



Akaroa Health – Te Hauora o Rākaihautū

Annual General Managers Report

INTRODUCTION

It gives me great pleasure to present my second Annual General Managers report for Akaroa Health Ltd.

It has been a very busy and productive 12 months. COVID again, has had a strong influence on the way we manage our day-to-day operations and deliver health care to the community. We have been under increasing pressure with our resources as we work through increased workloads and I acknowledge the significant amount of additional work the team have done to get us through.

A core focus for the year has been the installation of internet fibre and subsequent preparations to upgrade our patient management system.

STRATEGIC OBJECTIVES

This year we retained our vision and purpose from last year and refined our goals.

Vision

The best health and wellbeing for the Akaroa and Bays community

Purpose

to provide, improve, promote and protect the health of the entire community

Our Strategic Objectives

Our 2022/23 objectives reflect our vision 3 key themes, being;

1. Growth of services and sustainability
2. Investment and use of technology
3. Improving health and wellbeing

AREAS OF SUCCESS

Ongoing response to COVID-19

The COVID-19 pandemic has continued to evolve with each variant bringing a new set of challenges. There has been an incredible strain on our resources and systems as we worked to tight timeframes with a high level of uncertainty about the changing nature of COVID.

The most common variant Omicron, despite being more transmissible, has been for the most part less severe. Akaroa Health has continued to offer COVID vaccines and Rapid Antigen Testing remains the primary means of confirming COVID positive cases.

Our high level of infection control protocols and strict visitor requirements have meant that we have not spread COVID within the facility and have kept staff illness at low levels with limited impact to patient services. Our integrated model has allowed us to move staff around to cover shifts as required.

Operations

We have continued to work on our key priorities and keep up with our legislative requirements. There have been a number of on-going developments in and around the facility. In particular;

Residents courtyard. After a delay due to COVID the previous year the residents were most excited to receive new furniture and a large umbrella for shade. This has greatly increased the residents use of the courtyard and we are thankful to the Guardians of Akaroa Health and the Masonic Lodge for their contributions.

A new van. Thanks to the Guardians of Akaroa Health and the local Anglican parish we were able to secure a new wheelchair accessible vehicle for the residents use. This is the first time we have had a wheel chair



Akaroa Health – Te Hauora o Rākaihautū

Annual General Managers Report

accessible vehicle and the ability to take all our residents out at once. The van has been utilised for local shopping trips, exploration of the outer bays and getting to hospital appointments.

Foundation Standards. In July we successfully completed our audit and were awarded Foundation Standards. The Foundation programme represents a collection of legislative, regulatory and clinical requirements for all general practices in Aotearoa New Zealand. It represents a nationally consistent benchmark by which a practice can measure its current quality of care and progress toward health equity outcomes.

Kitchen Audit. We had our external kitchen audit in March, and the feedback from the auditor was that we not only had the cleanest kitchen but also the best (well presented, and tasting) food that she had audited. This was wonderful feedback for our staff who put so much time and effort into ensuring quality food for our residents and patients.

ARC audit. We had an unannounced interim audit from the DAA group to check our adherence to the new Ngā Paerewa Health and Disability standards that came into effect in February 2022. Feedback was very complimentary, particularly around how evident it was how happy and comfortable the residents were in our facility.

Growth of Services and Sustainability

1. Contributing to the future of healthcare in New Zealand

We are passionate about healthcare and have taken the opportunity to share our passion and learnings with the next generation of healthcare workers;

- We have supported 2 ARA trainee nurses with 6 week placements in our Practice. They got hands on experience working with patients, building working relationships and meeting key community providers.
- GP's, Nurses and the GM participated in the face-to-face interviews for the 3rd year students from Otago university, giving them a great insight into rural health.
- We are working with St John to provide one of their Advanced Care Paramedics time in the clinic to meet their ongoing requirements.

2. Continuing to see good utilisation of our facilities and services

	March 21	March 22	March 23
Utilisation of 8 Flexi Bed - % for the month	45%	25%	33%
Occupancy of 8 Aged Residential Care Beds	100%	100%	100%

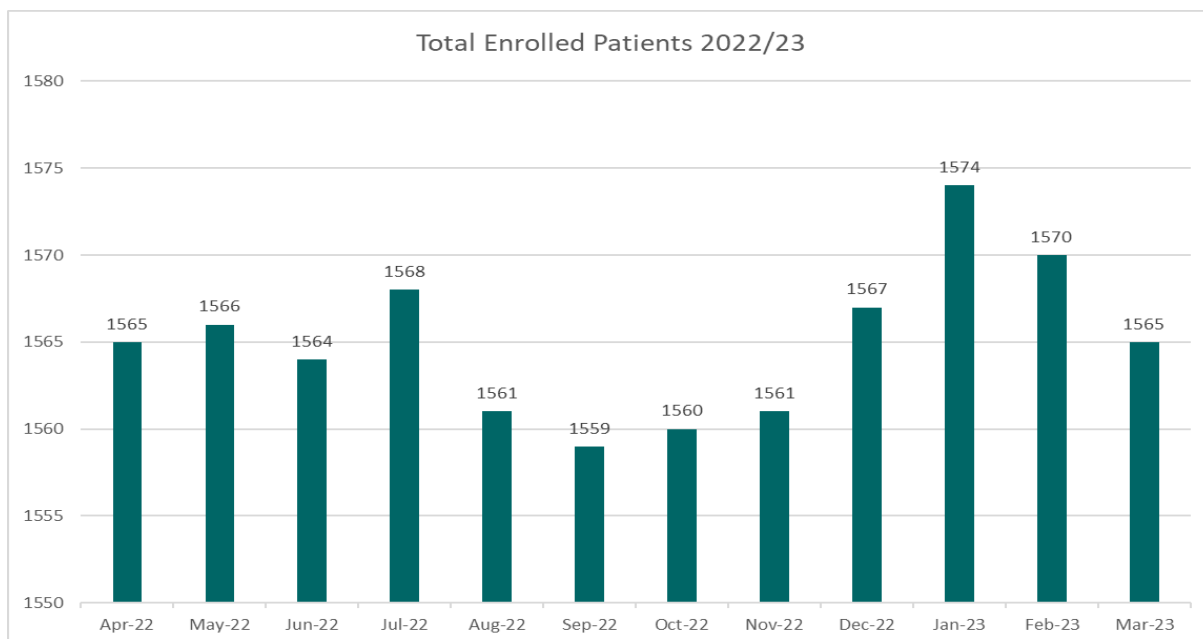
	FY20/21	FY21/22	FY22/23
GP Appointments	4312	6807	6499
Practice Nurse Appointments	7502	5498	5529
Total	11,814	12,305	12,028

*There was also an additional 5481 triage appointments or phone calls for 2023.

3. Continuing to encourage our Māori and Pacific Island community members to enrol

	March -21	March-22	March-23
Māori	146	155	148
Pacific Island	9	13	12
Total Patients	1497	1558	1565

4. Continuing to see a growth in our enrolled patient numbers.



Our enrolment numbers were impacted directly by families moving out of the area for work purposes following COVID.

5. Akaroa Health has 33 employees who work on a regular part time or casual basis. We are working hard to build a positive culture at Akaroa Health. We are striving to be an employer of choice with an engaged team of resilient and highly skilled staff. We use our sick leave and staff turnover to measure our success. This year saw a high spike in sick leave hours is due to people catching COVID for the second and third times, plus 2 long term injuries that staff are using sick leave to top up ACC payments.

	FY20/21	FY21/22	FY22/23
Sick Leave Hours	102	67.5	1520
Turnover of Staff	4	7	5

6. We annually review our services and fees to ensure we are meeting the needs of the community and that fees remain both affordable and financially sustainable. Our fees for services were updated in May 2022, binging us into line with other practices and differentiating between enrolled and non-enrolled patients. Our general fees were updated in September 2022, with a minimal increase.

7. It's important to us that our community has the chance to provide feedback and influence the services available. A community update was held in November. This is an opportunity for the wider community to come along and hear what we have been up to, ask questions and provide feedback. Community members were also given the chance to provide feedback via a survey at our Health Fair in March 2023.

Investment in and use of Technology

1. Switching internet provider and moving to Fibre

This was the first step in ensuring we have the best IT solutions in place. Having fibre has ensured we have not only a faster service, but a more consistent service that allows us to utilise cloud technology. This will improve our resilience over time as we will be able access our systems from multiple locations.

2. Upgrading our IT system to enable Telehealth and online bookings

We currently use Medtech 32, this is an old version of MedTech and we are one of only 2 practices at our PHO who continue to use it. We have identified a new provider system called Indici and are working through the implementation of this. Indici will enable improved reporting greater work from home access, online bookings, online prescriptions and access to telehealth.

3. Increasing our online presence

We have increasingly had to rely on our Facebook and webpage for communication to our patients, particularly in a COVID environment. We have had good feedback from our community and will look to increase the amount of information available on our website and use regular short posts on Facebook to keep our community informed, in addition to our regular publications in the Akaroa Mail.

- Website 370 site sessions 1 March 2023 – 31 March 2023
- Facebook Page follows 554 at March 31st 2023

Improving Health and Wellbeing

Primary Care Targets - End of March 2023 for Akaroa Health Ltd.

Target	MoH	PHO	AHL
Smoking Brief Advice	90%	90%	89%
Childhood Vaccinations to 8 months	95%	95%	100%
Cervical Screening coverage	80%	80%	70%
CVDRA	90%	80%	87%

Health Fair 2023

On the 22 of March we held a health fair to help the community gain knowledge about the services they can access. The following providers attended;

- St John
- FENZ
- Waitaha Primary Health
- Elder Persons Health
- Breast Cancer Awareness
- Bowel Screening

While community attendance was lower than hoped due to extreme weather conditions, all attendees found it worthwhile and would like to see a similar event in the future.

District Nursing

We continue to deliver a high number of District Nursing services, 784 visits in the last 12 months. Number of visits were down from the previous year due to COVID restrictions. 1417 minutes were spent on providing support via phone.

Total Home Visits

2018/19	2019/20	2020/21	2021/22	2022/23
581	752	866	807	784

Occupancy of the beds in the facility:

Residential Beds. Beds were at 100% except for 4 weeks due to the transition out and in of residents.

Flexi Beds. There are 4 flexi-beds in the facility. The beds are used for both urgent care and respite care. Admissions for respite care remained lower than usual due to COVID restrictions around interacting with our permanent residents. Urgent care admissions can be for palliative care, post procedure recovery, urgent from the community, observation or rehabilitation.

Bed type	Total Bed nights
Respite Care	135
Urgent Care	177
Total	312

CONCLUSION

It's been a year of development for Akaroa Health, we have demonstrated our resilience and strength and continued to deliver outstanding care to our community. I am grateful for the ongoing support we receive from The Board, The Trust, Te Whatu Ora, Waitaha Primary Health and the Akaroa Health Guardians.

As COVID moves into business as usual I remain confident in the processes we have put in place to protect our staff, patients and residents.

Healthcare is changing in New Zealand and I remain absolutely certain that our integrated model will see us well placed to adapt to these changes and lead the way in working successfully in our community. In the coming year I am looking forward to leveraging our IT to drive improvements and innovation, particularly around patient equity.

None of this would be possible without our amazing and dedicated team of professionals and I acknowledge each and every staff member for all their hard work and contribution to the success of Akaroa Health.

Emma Crew

General Manager