

Clinical Team: Add-ons



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Te Waka Ngākau o Poutini

Te Waka Ngākau o Poutini (*the container carrying the heart of the West Coast*) is a collaboration between West Coast Health and Poutini Waioara.



- This is an outreach service aiming to reach Māori, Pacific peoples and those with barriers to accessing healthcare within the rural communities.
- This service is provided by two Nurse Practitioners, a Registered Nurse and two Kaiāwhina based in Māwhera (Greymouth).
- The teams based in Māwhera travel up to Kawatiri and down to Haast providing care to whānau.
- Services include healthcare advice, long term condition management, HPV screening, immunisations, youth health and healthcare for tamariki (children).
- This is a free service aiming to improve access and support whānau to utilise mainstream healthcare when needed

The role of the Equity Pharmacists

(Ginny Brailsford and Tayla Cadigan)

- Kōrero about medicines in multiple settings within the community
- Trusted, visible and accessible. Part of key networks.
- Presence at outreach and community health and wellness clinics
- A resource for health teams who do not have access to a practice-based pharmacist
- Activities:
 - Appointments, drop in, warm-handovers, home visits
 - Dose and therapy optimisation, reconciliation, prescribing support
 - Yellow Card, patient information/education
 - Audit/QI/education activities for general practice



Primary Care Patient Experience Survey



**He ara aupiki,
he ara auheke**

Aotearoa New Zealand

National patient experience surveys collect and measure patient feedback on health care for quality improvement.

The patient experience survey programme is one of the largest public survey programmes in Aotearoa New Zealand.

- **Adult primary care patient experience survey**
- Adult hospital inpatient experience survey
- Adult hospital outpatient experience survey.



Details

- 3 monthly, a national selection of adult hospital and primary care patients are invited to take part.
- Children aged under 15 years are not surveyed.
- Participation is voluntary and anonymous.



What does the survey cover?

Different aspects of patient experience

- Communication
- Partnership
- Physical needs
- Emotional needs
- Cultural safety
- Access to care



How is the feedback used?

To help improve

- Quality of care
- Patient safety
- Access to health service

Benchmarking

- local, regional and nationally



Resources

www.hqsc.nz: Been invited to take part?

<https://youtu.be/Uc1Iz-2k2Xo>



Answers questions

www.hqsc.nz: Been invited to take part?

- Who is carrying out the survey
- Who receives the survey
- How do I complete the survey
- Can someone help me complete the survey
- How is my information being protected



Key Findings from the Primary Care Patient Experience Survey

He ara aupiki, he ara auheke

AOTEAROA NEW ZEALAND PATIENT EXPERIENCE SURVEY

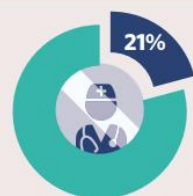
www.hqsc.govt.nz/our-data/patient-experience

FEBRUARY 2022

Key findings from the adult primary care patient experience survey



Access



reported a time in the last 12 months when they wanted health care from a GP or nurse but couldn't get it



And to 29% for those aged 15-44 years

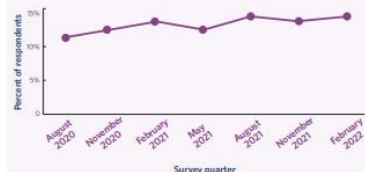


Barriers to care



of respondents said long wait times to get an appointment meant they were unable to get care from a GP or nurse when they wanted it

The percentage of patients reporting long wait times has increased since the start of the COVID-19 pandemic



Of those prescribed a medicine,



reported a time in the last 12 months when they did not collect it due to cost



Experience

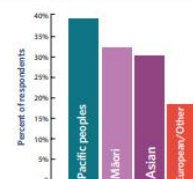


were not as involved in decisions about their treatment and care as much as they wanted to be

This increased to 16% for Māori



23% said their health care professional did not always ask how to say their name if uncertain



All results presented are weighted for age group, gender, ethnic group and district health board

Te Kāwanatanga o Aotearoa
New Zealand Government

HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Ara Te Kaitiaki / Health & Safety

He ara aupiki, he ara auheke

Aotearoa New Zealand
patient experience survey

Adult primary care patient experience survey

The results from the May 2026 quarter are live
in the reporting portal now.



Key Dates for the next survey wave:

24 July 2026	27 July - 9 August 2026	12 Aug - 2 Sep 2026	9 September 2026
Practice Inclusion Deadline	Survey Reference Period	Survey Fieldwork	Survey Results Available
→ PHOs submit the list of facilities (i.e. practices) who will participate in the next survey round → Action in the data collection portal → If no changes are made then the list included from the previous survey round will automatically be selected	→ Patient sample who will receive a survey will be a selection of patients who have visited their practices during the survey reference period → PHOs to notify facilities about the survey reference period → Facilities to display information about the survey to patients during this time	→ The survey invitations go out to patients on 12 August 2026 and they will have time until 2 September to complete the survey	→ Results will be published in the reporting portal a few days after the survey closes → This email is the way we notify the sector that the results for the most recent survey are available in the reporting portal

Resources

Survey helpline: 0800 121 650 (9am-4pm

Monday-Friday

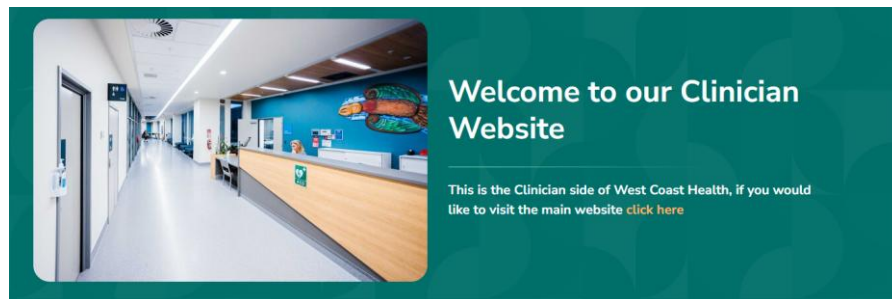
Email: Ipsos at support@myexperience.health.nz

Order resources easily online

Talk to your practice comment moderator or
champion to find out more



Clinician Dashboard – *West Coast Health Website*





Clinical Programmes >



News & Updates >



Upcoming Events & Education Calendar >



Quality >
Patient Experience Survey
Foundation Standards...



WCH Services/Programmes >



Orientation to WCH >

Additional Links

[Health NZ Te Whatu Ora](#) >

[Healthline](#) >

[Healthify](#) >

[Kids' Health](#) >

qualityteam@westcoasthealth.nz

Clinical Website



Clinician Dashboard

[View the Clinician Dashboard](#)



Throw out all of those old papers and check out the new website!

Your source for up to date information on:

- Clinical Programmes – Practice Information
- West Coast Health Services
- Weekly Newsletter
- Pharmacy Newsletter
- Upcoming CME

Clinical Website Cont

- How to find it:

- Go to:

www.clinician.westcoasthealth.nz

OR

- Go to main page:

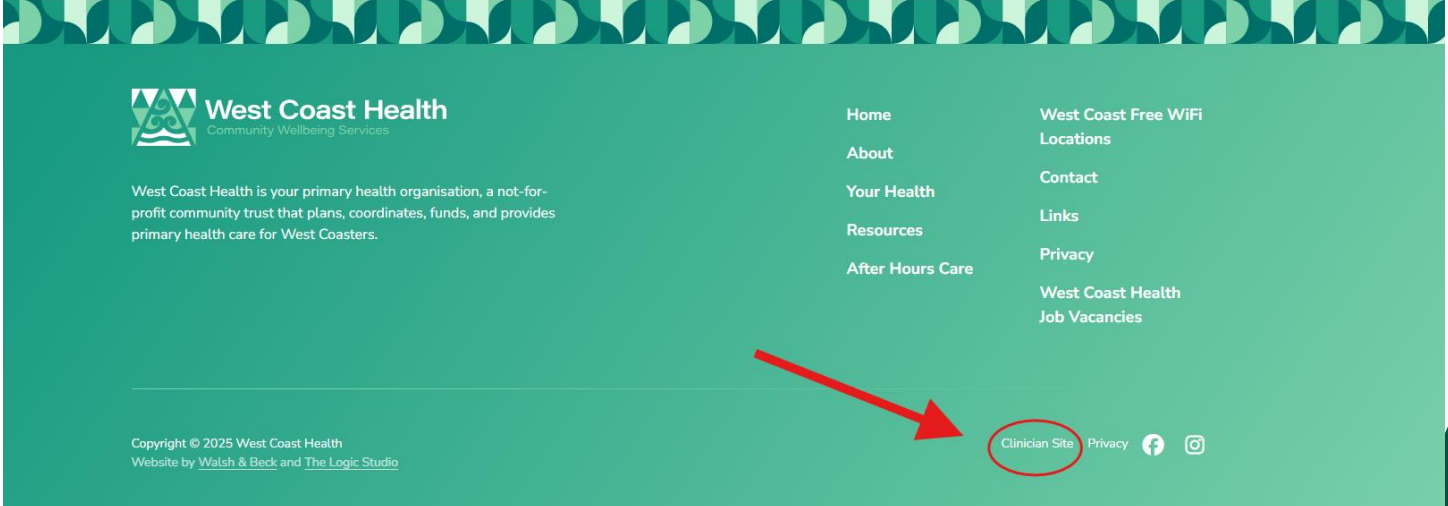
www.westcoasthealth.nz

- Scroll to bottom of page
- Click on “Clinician Site” located in the bottom right corner of page next to “Privacy”

 **Email**
Our friendly team is here to help.
info@westcoasthealth.nz

 **Location**
Top Floor, 163 Mackay St, Greymouth
[View our location](#)

 **Phone**
Mon-Fri from 8:30am to 5pm.
[0800 004 696](tel:0800004696)



West Coast Health
Community Wellbeing Services

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.

Home
About
Your Health
Resources
After Hours Care

West Coast Free WiFi Locations
Contact
Links
Privacy
West Coast Health Job Vacancies

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[Clinician Site](#) [Privacy](#) [Facebook](#) [Instagram](#)

West Coast Health Education Sessions

Highlights from this week's panui include:

- West Coast Health Education
 - CGM & Automated Insulin delivery in Primary Care: 28th May, 6-7pm
 - West Coast Health (PHO) orientation - 15th May
- WCH Practice Programme Information Updates
- Patient Experience Survey 4th May - 17th May
- The growing role of registered nurses in primary care
- Reminder of your privacy and information security obligations



[Weekly Wrap Up Newsletter \(4th - 10th May\)](#)

Featuring hot topics, education opportunities and highlighting good clinical practice.

[Go to this Sway](#)

- WCH has monthly education sessions on a variety of topics.
- Free attendance.
- RNZCGP certified for CME

How can you see what's coming up?

- [Weekly Wrap](#) (WCH Quality Team email sent out weekly)
 - Most up to date!
- [Education Section](#) of Clinical Website.



Referrals / Additional supports

- Health Improvement Practitioners (HIP) / Health Coach (HC) (in practice)
- Nurse specialists: cardiac, diabetes, respiratory, oncology, dermatology, etc.
- Health navigators
- Physical Activity Support Service - PASS
- Dietitian : all LTC and prediabetes
- Pharmacist
- Poutini Waioara Māori Health provider
- Smoking cessation
- Allied health (OT Physio Social Work)
- WC Health mental health programme (Brief intervention counselling: BIC)
- Other community supports



Clinical Resources

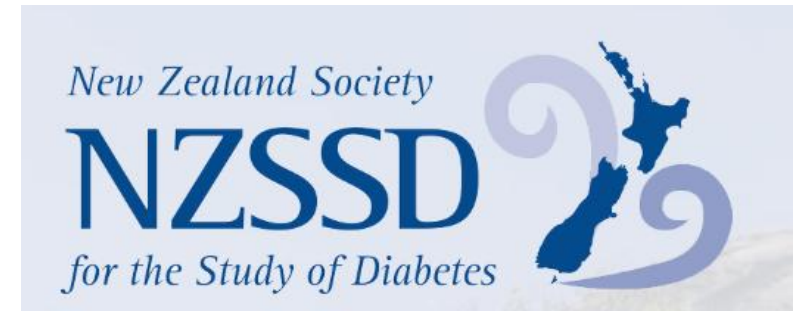


NZ RESPIRATORY GUIDELINES

[Home](#) [NZ Asthma Guidelines](#) [NZ COPD Guidelines](#) [Resources](#) [Acknowledgements](#) [Contact us](#)



PROFESSIONAL ASSOCIATION FOR TRANSGENDER HEALTH AOTEAROA



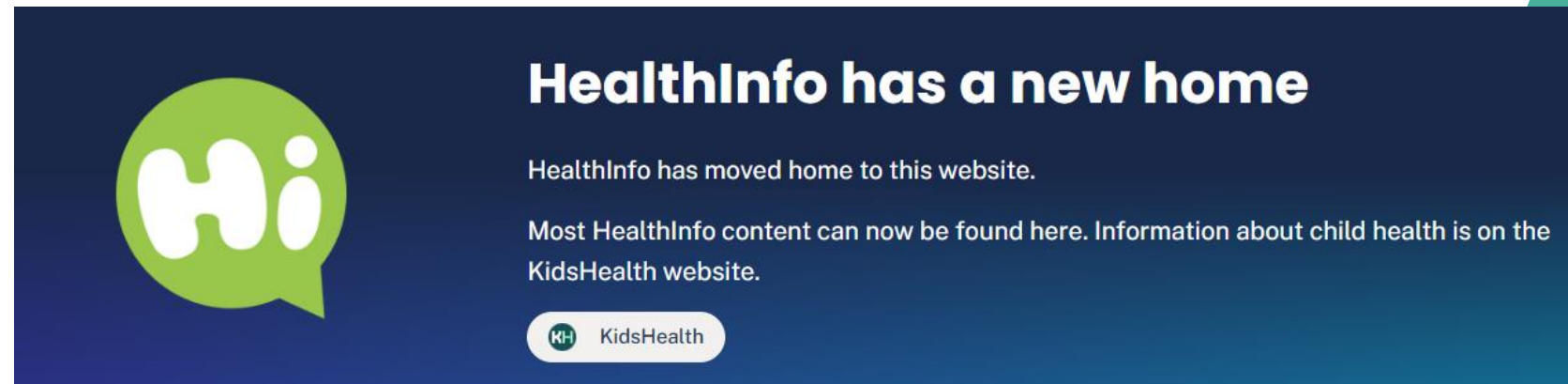
**ADVANCED DIABETES
MANAGEMENT COURSE**



Health Literacy

Empowering, understanding, informed decision making

- [Kidshealth.org.nz](https://kidshealth.org.nz)
- [Health.govt.nz/websites-and-apps/healthinfo](https://health.govt.nz/websites-and-apps/healthinfo)
- [Healthify.nz](https://healthify.nz)



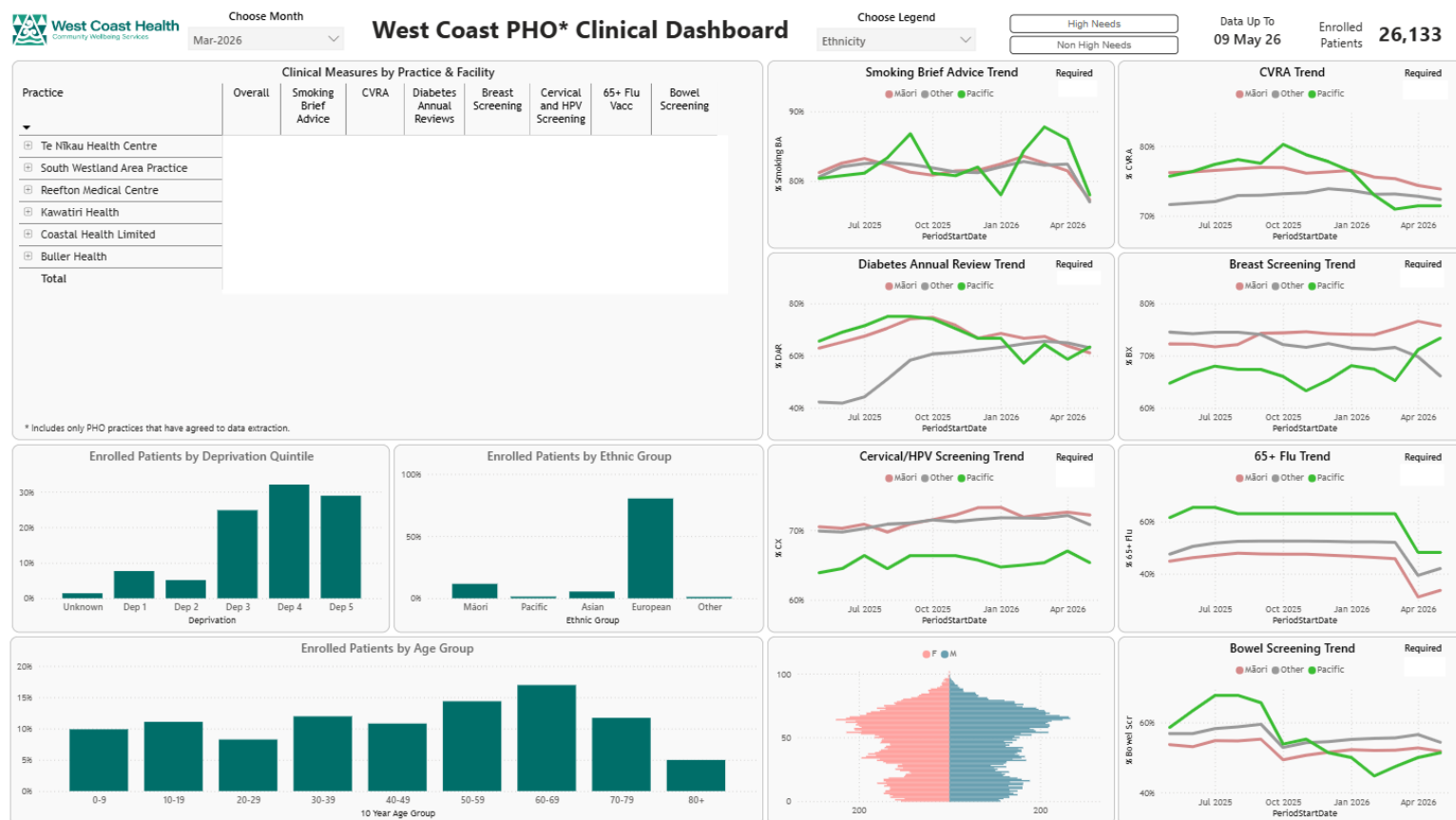
Thalamus - Datacraft

- Quality Improvement
- National Metrics

- PHO Dashboards
- Provider Dashboards

Clinical Indicators

- Full screen
- Documentation
- Bowel Screening Requir...
- Breast Screening Requir...
- Cervical/HPV Screening...
- CVRA Required
- Diabetes Annual Review...
- Flu Vaccination Required
- Smoking Brief Advice R...



Community Probations Da...

CVD Dashboard

Diabetes Dashboard

Immunisation Dashboard

Long Term Conditions Das...

Long Term Conditions MH...

Register Summary

Got a Question? Made mistake on a claim?

Contact us!

- qualityteam@westcoasthealth.nz
- 03 768 6182
- Work Days: Mon – Wed, 8:30-4:30