



## The New Zealand Primary Healthcare Awards | He Tohu Mauri Ora

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## WINNERS 2021

### Supreme award – sponsored by ACC

**Bruce Arroll**, Auckland

Ingenuity, humility and generosity are woven through the impressive 40-plus year career of Bruce Arroll, Head of the Population Health Department at Auckland University and director of the Goodfellow Unit. Although Professor Arroll shuns the limelight, preferring to shine it on others, he received the Supreme award with grace and good humour. Bruce has made an amazing impact on colleagues and the community through his work leading a Manurewa general practice, research contributions, commitment to addressing inequity, and dedication to sharing his knowledge with others to advance the healthcare profession.

### Best mental health programme – sponsored by Habit Health

**Awahi Atu, Awahi Mai – A revolutionary holistic support programme for individuals, whānau and health professionals**, Wellness Support Team, Total Healthcare PHO, Auckland

Recognising a significant gap in mental health in the primary care sector 20 years ago, Total Healthcare PHO's consultant psychiatrist David Codyre started developing a holistic model that would address these gaps and benefit GPs, nurses and their patients. The result of that work is the PHO-funded Wellness Support Team, which was rolled out to Tāmaki Health's network, providing timely and holistic services for enrolled patients with psychosocial, physical and mental health, and wellbeing needs. The team engaged with 3,900 people in 2019, and 8,200 in 2020. The WST allows patients to get the right help at the right time.

### Best supplier service, product or campaign – sponsored by Blue Star

**Pandemic Emergency Roving Locums (PERL)**, New Zealand Rural General Practice Network, Wellington

As the global COVID-19 pandemic reached our shores, primary care had to pivot on a pinhead to manage lockdowns and testing and continuing to provide ongoing patient care. This meant increased workloads and unsustainable shifts placing rural GPs and nurses under extraordinary stress. Knowing some rural practices were overwhelmed and struggling, the New Zealand Rural General Practice Network worked with the Ministry of Health to rapidly develop a relief programme so rural practices could continue operating. The result was the Pandemic Emergency Roving Locums, or PERL. The funded locum service received 97 requests, including one from a practice that had closed down because one doctor had COVID-19.

### Best youth or senior health service award

**Te Wā Kōrero**, National Hauora Coalition, Auckland

An eight-week kaupapa Māori rangatahi engagement programme enhancing the mental wellbeing of young people in South Auckland schools is helping build confidence and resilience in its participants. A National Hauora Coalition initiative, Te Wā Kōrero is social work-led and has been running in four South Auckland schools since 2019. Inspired by the Christchurch talking bus initiative, the programme focuses on identity, connection and belonging, incorporating whānau as a key part of the programme, and using both cultural and youth-focused approaches to engage rangatahi.

### Business achievement award – sponsored by BDO

**Connecting with the community to drive better health outcomes**, Tāmaki Health, East Tamaki, Auckland

In healthcare there is no shortage of things to talk about: managing people's health, reminding them about checkups or tests or providing information on managing diabetes with nutrition. So, for Tāmaki Health, transforming the communication platform across its national network was much needed and changed the way it communicates with its patient population. Identifying there was a better way to interact with their patients, Tāmaki Health launched a multi-channel communications programme last year that is improving engagement, education and patient experience. The new platform includes a state-of-the-art new website, telehealth and digital community outreach using social media and electronic direct mail.

### Community or primary healthcare pharmacist of the year

**Pauline McQuoid**, Bay of Plenty

Preventing the invisible harm caused by medicines is what motivated clinical pharmacist Pauline McQuoid to co-found Bay of Plenty pharmacist support service, Medwise. Ms McQuoid recognised that the care transition between hospital and home was error-prone, and that this was causing patients to bounce in and out of hospital. DHB-funded Medwise addresses this by providing clinical pharmacy support to hospitals, GP clinics, community pharmacists and patients, creating a seamless link between each point of care in order to maximise medicine benefits and eliminate harm.

### Community pharmacy of the year – sponsored by Pharmacy Guild

**Sanders Pharmacy**, Te Awamutu

Heeding the words of the New Zealand Prime Minister, Sanders Pharmacy adopted a go hard and go early response to the COVID-19 pandemic. Their response started by closing their doors 10 days before the national lockdown and developing a barricaded walk-in zone with counters and perspex screens to protect staff, their families and patients. Opening hours were increased and staff were split into two teams. The results speak for themselves

with a recent customer survey showing a very high level of satisfaction because of their approach to COVID-19.

### Community pharmacy technician of the year – sponsored by ProPharma

**Sonya Scrimshaw**, Porirua

In her first year at Life Pharmacy North City, Pharmacy Technician Sonya Scrimshaw didn't have a dispensary manager, in the subsequent three years she worked with five different managers. Despite the changes, she adapted quickly, making sure workflow was uninterrupted. This is what makes her the backbone of the dispensary, according to Business Manager Glenn Bridger. Despite all that has been thrown at her, particularly with COVID-19, she has ensured the pharmacy and the workflow has remained seamless for staff and customers.

### Equity award – sponsored by Ministry of Health

**Te Puna Ora o Mataatua**, Te Puna Ora o Mataatua Charitable Trust, Whakatāne

Te Puna Ora o Mataatua (TPO) is a Māori-led provider of health and social services based in Whakātane. After setting up initial COVID-19 testing stations and a CBAC for the Eastern Bay of Plenty last March, TPO showed innovation and agility by deploying mobile testing units to reach people living in isolated rural communities. As well as providing COVID-19 testing to up to 90 carloads of folks per day, staff in the mobile units used a whānau ora approach to assess people's needs, addressing equity concerns by providing assistance with everything from kai and hardship packs to firewood. TPO is in the process of developing a full-scale mobile GP service.

### Excellence in information technology or telehealth award – sponsored by Spark Health

**AVA – The Access Virtual Assistant**, Access Community Health Hauora Tara-Ā-Whare, Lower Hutt

Managing contracts with 20 DHBs, all with different contracting requirements for their carers and support workers, was complex and difficult for Access Community Health Hauora Tara-Ā-Whare. To address that, the Access Virtual Assistant (AVA) application was developed. The app removes the need for manual timesheets, funding gives transparency, payment certainty for carers, as well as live information for carers and their clients. For example, Access Community can reach carers rapidly if something has changed, like a traffic accident, or a positive COVID-19 case, where carers will receive a message advising them what to do next.

### General practice of the year – sponsored by GenPro

### **South Seas Healthcare, Ōtara, Auckland**

With little known about the COVID-19 virus, but knowing that the most vulnerable people would be impacted the worst, Ōtara's South Seas Healthcare rose to the occasion. It looked at its community and worked out what was needed to best protect and support their patients. In response to the pandemic, South Seas Healthcare flipped its business model on its head to establish a list of firsts for its organisation: a local COVID-19 testing station, a foodbank, a community network, virtual health and a no pandemic redundancy policy for staff.

### **General practitioner of the year – sponsored by Medtech**

#### **Glen Davies, Taupō**

Glen Davies, a GP at Taupō Medical Centre, is encouraging his patients to follow a low carb diet to reverse their type 2 or prediabetes. After significant research, he established the Reverse Type 2 Diabetes Taupō (RT2DT) group, which promotes a lifestyle that includes nutrient-rich whole unprocessed foods and natural fats, and avoids processed carbohydrates, industrial seed oils and sugar. Not only has it helped 103 of his patients at Taupō Medical Centre to reverse their type 2 diabetes and prediabetes, the group is inspiring a whole community to take better care of their health.

### **Good sort award**

#### **Donna Kielar, Auckland**

If there is anybody who goes above and beyond the call of duty when it comes to helping others and making a difference, it's registered nurse and good sort Donna Kielar. Ms Kielar, who is of Māori and Cook Island descent, works tirelessly as a nurse advisor in the National Hauora Coalition-led Mana Kidz programme and is not afraid to challenge health inequities. She's recently been seconded to the Ministry of Health for four days a week to help with the workforce development for the COVID-19 vaccine rollout. She often stays up late working and is the first to put her hand up to help out, all with a positive attitude and smile.

### **Good space award— sponsored by Medispace**

#### **Ahurei (magnificent) Team Medical Urgent Care & GP Services transformation, Green Cross Health and Team Medical, Kāpiti Coast**

Creating a space that improves equity for all of their patients was the inspiration behind the transformation of Paraparaumu-based Team Medical. It was transformed into an expanded purpose-built space. The renovation, in partnership with Green Cross Health Medical Division, was the result of real collaboration between staff, community and iwi. The building has additional GP consult rooms, urgent care consult rooms, a minor surgery space and theatre, admin spaces, additional seating and extra bathrooms all linked by a new

welcoming reception area. But it is the team, the community and family that are the true highlights for owner Christine Coulter.

### [Innovation in service delivery award – sponsored by Pharmaceutical Society](#)

**Blind Low Vision NZ remote consultations**, Blind Low Vision NZ, Auckland

Kiwis living with sight loss were supported by a new Blind Low Vision NZ service during COVID-19 lockdowns. A bespoke remote consultation feature in the Salesforce customer relationship management system was built by the inhouse digital team that saw phone calls become a lifeline. The service's 200 service delivery staff were redeployed to call its client base of 14,500 to assess their needs. This resulted in a 19 percent increase in requests for service and greater support was needed to deliver rehabilitation services quickly. Blind Low Vision NZ is now trialing offering some services by Zoom and investigating ways to help clients access technology.

### [Nurse practitioner of the year – sponsored by College of Nurses Aotearoa NZ](#)

**Maria Kekus**, Auckland

Maria Kekus is a trailblazer when it comes to serving rangatahi. The nurse practitioner is the clinical director and co-founder of Health Connections, a nurse-led primary care service that delivers free healthcare and social services to young people. The service takes a proactive, wellness-based approach to healthcare, with staff able to address a range of issues from sexual and mental health to vaccinations in one appointment. It aims to empower young people so that they are able to navigate the complex health system on their own as they transition into adulthood.

### [Outstanding contribution to health – sponsored by Green Cross Health](#)

**Bruce Arroll**, Auckland

Ingenuity, humility and generosity are just a few of the traits that give Bruce Arroll, Head of the Population Health Department at Auckland University, the X-factor. His impressive career spans 40 plus years and includes three decades leading a Manurewa general practice and hundreds of contributions to peer-reviewed journals. He is dedicated to sharing his knowledge with others to advance the healthcare profession as a whole – something he excels at in his role as director of Auckland University's Goodfellow Unit. Throughout his career, Professor Arroll has demonstrated a commitment to addressing inequity and to applying the principles of Te Tiriti. In recent years, he has also become an international expert on Focused Acceptance and Commitment Therapy (FACT).

### [Patient safety award – sponsored by ACC](#)

**Improving medicine safety**, Health Navigator Charitable Trust, Auckland

Adverse drug events or reactions are major causes of patient morbidity and mortality, and a source of significant costs for organisations and whānau. The Health Navigator NZ website provides Kiwis with easy-to-understand, New Zealand-focused resources to help them take, give and store their medicines safely. The website has over 500 NZULM-mapped medicine information sheets, pages about driving and medicines, general safety tips, and understanding medicines labels, as well as videos, quizzes and dose calculators. Health Navigator NZ has a reach of over 1 million pageviews per month and medicines' pages receive over 2.6 million views per year.

### Practice/business manager of the year

**Dwayne Stewart**, Te Aroha

Dwayne Stewart is the embodiment of the next generation of practice managers, according to his Pinnacle colleagues. Transforming his role as Health Te Aroha's business manager and achieving this in only two years, are just two of the ways he has excelled. Mr Stewart uses his business management skills to transform efficiency in the practice, which benefits staff, patients and the business. He uses data to inform decision making and was able to identify days and times where staffing changes needed to be made so acute demand is now seen the same day. Mr Stewart has also embraced and supported the Health Care Home, shared medical appointments and patient participation groups.

### Practice nurse of the year – sponsored by Boehringer Ingelheim

**Fakaanga Mapa**, Panmure, Auckland

Auckland nurse Fakaanga Mapa is breaking through cultural norms to ensure the healthcare needs of the communities he loves are taken care of. As a Tongan male nurse, Mr Mapa already stands out – but it's his dedication and compassion combined with exceptional communication and clinical skills that makes him extra special. A family man and "genuine bloke", Mr Mapa is an inspirational and motivational nurse leader, mentor and trainer. Colleagues say having a nurse that men can talk to freely, openly and honestly is really important. Mr Mapa is able to talk to Tongan patients in their own language and his cultural understanding helps with health breakthroughs.

### Primary and secondary integration award – sponsored by Southern Cross Health Insurance

**Integrated Case Management Team**, Eastern Bay Primary Health Alliance, Whakatāne

Addressing the rising numbers of patients with complex health needs and a mismatch of health providers in the region, Eastern Bay Primary Health Alliance decided a paradigm shift was required. Working with general practice, they launched the Integrated Case Management Team in 2014. The alliance covers Eastern Bay of Plenty, with 54,000 patients, of which 64 percent are classified as having complex needs. GPs refer patients with complex

chronic health needs, like diabetes to the team for ongoing management. Referrals have increased from 200 to 600 a year.

### Research and education award

**Protecting our pēpi through aiding awareness of and access to maternal vaccinations**, VIP study team at University of Auckland

Funding maternal vaccinations in pharmacies boosted pertussis vaccination, a research study shows. The study team also considered what else was happening to aid or hinder the update of maternal vaccinations, particularly for Māori women. The first published paper was qualitative research which showed it helped raise awareness and prompted some women to get maternal vaccinations who would not otherwise have done so. The research trialed extending funding of pertussis and influenza vaccinations into community pharmacies in the Waikato with control regions in Hawkes Bay and Northland.

### Young primary healthcare pharmacist of the year – sponsored by Sir Graeme Douglas

**Jilly Williams**, Kaikohe

During her nine years working at Orrs pharmacy in Kaikohe, pharmacist Jilly Williams (Ngāpuhi) has impressed and inspired her colleagues with her commitment to learning and improving her clinical practice. Ms Williams has introduced a number of initiatives to improve patient health outcomes in the community; she also organises free pre-loved clothing, homeware and linen for anyone who needs it. She is an active and dedicated member of the Māori Pharmacists Association. Her colleagues say Ms Williams has taken her knowledge and skills back to where she comes from to ensure the prosperity of her hapū and iwi.

## RUNNERS UP 2021

### Best mental health programme – sponsored by Habit Health

**Aronui Team**, Turuki Health Care, Māngere, Auckland

Turuki Health Care's Aronui Team is bringing together GPs, nurses and traditional Māori healers to fill what they describe as significant gaps in the delivery of primary mental health care in their region. The self-funded Aronui Team weaves together western and traditional medicine and has attracted attention worldwide; over the COVID-19 lockdown the team used social media to run the programme, getting 100,000 people at the start, with 300,000 people from all over the world eventually taking part. Bringing back an indigenous healing model has been key to the success of the Auckland-based programme.

## Best supplier service, product or campaign – sponsored by Blue Star

### **NZWCS Wound Awareness Week**, New Zealand Wound Care Society, Feilding

Aotearoa now has an annual Wound Awareness Week thanks to the New Zealand Wound Care Society. The charity launched the annual event to raise awareness about wound prevention and care, as well as its own profile. With 13 branches around the country, the society is internationally recognised and has contributed to international best practice guidelines. The first awareness week in August 2020 focussed on skin tears and attracted 500 health providers and over 2,000 visits to its website. “Developing and communicating with general practice and aged care organisations has been fantastic”, according to clinical nurse specialist in wound care Mandy Pagan.

## Best youth or senior health service award

### **Health Connections**, Auckland

Health Connections is a nurse-led organisation delivering free primary health services responsive to the needs of rangatahi aged 10–25 years, particularly Māori and Pasifika. Health Connections’ vision is to build resilient rangatahi by improving the knowledge and confidence to access primary healthcare now and in the future. It partners with various stakeholders and delivers health services to Oranga Tamariki and school-based health services to alternative education sites. Part of the Auckland PHO, Health Connections also has clinics in South Auckland and central Auckland and is hoping to expand its sites further to help improve the health outcomes of young people.

## Business achievement award – sponsored by BDO

### **Living Waters Medical Solutions Limited**, Living Waters Medical, Castlecliff

The team at Living Waters Medical Solutions has transformed a GP practice at the end of its life into a thriving practice with a focus on community charity projects. Previously an RNZCGP assessment declared the old Castlecliff Health practice ‘dysfunctional’. But after dedication and a lot of hard work, they have a new building awarded the Good Space Award 2020, a new business model and a thriving practice. They did not take a step back, even when faced with diversity, and they are still standing, and standing strong. They have built a plan to sustain their practice.

## Community or primary healthcare pharmacist of the year

### **Fiona Corbin**, Whanganui

A journey with cancer led palliative-care pharmacist Fiona Corbin to reassess the way she delivers care to patients. The prescribing pharmacist and clinical advisory pharmacist at Hospice Whanganui and Gonville Health General Practice says being a health consumer

made her realise what a burden the system can be on patients, and that everyone's individual needs are different. Since then, Ms Corbin has championed a patient-centred approach and been a fierce advocate for equity, completing a Postgraduate Certificate in Māori Health and immersing herself in learning te reo to better serve her Māori patients.

### Community pharmacy of the year – sponsored by Pharmacy Guild

#### **Ranolf Pharmacy, Rotorua**

Facing the COVID-19 pandemic by working together as a team was Ranolf Pharmacy's philosophy for its staff as they helped their customers face uncertain times. The Rotorua-based pharmacy serves a population that includes vulnerable patients and equity is at the heart of their work, and this stood out in their response to COVID-19. To manage the pandemic, the team started notifying patients when prescriptions were ready for collection, carried out free delivery to high-risk patients and communicated with elderly patients and anyone at risk of loneliness.

### Community pharmacy technician of the year – sponsored by ProPharma

#### **Fran Chen, Rotorua**

Knowing the team at Ranolf Pharmacy trust the knowledge and skills Pharmacy Technician Fran Chen has to share is one of her greatest achievements. "Getting to a stage where it's not just you as a person, but you are part of a family, and your family is part of the pharmacy. I feel very grateful and very lucky for that." Moving forward, Mrs Chen hopes to start building relationships with GPs and doctors, and the hospital pharmacist so she can make contact with them to get more information to help the customer.

### Equity award – sponsored by Ministry of Health

#### **Mana Tū: a whānau ora approach to supporting people living with type 2 diabetes, National Hauora Coalition, Auckland**

Mana Tū is an innovative programme developed by the National Hauora Coalition to support Māori and Pasifika whānau living with type 2 diabetes. The programme deploys a trained Māori and Pasifika workforce of kaimanaaki to GP clinics with high numbers of Māori and Pasifika patients. They work with whānau using a mana whenua approach to address a wide range of needs. Preliminary results have shown significant decreases among participants in HbA1c levels from baseline to post-intervention.

### Excellence in information technology or telehealth award – sponsored by Spark Health

#### **Bettr by far – exploring a new frontier in healthcare, Tāmaki Health, East Tamaki, Auckland**

A new frontier in primary healthcare delivery is taking shape with the digital platform Bettr.co.nz. The web-based app was rolled out during lockdown by primary care network, Tāmaki Health. Bettr simplifies the user experience, a patient will answer some criteria questions and can then see a GP by video. The cost is low and developers say it is addressing equity with their Māori and Pacific Island patients. The majority of people using the app are Māori, Pacific Island and Quintile 5, and month to month the service is growing, Tāmaki Health explains.

### General practice of the year – sponsored by GenPro

#### **Newtown Union Health Service, Wellington**

Flexibility is the backbone of the Newtown Union Health Service, according to GP team leader Vivienne Coppel. Like every practice, Newtown Health Service had to rapidly adjust to COVID-19 to keep staff and patients safe. They did this also while maintaining high immunisation rates, roll out of mobile swabbing and including medical students in video consultations so they could continue to observe. NUHS is a community-owned, not-for-profit practice with three clinic sites, and outreach services. It has a multi-disciplinary staff of over 50 and serves over 8000 patients.

### General practitioner of the year – sponsored by Medtech

#### **Lily Fraser, Auckland**

Lily Fraser has seen the detrimental effects of chronic illness firsthand, as well as the positive difference that a lifestyle change can make. The GP and clinical director at Turuki Health Care in Māngere, Auckland, is a passionate advocate for low-carb eating, and has helped many patients reverse their diabetes and maintain a healthy weight this way. The first Māori GP to come from a Kura Kaupapa Māori immersion school, Dr Fraser is passionate about supporting whānau and incorporating te reo into her practice.

### Good sort award

#### **Barbara Broome, Auckland**

The indomitable 91-year-old Barbara Broome has spent the greater part of her life working as a public health nurse. Despite her own numerous health challenges, she has dedicated her life to helping others, even if it meant sometimes working from the confines of her hospital bed. Barbara, who is part Fijian, is a founding member of the Health Navigator Charitable Trust's Health Consumer Advisory Service and has helped establish the Hub of Hope Trust. She is also a highly respected advocate for the rights of disabled people and has been at the forefront of fighting for equity for decades.

### Good space award— sponsored by Medispace

#### **Raglan Medical, Raglan**

Based in Raglan township, Raglan Medical cares for a population of 5,754 patients. When narrow corridors, lack of privacy for patients and staff, and an expiring lease were all problematic for the practice, the owners embarked upon a 10-year journey to build a purpose-built, future-proofed building. The resulting 478m<sup>2</sup> clinic has deeper foundations for a second floor, space for a staircase and lift well and wiring already in place for future expansion. But space and privacy for patients were the top priorities, and this new building delivers both.

### Innovation in service delivery award – sponsored by Pharmaceutical Society

#### **Anglesea Pharmacy Sleep Services**, Anglesea Pharmacy, Hamilton

Anglesea Pharmacy Sleep Services is transforming lives by making it easier for people to get help for their sleep apnoea. The service says it saves jobs, marriages and improves health outcomes. A self or GP referral process and overnight testing in clients' homes is backed up with full support during treatment.

#### **Health Hub @ Anglesea Pharmacy**, Anglesea Pharmacy, Hamilton

Health Hub @ Anglesea Pharmacy wanted to make it easier for people to be vaccinated for common illnesses during COVID-19, so started offering nurse-led clinics outside usual business hours. This meant throughout the national lockdown it was able to continue as an essential service. Staff worked long hours in full PPE to provide jabs, with the clinic running a no-appointment clinic up to 10 hours, seven days a week, in a room inside the pharmacy that is open daily until 11pm. The barrier-busting service has been welcomed by the Waikato community.

### Nurse practitioner of the year – sponsored by College of Nurses Aotearoa NZ

#### **Karen Hoare**, Auckland

Karen Hoare is a nurse practitioner and partner at Greenstone Family Clinic in Manurewa, Auckland, where she specialises in caring for mothers, babies and youth. Here, she has implemented systems into the practice that ensure even the most vulnerable young people don't fall through the cracks, and that healthcare is financially, geographically and culturally accessible for young people and their whānau. As associate professor and postgraduate director for Massey University's School of Nursing, she has led the Nurse Practitioner Training Programme at Massey for the past three years.

### Outstanding contribution to health – sponsored by Green Cross Health

#### **Leesa King**, Rotorua

Piripoho nurse Leesa King thinks outside the box and has delivered an innovative approach to provide much-needed healthcare to the Bay of Plenty's vulnerable Eastside community.

Ms King has been instrumental in the development and execution of the Piripoho Nurse Service, which delivers wraparound services to whānau living in Rotorua's eastern suburbs. The team's services are wide-ranging and include visiting childhood education centres and schools to identify health issues and provide education on things like diet and hygiene, visiting homes in the community, and helping to address issues like housing, family harm and food shortages.

### Patient safety award – sponsored by ACC

#### **Continuity of Care in the home during COVID-19 lockdown Level 4: A Health and Safety Risk Program**, Access Community Health Hauora Tara-Ā-Whare, Lower Hutt

Access Community Health Hauora Tara-Ā-Whare is proud that new protocols driven by COVID-19 proved to be robust, with no spread of infection caused by workers or clients cared for during lockdown. Continuing in-home care and support during level four posed significant health and safety risks for the organisation's clients, so they embarked on a health and safety process never needed before. Access Community Health chief operating officer Ms Kotrotsos attributes clear and consistent messaging as key to their success. The response involved a massive amount of work dealing with many variables – the group had to account for 3000 support workers going into 20,000 clients' homes.

### Practice/business manager of the year

#### **Michelle Meenagh**, Raglan

Realising how vital the business manager's role was to the smooth running of his Raglan Medical practice was what prompted Michael Loten's nomination of Michelle Meenagh. In addition, her considered daily welfare of practice staff makes her employer especially proud. He believes she makes people happy, and happy people are more productive. Among Mrs Meenagh's biggest achievements was the development of the practice's new multipurpose building. She was instrumental in seeing the build through all the different stages, all while running the business side of the practice.

### Practice nurse of the year – sponsored by Boehringer Ingelheim

#### **Angela Moananu**, Auckland

Angela Moananu is driven to extend her skills to give rangatahi the quality of healthcare they deserve. Her commitment to improving access to healthcare for youth is behind her decision to work towards becoming a nurse practitioner. Angela is Samoan and uses her experience growing up in South Auckland to improve engagement with youth. She uses cultural and clinical skills to help create an environment where young people feel safe to get the help they need.

## Primary and secondary integration award – sponsored by Southern Cross Health Insurance

**TBI Health SpineCare Pathway**, TBI Health, Wellington

Turning the traditional model for managing unresolved back and neck pain on its head, TBI Health has created the patient-centred, multi-disciplinary, TBI Health SpineCare Pathway. The pathway brings together primary and secondary care for ACC clients, which benefits both providers and patients. Working with Southern Cross Hospitals and ACC, TBI Health has delivered the new pathway to over 500 patients in the lower North Island and upper South Island. Teaming up with health centres is also improving access for Māori and Pacific Island communities.

## Research and education award

**Ben Gray, Jo Hilder and Maria Stubbe**, Applied Research on Communication in Health Group, University of Otago, Wellington

For over 12 years, a research team based at the University of Otago in Wellington has helped increase the use of interpreters throughout the health sector. The work of the Applied Research on Communication in Health Group serves the needs of the growing numbers of New Zealanders who are not fluent English speakers. The team wrote e-learning modules about working with interpreters for medical students and primary care clinicians. They also advocated for a centrally funded interpreting service as a memorial for the interpreter shot in the Christchurch mosque shootings.

## Young primary healthcare pharmacist of the year – sponsored by Sir Graeme Douglas

**Vibhuti Patel**, Rangiora

Overcoming the struggle to find her place as an early career pharmacist, Vibhuti Patel became a co-owner of a practice, improved efficiencies and gave pharmacists “more time to care”. Mrs Patel is co-owner of Rangiora’s Unichem Medical Corner Pharmacy and has invested in an EV-45 dispensing robot, implemented text reminders for customers, and trained a pharmacy accuracy checking technician. She has shown leadership in many areas, including managing the pharmacy’s flu vaccination programme under lockdown, being elected vice chair of the Pegasus Health Culturally and Linguistically Diverse Population Health Advisory Group and working with Canterbury DHB to improve maternity outcomes for Indian women.

## HIGHLY COMMENDED 2021

Equity award – sponsored by Ministry of Health

**Mana Kidz**, National Hauora Coalition, Auckland

Good space award– sponsored by Medispace

**Hastings Health Centre**, Hastings