

Winter 2023

NEW WAYS TO ACCESS HEALTH SERVICES IN AKAROA AND THE BAYS.

Dear community,

This year is racing past and we are fast approaching our 4-year anniversary.

It's amazing how much we have achieved since opening. Our model has been working so well that we receive enquiries from other areas asking to come and visit, to share our learnings and replicate our success.

Without fail everyone I have shown around the facility comments on how nice it feels, how positive the team environment is and how lucky the community is to have access to such a facility.

I am always quick to point out how we work within the community and our strong relationships with the Pharmacy, St John, FENZ, Police and Heartlands are what makes us successful along with the contributions of volunteers groups and the Guardians of Akaroa Health. It's these relationships that become key as we work through events like COVID and extreme weather to keep everyone safe.

We are still hard at work keeping up with all the changes in the health world, making sure we have enough staff and all the tools and equipment we need. We recently completed our annual financial audit with no issues identified. Our new patient management system is now fully embedded and we have switched our phone lines over to a new provider. The gardens are getting an overhaul, a huge thank you to the support we receive from the team at PLANTZ and other staff and community members who have contributed their time.

Emma Crew
GM Operations and Integration

Contact details.

Before you visit / to book an appointment / talk to a resident / afterhours:
03 304 7004

Emergency:
Call 111

email:
reception@akaroahealth.nz

website:
www.akaroahealth.co.nz

COVID-19 info:
www.covid19.govt.nz

Feedback:
www.akaroahealth.co.nz/feedback



Akaroa Pharmacy's Aston Yui.

Minor ailments service - Akaroa Pharmacy.

Te Whatu Ora have introduced a Community Pharmacy Minor Ailments Service to alleviate the demand on New Zealand's Medical Centres.

This FREE service is available until 30th September 2023. It allows the capable team at our local Pharmacy to provide consultations and medications for eligible patients and conditions.

Eligible conditions include:

- Pain and fever
- Diarrhoea
- Minor eye inflammation and infections
- Minor skin infections
- Head lice
- Eczema or dermatitis
- Scabies

Eligible patients include children under 14 years, our Māori and Pacific communities, and community services card holders.



Who burnt the toast?!

We're ever grateful to our local volunteer fire fighters who provided great reassurance to our residents when they evacuated recently in response to kitchen smoke.

We're looking for a Clinical Nurse Lead - Pratice.

Demonstrate your clinical leadership at our integrated and future focused Health Centre.

Based in Akaroa, this role will be initially 1 day per week, with the opportunity for the right person to increase their hours.

- Registered with NZ Nursing Council
- Current practicing certificate
- 5+ years clinical experience
- Experience in clinical policy design, implementation and auditing
- Understand rural and primary care
- Patient, whanau and community focused
- High level of computer literacy
- Strong people leadership

Enquire confidentially with Emma Crew,
at generalmanager@akaroahealth.nz



MyIndici - test results, appointments, repeat prescriptions.

Have you joined up to our new patient portal MyIndici yet? A patient portal is a secure, convenient online platform for accessing your health information and interacting with Akaroa Health. To access the portal visit www.myindici.co.nz (if you do not have a username and password contact reception). You can also download the MyIndici app via your mobile app store.

Prescriptions reminder.

1. Order your repeat scripts at least 1 week before they run out.
2. Regular repeats can be ordered via our patient portal MyIndici
3. Scripts ordered over the phone may take up to 48 hours to get ready
4. If you need a script urgently please make an appointment with the GP

Changes to cervical screening.



New Zealand's Cervical Screening programme changes on 12 September, 2023.

The new system tests for the presence of HPV which is the virus that causes 95% of cervical cancers. Anyone with a cervix who has ever been sexually active and aged between 25 and 69 is eligible.

There are many strains of HPV and some are higher risk than others. Your body's immune system can sometimes eradicate the virus however screening is important to enable monitoring and early treatment if required.

There will be three options.

- A simple self-test with a vaginal swab (can be done at home or in clinic)
- A vaginal swab performed with supervision / assistance from a clinician
- A cervical smear (which will be checked for HPV first and cytology will be performed on the cells if detected)

If no HPV is detected the next test is due in 5 year's time. This is a safe interval because cervical cancer takes between 10 and 20 years to develop.

The changes are being implemented in order to improve access to cervical screening for all who are eligible with the aim of eliminating cervical cancer in Aotearoa.

Prevention of HPV by way of vaccination remains an important step in eliminating cervical cancer and is free to all from 9 to 26 years of age. HPV screening is still required in those who are vaccinated as not all strains of HPV are covered by the vaccine.

If you have any questions please speak to your GP or Nurse.



Five years since first soil turned.
Dr John Wood, Nelima Bwayo and Bruce Rhodes, April 2018.

A year in retrospect, Peter Young, Chair Akaroa Health Limited.

Five years since the turning of the sod for our community's integrated family health centre, and Akaroa Health continues to operate well and demonstrate resilience in a highly changeable health environment.

The health and wellbeing of our staff, patients, residents, and community is our top priority. The staff at Akaroa Health have coped with the stresses of Covid-19 impacted workloads and rosters admirably.

All areas of the Akaroa Health service have had a successful year fiscally, with continuing support from our funding agencies. However, with inflationary pressures continued good management of expenditure will be essential.

We have an excellent relationship with our shareholder, Akaroa Community Health Trust, which holds the investment on behalf of the community.

Our Clinical Governance Committee continues to monitor our clinical performance and reports to the board with any recommendations for improvements to

policy and practices. We are most appreciative for this oversight, particularly as we are a rural and remote Practice.

Health benefits from the Te Whatu Ora/ Health NZ reforms introduced from 1 July 2022 are not yet evident with no locality plan yet drafted to address any perceived local health equity or equality issues.

We are humbled by the continuing support of the community through generous donations from local organisations and individuals that have enabled us to source new items of equipment and furniture and to upgrade items at the end of their useful lives. Amongst other items, this support has enabled a major upgrade to our practice management systems improving our operating efficiency.

Our volunteer network has also been active in a number of areas including gardening and projects around the facility.

Our General Manager, Emma Crew, has led our high performance team which once again has acted with dedication and flexibility to ensure all rosters across the Health Centre are filled, often at short notice. Our permanent doctor Kris Sargent has completed his first year with us and is making a significant contribution to the health and wellbeing of the community, ably supported by our clinical staff of doctors, nurses, contractors, locums and health care assistants.

We are grateful to have enormous support from our administration, reception, kitchen, and cleaning staff during the year. The successful implementation of new systems towards the end of the year was especially pleasing.

My thanks to the directors, Gendy Bradford, Mark Newsome, Kate Reid, Lee Robinson, Nick Walls, Howard Wilson, and board intern Alli Copland for their guidance and contributions to healthy discussions during the year.

Peter Young
Chair, Akaroa Health Limited



Meals on wheels.

- Healthy meals
- Cooked fresh, in a commercial kitchen
- Special diets catered for
- Delivered
- Long or short-term

Criteria

If you are recovering from an illness or injury or you are struggling to prepare your own healthy meals safely at home, please make an appointment with one of our Doctors or Nurses who can confirm your eligibility and get you set up. Delivery is within the immediate Akaroa area, but if you live further away please speak to us as we may be able to make arrangements.

Payments

The cost is \$11 per meal which includes a main and a dessert. Payments can be arranged with reception.

Delivery

Meals are delivered hot, to your door between 12:30 and 1pm weekdays by one of our volunteer drivers.



Meals made on-site.
Homestyle meals are prepared on-site for residents and the Meals on Wheels service.

AKAROA HEALTH RESPITE CARE.

We provide short and long term care to elderly individuals to improve their quality of life.

If you as a carer are struggling to cope, or need a well earned break, please reach out to Akaroa Health so we can see how we can help.

Respite patients are given 24 hour quality care with an emphasis on individual needs including home cooked meals and exciting adventures.

- Private room with ensuite
- Home cooked meals cooked on-site
- Cosy lounge
- Activity programme
- Caring staff to assist as much or as little as needed
- Adventures in the Akaroa Health van
- Courtyard and gardens
- Connect with other residents



HOME ATMOSPHERE.
Modern rooms and lounge area offer places of relaxation.



LOCAL ADVENTURES.
Residents of Akaroa Health Centre contemplate the view while picnicing.



MODERN BUILDING.
Residents and patients benefit from purpose built facilities.

Akaroa Health - 2022/23 in numbers

100%

Aged Residential Care occupancy (8 beds)

33

Full and part-time staff

5,529

Practice Nurse appointments

6,499

GP appointments

312

Respite & urgent care bed nights

784

District Nurse home visits

NEED TO TALK?

1737

free call or text any time for support from a trained counsellor

1737 is New Zealand's national mental health and addictions helpline number. 1737 has trained professionals on hand to offer support 24/7.

Your feedback.

We improve when you tell us what you like, don't like, or would like to see.

Please share your views with our team at reception@akaroahealth.nz, or Emma directly: generalmanager@akaroahealth.nz, or via the website:

www.akaroahealth.co.nz/feedback