

2022–2023 Year in Review

Challenges, Opportunities
and Collaboration



FEILDING
HEALTH CARE

Hauora Tangata



Chairperson's Review

It is with great pleasure that we present to you our review of the 2022–2023 year at Feilding Health Care. I often use the rear-view mirror to confirm progress. In this review, I will discuss what I see as real progress for our community and stakeholders.

In 2022–2023, Feilding Health Care achieved many milestones and successes, despite the post-COVID-19 challenges. Congratulations are due to the staff, integrated team members, and the wider community for their efforts.

Starting with COVID-19, the topic most of us want to forget. By April 2022 we had recovered from the most disruptive period, after the first wave peaked in March. Further waves followed in July 2022 and January 2023. For noting Feilding Health Care provided almost 10,000 episodes of COVID-19 care for people in the Feilding and Ashhurst communities over this time, including phone support, treatment, and monitoring. Collaboration with other community providers was key to supporting our communities through COVID-19, and we are very grateful for their teamwork and expertise.

Alongside the enormous COVID-19 efforts were two other significant projects for Feilding Health Care. In June 2022, the Clevely project was completed. The new Clevely area officially opened in June 2022, almost doubling the size

of the Feilding Health Center site, and making space for many new services. Habit Health, Manawatu Hand Therapy, and Ngā Kaitiaki o Ngāti Kauwhata are among the welcomed additions as tenants and collaborators. The overall success of Clevely has strengthened the Feilding Health Care facility and means more accessible and sustainable services for our communities.

In October 2022, Ashhurst Health Care opened, thanks to collaboration between the Ashhurst community and Feilding Health Care. The community lost its GP and general practice 15 years ago, so it was extremely rewarding to be able to execute this rare reversal and re-open a medical center for the growing population of Ashhurst. The clinic has been warmly welcomed by the Ashhurst community, and patient enrolments have been strong.

The year marked a challenging period for our hard-working Nursing workforce as they persevered in their pursuit for pay parity with nurses in other sectors. Despite the challenges,



It will get tougher socially and fiscally, but we must endure this and find ways to grow.

FHC Board of Directors
Back from left to right: Dr Amber-Lea Rerekura, Dr Bruce Stewart, Dr Karl Gilchrist, Dr David Broad. Front from left: John Signal, Nicky Hart (CEO), Michael Abbiss.

the team worked tirelessly to support people throughout the pandemic, as well as maintain important population health programmes such as childhood immunisations.

Our nurses should be commended for their commitment and dedication to healthcare.

Looking forward, the cost of living and cost of money underpin the standard of living for our population and is under more pressure now, than at any time in the past two decades,

so as an organisation we need to be prepared. It will get tougher socially and fiscally, but we must endure this and find ways to grow, be resilient, find efficiencies in order to uphold our commitment to our communities.

We extend our deepest gratitude to our dedicated staff and the communities we serve. Together, we have achieved remarkable milestones and are ready to face the future with optimism. Thank you for your continued support.

CEO Overview

Primary Care forms the foundation of healthcare in New Zealand, most often acting as the first point of contact for people seeking support for health and wellbeing.

4

5



Over the past year, the Feilding Health Care team, working alongside other community organisations, has demonstrated immense adaptability and responsiveness in delivering high-quality healthcare in a challenging pandemic environment. It is through these collective efforts that we have been able to uphold our responsibilities to keep people well, through population health programmes, and support people when they are unwell with high quality primary care.

Adapting to Changing Needs

The year 2022-2023 presented unprecedented challenges with the ongoing global pandemic. Our Health Center swiftly adapted to the changing needs of our patients, implementing rigorous safety protocols, and leveraging technology to ensure people received quality healthcare support while minimising the risk of exposure to COVID-19.



Focus on Mental Health and Wellbeing

Recognising the critical importance of mental health and wellbeing, the past year saw significant expansion in our primary mental health services through a valued government funded programme that enabled access to Health Improvement Practitioners (PHO staff) and Kaiwhakapuaki Waiora (Iwi and Māori Health kaimahi). Collaborating with these organisations means our communities have more help, from a wider range of expertise, to overcome challenges and promote well-being.

Cultivating Equity, Diversity and Inclusion

We believe that equity, diversity and inclusion are the cornerstones of effective healthcare provision. Embracing this belief, we have worked hard on our journey toward an environment that celebrates diversity among our staff and patients and achieves equity of health outcomes. By implementing cultural competency and diversity training and working closely with community groups, we strive for constant improvement of our services; to eliminate health disparities; and create health and wellbeing services that work for everyone.

Strengthening Collaboration

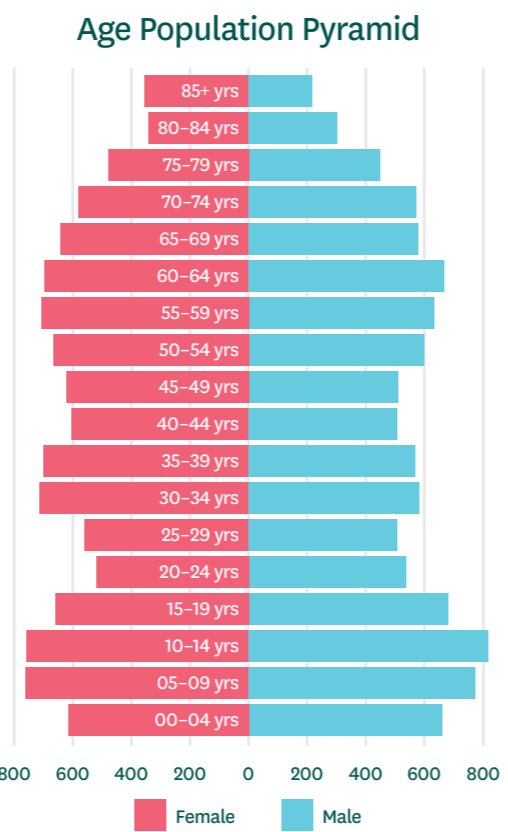
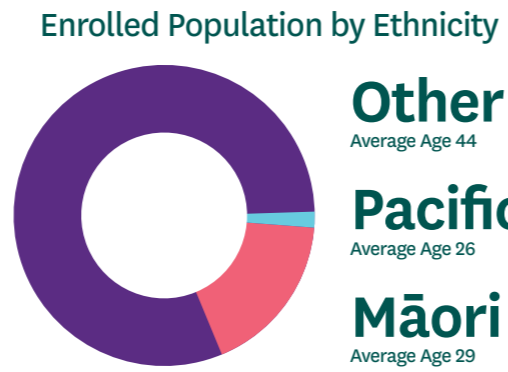
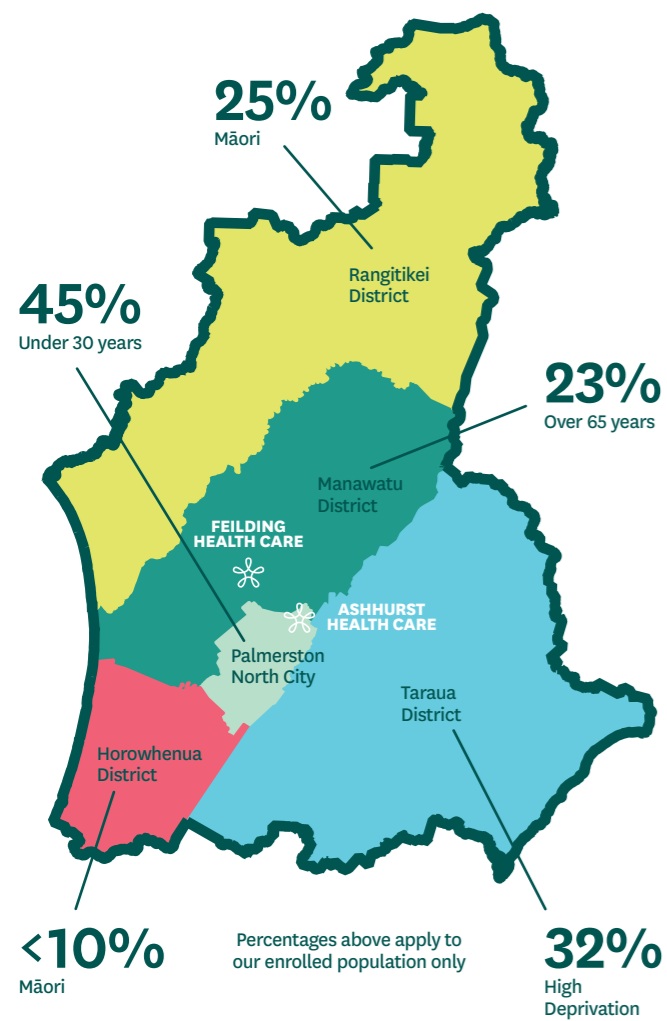
COVID-19 highlighted to us, the power of collaboration and partnerships. During the 2022-2023 years, we worked as part of the Manawatū locality team, to actively collaborate with other Māori and Iwi providers, local authorities, and community organisations to address the complex health challenges that COVID-19 presented. By sharing knowledge, resources, and best practices, we strengthened our collective ability to improve health outcomes and enhance the quality of services. Together, we have made significant strides in building a network of care that is comprehensive and interconnected.

Looking Ahead

As we move forward, we remain committed to delivering high quality healthcare services, guided by values of respect, compassion and integrity. The challenges of the past year have shown us the importance of adaptability and the power of resilience. We will continue to embrace emerging technologies, cultivate equity and diversity and prioritise patient-centred care, to meet the evolving needs of our communities.

2022-2023 Summary

Our People



19,822 Feilding Enrolment Volumes

1,279 Ashhurst Enrolment Volumes

Rangitikei	658
Manawatu	16,770
Horowhenua	204
Palmerston North City	2,735
Tararua	108
Other Regions or Uncoded	626

21,101 Enrolment Volumes

226 Births

Keeping People Well

- 424** Smokers Quit
- 2,634** Cervical Screening
- 4,350** COVID-19 Immunisations
- 4,303** Childhood Immunisations
- 6,684** Flu Immunisations

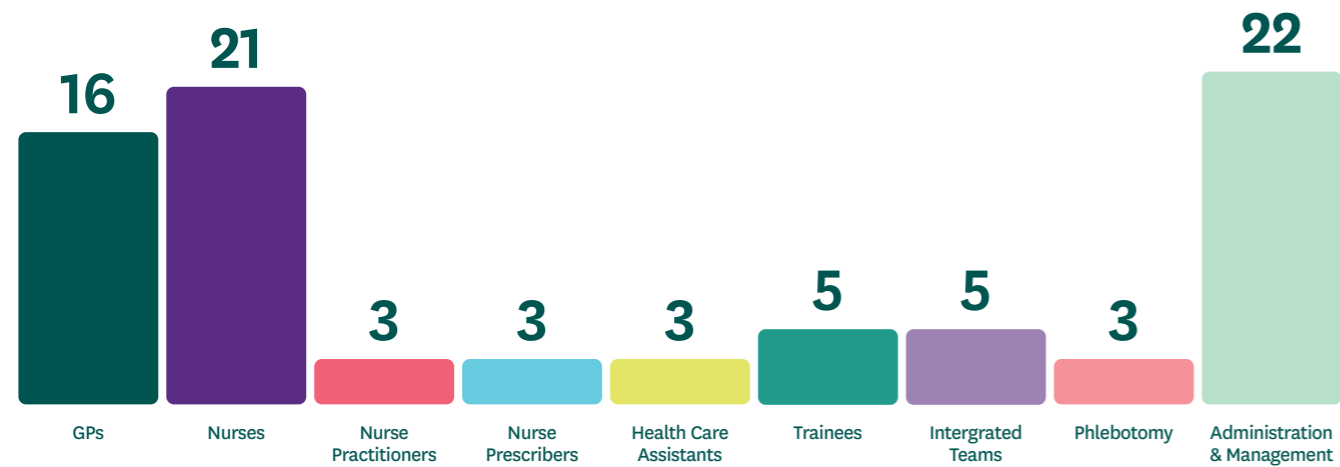
Our Mahi

- 4,890** After Hours Consults
- 9,811** COVID-19 Care Services in the Community
- 1,394** Health Improvement Practitioner Consults
- 7,921** Nurse Practitioner Consults
- 817** Women's Health Services
- 782** Palliative Care Services
- 679** POAC (primary option acute care)
- 637** Minor Procedures
- 6,539** Rest Home Services
- 33,000** Blood Tests
- 217,000** Prescribed Medication Items

2022-2023 Summary

Our Team

We extend our deepest gratitude to our dedicated staff and the communities we serve. Together, we have achieved remarkable milestones.



38,660
Virtual
Consultants



99,265
Face to Face
Consults



137,925
Total Consults



Ashhurst

10

In October 2022, Ashhurst Health Care officially opened their doors. This was a significant milestone for the rural community for patients to access primary health care more easily.

The clinic is owned and operated by Feilding Health Partners, in a former house substantially rebuilt for the Ashhurst Community Trust.

The Ashhurst community is one of the fastest-growing communities in the Manawatū, growing in recent years to almost 5,000 people. Growth is helped by workers coming in to build the replacement for the Manawatū Gorge highway, which closed in 2017. Recently, up to 500 new house sections were approved in the area. Prior to the clinic opening, a regional health survey identified the community as having poor access to primary health care.

The first few months of opening saw around 1,300 enrolments. The team at Ashhurst includes a GP, Nurse, Nurse Practitioner and Patient services coordinator. A health improvement practitioner is available each week for mental health support, and Ashhurst patients can be directed to Feilding for services including some women's health, ear clinic and physiotherapy care.

Clevely Expansion

On the site adjacent to the building that formally housed the Feilding Maternity Hospital, and is now the Feilding Health Centre, the old Clevely Ward underwent a rebirth in the past year.

The additional 1000 square meter Clevely Wing provided welcome additional workspace for the General Practice team, as well as new physiotherapy services, community mental health, Ngā Kaitiaki o Ngāti Kauwhata and THINK Hauora (PHO).

Leased to Feilding Health Care, both buildings are owned by the Manawatū Community Trust on land that remains the property of Te Whatu Ora MidCentral.

The space provides a very warm and comfortable lounge environment as well as many clinic rooms. A lot of positive feedback was received, especially from patients attending vaccine clinics in the new area, who could wait comfortably away from the typical medical area waiting rooms.

Strengthened Collaboration

Our sincere thanks to the organisations below that are part of our great team.





FEILDING
HEALTH CARE

Hauora Tangata