



# 2024–2025 Year in Review





# Chairperson's Review



It is with great pride, and a real sense of gratitude, that I present this final report as Chair of our organisation, now known as Local Health.

**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.

This new name reflects just how far we've come over the past year. What began as Feilding Health Care, a forward-thinking, integrated health centre built by and for the local community, has grown into something broader. The change reflects our growth since our beginnings in 2016 and our focus in ensuring continuity of local care for patients, while providing flexibility, peer support and

professional development for healthcare professionals. We now have a network of practices in Feilding, Palmerston North and Ashhurst, with the hopes that more Manawātū practices will join our network in the future. We've stayed true to our roots while stepping confidently into a wider role in the local health system.

As I step away from the Chair role, I do so with a great deal of pride in what has been achieved and great confidence in what lies ahead.

Over the past 12 months, we've also continued to build on our foundation, responding to growing demand, shifting needs, and new opportunities to serve our community better. We've faced the usual challenges of workforce pressure, increasing demand, and changing health needs, but we've also made significant progress in strengthening services, improving access, and building a more connected, responsive model of care.

One of the most exciting developments on the horizon is the planning of a brand-new health facility in Palmerston North. The new facility will allow us to serve a broader and more diverse population, respond to increasing demand, and provide a modern, purpose-built environment for both patients and clinicians. Planning is well underway, and we're working closely with local partners, clinicians, and the community to ensure this new space meets the needs of the people it will serve, for the long term.



Incoming Chair, John Macaskill-Smith

## A Fond Farewell

As I step away from the Chair role, I do so with a great deal of pride in what has been achieved and great confidence in what lies ahead.

We've completed a governance refresh, and sharpened our focus, setting a clear direction for Local Health going forward. We've actively contributed to wider health system discussions, working with THINK Hauora, regional and national networks to ensure our communities' voices are heard. Our governance team continues to evolve, supporting a strong and future-ready organisation.

I want to acknowledge the Board, who have been highly engaged and supportive of our growth and operational plans, which delivered excellent results for shareholders and the community alike.

Welcome to the incoming Chair, John Macaskill-Smith, who brings energy, depth of experience, and a strong commitment to innovation and community health. I also warmly welcome Dr Amy Ikenasio to the Board and thank Karl Gilchrist for his many years of wise and steady leadership. To our CEO, Nicky Hart, and the entire Management Team, thank you for your hard work and clear-eyed leadership. Your ability to stay focused on what matters, even in the face of complexity and change, has been critical to our success. To every member of staff, you have made a real and lasting difference to the health and wellbeing of our community. It has been a privilege to work alongside such a dedicated and resilient team.

All the best for your future endeavours,  
**John Signal**



# CEO Overview



Nicky Hart, CEO

The past year has marked a period of growth and consolidation for Local Health. As we look back on a year defined by change and opportunity, I am excited to share the progress we've achieved together.



## A New Identity: Introducing Local Health

One of the most significant milestones of the year was the launch of our new parent brand, Local Health. This transition reflects the growth and evolution of our organisation from a single integrated centre in Feilding to a broader network of services across the region. The Local Health brand reflects our commitment to locally owned and led care, and to making decisions in collaboration with our communities.

This identity grounds us in our values: accessible care, collaboration, innovation, and a belief in the power of local leadership to make meaningful change.

## Expanding Services and Access

In August, we successfully acquired Awapuni Medical Centre, increasing our enrolled population to over 29,000 people, a 70% growth since the opening of Feilding Health Care in 2016.

We also continued to expand virtual care options through our partnership with Practice Plus and invested in new tools to support affordability and access for patients.



We introduced several forward-thinking initiatives, including the Clinical Assistant role, which has already saved hundreds of hours of GP administrative time, and Point of Care Troponin Testing, making us the first urban general practice in New Zealand to offer this pathway for managing low-risk chest pain presentations.

Importantly, our commitment to team-based care has expanded further with the addition of two paramedics, now embedded in our clinical teams. These highly skilled professionals are supporting acute care delivery, helping to manage urgent presentations, and playing a vital role in reducing pressure on GPs and nurses. Their presence reflects our evolving model of care, where the right professional, with the right skills, can make a real difference in timely and effective patient care.

## Building the Future Workforce

At Local Health, we take seriously our role in shaping the future of primary care. We currently support several GP registrars as they complete their specialist training and are proud to contribute to the development of the next generation of family doctors.

On the nursing front, we continue to invest in professional development, with nurses supported to train as prescribers and nurse practitioners, expanding their clinical scope and improving access for patients. This commitment not only strengthens our workforce but also contributes to the sustainability of care across the region.



As we head into the next chapter, we do so with clarity of purpose and a shared commitment to delivering care that is accessible, equitable, and grounded in the needs of our communities.



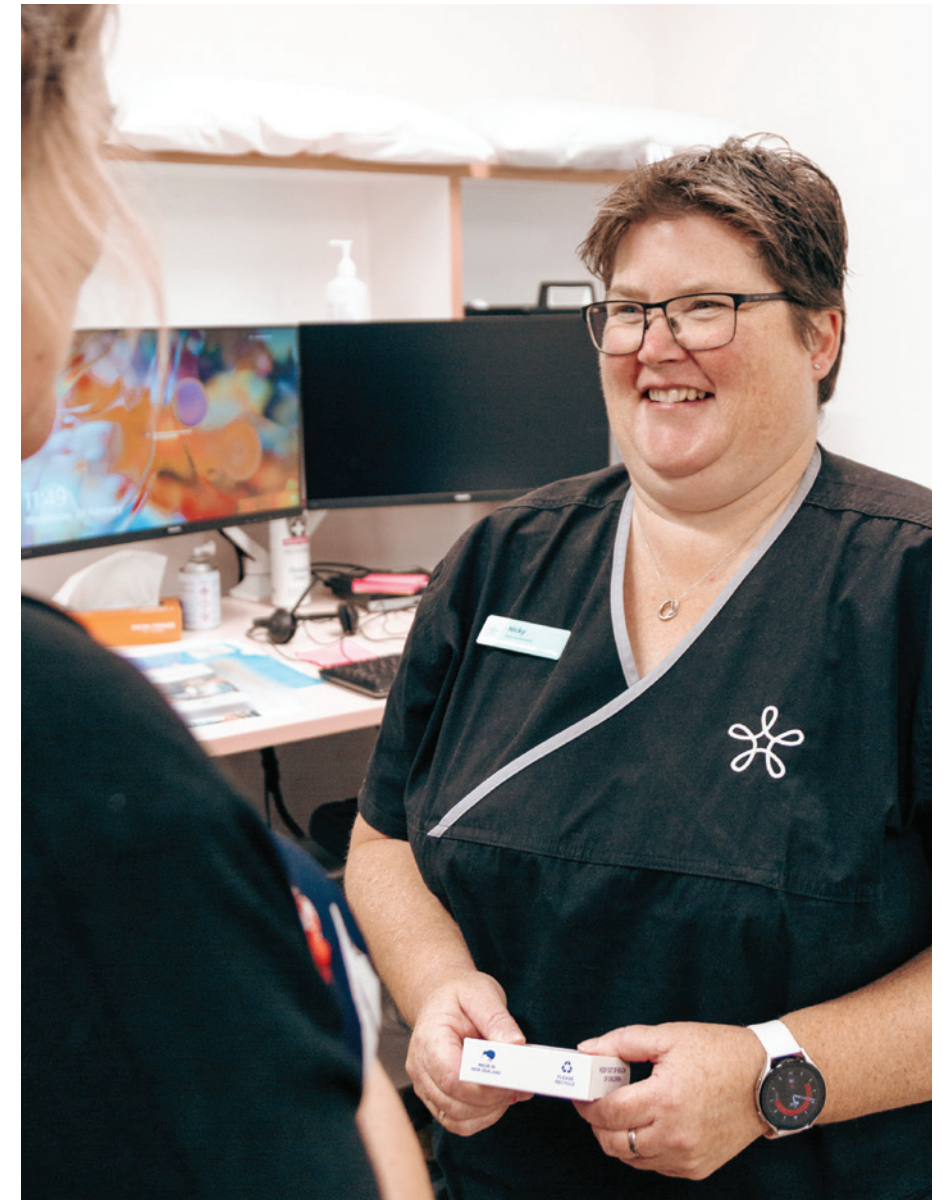
**A New Future in Palmerston North**

A key strategic focus has been planning for a new, purpose-built Integrated Family Health Centre in Palmerston North at 60 Victoria Avenue. This development represents the next phase of our growth, bringing co-located, team-based, patient-centred care into the heart of the city. With the lease signed and designs underway, this project is scheduled for completion in March 2026 and is a big step towards building the infrastructure needed for modern primary healthcare.

**Clinical Excellence and Innovation**

We retained our Cornerstone Accreditation across sites, a testament to the high standard of care our teams deliver every day. In line with national goals, we have been focused on increasing childhood immunisation rates and improving digital integration across sites.

We've also begun early trials of ambient AI technology, including digital assistants to streamline clinical documentation and reduce the administrative burden on providers. This kind of innovation supports workforce wellbeing and improves quality of care.



**Navigating Sector Change**

The wider primary care sector continues to face significant challenges, workforce shortages, increasing demand, and underfunding. Despite these headwinds, Local Health remains financially stable and forward-looking. Our engagement with THINK Hauora (PHO) has remained strong and they have offered their support of our Palmerston North Health Centre. National policy shifts has increased optimism of increased funding to practices, suggesting a more enabling environment ahead for integrated, community-based care.

**A Culture of Care and Connection**

Throughout the year, we have continued to foster a strong, inclusive culture. We came together to celebrate achievements, build relationships across sites, and support each other through change.

Community partnerships remain important to us, whether sponsoring the Feilding Festival of Running, Community Hauora events, or supporting diversity through Palmy Drag Fest, we're proud to be part of the places we serve.

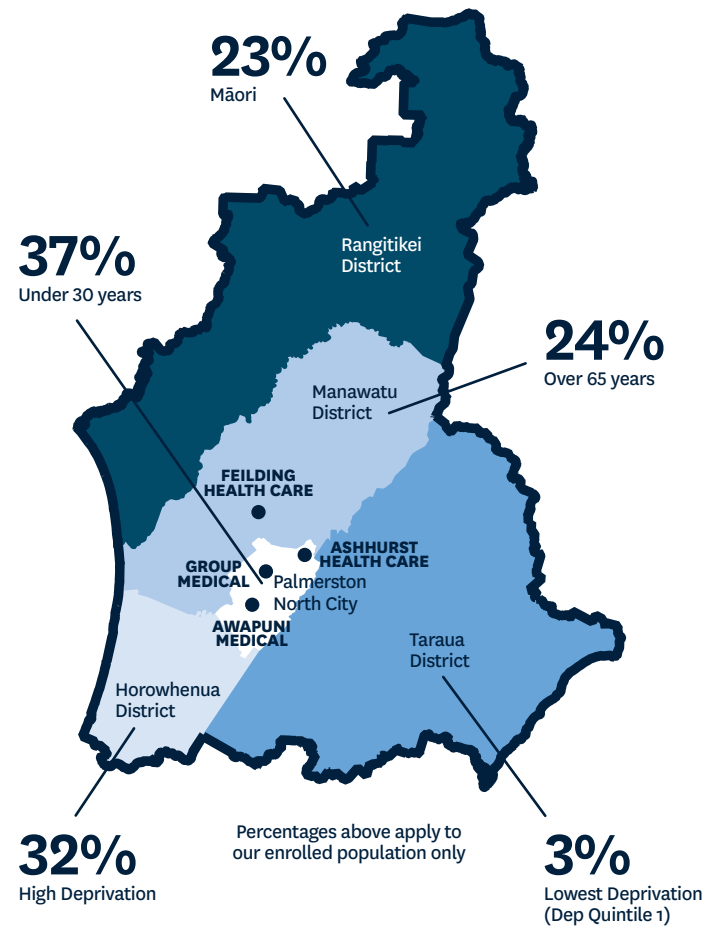
**Looking Ahead**

As we head into the next chapter, we do so with clarity of purpose and a shared commitment to delivering care that is accessible, equitable, and grounded in the needs of our people.

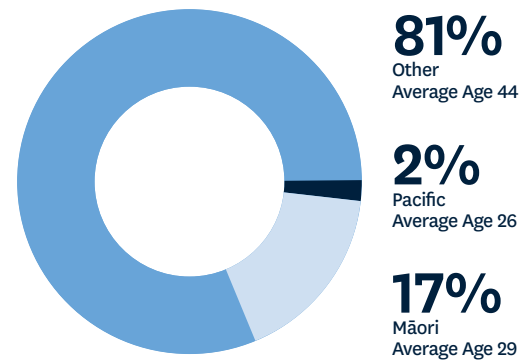
To our staff, thank you. Your dedication and efforts are what make Local Health such a valued and trusted provider. To our patients and communities, thank you for your continued trust. And to our partners and stakeholders, thank you for working with us.

# 2024-2025 Summary

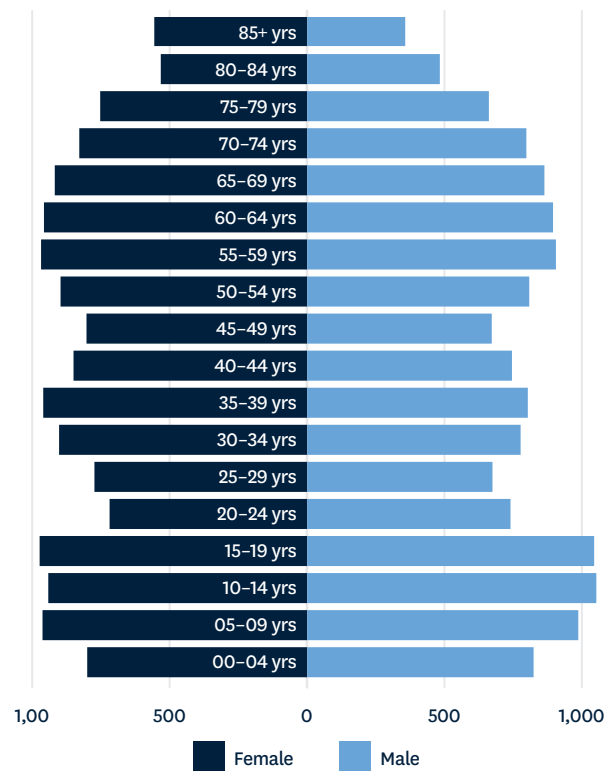
## Our People



Enrolled Population by Ethnicity



Age Population Pyramid



Enrolled Patients

19,811	2,529
Feilding	Ashhurst
3,230	3,557
Group Medical	Awapuni Medical

Population

Rangitikei	821
Manawatu	18,327
Horowhenua	508
Palmerston North City	8,675
Tararua	350
Other Regions or Uncoded	446

29,127 Enrolled Patients

279 Births

## Keeping People Well

333 Smokers Quit



543 Cervical Screening



3,617 COVID-19 Immunisations



6,783 Childhood Immunisations



7,226 Flu Immunisations



## Our Mahi

4,750 After Hours Consults



329,706 Prescribed Medication Items



2,054 Health Improvement Practitioner Consults



9,735 Nurse Practitioner Consults



914 Women's Health Services



858 Palliative Care Services



723 POAC (primary option acute care)



735 Minor Procedures



6,530 Rest Home Services

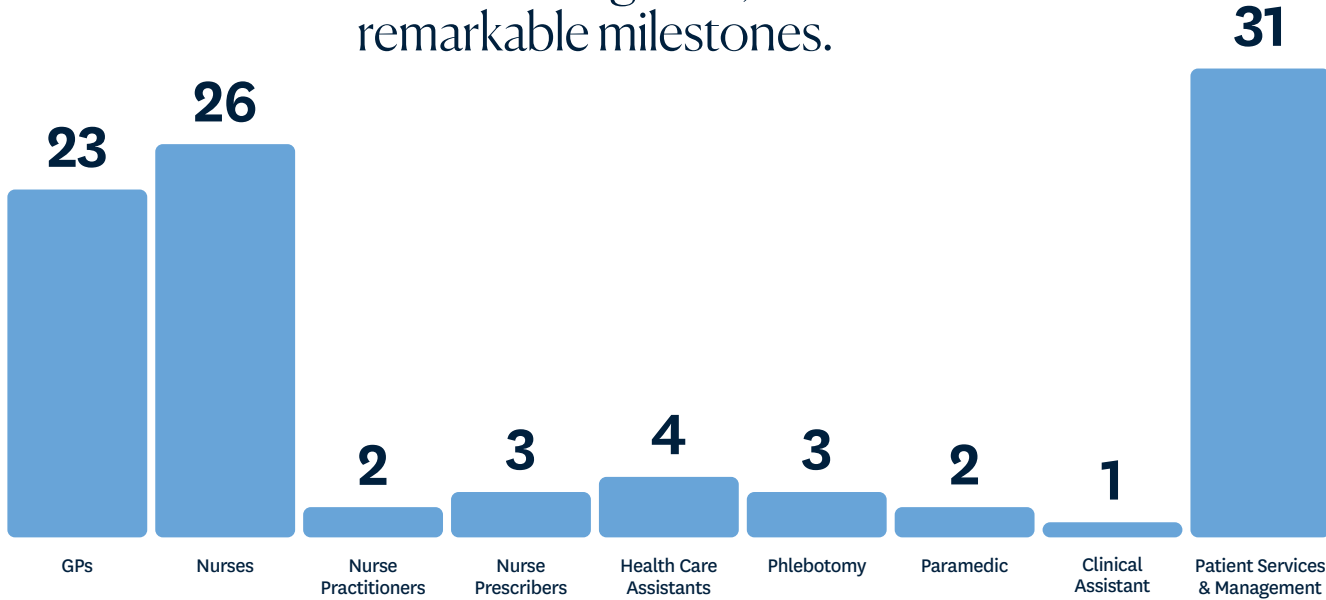




# 2024-2025 Summary

## Our Team

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



**38,136**  
Virtual  
Consultants



**132,346**  
Face to Face  
Consults



**170,482**  
Total Consults





We appreciate the support and collaboration of the following organisations:

