

February 2020

## Health Care Home proving adaptable

Another practice is joining the Health Care Home programme this month, bringing the total to four. The Doctors Napier will join Hauora Heretaunga, Te Mata Peak Practice and Totara Health.

The process with the original three practices over the last six months has proved that the system, used successfully in other regions of New Zealand, is extremely flexible.

Practices are able to implement modules of the programme in an order that addresses the issues that concern them most. It has also proved adaptable to the number of staff and range of skills available to a practice.

Commonly, managing same-day presentations is of high concern to practices, whether that be drop-ins or phone requests.

Health Care Home is very strong in this area, providing options that materially make a difference to patient management and wait times.

One practice rosters on a dedicated unplanned-urgent care doctor. That doctor phone-triages patients through a range of options, from providing them with a same-day appointment if necessary, to giving advice over the phone that means they don't need to see a GP, to scheduling an appointment over the following days if that is sustainable.

Another practice has first focused on the organisation of facilities and provisions, investing in systems that mean less time spent working in unfocused spaces hunting for materials, which leaves more time for patient care.

For Health Hawke's Bay, the first six months has been about supporting practices to carry out the behind-the-scenes work that enables them to make the changes which will positively impact their patients.

A second call for expressions of interest was issued in the first week of January, closing in the first week of February. The next tranche of practices to join the programme is expected to be announced in mid-March.