



waiheke health trust

kaitiaki hauora o waiheke

Annual Report
Year ending 30 June 2021

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About Waiheke Health Trust

Waiheke Health Trust is a charitable trust established in 1993 providing integrated health care services to the Waiheke Island community. We are passionate about enabling everyone in our community to live well and stay well during their lifetime, including end of life wellbeing.



Services

We are committed to Te Tiriti o Waitangi principles in delivering our range of services which includes:

- Home Care & Support • Tamariki Ora - Well Child • Community Nursing • Palliative Care
- Allied health services including Physiotherapy, Occupational Health, Speech Language Therapy, Dietitian, Podiatry, Social Worker • Radiology • Meals on Wheels • General Practice at Ostend Medical Centre

The Trust is governed by a voluntary Board of Trustees who act in the best interests of the Waiheke community.

Trustees: Mandy Hudson (Chair), Dr. Ed Schuck (PhD Finance, Deputy Chair), Vicki Montgomery, Tom Schaefer, Debbie Yardley.

With a turnover of around \$3 million, Waiheke Health Trust is one of the largest organisations on the island.

Our tikanga - core principles

kaitiakitanga | whanaungatanga | manaakitanga | pukengatanga

General Manager Report 2020-2021

COVID-19 Pandemic

2020 was an unprecedented year and will be forever marked by the COVID-19 pandemic. New Zealand entered a nationwide lockdown at the end of March 2020 that lasted 7 months.

Overnight the Trust and Ostend Medical Centre had to dramatically redesign and align care to minimise face to face contact and ensure that the staff had the necessary PPE. Innovative solutions such as telehealth/virtual consults became the normal option for reviewing routine client care whilst the teams implemented safety precautions, risk assessment tools and screening processes for those clients who required face to face or urgent care. At the same time staff had to rapidly adapt to working from home and setting themselves up to be able to work remotely but to ensure services were maintained.

I was very proud of the way the home and community support and the general practice teams adjusted and continued to practice in a calm and professional manner. As a result, we were able to sustain a business-as-usual approach despite the additional focus and workload resulting from the ever-changing pandemic and government policy.

Highlights

Free Consultations for islands rangatahi – young people - At Ostend Medical Centre we introduced free consultations for 0-24 age group.

Fresh Mind – Fresh Start was a new, free programme introduced for enrolled patients at Ostend Medical Centre. The goal of the service is to work with clients together to better manage their health with the support of a Health Improvement Practitioner (HIP) and Health Coach.

Volunteer Programme - the pandemic highlighted the need to engage the broader community to help those vulnerable residents who had minimal, if any, supports and greater needs.

The Trust and the [Home and Community Support](#) services team played an integral role during lockdown to ensure that vulnerable clients and residents received the care and support they needed. One of the major challenges was the ability to get food and the Trust worked in partnership with the Waiheke Local Board and Waiheke Community Networks to identify those residents that needed assistance and allocate the necessary resources to help.

The Trust has continued to recruit Volunteers to assist with non-funded care that are essential to resident's health and well-being, for example, social visits, escorting people to Auckland for medical appointments, and shopping amongst other things.

We would like to thank our volunteers for their spirit and enthusiasm in providing this very valuable community service.

The Red Cross continues to provide an invaluable service of volunteer drivers for the Meals on Wheels program and the Trust is very grateful for this ongoing partnership.

Healthy Homes Service is provided by Habitat For Humanity, but is based at Trust, and aims provides advice to Waiheke residents on ways in which to live in warmer, drier, healthier homes, working alongside residents to find affordable solutions to individual housing needs.

Change to ProCare Ostend Medical Centre moved from Auckland PHO to ProCare. This decision was taken for the increased range of services and support that we believe ProCare can provide to us, ultimately benefitting people on Waiheke Island.

Digital infrastructure improvements Planning for significant investment in improved digital platforms is well underway with Platform Plus appointed for IT service provision across Waiheke Health Trust, including Ostend Medical Centre. The patient management system will also be migrated to Inidici as a more efficient and accessible platform.

Workforce

The Trust, including Ostend Medical Centre employs 40 people on Waiheke Island.

One of our key issues is a national shortage of GPs, with an increasing number set to retire in the coming years. This is well documented throughout New Zealand, with the pressure being felt even more keenly during the pandemic. On Waiheke Island this issue is compounded by the lack of affordable accommodation which makes it challenging to attract, and retain, GPs. We are extremely grateful for the service of our GPs, and also the locum doctors who provide additional, vital support.

Dr Zoe Douglass

Zoe arrived in NZ in the middle of the pandemic and spent two weeks in quarantine in Auckland before heading to Waiheke. Zoe has a particular interest in women's health and evidence-based lifestyle medicine which fitted well with the services that OMC wanted to promote and offer to the community.

Dr Janet Titchener – started in June 2021

Janet has an extensive career both overseas and in New Zealand as a GP, hospital doctor and clinical director of a specialist diabetes clinic. Janet will continue with her specialist diabetes clinic and spend the rest of her time at Ostend Medical Centre.

Janet has strong island connections and family including grandchildren in the community.

In April we appointed **Alison Redhead** to the Practice Manager (PM) role at Ostend Medical Centre. Alison is a very experienced PM from the UK and relocated to NZ with her partner to be closer to family.

Fundraising

The Government provides funding for direct staffing costs for the nursing, medical, allied health and home support services we deliver but there is a shortage of funds for medical supplies and equipment and the upgrade of ageing infrastructure.

The Waiheke Tennis Club held a very successful fundraiser for the second year running raising \$15,700 for the Trust to further upgrade the fleet of cars. (With the 2019 amount of \$11,060 total to date approx. \$27,000). The Trust is extremely grateful for this support and would like to acknowledge the Tennis Club and all those who donate to help us provide care in the community.

Electric Vehicles – Vector donated two charging stations. An EV van for Occupational Health service was approved to purchase, to more effectively manage the delivery of large equipment items to people's homes.

Student Placements

For the third year running Waiheke High School students have experienced “career taster days” at the Trust and OMC.

This is a great opportunity for the students to get a feel for a day in the life of a health care professional to be able to inform their decisions on what career they want to pursue. The Trust staff also really enjoy having the students who are always enthusiastic to learn.

Accountants

A change in accountants for this financial year to Waiheke based accountants – Harrop and Hargrave. The purpose of the change was to develop a closer relationship with an accountant and the ability to access ongoing support for financial reporting and advice throughout the year.

Financial Statements

Consolidated Statement of Comprehensive Revenue and Expenses

As at 30 June 2021

	2021 \$000	2020 \$000
Revenue		
ACC – Various Contracts	424,258	425,736
District Health Board	762,823	769,178
PHO Capitation Income	796,562	673,982
Patient Fees	408,213	426,071
Palliative Care and Nursing	89,503	89,046
Meals on Wheels	68,327	75,504
Other Income	628,624	766,335
TOTAL REVENUE	3,178,310	3,225,852
Expenses		
Accounting & Legal	20,694	17,889
Cleaning	17,167	18,941
Information Technology	69,884	57,148
Insurance	20,427	17,509
Locums and Sub-contractors	259,023	189,345
Medical Supplies	84,382	99,230
Printing, Postage & Stationery	25,319	19,081
Rent	58,425	61,266
Repairs and Maintenance	28,376	28,479
Staff Remuneration	2,210,155	2,305,021
Sundry Expenses	142,287	281,336
Telephone and Communications	39,118	40,082
Meals on Wheels	63,795	65,457
Depreciation	19,606	22,561
Board of Trustees Fees and Expenses	2,832	4,464
TOTAL EXPENSES	3,061,490	3,227,806
NET SURPLUS (DEFICIT)	116,820	(1,954)

Consolidated Statement of Financial Position

As at 30 June 2021

	2021 \$000	2020 \$000
Assets		
Cash and Term Deposits	788,324	620,352
Fixed Assets	378,707	394,294
Other Assets	500	0
TOTAL ASSETS	1,167,531	1,014,647
Less Liabilities:		
Trade and Other Payables	428,639	371,161
GST Payable	43,710	65,123
NET ASSETS	695,182	578,363
TOTAL EQUITY	695,182	578,363