

Press Release: From Compass Health

Date: December 2st 2016

Subject: **High Needs patients receive better access to care**

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More than 20,000 high needs patients are set to receive improved access to health care as five VLCA (Very Low Cost Access) practices join up to the Capital & Coast DHB and local PHOs – Compass Health, Cosine, Ora Toa and Well Health initiative – rolling out the new Health Care Home model across the greater Wellington region.

From October 1st, 60,000 patients or 20% of the CCDHB population, at nine practices, can expect improved response to phone calls and, for urgent appointment requests, a conversation with a GP or nurse may even save a trip to the practice. Online services include requesting prescriptions, making appointments, and messaging the GP.

"We see the Health Care Home model allowing us room to provide same day appointments for high needs patients who often require more spontaneous healthcare needs," says Hora Te Pai GP - Chris Fawcett. "We've already seen encouraging results in reducing hospital & after-hours admissions through daily patient phone triage and a reduction in walk-in patients."

It is anticipated that patients at a further eight more practices will see benefits as the Tranche Two rollout, covering a total population of 130,000 people - about 45% of the total population, is planned over 2017/18.

"Thousands of people across greater Wellington are now benefitting from the Health Care Homes initiative, which is a significant investment in the health and wellbeing of people throughout our region," said CCDHB Chief Executive Debbie Chin.

"This initiative demonstrates how we work with PHOs to find innovative ways for GPs to provide better preventative, proactive and urgent care - especially for high needs patients - to create better health outcomes in our communities."

Additional Information:

Compass Health is a Primary Health Organisation (PHO) that provides a wide range of primary care services through 60 General Practice Teams and a number of other health care providers throughout the Wellington, Porirua, Kapiti and Wairarapa regions.

Media contacts

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Health Care Home Benefits:

Patients that need urgent care can expect:

- Improved response to phone calls and a conversation with a GP or nurse if necessary;
- An appointment on the same day they call;
- To be able to send a message online to their GP;
- After-hours or ED staff can see patient's health record;
- More services (e.g. IV therapy) at the practice, rather than having to go to hospital.

Patients with long-term health conditions can expect:

- Support to manage their long-term condition and a clear plan;
- Community health providers to work together with the GP team;
- Longer appointment times when necessary;
- Access to online services including messaging GPs, seeing lab results, and requesting prescriptions.
- Support for self-care / self-management.

Patients that are not sick and want to stay well can expect:

- Screening;
- Health promotion / health advice;
- Immunisations;
- Population health and wellbeing monitoring (e.g. Cardiovascular Risk Assessment, Smoking Cessation).

END