

Fit for the Future

Our commitment to our primary health care providers

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Navigating the Health Reforms Together

As we all continue to reflect on the recent health reforms announcement, which outlined the new high level system supporting health and wellbeing here in Aotearoa, what has become clear is there are many unknowns that will be very important to us all working in primary health care. And as many have already said, the 'devil will be in the detail'.

Our commitment will be to create the space and opportunities to work with all of our health and wellbeing system partners, including you, our primary health care teams delivering care at the frontline, to ensure our collective voice is heard by the decision makers of the next level of detail. What will be particularly important for us all is that the voice of Tai Tokerau and the needs of our community are not lost in the creation of a northern Health NZ regional hub.

We're in your corner – our role as your advocate

One of the most disturbing comments I have heard when I have met with some of you over the last month is you don't feel you have the full support and backing of your primary health entity (PHE). This is unacceptable.

Regardless of the reasons for why you feel this, we must turn this around. The very foundations for why we exist as a PHE is to serve not only our whānau and the community, but also our GP practices, Māori Health Providers and more broadly other primary health care providers.

You should feel we are your greatest advocates and championing your interests, and therefore in turn focusing on the best interests of the whānau and community we all serve, and you care for.



Here are the two initial steps we're taking to address this:

- *Establishing a primary health care stakeholder engagement group*
 - To ensure that we capture the best ideas and innovations from GP practices, Māori Providers, and whānau we are asking for representation from across our primary health care providers to join this group
 - This group will help us to identify our PHE priorities and will also join us to advocate for primary health care interests with government and other stakeholders as needed
 - It will work in alignment with our Community Voice Advisory group, representing the voice of our whānau and the community
 - If you're interested in joining this group, please let me know directly by emailing Jensen.webber@mahitahihauora.co.nz
- *Ongoing engagement with local MPs*
 - My first step was a meeting with Whangārei's MP Emily Henderson to discuss workforce challenges, and how difficult it has been to meet the needs of whānau

Leveraging the PHE team skills and experience

Another observation I've made in my first month as Acting CEO is the immense wealth of passionate, skilled and caring people there are working within Mahitahi Hauora. It's clear both within our organisation and across you, the primary health care providers delivering care, we're all on the same page of wanting to improve the health and wellbeing for whānau and our community.

To fully leverage this talent and skill base and support you in your frontline roles, we need to ensure our teams are backed by an effective leadership structure and framework that also facilitates effective stakeholder relationships and the outcomes we're all wanting to achieve.

To support that we:

- Have introduced a Chief Operating Officer position (James Allison) who's focus is entirely on operations. That means an improved management of Portfolios and Localities, clearer delineation of roles and responsibilities of Mahitahi kaimahi who directly support GP (i.e. Improvement Partners - previously Practice Facilitators) and Improvement Partners for Neighbourhood Healthcare Homes
- Are establishing a new role that manages and oversees General Practice day-to-day needs



- Are improving engagement and alignment of our management team with key stakeholders (i.e. whānau and our communities GPs, and Northland District Health Board):
 - One of our first steps is a renewed presence at Northland District Health Board (NDHB) Executive Leadership Team (ELT) Meetings and re-building of relationships with that ELT team

Better communications

In a time where things are changing daily, we need to ensure that you and all of our stakeholders are kept, to the best of our ability, updated on any key matters.

That will, and is including:

- The introduction of a Board meeting summary of key matters (including major decisions and updates) prepared by the Board Chair and circulated to all GP and Maori Providers – you should have received your first edition of that this month
- The establishment of a targeted stakeholder engagement plan which will include the Acting CEO and/or the COO visiting every GP and Māori Health Provider annually
- Group forums may better suit some providers, and we welcome your advice on that:
 - I have already begun to meet as many of you as I can
- Communication pathways for providers, including an escalation option for exceptions to be trailed and reviewed within two months of implementation
- Prioritising meeting and engaging ‘face-to-face’:
 - Sometimes this is not possible, especially for those of you working and living in rural locations. Where it’s not we’ll utilise technology to optimise all of our time, but we must not forget how important it is to see and work with one another in person.
- Carrying out a survey to assess Mahitahi’s responsiveness to GP and Maori providers wants and needs by June 2021. This will help us to firstly, identify gaps and secondly establish a baseline for another ‘temperature check’ survey in December 2021.



- This is all in addition to the already in place communication channels to primary health care providers which includes:
 - A weekly PHE operational update to all practice managers
 - Clinical updates through the Medinz platform
 - A monthly in-depth newsletter for all primary health care providers (Mahi Matters)

Understanding the funding streams

- A number of you have told us you are keen to understand ‘where the money goes’
- For confidentiality and commercial sensitivity to individual practices and business owners we can’t do that
- However, there is nothing stopping you all as practices and business owners from sharing that with each other yourselves
- What we can do, is share this high-level breakdown below with you:

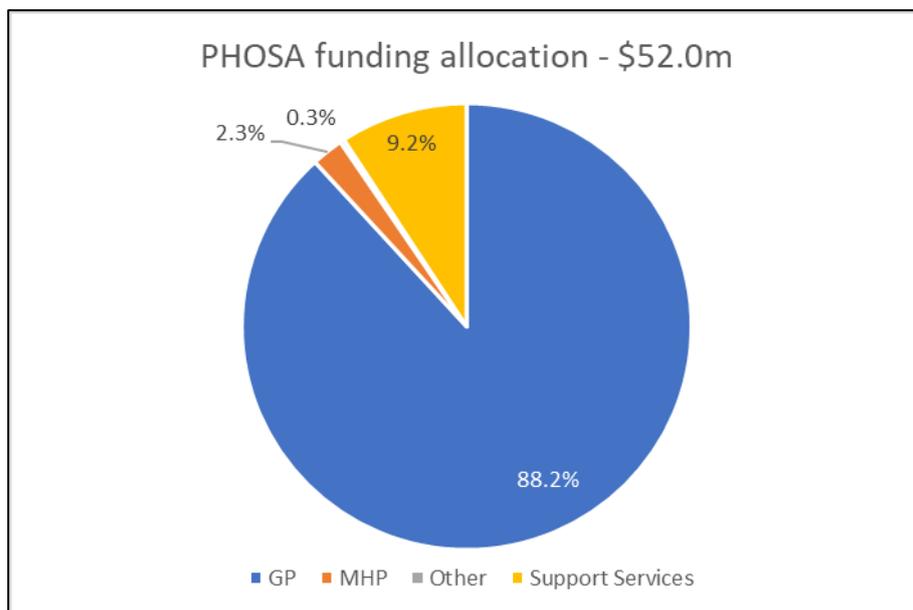


Figure 1: Primary Health Organisation Services Agreement (PHOSA) funding (\$52.0m) allocation (including funding for Māori Health Providers (MHP))

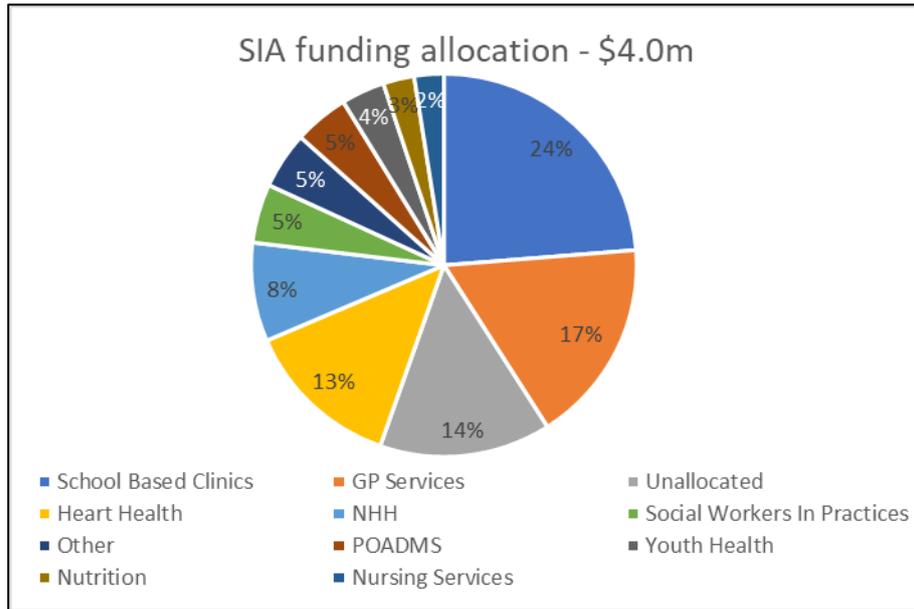


Figure 2: Services to Improve Access funding (\$4.0m) allocation

- Headline figures from the above are:
 - 100% of capitation funding for First Level & Urgent Care Services is paid to GP Practices
 - 91% of PHOSA funding is allocated to Providers
 - 90% of SIA funding is allocated / projected to Providers for various health services
- We are committed to the development of an Equity Policy with our Board, and following that an Equity Investment Framework:
 - We intend for that to be developed in the next six months, working in collaboration with GP Practices, Māori Providers and Northland DHB, to ensure that all future investments are fair and aligned with our strategic intent.
- In addition to this, Mahitahi has started work on a GEOMAP which will be used to easily show how all sources of funding have been utilized across Te Tai Tokerau. At a glance, we will be able to see the relative investment by funding type.

Working together

- In acknowledgement of the significant medical workforce shortage that Northland is currently facing, Northland District Health Board and Mahitahi Hauora have agreed to create a joint governance group to focus on the problem and align our initiatives currently in development in both organisations



- We are also currently mapping all the various stakeholder relationships we hold across the organisation with our external stakeholders, and our primary health care providers, so we can identify gaps, where we can and should consolidate, and ensure we have the most 'fit-for-purpose' team members engaging with you as appropriate

The services you can access

- We are working with our localities to develop a resource that will outline all the health and wellbeing services (both Mahitahi Hauora funded and beyond) that you and your patients can access, and they can be referred to if required