

What's going on in primary care?

29 JULY 2024

What is primary care?

- First contact care
 - Primary Care Practice (GP Practice) and pharmacy,
 - Closely connected to community care like Poutini Waiora
- Most New Zealanders access the health system through local primary and community healthcare services. For many people, the current healthcare system is working effectively. However, some groups, including Māori, Pacific, women, disabled peoples, low socio-economic, rural populations, refugee and migrant, and rainbow communities, have faced more challenges in accessing primary and community healthcare.

From the MoH website May 2024

What is primary care?

- The primary and community health care sector has been under pressure. New Zealand has a growing and ageing population and people's health needs are becoming more complex. Primary and community health care also faces workforce shortages, which are particularly significant in rural and provincial areas.
- This means New Zealanders cannot always get the health care they need to stay well in their communities.
 - From the MoH website May 2024

Challenges

- Workforce shortages are causing pressure across a broad range of health professions, with many health workers reporting they feel burnt out.
- Primary healthcare providers like GPs are doing more work, and it is more complex. Many practices have had to close their books to new patients.
- Current funding models do not work well for primary healthcare providers or their patients.
- Fragmented healthcare means there are not always good connections between different types of primary and community healthcare services.
- Primary and community healthcare providers do not always have the tools they need, including infrastructure and technology.

From the MoH website May 2024

Impact on people

- Some of the challenges people have faced include:
 - Cost, including patient co-payments and service charges.
 - Lack of availability of services, including difficulties getting appointments or being able to enrol with a GP. Some GPs have closed their services to new patients.
 - Difficulty accessing services, including after-hours particularly for rural communities.
 - A focus on treatment of issues rather than prevention.
 - Cultural safety – under-representation of Māori, Pacific, and disabled people in the workforce, and inconsistent cultural and disability of competency.
 - From the MoH website May 2024

Impact on West Coasters

- Price increase to \$29.50 for non-CSC holders
- Three private practices on the West Coast.
 - Two have their books closed.
- Waiting times
 - 5 weeks?
- RNZ 11 July 2024

Buller Health's acute stabilisation unit (ASU) in Westport - better known to locals as the hospital - is closing for the third time in a month because of another doctor shortage.



Māori who are under 30 years old,
living in remote areas (R3) are

**twice as likely
to die from a
preventable cause**

as Māori living in a large
city (U1) ⁽⁸⁾



Increasing rurality is associated with
an increasing gap between Māori
and Non-Māori mortality rates.

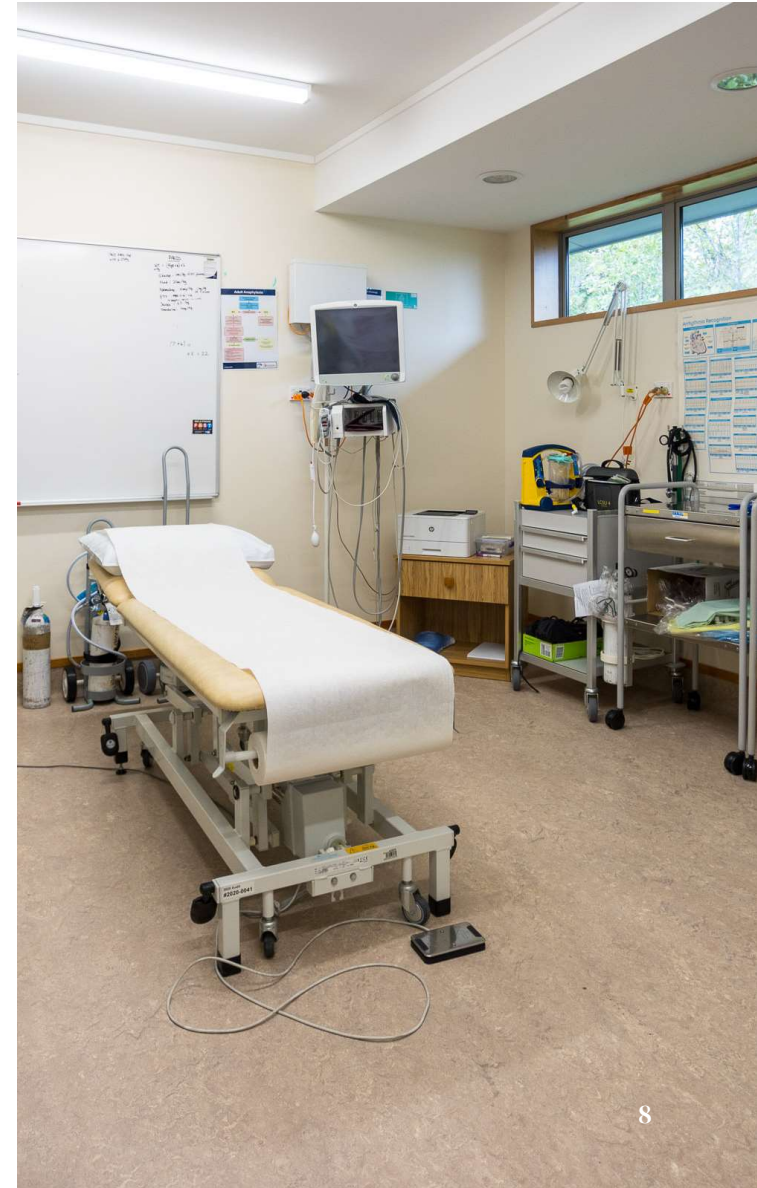
In our most remote communities
the age standardised

mortality rate is 2.5x

the Non-Māori rate. ⁽⁸⁾

What do I need from you?

- Stay interested in health
- Ask questions of me, Te Whatu Ora, and the government





What does West Coast Health do?

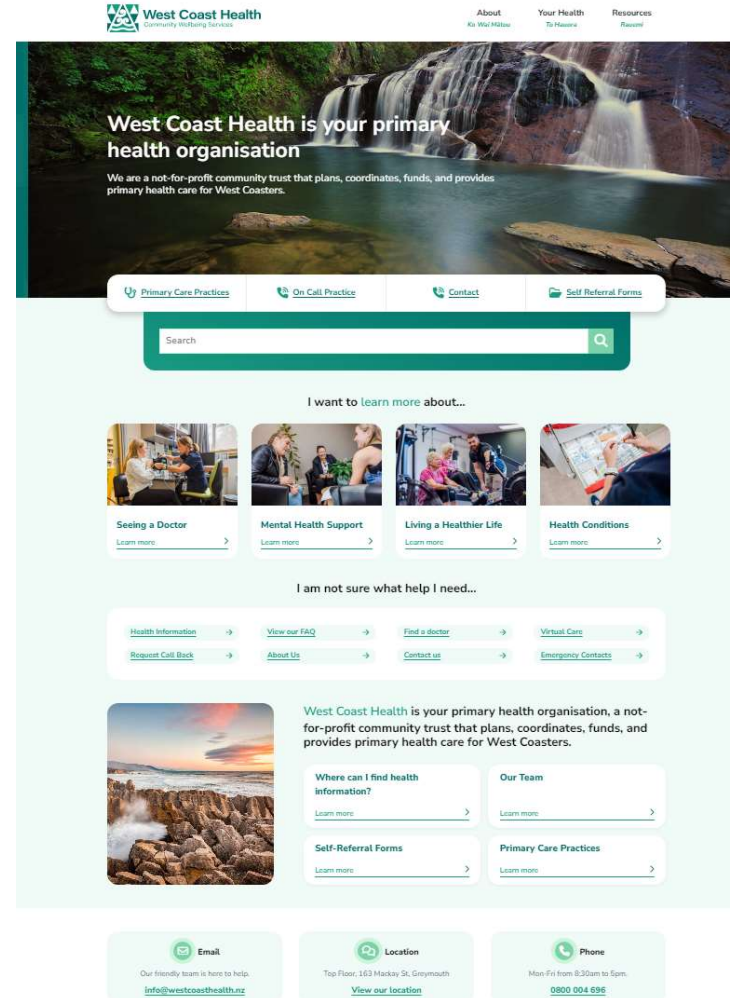
- Funder
- Provider
- Network Leadership

West Coast Health

1. Access – increasing public awareness of primary care and services they can access
2. Growth and change to organisation – function of pho’s changed since inception in 2000. No longer just a funder of services, but also a provider.

New Website

- Intention to be user focused.
- Trusted source of information.
- People tell us they don’t know how to access health care – we are working hard to change this.



The screenshot shows the West Coast Health website homepage. At the top, there is a navigation menu with links for 'About', 'Your Health', and 'Resources'. Below this is a large hero image of a waterfall with the text: 'West Coast Health is your primary health organisation. We are a not-for-profit community trust that plans, coordinates, funds, and provides primary health care for West Coasters.' A search bar is located below the hero image. Underneath, there are four categories: 'Primary Care Practices', 'On Call Practice', 'Contact', and 'Self Referral Forms'. A section titled 'I want to learn more about...' features four cards: 'Seeing a Doctor', 'Mental Health Support', 'Living a Healthier Life', and 'Health Conditions'. Below this is another section titled 'I am not sure what help I need...' with links for 'Health Information', 'View our FAQ', 'Find a doctor', 'Virtual Care', 'Request Call Back', 'About Us', 'Contact us', and 'Emergency Contacts'. A large image of a coastline is followed by the text: 'West Coast Health is your primary health organisation, a not-for-profit community trust that plans, coordinates, funds, and provides primary health care for West Coasters.' Below this are four boxes: 'Where can I find health information?', 'Our Team', 'Self-Referral Forms', and 'Primary Care Practices'. At the bottom, there are three contact boxes: 'Email' (info@westcoasthealth.nz), 'Location' (163 Mackay St, Greymouth), and 'Phone' (0800 004 696).

Healthy Lifestyles Team

Te roopu noho ora



Your Health / Living a Healthier Life / Healthy Lifestyles Team

The Healthy Lifestyles Team at West Coast Health are there to help you achieve your health goals, and to offer advice and support when you need it - whether you are just starting your journey to better health or you want a helping hand along the way.



Breastfeeding

[Learn more](#)



HIPS & Health Coaches

[Learn more](#)



PASS

[Learn more](#)



Dietitians

[Learn more](#)

Healthy Lifestyles Team

[Breastfeeding](#) →

[HIPS & Health Coaches](#) →

[PASS](#) →

[Dietitians](#) →

Additional Links

[Health NZ Te Whatu Ora](#) →

[Healthline](#) →

[Healthify](#) →

[Emergency Contacts](#) →

[Healthinfo West Coast](#) →



Mental Health & Wellbeing

Hauora Hinengaro



Your Health / Mental Health & Wellbeing



Brief Intervention Service

[Learn more](#) >



Community Mental Health Services

[Learn more](#) >



Sunflower - Hidden Disabilities

[Learn more](#) >



Youth Online Program

[Learn more](#) >



Suicide Prevention

[Learn more](#) >

Mental Health & Wellbeing

- [Brief Intervention Service](#) →
- [Community Mental Health Services](#) →
- [Sunflower - Hidden Disabilities](#) →
- [Youth Online Program](#) →
- [Suicide Prevention](#) →

Additional Links

- [Health NZ Te Whatu Ora](#) →
- [Healthline](#) →
- [Healthify](#) →
- [Emergency Contacts](#) →
- [Healthinfo West Coast](#) →