

2022  
**ANNUAL  
REPORT**

*Hauora Matua Ki Te Tonga*

## Karakia Mō Te Ata

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As health reforms get underway across Aotearoa, with equity of access to healthcare and equity of health outcomes the priority, we welcome this new era with a karakia acknowledging the dawn of a new day.

***Ka haea te ata***

***Ka hāpara te ata***

***Ka korokī te manu***

***Ka wairori te kutu***

***Ko te ata nui ka horaina***

***Ka taki te ūmere***

***He pō, he pō***

***He ao, he ao,***

***Ka awatea***



## Chairman's Report



*E kā mana, e kā reo, e kā hau e whā, e kā karakataka maha o te takiwā.*

*Tēnā koutou, tēnā koutou, kia ora tātou katoa*

In the midst of delivering care, managing a Covid outbreak, and planning for the future, it can be hard to step back and recognise the achievements and advances made over the course of a year. So when our AGM and Annual Report time comes around, it is a welcome opportunity for us all to reflect on what has been achieved.

It's been a remarkable year and primary and community health care providers have again done remarkable work. General practices, Māori and Pasifika providers, our community pharmacy colleagues, and the WellSouth team have stepped up once more. I would like to say a personal thank you for your efforts and collegial approach to supporting our communities and the health system overall.

Covid activity was the dominant feature in healthcare once again. In the 2021-2022 financial year, however, it's been Covid to the power three: testing, vaccinations, and delivering Covid Care in the Community support.

WellSouth Chief Executive Andrew Swanson-Dobbs played a critical role in building new and stronger relationships with providers, government agencies, and regional partners. These efforts have helped to ensure people in our communities had the clinical care and social supports needed, and providers delivering that care were informed and supported.

Dr Carol Atmore, WellSouth Clinical Director, helmed the implementation of a new programme of care and support for people who tested positive in Southern, coordinating efforts here with Ministry and public health guidelines.

I greatly admire and appreciate their leadership. This approach helps set the tone for where we want to go next as an organisation.



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### Health Reforms

The country's health and disability sector reforms represent a transformational change to the system. With these changes on the horizon, and the learnings of the sector's Covid response fresh in our minds, the board undertook a strategic review. The result is a new framework focused on improving equity. WellSouth's strength as a trusted partner will help to further build relationships, and to better prepare for the opportunities that lie ahead.

I am proud of the progress made this year, launching the mana whenua primary care service, aimed at supporting unenrolled patients in Wāihopai-Invercargill. Our collaboration took a major step forward with a new name – Te Hau o Te Ora, meaning breath of life – and the official signing of a partnership agreement with Awarua Whānau Services and Hokonui Runanga. We've already advanced this partnership and I know our work together will help many more whānau access the care they need.

### New trustees

There has been change at the board level as well this year. We've welcomed new mana whenua trustee representative Associate Professor Emma Wyeth (Kāi Tahu, Te Ātiawa, Ngāti Tama, Ngāti Mutunga). Emma has already made a valuable contribution since joining the board in April, and will continue to support work that improves health equity and access to health services for Māori.

Emma takes over from Donna Matahaere-Atariki (Ngāi Tahu, Ngāti Ruanui, Ngā Rauru and Te Ātiawa), after two terms as a trustee. Donna has been instrumental in helping us focus on building more partnerships in the community and engraining a partnership mindset. She is a dedicated advocate for anyone who is or has been disadvantaged and her legacy with us is that we can (and we do) make a difference in helping to provide access to care and better health outcomes.

I would also like to express my gratitude and best wishes to Amanda McCracken who finishes her term as nurse representative to the WellSouth board. Amanda is a nurse practitioner with Tuatapere Medical Centre and has been a strong advocate for nurses, nurse practitioners, and an important voice for rural general practices. Amanda has always been constructive in her advice and she has made substantive contributions to clinical and governance issues.

There is much more to be done, of course. Our focus going forward will be to improve equity, build partnerships, and improve how we operate. WellSouth is ready for the future and to play a pivotal role in helping providers and our communities.

Ngā mihi nui,

**Doug Hill**  
Board Chair

## Chief Executive's Report

*E tāua mā, e Pōua mā, rau Rakatira mā, mokopuna mā, ā, kā Papatipu Rūnaka o Arai te Uru me Murihiku, mā mātou te Hauora Matua ki te Tonga e watua a mātou mihi ki a koutou katoa*

*Mauri ora ki a tātou*

2021-2022 will surely be remembered among the most complex on record for healthcare services in Aotearoa-New Zealand.

Covid continued to challenge. General practice teams and primary care providers were busier than ever testing for the virus, administering the vaccine, and delivering the new Covid Care in the Community programme – a programme that was modified even before its implementation as Omicron overtook Delta as the dominant variant.

In the background, meanwhile, there have been the proposed health reforms: Wholesale plans to combine 20 district health boards into a single national agency and introducing 'localities' – a process for re-orientation of health services at the community level to better meet the needs of local populations, support consistent access to care, and to truly address inequities.

Several months on and here we are at the outset of the biggest health system restructure in a generation and living with Covid in our communities.

How have primary care providers and general practices responded? As our sector always does, by continuing to adapt to change and make progress.

Our united approach – general practices, community pharmacies, Māori and Pasifika providers, and WellSouth working together - was critical for the success of the Covid response in Southern.

This shows what I have observed for years: we work well together, we're resilient, and adapt quickly to the need for change. We continue to welcome innovation and maintain the focus on providing care and support for our patients, clients, whānau, and communities.

Our united response to Covid and our continued ability to deliver healthcare in spite of Covid, is what gives me such confidence and optimism about the future of health services and our place in it.

As the updates on the following pages illustrate, WellSouth teams, general practices and other providers and partners have delivered healthcare services, introduced new programmes, and supported our communities despite ongoing pressures, workforce challenges, and the changing protocols that sometimes curtailed business as usual.

Collegiality, adaptability and willingness to change is a rock-solid foundation for the future.

While, admittedly, we don't yet have a full-picture of what the new health system will look like, we do know that providers with connections to the community will play a key role.

There is a place too for organisations that are trusted partners who can support, coordinate, and help implement change.

When I look back on the past year, I am proud of the role WellSouth has played in building relationships, fostering partnerships, and helping facilitate solutions.

Covid testing and vaccinations clinics; Te Hau o Te Ora, partnered primary health service, in Invercargill; the launch of EmergencyQ to help people to access acute care while taking pressure off emergency departments; the very successful Access and Choice programme, making free and immediate well-being support widely available in general practices across the region: these are just a few examples of how we have helped to make healthcare more available, and taken pressure off other parts of the health system.

The most important outcome, the measure that matters, of course, is that our collective work has helped people.

I am grateful to the teams of providers in the community, WellSouth staff, and our board of trustees for their support and guidance.

There is much more work to do but the new health system presents genuine opportunities. I believe in this rohe we have the right people and skills, a willingness to listen, and a shared desire to do better together, that will help us to take even more significant strides forward in the years to come.

Ngā mihi nui,



**Andrew Swanson-Dobbs**  
Chief Executive



**Collegiality, adaptability and willingness to change is a rock-solid foundation for the future.**



# TE HAU O TE ORA

Te Hau o Te Ora was established in October 2021 and is a partnership between WellSouth Primary Health Network, Hokonui Rūnanga and Awarua Whānau Services. The aim is to launch a primary care service to meet the needs of unenrolled residents of Waihōpai Murihiku (Invercargill Southland), particularly unenrolled Māori, and to support the overall sustainability of general practice and primary care services in the region.

## Mataura Medical Centre

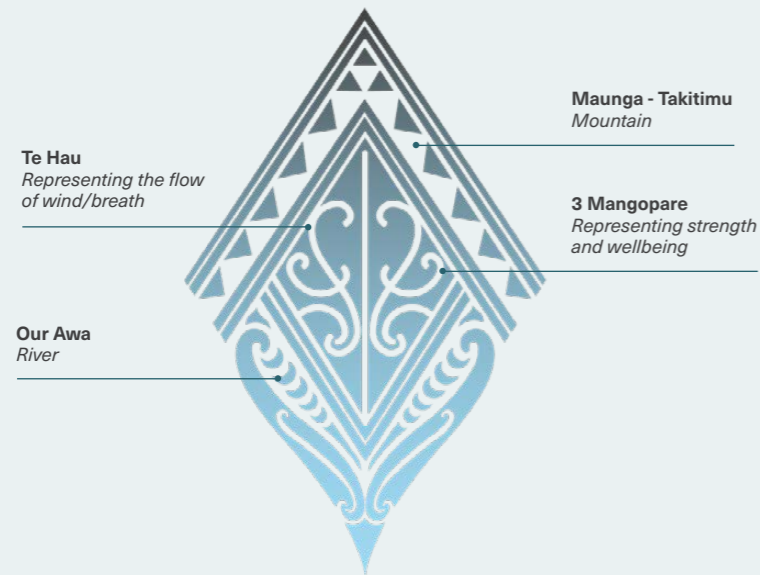
Waihōpai, however, was not the first service location. On 1 April 2022, Te Hau o Te Ora took ownership of the Mataura Medical Centre. The partnership with Hokonui Rūnanga meant that the opportunity in Mataura was a natural extension of our strategic plan for Te Hau o Te Ora and a reflection of the collective passion for serving our communities.

At the end of the financial year, Te Hau o Te Ora was successful in recruiting a doctor and other primary care team members, moving toward the goal of starting service delivery in Waihōpai.

From here the service will move forward in leaps and bounds.

## BREATH OF WIND

The name, Te Hau o Te Ora, was gifted to us by Hokonui Runanga and means the breath of wind, health and wellbeing. The logo was designed by a Māori artist Renata Karena based in Queenstown, and signifies hope, health and well-being and manaakitanga.



## MAKING HISTORY

In September 2021, the official signing of a partnership agreement between Awarua Whānau Services, Hokonui Runanga and WellSouth Primary Health Network in Waihōpai-Invercargill, brought Te Hau o Te Ora to life.



Mata Cherrington (Kaihautū/CEO Awarua Rūnaka, Ivan Hodgetts (Awarua Rūnaka), Whaea Louise Fowler (Trustee Awarua Rūnaka) Dean Whaanga (Awarua Rūnaka), Taare Bradshaw (Hokonui Rūnanga), Donna Matahaere-Atariki (WellSouth Trustee), Terry Bradshaw (Hokonui Runanga), Michael Skerrett (Waihōpai Rūnaka), Andrew Swanson-Dobbs (CE WellSouth), Tony Hill (WellSouth Trustee).

# MĀORI AND PACIFIC HEALTH

## MĀORI AND PACIFIC HEALTH

WellSouth supports and works alongside all Māori and Pacific health providers in the district to enhance Māori and Pacific enrolment and effective engagement with general practice.

These providers play a valuable role in supporting and increasing Māori and Pacific participation in National Bowel Screening, flu vaccination and Covid-19 vaccination programmes.

### Kaiārahi (Cancer Navigators)

Kaiārahi (Cancer Navigators) continued to be supported at Ōtākou Health Ltd and Ngā Kete Mātauranga Pounamu Charitable Trust. The Kaiārahi provide outstanding, often challenging, work supporting at-risk whānau and those with cancer through their diagnosis and treatment pathways.

### Māori Health Providers

Aukaha (Tumai Ora)

Awarua Whānau Services

Hokonui Runanga Health and Social Services Trust

Ngā Kete Mātauranga Pounamu Charitable Trust

Ōtākou Health Ltd

Te Roopu Tautoko ki te Tonga

Tokomairiro Waiora

Uruuruwhenua Health

Pacific Health Providers

Oamaru Pacific Island Community Group

Pacific Island Advisory & Cultural Trust (PIACT)

Pacific Trust Otago

## Clinical Programmes

A range of funded clinical programmes in general practice help support Māori and Pacific people engagement with primary care. These include:

- GP and Prescription Voucher Programme
- Rheumatic Fever
- Sexual Health
- Cervical Screening
- CVD Risk Assessment
- National Bowel Screening Programme
- Hauora Wellness Checks
- WellSouth Call Centre

## Enrolment by Ethnicity in Southern

# 31,056

Enrolled Māori

# 7,496

Enrolled Pasifika

## MĀORI CANCER KAIĀRAHI SERVICE

The Māori Cancer Kaiārahi Service is a service designed to support whānau with high suspicion of/or diagnosis of cancer. WellSouth partners with providers and supports services to help individuals and whānau to get the right information, make informed decisions, and eliminate any barriers to accessing care.



### We Are One Big Happy Whānau From Ngā Kete Mātauranga Pounamu Charitable Trust

*My name is Lucy Harding, I'm 79-years-old and have been living in Riverton for the past 40 years.*

*Last year during a day surgery cancer was discovered on my ovaries and a lymph node. I then went to Christchurch for a three-hour surgery and I was so grateful that the surgeon was able to remove everything. I was lucky that I had no pain, but it did take a long time for it to heal.*

*Following my operation, I was introduced to Barbara Metzger and Jo Cullen from the Cancer Kaiārahi Service. I'm so pleased to have met them! We have been one big happy whānau ever since and they have supported me on my long and arduous journey. They're like sisters to me now.*

*They have taken me to treatment and to town to see specialists. I knew I could ring them whenever I needed to talk. They filled out forms for me and they even helped get everything I need for home help.*

*I remember Barbara came with me to see the doctor about treatment following the surgery, which included either chemotherapy or radiation. It was so helpful having her there because I wasn't sure what it all meant and I was worried about having to leave my dog for 6 weeks to go to radiation in Dunedin. But Barbara told me I could take my dog, which made me feel so much better.*

*At the end of this meeting with the doctor, I was told there was no more cancer. The surgeon had managed to remove the whole lot.*

*Barbara and Jo took me to Dunedin for my radiation – they even took my car so I could easily get around in Dunedin while I was there.*

*Now, I'm feeling great and the doctors say I am cancer free! I'm so grateful for the support of my niece and the support of Barbara and Jo and Ashleigh from the Cancer Society.*



“

*Barbara and Jo from the Māori Cancer Kaiārahi Service visited me following my cancer diagnosis and we've been one big happy whānau ever since. They have supported me throughout my entire journey.*

Lucy Harding

”



**BOOSTING COVID-19 VACCINE RATES AMONG MĀORI AND PASIFIKA**

Equity of access to all health services and programmes is a priority – including the Covid vaccination programme.

WellSouth’s call centre reached out to unvaccinated Māori and Pasifika patients in the district, offering to book their vaccines and supporting greater understanding of the benefits of getting vaccinated.

Nine new staff were contracted to make outbound calls on behalf of general practices and other health providers.

Taking a whānau-centred approach, the team also offered to book anyone in the household over the age of 12, so households wouldn’t receive multiple calls.

“We want to make it as easy as possible for people to get the vaccine, and offer to book people in at any provider that is convenient, whether a GP, pharmacy, a Māori or Pacific health provider or one of the bigger vaccine clinics,” says call centre staffer Tiare Scott.



**BRINGING CARE TO PEOPLE**

Te Kāika Covid vaccination bus hit the road in September, bringing the vaccine closer to where people work and live. This vaccination clinic on wheels was in addition to other clinics including a massive drive through vaccination clinic at the Edgar Centre and another at Forsyth Barr Stadium.

Big Blue visited suburbs across Dunedin and Mosgiel delivering the free vaccine and education around the vaccination programme.



**MANAAKI WELFARE TEAM – ENSURING EQUITY AS PART OF COVID RESPONSE**

Working in partnership with Public Health South and the Māori Health Directorate, Māori and Pacific providers and the Ministry Social Development, WellSouth established the Manaaki Welfare Team in March 2022.

The aim was to ensure coordinated support for Māori and Pacific peoples. The team contacted Māori whānau and Pacific aiga concerning all matters Covid: Vaccination, swabbing, and care in the community, or isolation support – offering up-to-date information and help in a culturally-safe manner.

Whenever an unmet need was identified, whether clinical, welfare, or cultural, the patient was referred to an appropriate provider.

Food parcel coordination and delivery was a common request during isolation and our Pou Manaaki and Tautai Pasifika (Navigators) established and maintained strong relationships with community connectors across the region.

Physically sitting alongside the clinical team, as well as MSD staff, proved advantageous as well, making it easier for key partners in the Covid response to manage patients and ensuring no one missed out on care and support.



**7,581**

Māori/Pacific patients and their whānau were contacted by the Manaaki team.

**78% Māori, 22% Pacific peoples**



**1066**

Households were supported to receive food parcels and organised clinical care

**63% Māori, 37% Pacific**

“

*During my recent isolation period, I received a phone call from [the Manaaki team]. I found this phone call both comforting and resourceful. A phone call may not seem like much to some, but through this kōrero I felt supported, connected, and reassured. At a time of isolation, I valued the voice of a Māori woman checking in with me to ensure my health and welfare needs were being met.*

*In addition, she was able to advise me of the Covid employer’s subsidy, which meant I didn’t need to use all my sick leave. I passed this information onto my partner, and he was able to use this knowledge also. We were grateful for this information that we wouldn’t have known otherwise.*

”

Māori Patient, May 9th

# PEOPLE & CULTURE

Our strength in WellSouth is always as a collective. The past year has presented many challenges in how we maintain, keep safe, and build our workforce, amidst the disruptions of the pandemic. Guiding our work programmes in the People and Culture team was understanding that the way through these uncertain times was to do as much as possible to connect. Through the disruption of our ever-changing environment, we were still able to promote our core values, implement new training opportunities, and support staff by prioritising wellness.

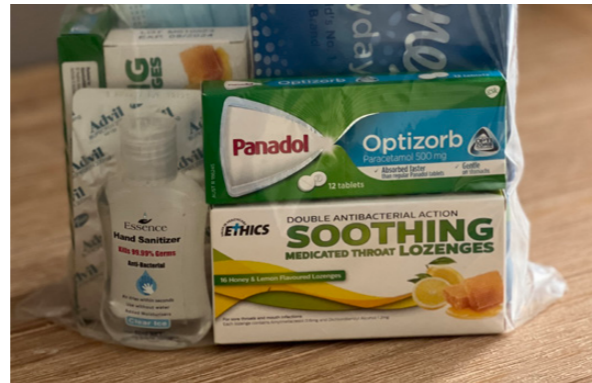
## COLLABORATION

The People and Culture team worked closely with the Data and Digital team, and our end-users, to streamline Recruitment, Health and Safety reporting, and Professional Development processes.

We introduced Swiped On – bookable desks, as we have been working through a significant cultural change that is based on work not being about the desk where people sit, but about what work tasks need to be done. There has been a shift in focus for greater collaboration between teams, which is yielding great results.

## HEALTH AND SAFETY

We knew that we needed to safeguard our people from becoming burnt out by the increased workload the pandemic created. To achieve this, we hired a mix of people on casual and fixed-term contracts for Covid work in our community, thereby, ensuring our permanent members of staff were able to concentrate on their business as usual. We also implemented an embargo on people working more than 82.5 hours in a fortnight and encouraged staff to continue to take annual leave to reduce the risk of burnout.



## WELL-BEING

The well-being of our staff is a priority and remained so as we helped our workforce navigate uncertain times. Welfare packs were put together and sent out to staff who became sick with Covid.

Maintaining connection was a key part of ensuring the wellness of our workforce. During the two-week-long Level Four lockdown in August 2021, the People and Culture manager phoned people daily to see how they were getting on and if there was anything they needed.

The team also commenced a Well-Being Pulse Survey to see how people were feeling. From taking 'the pulse' of our people, SLT commenced fortnightly online half-hour All Staff Hui, which have become a staple in our calendars.



## DIVERSITY, EQUITY AND INCLUSION, AND BELONGING

Our leadership team acknowledged that staff thoughts and feelings about Covid were diverse, and we knew the importance of leaning into our values.

The reality of how we work changed, so we needed to start reimagining how our people could still connect and get a feeling of belonging.

When there was a change in the traffic light setting - allowing larger gatherings - we took full advantage and joined in celebrating Matariki, Māori New Year. In our respective locations across the Southern region, WellSouth staff came together in the early hours of the morning, to learn, share, pay respects, celebrate Matariki and share kai.

WellSouth continued training and education around health literacy and improving equity, with Te Tiriti o Waitangi and LGBTQI+ Education sessions being popular for both WellSouth and general practice staff.

### Supporting Diversity, Equity and Inclusion, and Belonging:

- Updated the Gender Identity tab on HR system
- Invited staff to use their personal pronouns on their email signature
- Toilet signage was updated to be more inclusive
- Unconscious Bias training was introduced and is part of the new staff induction process

## WORKFORCE DEVELOPMENT

WellSouth takes pride in providing high-quality and relevant education and training opportunities for general practice teams, community health providers, and our own staff.

Interest in training opportunities remained high, although the continued impacts of Covid meant some training was postponed and rescheduled.

Despite the disruptions, new training opportunities were introduced over the year. We ran three Motivational Interviewing workshops, two initial Southern Spirometry Training Workshops, three 'Learn to Swab' workshops in early 2022 in response to the new unregistered swabber workforce, and 13 workshops in response to a change to the ACC GP MRI Referral System.

The new training initiatives were offered alongside our standard courses we delivered throughout the year and our CPR training continued to be one of the more popular training opportunities on offer.

Our instructors provided CPR training to 381 people across the Southern Region, including general practice staff, pharmacists and WellSouth staff across 55 sessions.



## COVID

During our annual reporting year, we went through the Covid alert levels (levels one through four) followed by the traffic light settings, which determined all facets of our lives, including where we could and could not work.

The Covid-19 Public Health Response (Vaccinations) Order 2021 mandated vaccinations for our staff and for all volunteers too. To get full compliance, with a very small number not agreeing to the mandate, was no small undertaking, but one we are proud to have achieved.

The Government introduced the Covid Leave Support System, however, it was complicated. Our team made it simple by designing a decision tree staff could follow to determine their eligibility for support based on their situation.

## SURGE WORKFORCE

People and Culture together with team leaders had to act quickly to increase staff and help support our communities in advance of Covid arriving in Southern:

### Covid Care

**30**

Covid Care in the Community

### Covid Swabbing

**2**

Clinical Leads

**44**

Credentialed Swabbers

### Covid Vaccination

**7**

Covid Vaccination

**6**

Māori and Pacific Island Covid Call Centre



# COVID RESPONSE

## COVID TESTING

The primary agency for Covid testing in Southern since the pandemic began in 2020, WellSouth continued to play the leading role in Covid testing and supporting other providers to deliver testing – ensuring equitable access to services.

The country's testing strategy was initially focused on PCR swabbing, however, the sharp rise in Covid cases and a significant increase in demand for testing by February 2022 meant that rapid antigen tests (RATs) became the primary method of testing (though PCR testing continued to be available). Supporting the distribution and ready availability of RAT tests would become the new focus of work.

### Community Testing Centres

While general practices continued to provide Covid testing, Community Testing Centres (CTCs) were established in anticipation of an increased need for testing. In December 2021 there were two Covid Testing Centres in Dunedin and one in Invercargill. Before the busy holiday season, there were two sites established in Queenstown-Frankton. A testing site opened in Oamaru in February.

The first cases of Covid were detected in Dunedin and Queenstown on February 10. By the end of February, testing numbers surged to 420 per day at the CTCs, from around 50 per day at the start of the month. The two Dunedin testing sites did a combined 1,900 PCR tests on a single day in late February.

### Switch to RATs

With the increased need for Covid testing, rapid antigen testing replaced PCR tests as the primary diagnostic method. Less sensitive but more accessible, the move to RAT testing meant focus was now on ensuring that RAT tests were widely available across the district.

The Ministry of Health's guidance was that 96% of the population should have access to a RAT collection site within 20km.

The WellSouth team worked with pharmacies, remote medical practices and many other providers and community agencies across the district to ensure that RAT tests were accessible throughout Otago and Southland.

By March, when New Zealand had moved to Phase 3 of the Covid response and RAT tests could be ordered online, there were 52 RAT collection sites in Southern - from Stewart Island to Oamaru – more than any other region in the country.

Within four weeks more than 1-million RAT Tests had been distributed in Southern.

# 1million

Rapid antigen tests were distributed by March 2022





**COVID VACCINATION PROGRAMME**

The Covid vaccination programme continues to figure prominently in work of WellSouth and general practices.

The arrival of the Delta variant in New Zealand in August, and resulting lock-down, put added pressure on the programme team in Southern to increase capacity and access to the vaccine among eligible populations.

From July to December 2021, the focus was on getting eligible populations double dosed, while the vaccine mandate for healthcare workers, the paediatric campaign, and boosters doses featured prominently from January 2022 onwards.

It took a team effort from WellSouth, general practices, pharmacies, Southern DHB, and Māori and Pacific health providers to ensure equity and accessibility to the vaccine in Otago and Southland.

Delivering the vaccine close to where people live and work and where they usually receive their care was always a priority.

The district had completed 80,000 Covax vaccinations pre-July 2021, and the programme went on to deliver another approximately 700,000 by the end of June 2022

The Covax team continues to work diligently to ensure the population is fully-vaccinated and is now working to combine the Covid vaccinations with other immunisation programmes.

**Southern general practices make major contribution to Covid vax rollout**

More than any other area in Aotearoa, general practices in Otago and Southland played a significant role in the Covid vaccine programme. Practices here delivered a majority of the vaccines during the early stages of the programme and continued to ensure patients and communities across the district had ready access to the free Covid-vaccine from their most trusted health provider.

At the height of the programme, 85% of general practices in Southern were either delivering or prepared to deliver the vaccine.

WellSouth's Covid Immunisation Coordinators helped prepare practices for the vaccination rollout. While practices routinely prepare and administer vaccinations, the Covid vaccine programme was new and required extra work – including processes for receiving, recording, storing, and drawing up the vaccine, as well as learning the Covid-specific booking system - the Covid Immunisation Register (CIR).

The Covid vax rollout is a great example of how collaboration in the health space is of benefit to the community. The willingness of general practices to be involved, on top of their existing workload, is a testament to their commitment to their patients.



**Super Saturday**

On Saturday 16 October, a national Super Saturday vaccine campaign encouraged people to get the second dose of the Covid vaccine.

77 vaccination sites across the region vaccinate 9,788 people - another one-day record for the South!

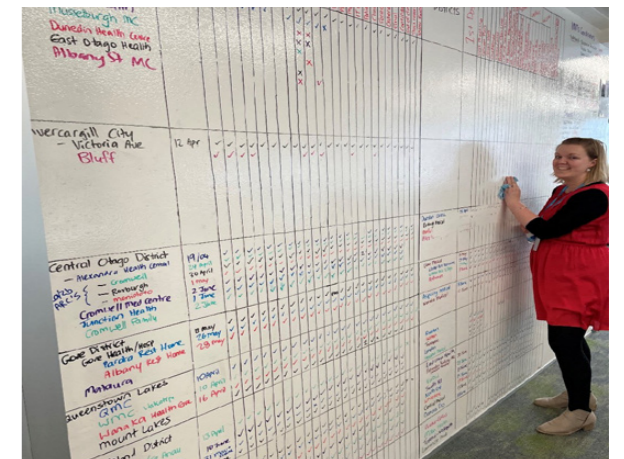
Following on the success of Super Saturday, the push continued with extra pop-up clinics throughout November many hosted and run by general practices.



*This is preventative care, it's a service patients want to receive in a place they're familiar with and by a clinician they know.*



**Paulien Leijnse**  
General Manager, Broadway Medical Centre





**Southland Farmgate Tour**

Southern Covid vaccination programme continued to innovate to ensure the Covid vaccine was accessible to all, including rural communities.

Southland district Mayor Gary Tong and Gore district Mayor Tracy Hicks joined the campaign, teaming up with health providers for the Southland Farmgate Tour. Two teams travelling with caravans hit the roads making stops in small communities and other rural locations to provide the vaccine to residents and workforces across the Southland countryside.



**Pop-up Clinics**

Lumsden family Shannon and Danny Douglas, (accompanied by 3-year-old daughter Merida Douglas) were delighted to have the opportunity to be vaccinated at a clinic close to home. The couple were among more than 120 people to receive a Covid vaccine at the WellSouth pop-up Covid vaccination clinic at Lumsden's Memorial Hall in September.

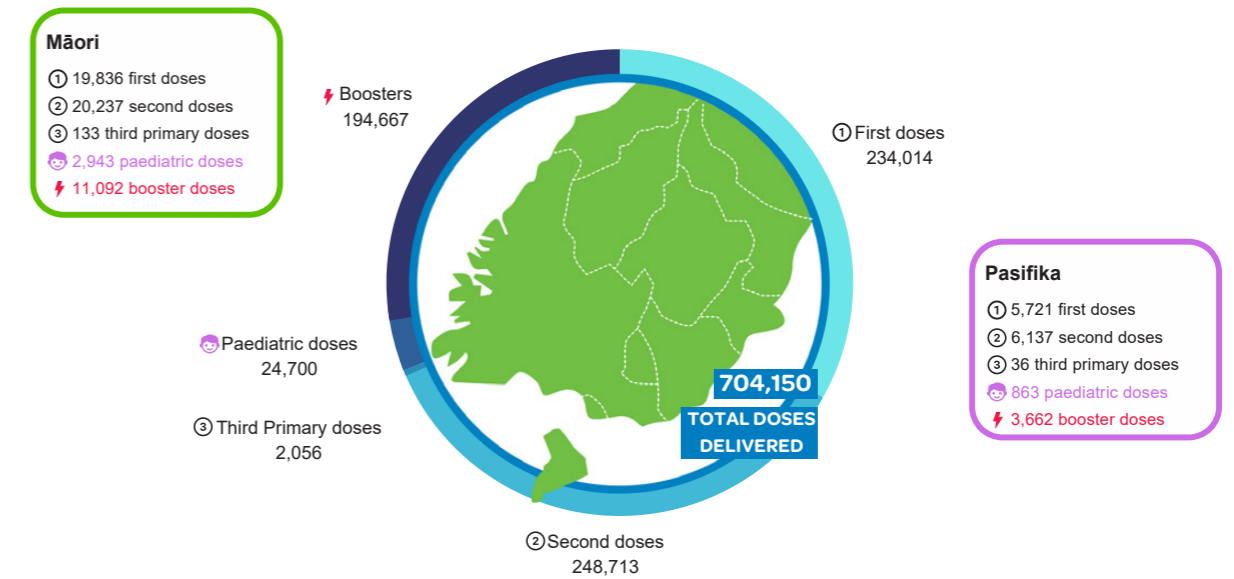


*We really appreciate having the clinic nearby so we could come here together. We want to be safe and help keep others safe.*



**Southern District Vaccinations**

1/7/21 - 30/6/22



**70**

70 general practices in Southern were involved in the delivery of the Covid vaccine - a higher participation rate than anywhere else in the country.

**49,000** Vaccinations in a week

At a peak point in August, the Southern programme delivered over 49,000 vaccinations in a single week. At that time, over one-quarter of all the providers in the country involved in the program were in Southern.

**1,409** Vaccinations in a day

On August 22, Te Kāika Health Centre's Māori and Pacific Drive-Thru vaccination clinic at the Edgar Centre in Dunedin delivered 1409 vaccinations. At the time it was the most doses administered in one-day at one-site.

**90%** Double-dosed

The government's target was to have 90% of eligible population double-dosed by the end of 2021. This was achieved in Southern on 06 December with 548,267 Covid vaccinations delivered.



**COVID CARE IN THE COMMUNITY**

With Covid spreading internationally and in New Zealand, it was a matter of when, not if, Covid would arrive in Southern.

Thanks to high vaccination levels, planning by health providers in late 2021 and early 2022 centred on how to help Covid-positive patients to be managed at home when it was safe to do so, while ensuring that those who needed a higher level of care would have the support they needed.

Based at WellSouth Dunedin offices, the new Covid Care in the Community Coordination Centre was created to coordinate activity and provide virtual care and support to all unenrolled, high-risk Covid-positive patients in the Southern region. It was comprised of a clinician network, Manaaki welfare support, two rotating coordination teams, and data and digital support.

The team worked closely with the Ministry of Social Development (MSD), Te Whatu Ora Southern (former SDHB), and Public Health South.

The Coordination Centre was also a point of contact for general practices that were supporting their own patients.

**Omicron**

Initially designed as a response to the less-infectious-but-more-serious Delta variant, the team had to pivot to plan for the rapidly-spreading Omicron variant.

More than a dozen clinicians from general practice and WellSouth raised a hand to be involved in the clinician network by the time the first Covid case was detected in Southern in February.

The country moved swiftly to Phase 2 Omicron, identifying those who were able to self-manage and those who needed active clinical management. Throughout subsequent iterations in models of care, changes to testing regimes, and increasing case numbers, the health and welfare response remained coordinated, locally-led, and focused on equity.

**Peak Covid**

While recruitment continued to support growing case loads, clinical leads and coordinators were in place in time for the first major peak in March when there were nearly 1700 cases a day in our region.

WellSouth sourced 800 pulse oximeters and distributed these to patients, general practices, rural hospitals, and Pacific and Māori health providers across the district, ensuring the monitors were accessible where and when they were needed.

**Manaaki Team**

A Manaaki Wellness Team was put in place in March to contact all Māori and Pacific patients who tested positive for Covid. Cultural navigators offered care and support and helped ensure individuals and their households could manage safely in isolation. Patients and their whānau/aiga were offered the support of Māori and Pacific providers, and the coordination centre's clinical team, where it was needed. Food and care packages funded by MSD and delivered by a wide range of agencies was also offered.



**Former Refugee Communities**

To support unenrolled former refugees living in our communities, a specific pathway was created. The Covid Care in the Community Coordination team used ezispeak telephone translator systems, information resources were translated into Arabic and the WellSouth cultural navigators provided support through a newly established 0800 service.

In addition to providing clinical care for all unenrolled people who tested positive for Covid, the clinician network also provided weekend phone support for general practices that were not providing telehealth care to their patients over the weekend. While the sheer volume of patients requiring contact during the Covid peak made this a challenge, our clinician network team, comprised of clinicians from across the local primary care system, ensured that those most vulnerable during this time were supported and cared for.

**Working Together**

There were clear benefits to working closely together, including co-locating support services, and soon Ministry of Social Development staff joined the WellSouth coordination centre. MSD staff were able to support patients who had complex needs related to their housing and finances, often exacerbated by being off-work in isolation. This integration further supported communication and our "one-stop-shop" approach is serving as a model for delivering care in the future.

**WHAT DID WE LEARN FROM COVID?**

The whole experience of working together as a health and social system has shown us all what is possible when we have a common goal, working towards common outcomes, with the person and their whānau truly in the centre.

The connections and relationships forged during these times between WellSouth, our general practice and community pharmacy colleagues, with our Māori providers and whānau, and our Pacific providers and the Pacific community, with our Public Health South and hospital colleagues, and with St John Ambulance and the Ministry of Social Development across the district will stand us in good stead for the health system of the future.



**Dr Carol Atmore**  
Clinical Director,  
WellSouth, and Covid  
Care in the Community  
Programme Lead



**1,700**

Southern hit 'peak Covid' in March, with 1700 cases a day



**800** Pulse oximeters

Distributed to patients isolating at home to monitor blood oxygen levels as an extra safety precaution for those who needed the support.

**15,300**

People supported by the Covid Care in the Community team were unenrolled patients.

(The majority of these were post-secondary students.)



**8418**

Higher-risk, unenrolled patients in the region were supported by the clinician network.

# CLINICAL SERVICES

## CALL CENTRE

The call centre continues work on a number of programmes: smoking cessation, supporting enrolment, the 0800-VIRUS-19 Covid hotline, GP vouchers and outbound follow-up calls to support the national bowel screening programme.

Since the call centre started work in 2020, their work has changed and this year is no exception. Helping people to access Covid testing and accessing results was a huge piece of work for much of the year. So too, was helping people to enrol with general practices across the district. A triage process and work with the practice network team saw the call centre and practices work to enrol the most at need patients.

## DIETITIANS

Dietitians work with patients in the community and collaborate with colleagues in Te Whatu Ora Southern to ensure that the right people are seen in the right place to get the support they need.

Dietetics services has focused on improving its service and working to reach higher-needs communities. Focus groups helped with a review of the long-running Healthy Lifestyle Groups, with the aim of ensuring the sessions meet the needs of the communities they serve.

Through focus groups – a virtual group in Invercargill and an existing exercise group based at Te Rau Aroha Marae in Bluff - the team heard from and collaborated with people from different cultures and backgrounds.

Asked what they wanted to learn about, how they wanted to receive information, and how the service could most be of help to them, both groups came up with fresh ideas and helpful feedback.

This work and further engagement efforts will provide the basis for changes to how services and support are provided to communities in the coming year.

For individual appointments, dietetics continued to deliver care via both face-to-face and telehealth options – a new normal for the service – and patients and clients have expressed that they appreciate having both options available to them.

## HPV PROGRAMME

WellSouth delivers the HPV vaccine programme in schools in Southland and Queenstown to Year 8 girls and boys.

With some minor disruption to the schedule due to Covid, the programme continued as planned, on target for complete delivery by year end.

WellSouth works with general practice teams to advise of any youth who have declined the vaccine in school, so they can be offered the opportunity to receive their vaccine at a later date in the practice.

# 55

Schools visited

# 900+

Children vaccinated

## PRIMARY OPTION FOR ACUTE CARE (POAC)

POAC services are delivered by primary care teams in the community, rather than requiring treatment in hospital.

WellSouth supports delivery of long acting reversible contraception (LARC), IV fluids for rehydration and administering IV antibiotics.

Further options will be added to this programme and already include some non-acute options such as, IV iron infusions and pipelle biopsies.

Providing these in the community saves patients lengthy travel from some locations in the district and allows them to receive the care from the health provider they know best – their general practice team.

# 490

IV Fluids

# 1,265

IV Iron Infusions

# 562

Pipelle Biopsies

# 480

Long-Acting Reversible Contraception (LARC)



## NURSE PRESCRIBER PROGRAMME SUPPORTS NURSES TO ADVANCE THEIR SKILLS

WellSouth has taken a big step forward to support the primary and community nursing workforce and helping to increase capacity and capability in general practice.

The South Island Registered Nurse Prescribing in Community Health (RNPCH) programme trains nurses to treat minor ailments in usually-well patients and prescribe medications to treat a number of common health conditions, including ear infections, sore throats, and common skin conditions.

The six-month online training programme – the only one in the South Island – began in February 2022 with an initial cohort of 13 registered nurses, followed by a second cohort of 10 registered nurses who began the programme in June.

WellSouth Nurse Educator for the prescriber programme Ellen Clearwater coordinates the programme alongside Nurse Practitioner Nicky Burwood, who developed the self-directed online learning modules and delivers the online webinars to the students.

“We are pleased to help nurses advance their skills, take pressure off other parts of the health system, and contribute to the sustainability of the healthcare workforce for the future,” Ellen says.



## COMMUNITY-BASED RESPIRATORY SERVICES

Supporting better access to specialist respiratory services closer to home, Roland Meyer joined WellSouth in the newly created Community Respiratory Physician role this year.

Providing support and specialist advice, Roland helps to provide greater spirometry and sleep disorder support services in the community, including funded general practice-based diagnostic testing and generally enhancing options for patients with respiratory long-term conditions. Roland also helps community and primary care providers, which already do much of the work for patients with respiratory diseases, and works on options to achieve better integration with hospital-based services.

Roland's expertise proved invaluable during the Covid outbreak, supporting the Covid clinician network with expert clinical guidance.

## CLINICAL PHARMACY

Along with other WellSouth clinicians, the pharmacist team have helped with the Covid efforts in the form of swabbing and vaccination clinics, call centre and Covid Care in the Community work.

Covid's presence in our communities caused some disruption for practice-based pharmacists and demand shifted to more acute work rather than proactive care.

There have been a number of medication supply chain issues over the past two years and the practice-based pharmacists have supported providers and patients alike to find solutions.

### Supporting all practices

Early in 2022 it was evident that the fixed-term WellSouth Based Clinical Pharmacist position was successful, and this role was made a permanent addition to the team. This is a dedicated clinician to help practices who do not have a practice-based pharmacist. Activities include participation in multi-disciplinary team meetings, support with medication-related quality improvement activities with practices and, providing education materials and support, with priority given to practices with a large number of enrolled Māori, Pasifika, and high-needs patients.

### WellSouth-based Clinical Pharmacist



*A clinical pharmacist is a valuable resource to support general practices, their patients and whānau*

Despite the fluctuations due to changes in Covid settings, overall referrals were steady from established referral pathways and growing in terms of the number of overall referrers and referral numbers to the pharmacy service.

### Supporting Pacific Health

Clinical pharmacists hold a joint clinic at the Pacific Trust in Otago (PTO) along with the Outreach service which has been a huge success and rewarding experience for clinicians. A similar trial has already taken place in Invercargill with Pacific Island Advisory & Charitable Trust (PIACT) and WellSouth is looking for ways to bring pharmacy support to the PIACT community more regularly this year.



## PROMOTING BENEFITS OF SHARED CARE PLANS WITH HOSPITAL COLLEAGUES

General practice teams wanting broader use of care plans across the health system have a strong advocate in Viv Williams. In addition to raising the profile of the plans in primary care, WellSouth's shared care plan coordinator works with colleagues in secondary services to encourage hospital-based clinicians to access and use the plans in managing patients.

"There's a reason they're called *shared care plans*," Viv says. "And the more our colleagues in hospital settings use them, the better the information will be and the more useful they are for everyone."

Shared care plans are digital health records enabling coordination and improved communication between health providers. Accessed electronically through HealthOne in general practice and Health Connect South in secondary, these plans include Acute Plans, Personalised Care Plan, Advanced Care Plan.

Mr Michael Furlong, Southern DHB Consultant in Internal Medicine, says the plans can help with continuity of care: "The care plans have the potential to help coordinate care between the GP office and the hospital services."

Services Viv presented to this past year include Dunedin Hospital ED, respiratory, dialysis, haematology, the Home Team, and the district nursing team. She has also presented to community-based health care providers, including Habit Health and Advantage South.

"It is not just the role of general practice to use and update care plans, but for health professionals who have access to HealthOne or HealthConnectSouth to use as well. I am seeing that happening more and more," Viv says.



## SUPPORTING FORMER REFUGEE COMMUNITIES TO ACCESS THE COVID VACCINE

A dedicated vaccine clinic was held at the Meridian Mall vaccination centre specifically aimed at the Former Refugee and middle eastern migrant communities.

In partnership with Southern DHB, WellSouth's Former Refugee Integration team helped organise, promote, and run this day where families felt safe and welcomed to receive the vaccine. Transportation was available, interpreters were on-hand for both Arabic and Farsi speaking people, and onsite childcare helped reduce barriers for those with young children.

117 people were vaccinated, and a follow-up clinic was held to allow for second dose to be offered.

An additional clinic was held at the Mosque in Dunedin. In Invercargill, an information session for the community to come and have a Q&A session with a Spanish-speaking GP was well attended by the community.

- Dunedin is now home to 600+ former refugees (Syrian, Palestinian, Afghan)
- Invercargill is now home to more than 175 former refugees (Colombian)

### Dunedin Intravenous Organisation (DIVO) clinic

Outreach has been working with DIVO to help the population that use that service. Working with Dr Jim Ross, they identified that cervical screening was a need that some of patients were requesting or were worried about receiving.

The Dunedin team ran a clinic on the DIVO site where women were booked to see the nurse. Three out of six wahine identified as Māori and were not registered with a general practice but expressed an interest to do so.

As well as the screening, clients were supported to enrol and access ongoing support through general practice and WellSouth programmes.



## OUTREACH

*The Outreach team provides support to patients, whānau and general practices across the Southern region. The team works with practices to help re-engage Māori, Pasifika or people who are identified as high-needs, back into healthcare with their practices and other health services.*

Outreach this year worked to proactively look at vulnerable and hard-to-reach populations, to help re-engage them with their practices, especially for screenings - including Diabetes Annual Reviews (DAR) and Cardiovascular Disease Risk Assessment (CVDRA) and cervical screening.

One initiative this year focused on identifying and supporting Māori patients overdue for DARs. The team worked with practices with large numbers of Māori patients. Some wanted help supporting patients to re-engage with the practice, while others wanted WellSouth to complete the screening.

This approach saw the Outreach team build relationships with practices and get out in the community, educating, problem-solving, and supporting clients to feel confident in their ability to access healthcare when they need it.

### Work at Pacific Trust Otago (PTO)

An Outreach nurse and clinical pharmacist in Dunedin work at Pacific Trust Otago alongside PTO Dietitian Finau Taungapeau at a weekly Healthy Lifestyle clinic each week.

The team supports community members to get a deeper understanding of their medications and their health needs and how to manage these better. In some cases, this has generated discussions between the pharmacist and GPs, resulting in medications being reviewed and at times changed.

Patients report how grateful they are for the time, advice, and care they have received in clinic.

### FALLS AND FRACTURE PREVENTION SERVICE

*The Falls and Fracture Prevention Team work to help reduce the risk of falls and fall injuries for older people in the Southern region.*

The passionate interdisciplinary team work across three components of ACC's "Live Stronger for Longer" initiative: In-home strength and balance exercise programme, community strength and balance classes, and Fracture Liaison Service.

WellSouth is the only primary health network to deliver the Fracture Liaison Service (elsewhere it is hosted by DHBs) and the team works closely with our general practice colleagues to ensure a robust care structure throughout the patients' journey.



#### In-Home Programme

This year saw changes to the in-home support programme (following a national review). The new model is delivered over a shortened 12-week time frame and focuses on supporting those over 75 years (>65 for Māori and Pacific) who have fallen in the last year, and who cannot access a community strength and balance class or group.

A comprehensive assessment is completed in the home, identifying risk factors and selected exercises are introduced at that time, if appropriate.

#### Community Exercise Programmes

Live Stronger for Longer community exercise programmes continue to be available across the Southern district and are an excellent option for many older adults – combining beneficial exercise with social engagement.

#### Fracture Liaison GP Lead

Dr Richard Macharg, joined WellSouth as Fracture Liaison Service Clinical Lead, in May. Richard's appointment has further strengthened the model to deliver a package of information to GPs, with results from funded DEXA scans and blood tests included in a recommended management plan.

### CAPTURE THE FRACTURE

To ensure we are providing the highest standard of secondary fracture prevention, the FFP service is seeking accreditation by the International Osteoporosis Foundations *Capture the Fracture* Programme. This best practice framework provides internationally endorsed standards for Fracture Liaison Services.

**192**

People have received an in-home strength and balance exercise programme

**6,692**

People attended community strength and balance classes

**405**

People have been assessed through Fracture Liaison Service

# MENTAL HEALTH & WELLBEING

### TŌKU ORANGA - ACCESS AND CHOICE

*The Tōku Oranga (Access and Choice) team are mental health and wellbeing professionals who are part of the general practice team and provide free consultations and support to people of all ages needing help to address stress, sleep issues, drug and alcohol problems or managing long terms conditions.*

The Te Reo name of Tōku Oranga meaning 'my wellbeing', was gifted from Tracey Wright Tawha, CEO of Ngā Kete Mātauranga Pounamu Charitable Trust. This name reflects the purpose of the service to support whānau to actively participate in their own health towards self-efficacy, where people accessing care are the centre of the Tōku Oranga team and the wider general practice teams.

#### Growth

Two years since its launch in Southern, the programme further flourished this year to more than 50 providers in 33 general practices, representing more than two-thirds of enrolled population in Southern.

With the team growing significantly, Lead Health Coach and Community Support Worker roles, in addition to the Health Improvement Practitioner Team Leaders, were created to better support the workforce across the programme.

Building a peer-learning network has led to increased support for staff, sharing of knowledge across practices and improved services.

### Supporting a collaborative way of working

The Tōku Oranga reporting dashboard is proving a valuable tool for enhancing transparency, furthering quality improvements and supporting conversations amongst team members, practices and seven employer-partners: Active Southland, Corstorphine Baptist Community Trust, Te KāiKa, Pact, Ngā Kete Mātauranga Pounamu Charitable Trust, and Sport Otago, and WellSouth.

### Promoting Equity

Enhanced understanding and visibility of the programme confirms that Māori are accessing this service at a higher rate than all other groups, followed by Pacific Island communities. Among the goals for next year is to continue to build on these gains and support greater access for Māori and Pasifika.

**27,158**

Appointments were offered this year, with 40% of those encounters via telehealth. This is double the number of appointments from the previous year.

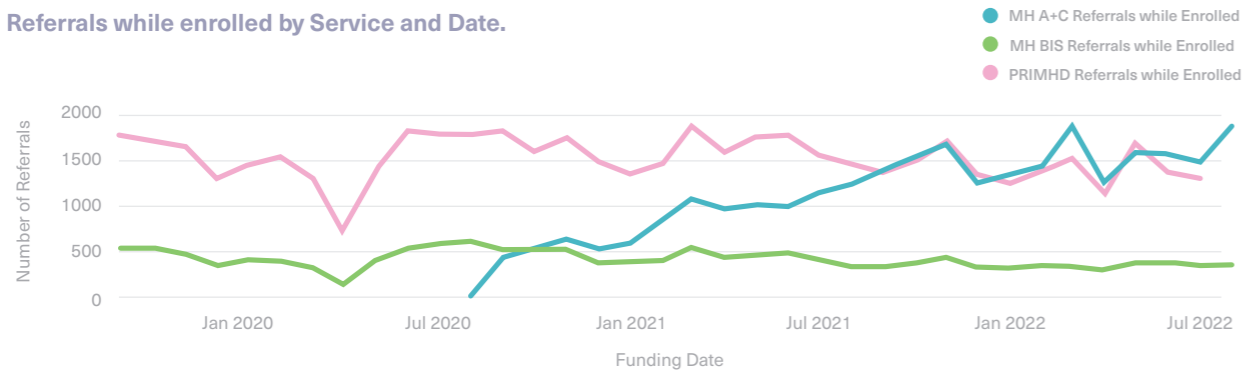




**Big Impact**

Data indicates that the introduction and increased availability of Access and Choice services correlates with a stabilising or reduction of referrals to other mental health and well-being services, both primary and secondary.

**Referrals while enrolled by Service and Date.**

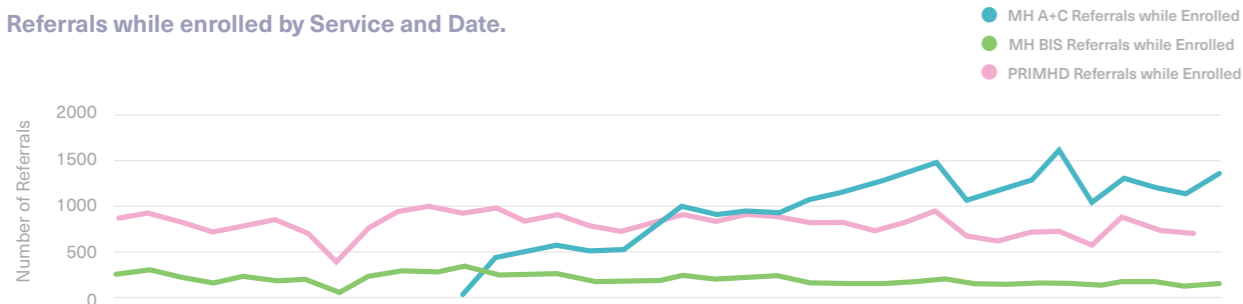


All referrals from the 80 practices to secondary mental health services (pink), existing primary care services e.g. Brief Intervention (green) and Access and Choice (blue)

**Bigger Impact**

For general practices with Access and Choice practitioners in place for more than 12 months, the impact is even more significant with patients and clients referred to Access and Choice more often than BIS and secondary

**Referrals while enrolled by Service and Date.**



**Continued Growth**

The Access and Choice team worked through Covid, in-person and via telehealth, and stepped up to support those with Covid and completing welfare checks for high-risk patients.

**Encounters Monthly Trend**



**BRIEF INTERVENTION SERVICE**

Our Mental Health Brief Intervention Services (BIS) provides short-term counselling to clients over the age of 20 with mild to moderate mental health and/or drug and alcohol issues.

The year began with some process improvement work for the Brief Intervention Service, helping improve administration and triaging work for clinicians.

Like other health services, Covid and the traffic light settings impacted the BIS team and sessions were delivered via telehealth or, when safe and appropriate, face-to-face.

Post-lockdown there was an increase in referrals, particularly in some of the harder-hit regions, and BIS clinicians worked to provide extra support to their colleagues and clients in those areas.

Covid and other routine winter illnesses increased last minute cancellations and again BIS team members from other parts of the district worked to support each other when illness, or in cases where there was an uptick in referrals in other parts of the region.

**Training**

Supporting ongoing education and training for staff is a priority and the team participated in suicide prevention education, neurodiversity training, and maternal mental health training this year. The team was also pleased to support the next generation of clinicians hosting three student placements during the year.

**2,058**

Clients were supported by the BIS team

**FAMILY MENTAL HEALTH SERVICE**

Family Mental Health Service is WellSouth's community mental health service for individuals of all ages experiencing moderate to severe mental health difficulties.

The pandemic impacted normal operations for FMHS, but thanks to previous experiences, the team quickly adapted to provide services via telehealth and to accommodate other restrictions to face-to-face service delivery – including social-distancing and mask-wearing.

Covid, of course, also affected the nature of mental health referrals and presentations. There were some significant trends - increased anxiety, particularly among young people, but in adults as well. Where there was pre-existing anxiety, lockdowns and isolation served to challenge coping strategies that may have been working previously for clients.

There has also been increased acuity, and FMHS worked closely with emergency psychiatric services managing risk/safety plans with clients in crisis.

Referrals initially dropped in early 2022, as referrers were unclear about accessing services through new traffic-light settings. But also because of increased awareness of other supports available, including Access and Choice services. Referrals increased again through more interactions with practices and working in a Covid world became more normalised.

**Promoting Equity**

Through Quality Improvement efforts, FMHS identified that it could do more to improve access to service for Māori and Pasifika. Through a pilot project with Te Kāiika, the service accepted referrals for Māori and Pasifika referred through the Access and Choice programme.

In reviewing the impact of the trial pilot programme, it was clear the service could absorb this stream of referrals. The pilot was expanded to include Aurora Health and the numbers of referrals of Māori and Pasifika patients from Aurora and Te Kāiika who presented with moderate to severe mental health issues was manageable.

FMHS has now expanded access further to any Dunedin practice for this population.

The result has been an increase in Māori and Pasifika clients accessing the service, now representing approximately 15% of our client group.



*The result has been an increase in Māori and Pasifika clients in our service, now representing approximately 15% of our client group.*





**Mahi Toi**

A beautiful new mahi toi (artwork) was introduced to the shared space and waiting area at WellSouth's Family Mental Health Service in Mosgiel in July 2021.

"This is bigger than a piece of art," says FMHS team leader Terry Ebeling, explaining that the idea to commission the piece came from the Cultural Safety stream of Family Mental Health Service's Quality Plan.

"We recognised that we needed to do something to enhance the cultural safety of our environment for Tangata Whenua. But it also marks a commitment to establishing a more sustained engagement with Tangata Whenua."

The piece was created especially for the space by artist Heremaahina Eketone.

"Every time I come here it feels nice. There is aroha here," said Heremaahina at the unveiling of the mahi toi. "When I was talking to Terry about the service, a lot of it is about aroha and I knew this was a good place."

**IMPROVING MENTAL HEALTH SERVICE**

Improving Mental Health Service (IMH) provides support to people in the care of Corrections in Invercargill Prison, Otago Corrections Facility and Dunedin Community Corrections.

Both Prison IMH and Community IMH have continued to deliver quality engagement to clients over the past 12 months, via face-to-face or telehealth.

Like many other services, Covid impacted engagement across all services, especially when staff were sick, including prison staff, which, in particular, restricted access to clients.

Pre – screening, PPE and distancing were implemented when face-to-face with clients and prison facilities required staff to perform daily RAT tests before being permitted to enter the prison site.

**Engaging with Primary Care**

In 2021, IMH commenced a pilot at Community Corrections with WellSouth Outreach Service, to support people to engage and enrol with primary care in order to improve health outcomes. Wahine Māori were prioritised for the support.

**414**

Client referrals to Prison and Community IMH

**88%**

of target achieved by Prison IMH for face-to-face clinical hours

**75%**

of target achieved by Community IMH for face-to-face clinical hours

**90%**

of target achieved by Wraparound Family Service for face-to-face clinical hours

**SUICIDE PREVENTION- POSTVENTION SUPPORT**

Taking an overall well-being approach, the Suicide Prevention/Postvention team support suicide prevention, suicide intervention, and postvention activities in the Southern region.

The team maintains a strong focus on community engagement and partnerships, working with other agencies and providers to improve knowledge and understanding around suicide and suicide risk.

Activities this year included:

- Suicide Prevention, Self-harm and Postvention workshops with subject matter expert Dr Annette Beauvais.
- Te Hau Toka Southern Lakes Wellbeing Group in partnership with Te Pou, have selected to be the pilot site for Youth Mental Health First Aid training.
- SafeSide Suicide Prevention Framework has been rolled out to all WellSouth Primary Mental Health Clinicians
- Continued work with Community Postvention Groups in Dunedin, Alexandra, Wānaka, Queenstown, and Waitaki. The aim is to establish a group in Invercargill next year
- Developed a data dashboard to track trends, themes and inform future targeted prevention mahi
- Continued to work closely with Police, Ministry of Education, Specialist Mental Health Services
- Developed a close working relationship with Mates in Construction
- Produced self-soothing packs that are being distributed through Emergency Departments.

**Promoting Equity**

The SPPC team, with WellSouth's Māori and Pacific health equity leads, visited all Māori NGOs in Southern to build relationships and better understand the support that would help their communities.

**Special acknowledgment**

Robyn Morris, Chair of the Dunedin Postvention Suicide Community Group, was the recipient this year of the LeVa Life Keepers Awards, acknowledging her commitment to supporting her community, particularly young people, showing them that they matter and are valued.

We greatly value the work of Robyn and all our postvention volunteers.



**Supporting WellSouth's Work**

A Dunedin business put in an inspiring fundraising effort to raise money in support of mental health and suicide prevention.

The Actrol team held a mini-golf competition and raffled a set of tools as part of its efforts to raise \$1000 in November.

"Everyone knows someone, or can relate to someone, who has experienced a mental health issue," said Actrol's David Roff of why the team chose to dedicate the funds raised to mental health support.

Looking for a local organisation that aligned with its goals, Actrol chose WellSouth as the recipient for the generous donation to support further suicide prevention-postvention training for staff.

And while the donation made a real impact, WellSouth Clinical Services Manager Stacy Harborow, says it is equally valuable to have teams like Actrol raising awareness that it is okay to talk about mental health and suicide.

# HEALTH PROMOTION

The Health Promotion team aims to enable people to increase control over, and to improve, their health. It moves beyond individual behaviours to focus on environments where we live, learn, work and play and work with whānau, hapū, iwi, consumers, and other groups within our community.



## BOOKS ON PRESCRIPTION (BOP)

Books on Prescription is a programme run by WellSouth and the libraries of Otago and Southland (Public Libraries, University libraries and prison libraries) to increase access to quality health information. To increase access to mental health information, the BoP programme has expanded to include several new youth and adult book titles. These were updated based on feedback received from health professionals and librarians. The new books were supplied to local libraries and the BoP website was updated to make the resources more accessible. The website includes direct links to audio-books to listen to and the public libraries website to reserve books, it also includes updated content across all stands of the programme like apps, podcasts, and web-based resources. Ongoing marketing to promote the BoP website and resources have been distributed among the libraries and WellSouth teams to continue to raise awareness of the programme.



## BREASTFEEDING SUPPORT OTAGO AND SOUTHLAND

Māmā, pēpi and whānau across Southern continue to be supported by the Health Promotion team mahi. The Breastfeeding Peer Support programme builds the community capacity to support mothers and whānau through the normal course of breastfeeding. WellSouth drop-in groups are run across the region in Queenstown, Alexandra, Cromwell, Wānaka, Dunedin, Waitaki, Gore, Te Anau and Invercargill. New volunteer Breastfeeding Peer Supporters have been trained in Gore and Te Anau with more training planned in other regions.

Health Promotion was able to link members of the WellSouth team across Central Lakes for a PADA (Perinatal Anxiety and Depression Aotearoa) professional development day. With the community experiencing high levels of perinatal anxiety, it was the perfect opportunity to introduce themselves, what they do and showcase the extent of perinatal wellbeing support provided.

Online antenatal breastfeeding classes continue to run monthly, often at full capacity. The class has been attended by 189 participants from across the region with evaluation showing positive feedback.

# 189

Participants from across the region attended online, antenatal breastfeeding classes



*My husband and I both found this class excellent. I've recommended it to a few other mums-to-be already, as I think it's very beneficial especially for first-time mums. Thanks for hosting it. I really enjoyed the small group format, which allowed for couples to open up and ask questions.*



## TE HAU TOKA SOUTHERN LAKES WELLBEING GROUP

This group is focused on using targeted Ministry of Business Innovation and Employment funding to improve mental wellbeing and build resilience in the Southern Lakes communities of Fiordland, Wānaka, Whakatipu, and Cromwell. WellSouth staff from Primary Mental Health, Suicide Prevention and Health Promotion are part of this collective and work with a range of individuals and agencies to build awareness of available local services, connect people with the support they may need and help them to stay well.

Initiatives this year include Connecting Communities grants, funding Mental Health 101 and Addictions 101 workshops, and partnering with the Otago Regional Business Partner Network to provide targeted wellbeing communications through their networks and channels for businesses.

## LOW-COST FOOD & TRANSPORT MAP

We expanded our online Low-Cost Food & Transport Map resources with the addition of a new map focused on the Central Otago-Queenstown Lakes region.

Each map shows affordable (free or lower cost) food and transport options within each local community.

The newest map addition has proved very timely for the Central Otago region where the Covid response has hit both business and tourism sectors hard, directly impacting the livelihoods of many. While able to be accessed by anyone in the community via the WellSouth Health Promotion web pages, the maps also serve as a useful resource for primary care and social service providers to use alongside the people they are supporting and caring for who may be experiencing socio-economic and food security challenges.

# PRACTICE SUPPORT

## PRACTICE NETWORK UPDATE

The year in general practice has again been dominated by Covid. As vaccination rates have risen and practices have begun to manage Covid as normal business, the care of Covid positive patients has ramped up and required a significant amount of resourcing.

Our conversations around the rohe make it clear that practice staff have been working hard and often at their limit.

The challenge ahead now lies in turning the focus back to the proactive and preventative care elements of primary care that have been forced to take a back seat in recent times.

Despite the uncertainty caused by the pandemic, general practice has continued to provide high-quality primary care services to our communities. A total of 1.24 million patient contacts were made over the course of the year (an increase of 90,000 from last year), representing 3.7 contacts per enrolled user. Workforce pressures and shortages have increased, particularly in our rural areas where recruiting and retaining staff adds to the uncertainty facing both service providers and users.

### Workforce

There are 80 practices in the WellSouth network, spread from Kurow and Twizel in the north to Bluff in the South. 327 general practitioners (206 FTE) and 328 nurses (231 FTE) are employed across those practices. A further 30 Nurse Practitioners practice in primary care in our network.

### Enrolments

Enrolments increased by 0.8% over the course of the year, from 317,759 to 320,263. This is a very similar increase in population to the previous 12-month period, when enrolments grew by 0.9%.

# 1.24 million

Patient contacts

## HEALTH TARGETS

### Proactive care for our population

General practices play a key role in protecting our population from illness. WellSouth measures a number of indicators that demonstrate the amount of activity in this space. Not surprisingly, health targets have been impacted by the demands of Covid-related care.

### Better Help for People who Smoke to Quit

For someone who smokes, one of the best things we can do is offer support to quit. Our goal is to provide this support to at least for 90% of the smokers in our rohe every year, and while we didn't quite hit that target in 2021-22 (reaching 82%) we still feel proud of the effort given the challenges of the past 12 months. Each year the WellSouth call centre offers support with this mahi; 45 of our practices have accepted that offer this year.

### Influenza Vaccine

During 2021-2022, New Zealand's borders were still closed and mandatory MIQ stays were in place for anyone returning from overseas. This meant there was no flu in the community during that time, but the practices still offered and provided the flu vaccine to patients, particularly those with long-term conditions and vulnerable populations.

### Cardiovascular Disease Risk Assessment

CVD remains a significant health risk in New Zealand, particularly for Māori and Pacific populations. CVD Risk Assessments are funded for our high-need populations – Māori, Pacific, and those living in high deprivation. There was an initial decline in the number of CVD risk assessments done for these populations over the course of the year, although this is now starting to stabilise.

## SOUTHERN HEALTH CARE HOME

*The Health Care Home (HCH) model of care is designed to improve the quality and sustainability of services and the experience of both patients and staff.*

In Otago and Southland, there are 32 practices involved in the Health Care Home programme - representing 204,591 of enrolled patients in the region. This includes 19,894 Māori and 5540 Pasifika.

### National Credentialling

A highlight of the past year was supporting Gore Medical Centre (GMC) to become the first practice in the region to achieve external HCH credentialling from Collaborative Aotearoa, the national organisation that supports the Health Care Home model throughout the country. The achievement is the culmination of more than four years of work for the practice and includes initiatives that help improve patient access to care and experience of care, support workforce sustainability, promote quality improvements within the practice, and prioritising equity.

### Quality Improvements

HCH facilitators are using learnings and tools to support WellSouth's practice relationship team and all practices to develop and implement Quality Improvement initiatives and Practices Development Plans.

## Health Care Home

# 204,591

Patients in the region are enrolled with HCH practices.

# 19,894

Māori patients

# 5,540

Pasifika

## Clinical Triage

# 37,442

Triage calls involving 23,749 patients

# 13,509

Calls were resolved

### GP Triage

*The big benefit of GP triage means you talk to a doctor on the day, and they can assess the urgency of your need. I have the reassurance that I can get treated on the same day if needed rather than the stress of my previous experiences of having to wait and my condition or pain potentially getting worse.*

### Patient Portal

*I find the portal helpful for repeat prescriptions. It's also good to be able to see my lab results. It is stressful trying to remember everything the doctor says to me in an appointment so being able to see my notes afterwards is very helpful.*

*Kirsty, Gore Medical Centre patient*

## Where we operate

### CENTRAL OTAGO

Alexandra Family Medical (Altimus Health)  
Cromwell Family Medical  
Cromwell Medical Centre  
HealthCentral  
Junction Health  
Ranfurly Medical Centre  
Roxburgh Medical Centre

### CLUTHA

Catlins Medical Centre  
Clutha Health First  
Tuapeka Community Trust  
Milton Medical Centre  
West Otago Health

### DUNEDIN

Albany Street Medical  
Amity Health Centre  
Aurora Health  
Broadway Medical Centre  
Dunedin City GP  
Dunedin Health Centre  
Dunedin North Medical Centre  
Dunedin South Medical Centre  
East Otago Health  
Gardens Medical  
Gordon Road Medical Centre  
Green Island Family Health Care  
Green Island Medical Centre  
Harbour Health Centre  
Helensburgh Medical Centre

Kenko Care  
Māori Hill Clinic  
Meridian Medical Centre  
Morningson Health Centre  
Mosgiel Health Centre  
Musselburgh Medical Centre  
Otago Peninsula Medical Centre  
Outram Medical Centre  
Pitt Street Medical  
Portsea Medical Practice  
Roslyn Health Centre  
Servants Health Centre  
Te Kāika Caversham  
Waverley Health Centre

### INVERCARGILL

Bester Mckay Family Doctors  
Catherine St Medical Centre  
Gaius Health  
Glengarry Medical Centre  
He Puna Waioira - Wellness Centre  
Invercargill Medical Centre  
Murihiku Medical Services  
Queens Park General Practice  
Te Hau O Te Ora - Invercargill  
Te Hau O Te Ora - Maitaia  
South City Medical Centre  
Vercoe Brown & Associates  
Victoria Avenue Medical Centre  
Wāihopai Health Services Ltd  
Waikiwi Medical Centre  
West Invercargill Health

### QUEENSTOWN LAKES

Aspiring Medical Centre  
Mountain Lakes Medical  
Queenstown Medical Centre  
The Doctors, Whakatipu  
The Village Medical  
Wānaka Medical Centre

### WAITAKI/NORTH OTAGO

Central Medical Oamaru  
Kurow Medical Centre  
North End Health Centre  
Oamaru Doctors  
South Hill Medical

### SOUTHLAND/GORE

Bluff Medical Centre  
Fiordland Medical Practice  
Gore Health Centre  
Gore Medical Centre  
Lumsden Medical Centre  
MonARC Health  
Otautau Medical Centre  
Riverton Medical Centre  
Tuatapere Medical Centre  
Winton Medical Centre

# 80

General Practices

# 30

Nurse Practitioners

# 328

Practice Nurses 231 FTE

# 327

General Practitioners 206 FTE

# 320,263

Enrolled Patients

## Clinical Quality Committee

The Clinical Quality Committee (CQC) works to ensure the operational delivery of clinical programmes and that these programmes work from a clinical, financial, and reporting perspective.

Among the areas where CQC has provided input this year are Covid related programmes, sexual health programmes, GP access to specialised medical imaging via ACC, and fracture liaison processes.

Going forward the group will continue to provide feedback on current programmes, areas for improvement and redesign, and will also provide advice on operationalising upcoming changes in the health system in the Southern area.

### CQC MEMBERS 2021-22

Susie Meyer, Committee Chair

Carol Atmore

Daniel Pettigrew

Danielle Miller

Doug Hill

Erolia Rooney

Gaylene Hastie

Hywel Lloyd

Maureen McNeill

Phil White

Rachel Greenwood

Sharron Feist

Anu Shinnamon

Katrina Braxton

Jenny Maybin

Andrew Swanson-Dobbs

Andy Shute

Wendy Findlay

Stephen Graham

Gunveen Singh

Damon Campbell

## Emergency Q

WellSouth launched EmergencyQ in June 2022 in partnership with Southland Hospital, to reduce pressure on the emergency department. EmergencyQ is a software solution that enables non-emergency patients to be seen by a primary care provider.

In Southland, EmergencyQ connects Southland Hospital, He Puna Waiora Wellness Centre, and Invercargill Medical Centre, to allow ED staff to safely transfer people who could receive care in the primary care setting to these providers.

Patients who present at the ED are clinically triaged by a nurse to determine the urgency of care required. Patients who are considered non-emergency are offered treatment in general practice. If they accept, they are issued a voucher and their information is digitally transferred to the practice.

Offering alternative care options to non-urgent patients means those who require urgent care receive this in a more timely manner, reducing pressure on ED staff and patients.

Potential next steps are to expand the service to Dunedin.

## Message from the Community Health Council

WellSouth has again had a very busy year coping with business as usual as well as the many challenges brought by Covid-19. The Community Health Council has been very well informed on a regular basis by WellSouth Chief Executive Andrew Swanson-Dobbs, and in turn this has allowed us to disseminate factual and current information to our communities.

We are very grateful to have such a solid and respectful relationship with WellSouth, and we continue to enjoy relative freedom from Covid-related restrictions due to the hard work of all our Primary Care staff in Southern region.

As a consumer advisory council, we acknowledge the response to our community concerns and the resulting work now progressing in Invercargill which will allow a more equitable Primary Care service in that city.

The Community Health Council is very pleased to be able to actively advise and support WellSouth for the betterment of all patients, their whānau and communities.

**Karen Browne, Chair**

*Community Health Council, Southern DHB and WellSouth*

# DATA & DIGITAL

WellSouth, over the past 12 months, has responded to a multitude of challenges (and opportunities), including supporting the Covid response, while continuously working to improve support and services to practices, providers, and our own teams.

A vital part of our work is to ensure that health data about our communities is available, accurate, and fit-for-purpose across the WellSouth network.

## THALAMUS REFRESH

WellSouth uses Thalamus to provide our own teams and network with a single source of truth for data relating to the Southern region, primary care, and general practices.

Ensuring this reporting platform continues to deliver valuable information to practices and other agencies is a priority. Thalamus uses data from a wide range of sources, such as practice management system data and MoH datasets, to give practices the tools to measure and understand their activity and performance, and generate patient lists to help them improve delivery of health services and the health of their population.

## PRACTICE SUPPORT FROM WELLSOUTH

The Covid response served as an impetus for improvements to ensure our organisation and the primary and community providers we work with are supported to be fit-for-purpose for the health system of the future. The coming 12-months will bring changes to the existing environment and WellSouth is preparing and planning to adapt quickly to these changes when they are delivered from the national level.

## TELEPHONY PLATFORM UPGRADE

We completed an upgrade to a cloud-based (Microsoft Teams) telephony and call centre platform. A critical driver for the change was to ensure that the required infrastructure to support and develop the community/manaaki team's support for Māori and Pacific whānau was available.

Better understanding of how these support functions worked have been invaluable learning activities that will ensure future needs are undertaken more efficiently (developing a future playbook) regarding how WellSouth can respond and support our communities.

## TELEHEALTH

The evolution of providing healthcare via telehealth continues to be developed within WellSouth and the primary and community environment. Clinical teams within WellSouth have championed the use of telehealth during the past 12 months but it is apparent that not all communities have access to either the devices necessary or reliable and suitable internet access. Addressing these inequities is a part of future planning for telehealth services.

## COVID CARE IN THE COMMUNITY

The response to Covid pivoted from planning for the Delta variant to dealing with the arrival of Omicron. The establishment of the Covid Care in the Community team meant that the Data and Digital team developed several new datasets and dashboards that supported and enabled the team to prioritise the daily tasks and identify more quickly those communities and populations that needed to be supported most urgently.

## DIGITAL LEARNING – NULIA WORKS

WellSouth is supporting our people with upskilling in the use of digital technologies. We introduced the Nulia learning platform to support staff to improve how they use Microsoft 365 and become more efficient with collaborating with external agencies.

## SOUTHERN HEALTH SYSTEM CLINICAL DATA GOVERNANCE GROUP

Data Governance is necessary to support health agencies' use, protection and distribution of health-related data and information. The former Southern DHB and Iwi Governance along with WellSouth confirmed a data sharing agreement (MoU) that allows for the creation of the Southern Health System Clinical Data Governance Group. Expected to be formed by the end of 2022, this group will be integrated with the wider Clinical Governance Group and Clinical Council to support good data governance and sharing.

With Te Whatu Ora's creation, national guidance will ensure best-practice principles locally.

## NATIONAL DATA AND DIGITAL ENGAGEMENT

As part of the Pae Ora (Healthy Futures) legislation, there will be a significant focus on the national data and digital landscape across the health sector to enable and support its goals and vision. The approach that WellSouth continues to advocate for is that the sector moves towards a consistent and open approach to health data, integration and interoperability across the sector. This is particularly important with the movement of our communities between the primary and community environment and secondary/acute services at a national level.

## TURNING DATA INTO INFORMATION PRACTICES CAN USE

*WellSouth Data and Digital team worked to support practices to better use their data to deliver care to patients.*

*In September, the team worked with provider Datacraft to create the Covid-19 Vaccination Coverage dashboard. The IT tool helps practices to more easily identify and recall patients who had not had their vaccine, or only had a single dose. This was particularly helpful as the health system worked together to reach hard-to-engage populations and the vaccine-hesitant.*

*Like many practices, Musselburgh Medical Centre had good uptake of the Pfizer vaccine, but some patients were missing appointments for their second jab.*

*"Whether that was because they had gone elsewhere or simply forgotten, Thalamus could help clear up the mystery," said operations manager Megan Harrison. "This tool also makes it easier to pull people in at the last minute if we have no-shows, hopefully giving us the opportunity to eliminate any waste."*

COVID-  
mat  
ntre



*Good decision-making requires good information and the Thalamus tool turns data into information practices can use.*



# Summary Financial Statements

WellSouth Primary Health Network

## Statement of Financial Responsibility For the year ended 30 June 2022

WellSouth Primary Health Network

## Statement of Comprehensive Revenue and Expense For the year ended 30 June 2022

In New Zealand Dollars

	Notes	2022	2021
<b>Operating activities</b>			
Operating revenue - non-exchange transactions	4	142,978,029	101,659,972
Contract payments		(122,042,788)	(87,874,597)
Gross surplus from operating activities		20,935,241	13,785,375
<b>Operating expenditure</b>			
Wages, salaries and other staff costs		(14,807,570)	(10,882,937)
Overheads and administrative expenses	5	(4,461,514)	(3,662,781)
Depreciation, amortisation, impairment and loss on disposal	7	(306,241)	(198,940)
Total operating expenditure		(19,575,325)	(14,744,658)
<b>Operating Surplus/(deficit) for the year</b>		<b>1,359,916</b>	<b>(959,283)</b>
<b>Financing activities</b>			
Interest income		4,030	-
Interest on borrowings		(11,501)	(7,901)
Net finance cost	8	(7,471)	(7,901)
Share of surplus/(deficit) of equity-accounted investments	18	33,257	-
<b>Surplus/(deficit) for the year</b>		<b>1,385,702</b>	<b>(967,184)</b>
Other comprehensive revenue and expense		-	-
<b>Total comprehensive revenue and (expense) for the year</b>		<b>1,385,702</b>	<b>(967,184)</b>

WellSouth Primary Health Network

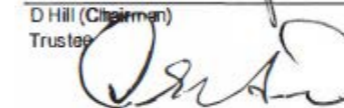
## Statement of Financial Position As at 30 June 2022

In New Zealand Dollars

	Notes	2022	2021
<b>TRUST FUNDS</b>			
Accumulated funds		4,047,443	2,661,741
<b>TOTAL TRUST FUNDS</b>		<b>4,047,443</b>	<b>2,661,741</b>
<b>ASSETS</b>			
<b>Current</b>			
Cash and cash equivalents	9	3,575,988	4,722,004
Trade debtors and other receivables - non-exchange transactions	10	8,821,366	5,722,029
Good & Services Tax Receivable		143,980	-
Prepayments		780	-
Total current assets		12,542,115	10,444,033
<b>Non-current</b>			
Equity-accounted investments	16	293,257	-
Property, plant and equipment	11	737,584	695,960
Total non-current assets		1,030,841	695,960
<b>TOTAL ASSETS</b>		<b>13,572,955</b>	<b>11,139,993</b>
<b>LIABILITIES</b>			
<b>Current</b>			
Trade creditors and other payables	12	8,033,192	6,201,473
Good & Services Tax payable		-	157,001
Reserved funding	13	1,492,320	1,366,211
Funds Repayable to Southern District Health Board	13	-	753,567
Total current liabilities		9,525,512	8,478,252
<b>Non-current</b>			
Total non-current liabilities		-	-
<b>TOTAL LIABILITIES</b>		<b>9,525,512</b>	<b>8,478,252</b>
<b>NET ASSETS</b>		<b>4,047,443</b>	<b>2,661,741</b>

These financial statements were approved by the Trustees on 11 October 2022

D Hill (Chairman)  
Trustee



Trustee

This statement should be read in conjunction with the notes to the financial statements



## WellSouth Primary Health Network

## Statement of Cash Flows

For the year ended 30 June 2022

In New Zealand Dollars

## Cash flows from operating activities

## Cash was provided from/(applied to):

Receipts from goods & services provided - exchange transactions	139,251,234	102,435,456
Interest received	4,030	-
Interest paid	(11,501)	(7,001)
Payments to suppliers	(124,673,363)	(89,133,275)
Payments to employees	(14,807,571)	(10,882,937)
Net GST received (paid)	(300,981)	157,515
<b>Net cash flows from/(used in) operating activities</b>	<b>(538,152)</b>	<b>2,568,858</b>

Notes

2022 2021

## Cash flows from investing activities

## Cash was provided from/(applied to):

Proceeds from sale of property, plant and equipment	5,699	6,684
Purchase of property, plant and equipment	(353,563)	(267,911)
Acquisition of equity-accounted investments	(260,000)	-
<b>Net cash flows from/(used in) investing activities</b>	<b>(607,864)</b>	<b>(261,227)</b>

## Cash flows from financing activities

## Cash was provided from/(applied to):

<b>Net cash flows from/(used in) financing activities</b>	<b>-</b>	<b>-</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>(1,146,016)</b>	<b>2,307,631</b>
Cash and cash equivalents at the beginning of the year	4,722,004	2,414,373
<b>Cash and cash equivalents at the end of the year</b>	<b>3,575,988</b>	<b>4,722,004</b>

## WellSouth Primary Health Network

## Statement of Changes in Equity

For the year ended 30 June 2022

In New Zealand Dollars

## Opening balance 1 July 2020

## Total comprehensive revenue and expenses for the year

Deficit for the year	(967,184)	(967,184)
Other comprehensive revenue	-	-
<b>Total comprehensive revenue and (expense) for the year</b>	<b>(967,184)</b>	<b>(967,184)</b>

## Balance 30 June 2021

## Opening balance 1 July 2021

## Total comprehensive revenue and expenses for the year

Surplus for the year	1,385,702	1,385,702
Other comprehensive revenue	-	-
<b>Total comprehensive revenue and (expense) for the year</b>	<b>1,385,702</b>	<b>1,385,702</b>

## Balance 30 June 2022

	Accumulated funds	Total Trust Funds
Opening balance 1 July 2020	3,628,925	3,628,925
Total comprehensive revenue and expenses for the year	(967,184)	(967,184)
<b>Balance 30 June 2021</b>	<b>2,661,741</b>	<b>2,661,741</b>
Opening balance 1 July 2021	2,661,741	2,661,741
Total comprehensive revenue and expenses for the year	1,385,702	1,385,702
<b>Balance 30 June 2022</b>	<b>4,047,443</b>	<b>4,047,443</b>

## Notes to the Summary Financial Statements for the year ended 30 June 2022

## 1. Basis of Preparation

The results presented in the summary financial statements have been extracted from the full financial report for the year ended 30 June 2022, authorised for issue by the Chairman, Dr Doug Hill on 11 October 2022.

As such, this summary report does not include all the disclosures provided in the full financial report and cannot be expected to provide as complete an understanding as provided by the full financial report.

The entity's full financial report dated 11 October 2022 has been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP). They comply with Not-for-Profit Public Benefit Entity Accounting Standards (PBE Standards (NFP)), being New Zealand equivalents to International Public Sector Account Standards (NZ IPSAS) and other applicable financial reporting standards as appropriate to Public Benefit Entities. The accounting policies adopted are consistent with previous years except for instances where the accounting or reporting requirements differ under PBE Standards (NFP) compared to NZ IFRS (PBE).

The summary financial statements have been prepared using the principles of PBE FRS 43 and comply with NZ GAAP as it relates to summary financial statements for Tier 1 PBE Standards (NFP).

The presentation currency is in New Zealand Dollars.

## 2. Nature of Audit Opinion

The full financial report of WellSouth Primary Health Network for the year ended 30 June 2022 and 30 June 2021 have been audited with an unqualified audit opinion.

# OUR TEAM

## Senior Management Team

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**Andrew Swanson-Dobbs**  
Chief Executive



**Wendy Findlay**  
Director of Nursing



**Dr Carol Atmore**  
Medical Director



**Fiona Grayson**  
People & Culture Manager



**Paul Rowe**  
Practice Network Director



**Graeme Quinn**  
Chief Financial Officer



**Peter Ellison**  
Associate Māori Health  
Strategy & Improvement Officer



**Moira Finn**  
Communications Manager



**Damon Campbell**  
Chief Digital Officer



**Amira Dabaliz**  
Programme Manager



**Lyn Hurring**  
Acting Chief Financial Officer  
(May 2022-Jun2022)



**Dr Doug Hill**  
Chair



**Tony Hill**



**Dr Sue Crengle**



**Dr Keith Abbott**



**Associate Professor  
Emma Wyeth**



**Paul Larson**



**Amanda McCracken**



**Tony Dunstan**



**Dr Susie Meyer**



**Laeliifanovalevale Erolia  
Eteuati Rooney**

## Board Members

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***He mana tō te whānau*** Whānau Centred

***Tōkeke*** Equitable

***Manawa whakaute*** Respectful

***Pono*** Transparent

**Alexandra**  
4/59 Russell St  
Alexandra 9320

**Dunedin**  
333 Princes St  
Dunedin 9016

**Invercargill**  
40 Clyde St  
Invercargill 9810