

INTRODUCTION

It gives me great pleasure to present my first Annual General Managers report for Akaroa Health Ltd. It's been a very busy and productive 12 months in the role and I am proud of the care we have been able to deliver to the community.

COVID has had a strong influence on the way we manage our day-to-day operations and deliver health care to the community. Many of the community had their first interaction with Akaroa Health when they came for their vaccines and we have seen a continued increase in enrolment numbers. Mandated vaccines for staff saw us lose 3 staff which put pressure on our already tight resources. Our increased infection control protocols and strict visitor requirements saw us come through the peak of COVID with limited infections across the company. COVID gave staff a common cause to unite against and it has made the team stronger and more resilient. I have been proud of the way staff have filled across all roles, picked up extra work and backed each other.

We were lucky to secure Kris Sargent as our permanent GP in January. Kris brings a wealth of international rural and emergency care and has been able to provide first-hand experience in managing COVID. Kris is already a key team member, delivering training sessions to other staff and he will soon take up leadership of our Clinical Governance Group. Feedback from the community has also been positive.

Akaroa Health has continued to streamline operational practices and adhere to its legislative requirements.

STRATEGIC OBJECTIVES

This year we refreshed the vision and purpose to be in line with our future 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

Now that AHL has been established and running for a couple of years we now need to focus on operational improvements and community integration – our 2021 objectives reflect this direction with the 4 key themes being;

1. A healthy community
2. Growth of services and sustainability
3. Investment and use of technology
4. Ready for change

AREAS OF SUCCESS

Responding 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 second lockdown for New Zealand began on the 17th August 2021 with the transmission of the Delta Variant. AHL was selected to be one of the first rural vaccination sites in New Zealand and we worked hard with the CDHB to make it happen. The AHL vaccination clinic was one of the highlights of this year. With additional staff we were able to vaccinate 120 people per week, on top of our existing patient workload. Many patients had their first interaction with the health centre, and it was so positive they enrolled with us.

With New Zealand unable to stop the transmission of the highly contagious Delta strain, AHL worked early to complete a risk assessment on all roles and identified the requirement for all roles to be vaccinated. A consultation period with staff and the NZNO was difficult but eventually saw endorsement for all staff to be vaccinated, this was further supported by the government mandating that all staff must be fully vaccinated. 3 staff were made redundant.

More transmissible but less severe, Omicron was described as a mild variant. Rapid Antigen Testing became available and changed how we tested for COVID. We had a high number of reported cases in the community, manging 80 cases at one time at the peak. There was also a significant number of cases that were not reported in the community.

A key contributor to our success was the level of communication with staff and with the community. We did not rely on just one approach, but utilised emails, zoom meetings, newspaper articles, posters in windows, Facebook and the website. We utilised all technology available to us from scheduling patient appointments via phone, to sending text message instructions and emails with links to further information. AHL received positive feedback from many people in the community around the high level of timely communication and the care provided for COVID positive patients.

Model of Care – Service developments

The Model has continued to evolve as new health needs have been identified and different ways of delivering services are developed and introduced. This year were pleased to start delivering the school nurse contract. This has been well received by the staff and students and we were able to provide education to students on hand hygiene, staying safe through COVID and the dangers of Vaping.

Operations

Despite COVID we have also 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. The first raised garden bed has been installed and has been filled with flowers and vegetables by the residents. It has brought great joy to the residents and had enriched their daily activities. Although further plans have been delayed with COVID, furniture and shade will be installed in the near future.

External Assessment Hut. Fully operational this hut was key to our COVID management plan and enabled us to provide testing services and GP consults to potentially infections patients.

Emergency Readiness. We are easily isolated from help in a major event, AHL now has a Business Continuity and Emergency Plan in place. This will enable us to react quickly in an event and get back to business as fast as possible. A key tool in addition to our stand-alone assessment hut is our new Generator which ensures we have our own supply of power if the need arises.

Recognitions of Donations. There is now prominent signage recognising all the people who contributed to the fundraising for the Akaroa Health Centre. All bedrooms, the dining room, residential wing, courtyard and treatment room also have signage. It's wonderful that our generous donors now have the recognition they deserve.

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.
- We are supporting one local high school student on a gateway programme to get experience in our aged care wing before she moves onto training to be a nurse.
- Many staff participated in the face-to-face interviews for the 3rd year students from Otago university, giving them a great insight into rural health.
- We supported a local NetP nurse to complete her final 6 months supervised work.

Delivering care to the community

Primary Care Targets - End of March 2022 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%	72%
Cervical Screening Māori	80%	80%	81%

This information is sent quarterly to us by Waitaha PHO.

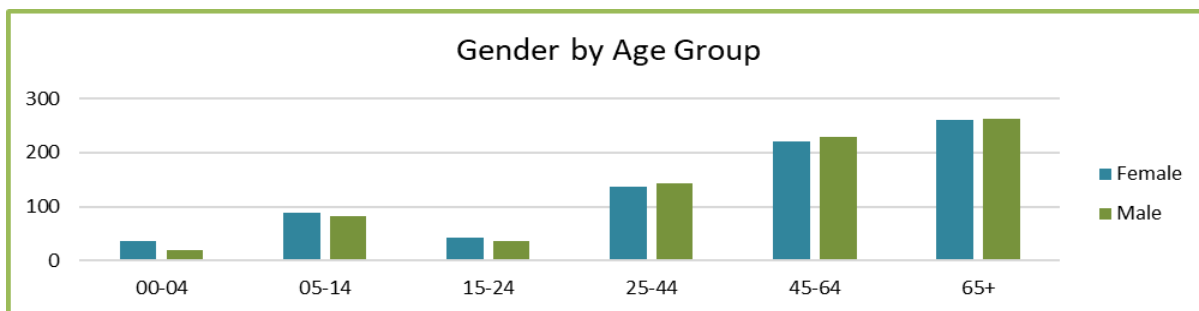
We provided 4695 immunisations including COVID vaccinations.

In the last twelve months the number of GP attendances were:

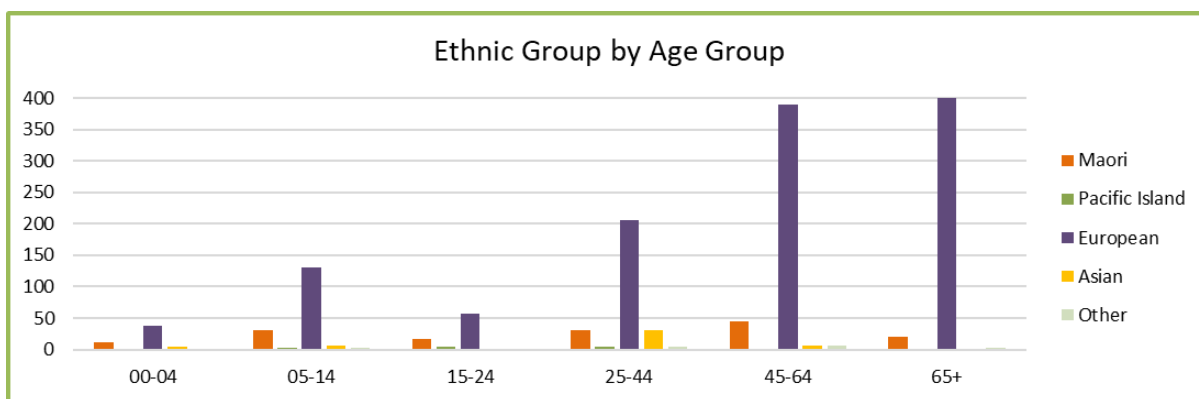
Appointment Type	Number	Comment
GP	5509	During clinic hours

This information was retrieved from MedTech 32, the practice management system.

A further break down of the GP practice registered population by age group, age and ethnicity as of April 2022 is shown below.



Our registered population continues to be older with a 50/50 split between men and women.



District Nursing

We continue to deliver a high number of District Nursing services, 807 visits in the last 12 months. Due to COVID restrictions in addition to the home visits we also completed 261 phone consultations.

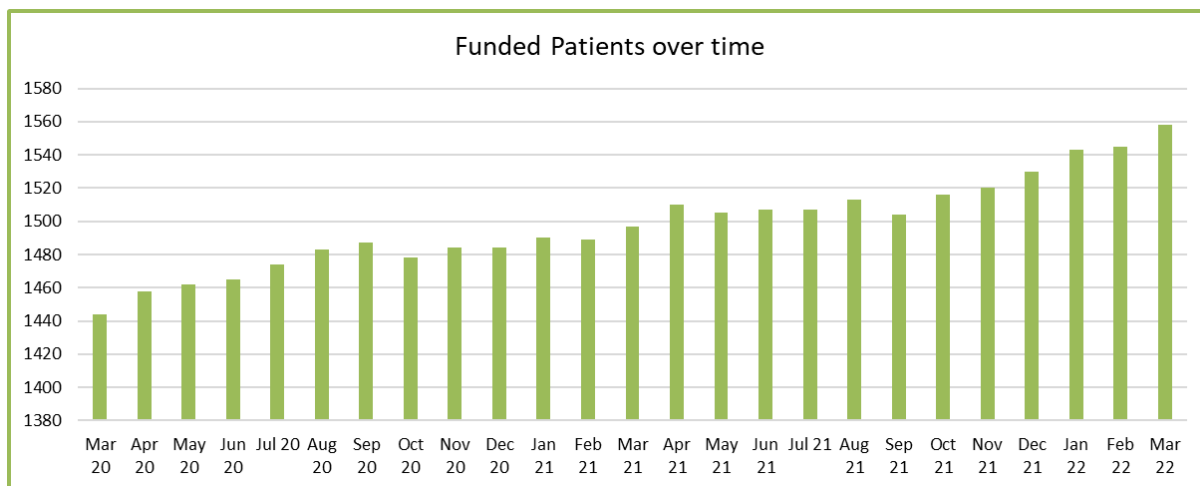
Total Home Visits

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

This information is collected in monthly information sent to CDHB.

GP Practice

There has been an increase of community members registered with the GP practice in the last twelve months as indicated in the graph below. The numbers have increased from 1497 registered in March 2021 to 1558 registered in March 2022. This information is sent to us by Waitaha PHO monthly.



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 are lower than last year due to much of 2022 was at alert level 4 or Red level where respite could not happen.

Bed type	Total Bed nights	Comment
Respite Care	244	
Urgent Care	219	A range of reasons including palliative care, post procedure recovery, urgent from the community, observation, rehabilitation.
Total	463	

All of the occupancy information is collated from the AHL occupancy spreadsheet.

CONCLUSION

It’s been a year of change for Akaroa Health and with support from CDHB and Waitaha Primary Health Organisation we have demonstrated our resilience and strength and delivered outstanding care to our community. We have also had tremendous support from the Akaroa Health Board, The Akaroa Health Trust and the Akaroa Health Guardians.

After 2 years working with COVID, Akaroa Health now has an excellent framework in place for working in a COVID environment and we are feeling positive about the future knowing our measures have proven to be effective.

I’m excited for the future where I see opportunities to upgrade our technology and leverage the benefits to better meet our communities needs. I’m excited to be involved at a time when New Zealand is changing how it manages healthcare and I am proud to be part of such a caring and community focussed team.

I thank everyone for their continued trust and support.

Emma Crew
General Manager