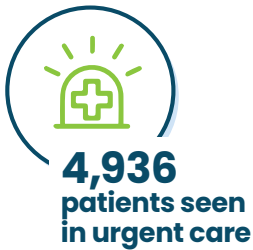


The services offered closer to home include:

- Vibrant general practice team – this includes general practitioners, nurse practitioners, practice nurses, medical assistants, administration, and reception staff
- After hours 24/7 emergency care which includes onsite x-ray services
- District nursing team – this offers extensive services in the home or place of residence. In addition to routine nursing services, they provide oncology and palliative care for the greater community
- Allied health – provides accessible services to the community by the physiotherapist and occupational therapist to support improved functioning and wellbeing
- Maternity services – delivered by an expert team of rural midwives and provide care across the whole spectrum of pregnancy, delivery and post-natal care services
- Well child/public health nursing service – provides an excellent service to the community in Golden Bay. The Well Child Tamariki Ora programme provides a series of health visits and support that is free to all whānau for children aged 6 weeks to 5 years old. The team also provide a youth health service to the two local high schools and support the local youth drop-in centre - Youth Habitat
- Residential aged care – there are 24 rest home and continuing care beds. There are also 5 flexi beds that are used for short stay GP patient admissions, palliative and/or respite care
- The in-patient unit also offers day stay infusions for our community, which includes chemotherapy and other types of infusions. This service keeps the patient closer to home and prevents travel over to Nelson Hospital
- A mobile surgical bus visits three times a year to performs surgical procedures for the Golden Bay community. A mobile breast screening bus also visits
- Outreach medical and allied health services are provided at the Collingwood clinic
- Golden Bay Community Health initiated the establishment and is a member of the Mohua Pae Ora Alliance Partnership Group working in partnership and in collaboration with our community partners: Manawhenua ki Mohua; Mohua Social Services; Te Whare Mahana; The Work Centre Trust; Police; Hatō Hone St John; Work and Income New Zealand

Golden Bay Community Health

A YEAR IN REVIEW



80 acute admissions to the flexi beds (excludes respite care)



23 patients seen by the Mobile Surgical Bus





Financial Reports



Ngā
Pūrongo Pūtea



Nelson Bays Primary Health's Set of Summary Financial Statements *(unaudited)*

With a link to the audited General Purpose Financial Report for the year ended 30 June 2023

	2023 \$	2022 \$
REVENUE		
<u>Exchange</u>		
Patient fees	946,197	768,034
Age Related care	1,701,974	1,623,697
<u>Non-Exchange</u>		
Hospital Funding	4,487,121	3,258,045
Management Services	909,045	901,633
Primary Care Contract Services	43,054,922	45,855,248
Other	371,470	466,646
Subtotal	51,470,729	52,873,303
<u>Non-Exchange</u>		
Share of Equity Joint Venture surplus/(loss)	201,662	(151,311)
Share of Equity Joint Venture surplus/(loss)	201,662	(151,311)
Total Revenue	51,672,391	52,721,992
LESS EXPENSES		
Accounting and Audit	50,436	40,346
Office & Organisation Expenses	1,898,582	1,838,388
Board Expenses	134,110	140,144
Staffing Expenses	1,935,468	1,624,509
Primary Care Services	39,046,282	40,877,604
Golden Bay Community Health	8,374,284	7,474,092
Total Operating Expenses	51,439,162	51,995,083
Surplus / (Deficit) before interest	233,229	726,909
Finance income - Interest received	139,046	39,197
Finance income - Interest received	139,046	39,197
Surplus / (Deficit) for the year	372,275	766,106
Total comprehensive revenue and expense for the year	372,275	766,106

NOTE:	2023 \$	2022 \$
The composition of the net surplus is as follows:		
Committed Funding Reserve. Representing contract funding to be applied to future commitments of those contracts rolling over.	6,067	1,004,290
Share of profit/(loss) from Joint Venture and interest received	340,708	(112,114)
Remaining surplus/(deficit)	25,500	(126,070)
NET SURPLUS	372,275	766,106

Nelson Bays Primary Health Trust
Summary Statement of Changes in Equity/Net Assets
for the year ended 30 June 2023

	Committed Funding Reserve	Retained Earnings	Total Equity
Balance as at 1 July 2021	2,347,297	1,240,259	3,587,556
Net surplus / total comprehensive revenue and expense	-	766,106	766,106
Transactions with owners in capacity as owners			
Transfer from Committed Funding Reserve	1,004,290	(1,004,290)	-
Balance at 30 June 2022	3,351,587	1,002,075	4,353,662
Balance as at 1 July 2022	3,351,587	1,002,075	4,353,662
Net surplus / total comprehensive revenue and expense	-	372,275	372,275
Transactions with owners in capacity as owners			
Transfer to Committed Funding Reserve	6,067	(6,067)	-
Balance at 30 June 2023	3,357,654	1,368,283	4,725,937

Nelson Bays Primary Health Trust
 Summary Statement of Financial Position
 as at 30 June 2023

	2023	2022
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	1,645,920	1,741,768
Investments	4,065,916	3,260,725
Receivables and Prepayments	2,283,478	3,220,443
Total Current Assets	7,995,314	8,222,936
CURRENT LIABILITIES		
Payables	2,134,780	2,524,312
Employee benefits	1,783,182	1,900,163
Total Current Liabilities	3,917,962	4,424,475
WORKING CAPITAL	4,077,352	3,798,461
NON-CURRENT ASSETS		
Investments - Joint Ventures	235,074	33,412
Plant, Property & Equipment	662,419	721,239
TERM LIABILITIES	248,908	199,450
NET ASSETS	4,725,937	4,353,662
Represented by:		
Committed Funding Reserve	3,357,654	3,351,587
Retained Earnings	1,368,283	1,002,075
EQUITY	4,725,937	4,353,662

Nelson Bays Primary Health Trust

Summary Statement of Cash Flows
for the year ended 30 June 2023

	2023 \$	2022 \$
Net cash flows from operating activities	923,650	1,477,187
Net cash flows from investing activities	(1,019,498)	(579,014)
Net increase / (decrease) in cash and cash equivalents	(95,848)	898,173
Cash and cash equivalents at beginning of period	1,741,768	843,595
Cash and cash equivalents at end of period	<u>1,645,920</u>	<u>1,741,768</u>

The set of Summary Financials Statements (*unaudited*) have been prepared by Wolfgang Kloepfer, Chief Financial Officer, Nelson Bays Primary Health. The link to the full audited NBPH General Purpose Financial Report for the year ended 30 June 2023 is provided below.

Nelson Bays Primary Health Trust

Notes to the Summary Financial Statements
for the year ended 30 June 2023

The summary financial statements for Nelson Bays Primary Health Trust for the year ended 30 June 2023 have been extracted from the NBPH General Purpose Financial Report for the year ended 30 June 2023. The NBPH General Purpose Financial Report for the year ended 30 June 2023 was approved by the Nelson Bays Primary Health Board on 3 November 2023. The NBPH General Purpose Financial Report for the year ended 30 June 2023 is available on the Nelson Bays Primary Health Website: www.nbph.org.nz/annual-reports/annual-report-20222023 and on the Charities Services website.

The NBPH General Purpose Financial Report for the year ended 30 June 2023 were prepared in accordance with New Zealand Generally Accepted Accounting Practice ("NZ GAAP"). NZ GAAP, in the case of Nelson Bays Primary Health Trust, means Public Benefit Standards ("PBE Standards"), as appropriate for Tier 1 not-for-profit public benefit entities.

Contingent liabilities are possible obligations whose existence will be confirmed only by uncertain future events or present obligations where the transfer of economic benefits is not probable or cannot be reliably measured. Contingent liabilities are not recognised in the balance sheet, but are disclosed unless the likelihood of payment is remote.

In June 2020, NBPH received notification from its payroll software system provider about possible compliance issues with the Holidays Act 2003. The notification included a recommendation for NBPH to initiate an investigation to determine whether there was a compliance problem with the provisions of the Holidays Act 2003. In this process of investigation and remediation, NBPH is required to go back six years from the date the organisation became aware of the issue.

As at 30 June 2023 NBPH has comprehensively established that compliance with the Holidays Act 2003 is assured for all employees going forward.

For the year ended 30 June 2023, the liability still can not be reliably measured despite an increase of the sample group.

The reasons why the liability cannot be reliably measured are:

- Due to the diversity and complexity of employee groups, the audited sample group has been increased to 100. However, even the increased sample size is not sufficient to provide a reliable estimate for the total cohort of 657 past and present employees which may be affected.
- There are elements of the compliance audit by the external party, specifically in respect to the complexity along with netting off overpayments with underpayments which means the specific determination of those balances and the resulting liability are yet to be finally agreed.

It is NBPH's intention to finalise the process of remediation and timelines in due course.

The basis of currently available information the Trust considers it appropriate to continue to adopt the going concern assumption. The financial statements show positive equity, the business plan for 2024 forecasts a modest deficit, many of the Trust's revenue contracts are valid until 2024 and the Te Whatu Ora repeatedly voiced a desire for primary health care services to continue uninterrupted while the new system is being established. We currently understand that the Trust will remain focused on primary community care service delivery as a meso level organisation and funded by Te Whatu Ora. In light of these factors and assessments, the Trust deems it appropriate to adopt the going concern basis in preparing these financial statements.



Nelson Bays Primary Health
Hauora Matua ki Te Tai Aorere



Kia piki te ora o ngā tāngata katoa

Tāngata Ora

Kaimahi Ora

Hapori Ora