



The New Zealand Primary Healthcare Awards | He Tohu Mauri Ora

WINNERS 2020

Supreme award – sponsored by ACC

Adrian Tucker, Lower Hutt

Ropata Medical Centre business manager and co-manager of Cosine PHO, Adrian Tucker will not forget 29 February 2020 in a hurry. He was surprised enough at being nominated, named a finalist, then crowned as the winner of the business manager of the year category. So to be named the supreme winner will no doubt put this humble man out of his comfort zone. Adrian's leadership and project management abilities and care for his colleagues are star qualities that have earned him top spot in the inaugural awards.

Best mental health programme – sponsored by Habit Group

Wellness Support primary care mental health model, Counties Manukau DHB, South Auckland

Independent evaluation has shown this DHB's wellness support model has increased access and effectiveness for Māori. Wellness Support is a Counties Manukau DHB primary care mental health model designed in consultation with community, patients and workforce. The DHB says it is unique in its scale and a success, using a flexible, person-centred model. In just over a year, more than 15,000 funded interventions – ranging from behavioural activation to problem-solving have been provided by GPs and practice nurses.

Best supplier service, product r campaign – sponsored by Blue Star

Patient/GP Insulin Initiation Tool, Sanofi NZ, Auckland

A quantitative survey reveals that a novel booklet about insulin initiation is hitting the spot with GPs and patients. Sanofi’s GP insulin initiation tool rates very highly in terms of use, ease of understanding, addressing of patient concerns, and insulin initiation. Additional benefits include having all information in one place and a resource that condensed a variety of relevant information. Sanofi’s Taking Control campaign set out to improve type 2 diabetes management through personalised, interventional discussions about insulin therapy.

Best youth or senior health service award

Piki youth psychological therapy services, Tū Ora Compass PHO, Wellington

Piki is a unique, government-funded, mental wellness programme designed to help young people deal with mental health issues in a supportive, non-judgemental way. Clients receive timely assistance from specially trained therapists, an online set of resources provided by Melon Health, peer support and a moderated online peer-support community. Piki, currently being piloted in the Wellington region by a consortium led by Tū Ora Compass PHO, was co-designed with a youth reference group, and is independently evaluated by the University of Otago.

Business achievement award – sponsored by BDO

Creating Integrated Multicentre Interdisciplinary Healthcare - The Southern Rehab Model, Southern Rehab, Riccarton

Southern Rehab earned its place among the finalists by growing its client-centric integrated healthcare model using clearly defined growth strategies, a strong culture and an aligned view of what makes it unique. An investment in people, solutions, ongoing professional development, training and mentoring, innovation, new technologies and systems underpins Southern Rehab’s continued growth. It has acquired practices across the South Island, opened new sites, maintained and won significant supplier contracts with ACC and the Ministry of Health, increased B2B work, and built pre and post-surgical partnerships.

Community or primary healthcare pharmacist of the year – sponsored by Douglas Pharmaceuticals

Leanne Te Karu, Turangi and Papakura

Leanne Te Karu is substantively engaged in medicines and Māori, and committed to lifelong learning and advocacy. She has successfully led clinical excellence and culturally safe healthcare that demonstrates her intent to serve people in greatest need. She is described as a ‘phenomenal’ worker, striving to make real differences by improving health outcomes through holistic care and shared decision-making. She is an energetic and strong advocate for Māori health. Leanne works to reduce inequity, improve understandability of health professionals’ communication and increase community participation.

Community pharmacy of the year – sponsored by Pharmacy Guild

Longhurst Pharmacy, Christchurch

A Halswell pharmacy team striving to engage with its local community to create awareness of the pharmacist role in better outcomes has produced great results. Longhurst Pharmacy has achieved exceptional service to patients through focusing on service delivery and collaboration with other health providers, and has addressed many of its community’s needs. Staff embrace a culture of openness about mental health and stress levels at work and accepting diversity in thoughts and views.

Equity award – sponsored by Ministry of Health

Skin and Soft Tissue Infections in the Pacific Population (Happy Skin), The Fono, West Auckland

A Tuvaluan community in west Auckland are the beneficiaries of this exceptional equity-driven Happy Skin project. The West Fono Health Trust’s goal to reduce the exceptionally high rate of skin and soft tissue infections among under-25-year-olds in the Tuvaluan community achieved a more than 40 per cent reduction in these infections. Key success factors: collaborating with community and church leaders to devise innovative engagement, action and research support. The project led to a combined church, GP, nurse, public health and social worker effort that even inspired a special song.

Excellence in information technology award – sponsored by Spark

Conquering the perfect storm – orchestrating a magnificent response to the measles outbreak in Auckland, Total Healthcare PHO and Tāmaki Health, Auckland

“No one can whistle a symphony. It takes a whole orchestra to play it.” And so it was with the Total Healthcare PHO/Tāmaki Health IT-empowered response to the 2019 south Auckland measles outbreak. Vaccinating more people than the local DHB, the PHO’s provider team harnessed their Power Business Intelligence tool and networked PMS system to run a coordinated and very successful campaign in the thick of the outbreak – 1700 priority patients were vaccinated over a five-week period, and 7100 vaccines given between mid-August and 31 October.

General practice of the year – sponsored by Total Healthcare

Tongan Health Society, South Auckland

The Tongan Health Society is the only privately developed Tongan integrated family health centre in New Zealand operating outside the Kingdom of Tonga. It has three medical centres – Onehunga, Kelston and Panmure – six school clinics in South Auckland, employs 65 staff and also runs a preschool, community centre and garden and an integrated outcomes unit. The society uses Tongan-based philosophy, principles and values regarding health and wellbeing. It employs specialist skill sets to focus on client outcomes, and employs mainly Tongan professionals to deliver the services.

General practitioner of the year - sponsored by Medtech

Dr John Elliott, Auckland

John Elliott has been a GP in Kumeu for 20 years. Over that time, he has demonstrated a work ethic and dedication to the job that stands in the finest tradition of both his family and New Zealand general practice. Impeccable clinical standards coupled with strong and compassionate interpersonal skills have made him highly respected and greatly loved by his patients. He has provided unlimited availability in palliative care and to a large number of complex institutionalised community mental health patients under his care.

Good sort award – sponsored by Sanofi

Louise Shambrook, Hastings

Louise Shambrook is an ardent volunteer supporting and encouraging people to be active. She was a driving force behind the launch of Parkrun in Hawke's Bay, to benefit the health and happiness of the Hawke's Bay community. A business manager at Taradale Medical Centre, Louise introduces people to activity and shares the impact it has on lives and health. Parkrun is a simple concept: people turn up every Saturday and walk, jog or run 5km. It is free and entirely run by volunteers.

Good space award – sponsored by Medispace

Rakau Road medical facility, Castlecliff Health, Whanganui

Castlecliff Health is housed in a purpose-built medical facility that has to be seen and experienced to be believed. The building goes beyond promoting patient and staff wellbeing, it creates a bridge between internal and external stakeholders to ensure clients receive holistic healthcare. The space has been used to optimise the feeling of wellbeing and natural light which, they say, has a significant impact on promoting positive physical and mental health outcomes. Disability access has been carefully planned as have facilities for children in the waiting areas.

Innovation in service delivery award – sponsored by Pharmaceutical Society

High tech imaging client centric design initiative in primary care, ProCare and Mercy Radiology, Auckland

A new referral pathway to MRI for injuries to knee, shoulder, neck and back in primary care has resulted in numerous benefits. A collaboration among ProCare, Mercy Radiology and ACC, the pathway addresses wait times from presentation at a patient's GP to receiving a diagnosis and moving through to treatment or rehabilitation. The pathway sees GPs trained to work at the top of their scope, supports radiologists to create tailored MRI reports and focuses surgeons' time on people who most require their skills.

Nurse practitioner of the year – sponsored by College of Nurses Aotearoa NZ

Jackie Clapperton, Gisborne

Jackie Clapperton's presentation of her work for St John in last year's Nurse Practitioners New Zealand's Conference blew her audience away. It was a great example of the impact Jackie has on the profession as she goes about caring for the most vulnerable. Jackie uniquely works across St John as an intensive care paramedic/NP at The Doctors Te Whare Hāpara, Turanga Health at Te Karaka Medical Centre and Hauora Tairāwhiti. On her long and impressive list of skills and achievements is something quirky: Jackie is qualified with night vision goggle use, is a rescue swimmer and winch trained.

Outstanding contribution to health – sponsored by Green Cross Health

Linda Bryant, Wellington

A university tutor and clinical advisory and prescribing pharmacist, Linda Bryant has worked in primary care many years. She has demonstrated excellence throughout her career, developing innovative ways to deliver high-quality, patient-centred care, and pioneering a new clinical role for pharmacists inside primary care. Linda's influence extends far beyond the pharmacy profession to doctors and nurses in general practice, upskilling all team members to benefit our population. She is an inspirational teacher and has established organisations to progress professional practice. Linda won the 2019 Pharmaceutical Society NZ Gold medal award.

Patient safety award – sponsored by ACC

“Every patient, every time” – making you safer when you visit the GP/Pharmacy, Safety in Practice Team, Auckland and Waitemata DHBs, Auckland

Safety in Practice (SiP) is New Zealand's only team to focus entirely on patient safety in the community. It is a multidisciplinary team working for two Auckland DHBs to design, develop and deliver the safety in practice programme to primary care providers across the region. The programme is made up of modules that teach and support health professionals to create system level changes to improve their processes and reduce admissions.

Community pharmacy technician of the year – sponsored by ProPharma

Samantha Burgess, Wellington

Life Pharmacy Coastlands pharmacy technician Samantha Burgess is described as 'the backbone of the dispensary'. She is professional, has a keen focus on developmental goals, and an impressive list of capabilities. Samantha has rebranded her compliance packing system to Easi-Med to ensure that her community receives the highest level of care making people's lives easier. She also strives to ensure the reduction in potential errors increasing patient safety and pharmacy efficiency.

Practice nurse of the year

Pauline Fitzgerald, South Auckland

Pauline Fitzgerald is a Papakura Marae Clinic nurse with four decades of experience working in a large variety of roles, including in acute care in the Pacific Islands, midwifery and in long-term conditions care. She is the people's champion and will go more than that extra mile to get the best possible outcome. The practice has an enrolled population that is 92 per cent Māori and Pacific Island ethnicity and predominantly Quintile 5. Pauline has contributed more than her share to help achieve all their national targets.

Practice/business manager of the year – sponsored by GlaxoSmithKline

Adrian Tucker, Lower Hutt

Adrian Tucker is practice manager of Ropata Medical Centre and co-manager of Cosine PHO. His most significant achievement is the facilitation, steering and project management of the centre's transition from old premises to new purpose-built premises. He has shown outstanding leadership and innovation with this task. Adrian's magic factors are his kindness and relationship skills, which can be summed up as: Mā whero, mā pako ka oti ai te mahi – the task shall be achieved through unity.

Primary and secondary integration award – sponsored by Southern Cross Health Insurance

True partnership in care: E-consultation, Waitematā DHB Institute of Innovation and Improvement, Auckland

The electronic consultation programme (E-consult) is an innovative telecommunication service based on an alliance model between primary and secondary care. The Waitematā DHB's Institute of Innovation and Improvement (i3) project is based on building bridges among healthcare providers, and addresses the protracted wait times that cause undue suffering for patients. The expansion of electronic communication technologies has created new avenues to improve the timeliness and quality of interdisciplinary communication.

Research and education award

Osteoarthritis – reducing the disease burden, Longhurst Pharmacy and Physiotherapy, Christchurch

The Osteoarthritis Mobility Project enhances the wellbeing of people with osteoarthritis. The 10-week, research-based programme was delivered to patients in a target group by health providers at Longhurst Pharmacy and Physiotherapy in Halswell. A pharmacist, physiotherapists and external speakers were involved, with workshops focusing on both education and individualised exercises. Initial retesting of the first two groups showed a substantial improvement in patients' ability to stand on one leg, and pharmacist follow-up of some patients found they had better adherence to pain medications.

FINALISTS 2020

Best mental health programme – sponsored by Habit Group

EBPHA Mental Health Programme, Eastern Bay Primary Health Alliance PHO, Whakatāne

A well-received PHO counselling service, saw 91 per cent of clients of clients rate it as excellent to very good. The Eastern Bay Primary Health Alliance PHO's Mental Health Programme offers short-term counselling services to youth and adults with mild to moderate mental health conditions. The service has Māori counsellors, kaupapa Māori counselling services and te reo Māori courses. The team of counsellors helps clients consider their individuality, values, beliefs and supports as well as those of their family and whānau.

Best supplier service, product or campaign – sponsored by Blue Star

HPV Immunisation, High School Catch-Up Programme, Seqirus, Parnell

A new kit developed by Seqirus is helping to motivate GPs to engage with high schools to improve HPV uptake. To make this easy for GPs, the Activation Tool Kit was developed with useful ideas, detailed processes and resources to help clinics structure their approach with local high schools and other GP clinics. Once the school is on board, Tool Kit resources (posters, information sheets, etc) are made available to both students and parents. The programme involved health and wellness advertising agency INSIGHT.

Best youth or senior health service award

Primary care health service for children and youth in non-health environments, Health Connections, Auckland

Health Connections is an innovative nurse-led, youth wellness business that delivers culturally responsive enhanced primary. The Health Connections team believe children and young people have the right to wellness-focused and proactive primary care services. The team is made up of 13 passionate people providing developmentally appropriate and evidenced-based healthcare where its 500 service users live and learn. DHB and Oranga Tamariki-funded, the service team members have shown that their experience in the delivery of child and youth service reaps rewards.

Business achievement award – sponsored by BDO

GP, urgent care, and specialist clinics, KPT Medical Group, Karaka, Pokeno & Takanini

The KPT Medical Group started from a GP practice in Karaka, founded by Anitha Nair. Thanks to the dedication of founding staff, the group expanded with new practices in the Papakura/Franklin districts and beyond. Dr Nair took a leap of faith to establish Karaka Family Health. Against the odds, the team established Pokeno Family Health shortly after they set up Karaka Family Health. The team says that's not the end of it, they would like to leverage their resources for further growth in the coming years.

Community or primary healthcare pharmacist of the year – sponsored by Douglas Pharmaceuticals

Penny Clark, Hamilton

Penny's two 'firsts' and her valued mentorship caught the eye of our judges. She was the first clinical pharmacist embedded as a clinician in the health care home model, as well as the model's first pharmacist prescriber. Penny is a highly skilled and respected clinical/prescribing pharmacist and a valued member of the Northcare Primary Care team in Hamilton. She is an inspiring mentor and advocate for budding as well as fully fledged clinical and prescribing pharmacists across New Zealand.

Community pharmacy of the year – sponsored by Pharmacy Guild

Anglesea Pharmacy, Hamilton

Anglesea Pharmacy in Hamilton describes itself as a working model of a 'Pharmacy in the Future', built on the three pillars of accessibility, affordability and accuracy. The pharmacy offers customers an extended range of pharmacy-based services at more affordable prices, including a range of vaccinations, counselling services and a Justice of the Peace desk. The entrants say theirs is a very special pharmacy which has a positive impact on people's lives and on the image of the profession.

Equity award – sponsored by Ministry of Health

Making Independence Accessible to Blind and Low Vision New Zealanders project, Habit Group and Blind & Low Vision New Zealand, Wellington

Habit Group has produced a 96 per cent improvement in time-to-service-delivery through in-home assessments by an occupational therapist. Habit Group and Blind & Low Vision New Zealand (BLVNZ) set out to address challenges concerning lengthy wait times and poor access to services for approximately 14,000 New Zealanders under the care of BLVNZ. The trial saw Habit Group’s occupational therapists visit BLVNZ clients in their homes to assess their needs and make recommendations for safety and enhanced self-sufficiency. Where clients in triage previously waited four months, the new programme cut wait times to just five days.

Excellence in information technology award – sponsored by Spark

Online mental health platform, Clearhead, Auckland

This one-stop shop website and mobile app platform is using artificial intelligence to assist New Zealanders looking for mental health and wellbeing support. Developers of the Clearhead platform say it can also address the financial deficit that currently exists in primary care when managing patients with mental health as their main presenting complaint. The platform uses an AI chatbot accessible at any time of the day or night to help consumers understand their mental health challenges and be matched to the help they need.

General practice of the year – sponsored by Total Healthcare

Feilding Health Care, Feilding

Feilding community’s healthcare needs are being addressed well with a health centre that can thrive, both short and long term. Some keys to their success include: patient access to a vast range of services on site, many ways to make contact with the clinic, telehealth, home visits, extended opening days and hours, multilingual staff, a keen focus on patient and community communication, an edible garden, wellbeing activities for staff, and more. A risk-stratified approach means patients at higher risk of hospital admissions are identified and given the extra attention they need.

General practitioner of the year – sponsored by Medtech

Dr Glen Davies, Taupō

Type 2 diabetes can often be a progressive journey to dialysis, limb amputation and blindness. Glen Davies is demonstrating that this doesn't have to be the case. Through the Reverse T2 Diabetes Taupo programme that he established with other Taupō-based practitioners, he offers patients the opportunity to reverse prediabetes and other chronic non-communicable diseases. So far, 50 Taupō residents have reversed their type 2 and prediabetes as a result of his interventions.

Good sort award – sponsored by Sanofi

Mark Shirley, Dunedin

Physiotherapist and Southern Rehab CEO Mark Shirley lifts others up into the spotlight. He is the guy who is around for the long haul, working collaboratively with his teams to get the best results, long after others may have walked away. He lives his company values of “team makes the difference”, “purposeful”, “lead the way”, “real listening” and having a “how can we” approach in all things. Innovation is his thing and he is prepared to challenge norms and “fail forward” in order to learn.

Good space award – sponsored by Medispace

Kelburn Northland Medical, Wellington

A new fit-out within a former restaurant is providing a pleasant, light and airy environment for staff and patients. Kelburn Northland Medical is the result of bringing together the Kelburn Medical Centre and Northland Village Surgery. They combined forces to provide better accessibility and a wider range of services and meet the desire to retain ongoing GP ownership. The good space has enabled the team to provide quality care with kindness, honesty and respect.

Innovation in service delivery award – sponsored by Pharmaceutical Society
**Early recognition of acute deterioration in Aged Residential Care residents –
Project ERAD**, Western Bay of Plenty PHO, Tauranga

An early alert tool that helps caregivers in aged-care facilities recognise signs of deterioration is reducing presentations to ED that do not require hospital admission by 40 per cent. There has also been a reduction of inpatient admissions from three of five local aged-residential care facilities. The Early Recognition of Acute Deterioration in Aged Residential Care Residents project was developed by the Western Bay of Plenty PHO aged residential care acute demand team. The tool has been adopted by the Health Quality & Safety Commission.

Nurse practitioner of the year – sponsored by College of Nurses Aotearoa NZ
Karen Hoare, South Auckland

Karen Hoare's dedication to the care of pregnant women, newborns and young people has won her a place as an award finalist. At Greenstone Family Clinic in south Auckland, Karen introduced a case management approach to the care of pregnant women and infants. It has improved newborn and infant enrolment with primary health providers and immunisation rates across all ethnic groups. She is a member of the national immunisation sub-committee and provides advice on cost-effective immunisation strategies and the national immunisation schedule.

Outstanding contribution to health – sponsored by Green Cross Health
Nikki Turner, Wellington

Nikki Turner's enormous and tireless contribution to our better understanding and greater uptake of vaccinations is well known. A Newtown Union Health Service GP in Wellington, Nikki is part of a team caring for patients with high health needs compounded by social disadvantage. She is an associate professor, founder and director of the Immunisation Advisory Centre and internationally recognised for her expertise. Nikki is a social advocate, spokesperson for Child Poverty Action group, and a thoroughly inspiring person, loved by her patients.

Patient safety award – sponsored by ACC

Health Navigator Te Waka Hauora through improving patient safety resources, Health Navigator Charitable Trust, Auckland

A popular national online health information website is producing tools and resources to help New Zealanders understand and prevent treatment injuries. The Health Navigator website uses plain language and evidence-based information to improve the public's understanding of health matters. The site, which has around 700,000 visits a month, has developed a suite of consumer-focused resources and innovative tools to improve patient safety. Its doctor-developed pain medication dose calculators are helping to increase the safe use of pain relief medications in children and adults.

Community pharmacy technician of the year – sponsored by ProPharma

Alison Hayden, Hamilton

Alison Hayden has been busy making things better at Pharmacy 547 in Hamilton. She has skills and abilities that enable her to perform a variety of different functions within the team. She contributes to Pharmacy 547's quality improvement, assists medical practitioners and supports team members of mental health facilities in their practices and procedures. Alison has become a mentor to most involved with her. She is a PACT (Pharmacy Accuracy Checking Technician) who has a can-do approach to supporting her local GP practices and the wider mental health community.

Practice nurse of the year

Dianne Theobald, Wellington

Dianne Theobald is the nurse team leader, and a member of the governance board of Newtown Union Health Service in Wellington. She is an experienced primary care nurse with particular expertise in diabetes management. Her current role includes responsibility for administration, and clinical project implementation. She oversees rostering, new staff orientation and training for staff and students. Recent projects include implementing the health care home model, integrating Massey student health service with NUHS, and developing education modules for primary care nurses.

Practice/business manager of the year – sponsored by GlaxoSmithKline

Erin Thompson, Auckland

Erin Thompson, of Ngāti Kahungunu descent, is the practice manager for Health Connections working to improve the outcomes of rangatahi. Erin's passion to design, develop and evolve Health Connections services delivered to young people is central to her success as a finalist. Health Connections child and youth enhanced primary health service follows a strength-based approach that is underpinned by youth development principles. Erin's leadership skills to manage the group of clinicians and support team members while building and maintaining key relationships with the agencies are invaluable.

Primary and secondary integration award – sponsored by Southern Cross Health Insurance

Prescribing of long term opioids: Clinical Pharmacists bring primary and secondary care together to uncover the real issues, Clinical Pharmacists Facilitators Team – Hawke's Bay DHB, Hawke's Bay

Hawkes Bay's primary and secondary sectors joined forces to establish a project to tackle day to day medicine issues. The latest result is an opioid study that has also showcased a successful collaboration across primary and secondary care. Tackling this difficult issue head on with collaboration and buy-in from GPs was the secret ingredient to the project's success. The team was made up of 10 clinical pharmacist facilitators working with 21 general practice teams covering 84 per cent of Hawkes Bay's enrolled patients.

Research and education award

Rural Health Careers Promotion Programme, New Zealand Rural General Practice Network, Wellington

New Zealand is experiencing a health workforce crisis. The New Zealand Rural General Practice Network is working hard to turn this around. Along with rural health students, the network is running an intensive national promotional programme targeting rural school children and encouraging them into health careers. Feedback from schools is 100 per cent positive, with universal themes being: students had not previously considered the possibility of a healthcare career; many go away seriously considering such a career; the delivery by students for students is critical to the programme's success.

HIGHLY COMMENDED 2020

Best mental health programme – sponsored by Habit Group

Wellness Support Team, Tāmaki Health, Auckland

Community pharmacy technician of the year – sponsored by ProPharma

Arzhay Heslop, Huntly West Pharmacy, Huntly

General practitioner of the year – sponsored by Medtech

Oliver A Samin, Royal Oak Medical Centre, Auckland

Good sort award – sponsored by Sanofi

Megan Cumming, Health Navigator, West Coast PHO, Greymouth

Innovation in service delivery award – sponsored by Pharmaceutical Society

Medwise Clinical Pharmacy Service, Bay of Plenty

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