



**Kia atawhai
ki te tangata**
Care for our
people





Te Rārangi Take

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Above: Sunrise at New Brighton Pier
Cover: Dr Elizabeth Loudon



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Who we are

Pegasus Health (Charitable) Ltd is a trusted partner in primary care, supporting general practice and the health system across Waitaha Canterbury, Te Waipounamu South Island, and beyond.

For more than 30 years, Pegasus has supported general practice to deliver health care that is connected, equitable, and focused on what matters most, keeping people well.

Our purpose is to improve health outcomes for all, with a strong focus on building a primary care system that works. We do this by supporting general practice, enabling smarter system solutions, and investing in strengthening care.

Our strategy is grounded in partnership with practices, across the health system, and with communities. We understand the pressure across the sector, which is why we are focused on practical support, clearer direction, and investment in what makes care work better for patients and teams.

Together, we are building a healthcare system that is more connected, more innovative, and more sustainable.

Kia atawhai ki te tangata

Care for our people

This phrase was gifted by Ngāi Tūāhuriri to encompass the work we do for our people.

Dr Te Maire Tau, Ngāi Tūāhuriri Upoko, Ngāi Tahu Historian and Director of the Ngāi Tahu Research Centre at the University of Canterbury, drew on the philosophy laid down by Ngāi Tūāhuriri Upoko, Pita Te Hori, who said in 1861, Kia atawhai ki te tangata – Care for our people, and gifted this statement to Pegasus Health.

Barry Bragg
Board Chair, Pegasus Health





Board Chair and CEO comments

Tēnā koutou katoa,

The past year has continued to bring uncertainty and pressure across the health system.

Primary care remains under strain, with workforce shortages, an ageing workforce, and growing corporate ownership all affecting the sustainability of general practice.

Policy change and ongoing shifts within Health New Zealand | Te Whatu Ora have added further complexity to the environment we operate in.

Through this, Pegasus Health has continued to chart its own direction — strengthening our support for general practice and investing in what makes care work better for patients and teams.

This year we developed our new practice dashboards, Practice View, and our practice portal, Wā Kāinga, setting the foundation for better and more timely support, advice, and data for practice teams.

Our Immunisation Coordination team has worked closely with our practice teams to be among the highest-performing PHO practice networks for 24-month immunisations in the motu. This has been a great example of partnership between practice teams doing the mahi and Pegasus supporting and advocating regionally and nationally, supported by excellent data analytics.

Together with our N4 partners, Tū Ora Compass, Pinnacle and ProCare, we launched Health Accelerator, a joint venture focused on providing easy access to technology that solves practical challenges facing general practice teams.

At 24 Hour Surgery, we introduced a pilot of Heidi, an AI note-taking tool that supports clinicians by reducing administrative load and allowing more time for patient care.

We have also continued to build and extend the systems that connect care. HealthOne is expanding its reach across Aotearoa New Zealand, and we continue to take an active role in shaping the future of Whakarongorau Aotearoa as part of the virtual and telehealth landscape.

This year, we also laid the groundwork to further our partnership with Paenga Kupenga to acquire additional general practices. This joint venture builds on our purchase of Lincoln Medical Centre and provides a charitable, community-based alternative to corporate ownership — keeping local decision-making in the hands of clinicians and ensuring value stays within communities.

Pegasus continues to advocate nationally for the role of general practice. Kim represents the sector as a member of the Primary Care Data Governance Group, and Pegasus remains active within the leadership of GPNZ and the N4 network. During the year we hosted the Minister of Health, Hon Simeon Brown, the Director-General of Health, Audrey Sonerson, Ministry of Health Chief Medical Officer, Dr Joe Bourne, and Health New Zealand Deputy Commissioner, Ken Whelan, to showcase the work of our general practice network and our wider contribution to primary care in Waitaha.

General practice remains the heart of what we do. Supporting practices to deliver accessible, equitable, and high-quality care to their communities is our purpose and our shared focus.

Thank you for your continued commitment, adaptability, and care for your patients and teams. We look forward to building on this work together in the year ahead.



Barry Bragg

Board Chair,

Pegasus Health (Charitable) Ltd



Kim Sinclair-Morris

Manukura | Chief Executive Officer,

Pegasus Health (Charitable) Ltd



Our values and purpose

Our values

Our values guide how we interact with people within and outside of Pegasus Health. Our people, purpose, values, and culture ensure we work successfully with our communities, partners, and each other.

Manaakitanga is our guiding principle. Looking after people and teams is both our core reason for being and how we are most effective.

We are **inclusive**, every voice is important to us.
We act with **integrity**, doing what is right.
We **connect**, together we succeed.
We **strive** for better every day.

Our purpose

By 2030, the health outcomes for people in our takiwā have improved substantially with a significant reduction in inequities in access and outcomes.



An aerial photograph of a coastal landscape. The foreground and middle ground consist of rolling green hills with a winding dirt road. The hills lead down to a rocky coastline where waves are breaking. The ocean is a deep blue color. The sky is not visible.

Ngā pūrakau Our Stories

Acute Demand: Keeping people well in the community

Waitaha Canterbury continues to lead the country in having one of the lowest rates of acute medical hospital admissions. The Acute Demand Management Service (ADMS) is central to this success, enabling thousands of people every year to receive safe, effective care in the community rather than in hospital.

Each day, general practice teams provide in-home care for around 90 people, supported by the ADMS Community Nursing Team, who intensively manage a further 20–25 patients in the community, most of them hospital-referred. Together, this is the equivalent of four to six hospital wards of acutely unwell people being cared for in their own homes.

Patients are treated for conditions such as chest pain, abdominal pain, deep vein thrombosis, atrial fibrillation, and pneumonia, alongside many who receive intravenous therapy and other treatments at home. Care is overseen by primary care clinicians with direct access to specialist advice, and delivered by skilled community

nurses and allied health professionals. Patients consistently report high satisfaction with this model of care.

In the year to 30 June 2025, more than 33,000 packages of care were delivered, an average of 178 each weekday. Nearly 13,000 diagnostic services were coordinated by the programme, and 2,573 referrals were managed by the ADMS Community Nursing Team.

The scale and impact of ADMS drew national attention in March 2025, when Minister of Health, Hon Simeon Brown, visited 24 Hour Surgery. The Minister heard from Health New Zealand | Te Whatu Ora Waitaha and Pegasus Health staff about how the service relieves pressure on emergency department and hospital wards and keeps hospital beds free for those who need them most.

Now in its 25th year, ADMS reflects the collective effort of general practice, urgent care, and hospital teams working together to deliver care closer to home and reduce pressure on hospital services.

79,141

presentations
to 24 Hour
Surgery

2,573

referrals managed by
the ADMS Community
Nursing Team

12,992

services arranged by
the Acute Demand
Coordination Service



2,452
computed
tomographies
(CT)

6,360
ultrasounds

3,027
x-rays

Data from 1 July 2024 - 30 June 2025

Updating the digital backbone of 24 Hour Surgery

Technology plays a vital role in ensuring 24 Hour Surgery can deliver timely and coordinated care to the people of Waitaha Canterbury. Over the past year, two significant upgrades have strengthened the digital systems that support this work.

The first was the migration from the existing patient management system (PMS) to one that better meets the needs of 24 Hour Surgery. After a thorough process involving clinical team members, senior leaders, IT specialists, and other business partners, Indici PMS was selected and implemented. 24 Hour Surgery had several requirements for the new PMS, including integration with existing tools and training support for contracted clinicians who were unfamiliar with the system.

The transition placed strong emphasis on supporting people and ensured a robust rollout through training, rigorous testing, and early feedback. The migration was completed before the busy summer season, giving the team time to settle into the new system. To ensure no loss of functionality, the in-house developed Queue Portal tool, which supported patient flow and management in 24 Hour Surgery, was recreated within Indici.

24 Hour Surgery also introduced Heidi, an AI-powered medical scribe designed to automate clinical documentation for healthcare professionals. It listens to patient consultations and instantly generates structured, professional notes, freeing clinicians from time-consuming administrative tasks and allowing them to focus more on the patient. The output must be reviewed by the clinician, and early feedback suggests the tool is helping to ease administrative workload, particularly during periods of high demand. Heidi is only used with the patient's prior permission.

Together, these upgrades reflect a continued commitment to equipping urgent care services with technology that improves efficiency, supports staff, and strengthens patient care.



Minister of Health, Hon Simeon Brown, and Dr Vanessa Weenink, MP for Banks Peninsula, with 24 Hour Surgery Clinical Director, Dr Jasmine MacKay

HealthOne expansion drives safer, more connected care

HealthOne continues to expand its reach and functionality, supporting safer, more connected care across the system with greater data accessibility.

For general practices using the Indici patient management system (PMS), the ability to share encounter and consultation notes with HealthOne is now live. These notes are proving valuable in providing context for clinicians who may be caring for patients they have not previously met. This is another important step toward making patient information more complete and useful across care settings.

HealthOne is now integrated with Gensolve, a PMS used by many community-based allied health providers such as physiotherapists. Thirty-eight Habit Health sites across Te Waipounamu South Island now access HealthOne patient information through Gensolve to deliver better informed care.

Expansion into Te Ika-a-Māui North Island is also underway. Primary Health Organisations in the Te Ikaroa region — Tū Ora Compass Health, Te Awakairangi Health Network, and Health Hawke's Bay — have agreed to adopt HealthOne. Their decision marks a significant milestone for health in Aotearoa New Zealand and reflects growing confidence in HealthOne's ability to enable safer, more seamless care.

Ownership of the assets and intellectual property of ERMS, a referral platform used by over 5,000 referrers across Te Waipounamu, Whanganui and Wairarapa, transitioned from an informal joint venture between Pegasus Health and Health New Zealand to sit alongside HealthOne in the HealthOne Limited Partnership. ERMS enables the creation, secure delivery, triage, and management of over 400 referral types. The strengthened stewardship and synergies with HealthOne will ensure ERMS continues to grow and deliver value for the health system.

5,225,100

HealthOne page views in 2024/25

918

sites across Te Waipounamu
using HealthOne

1,104,399

referrals using ERMS in 2024/25

325

practices upgraded to ERMS Online,
improving clinical workflow

Celebrating the 2025 Workforce Development Scholarship Awards

The 2025 Pegasus Health Workforce Development Scholarship Awards were held on 12 June at Tūranga, the central library in Ōtautahi Christchurch.

Established in 2001, the scholarship programme supports Māori, Pacific, and CALD (culturally and linguistically diverse) students pursuing careers in health. The programme's purpose is to nurture the next generation of health professionals and leaders who reflect and represent the communities they serve.

This year's awards evening was a celebration of aspiration, identity, and resilience.

The 15 recipients shared stories of courage and commitment, many having overcome significant obstacles to pursue their studies and their goal of building a more equitable health system for all.

Hezron Taulapapa, a Samoan student completing a Bachelor of Social Work (Honours), spoke about the challenges faced by his community in accessing quality care.

"I've seen first-hand the struggles our people face, a misunderstanding of our culture, and a system that doesn't always hear our voice. That's why I'm here," Hezron said.

The strength of whānau and community was a common theme, with recipients paying tribute to those who uplifted them.

"To my mum, your education ended in Year 6. I carry that with me, and I'll honour your story by helping others, especially the generations of women who were never allowed to dream this big," Bachelor of Nursing student, Noorin Ikhtiari, said. "If you save one life, you're a hero. If you save a hundred lives, you're a nurse."

The 2025 Scholarship recipients are:

Paepa Tohaia, Ngāti Raukawa
Fourth-year Bachelor of Medicine

Laura Reay, Ngāti Tūwharetoa, Moriori
Second-year Bachelor of Nursing

Aromia McClay, Te Ati Haunui-a-Pāpārangi
Third-year Bachelor of Midwifery

Brayden Ututaonga, Ngāpuhi, Ngāti Hine
Fourth-year Bachelor of Social Work

Ngapera Kokiri, Ngāti Pūkenga, Tapuika
Third-year Bachelor of Counselling

Roneima Teumohenga, Samoan, Tongan, Tokelauan
Fifth-year Bachelor of Medicine

Jarise Togiaso, Samoan
Third-year Bachelor of Nursing

Ofa Kitekeiaho, Tongan
Fourth-year Bachelor of Health Science

Anne Vosanibola, iTaukei (indigenous) Fijian
Third-year Bachelor of Social Work

Hezron Taulapapa, Samoan
Fourth-year Bachelor of Social Work (Honours)

Esther Oluwole O., Nigerian
Second-year Bachelor of Nursing

Noorin Ikhtiari, Afghan
Third-year Bachelor of Nursing

Sunita KC, Nepali
Third-year Bachelor of Nursing

Sarthak Shah, Indian
Third-year Bachelor of Nursing

Senuka Wijayasooriya, Sri Lankan
Fifth-year Bachelor of Medicine



Noorin Ikhtiari pictured with her scholarship award



Spotlight on general practice

Immunisation recall improves outcomes at Ilam Medical Centre

Ilam Medical Centre has achieved strong results in improving immunisation rates, particularly for the Meningococcal B Bexsero vaccine. Bexsero is part of the National Immunisation Schedule for infants and was funded for children up to five years old until August 2025 to increase coverage.

The team introduced a targeted recall programme using emails, patient portal messages, and promoting vaccination during childhood health checks. Over time, text messaging and phone calls proved most effective at encouraging bookings.

To address vaccine hesitancy, the practice worked with Pegasus Health Immunisation Coordination Team Lead, Rachael Prestidge, to provide nurses with training.

“Our nurses were struggling with the increase in difficult conversations around vaccine hesitancy, so we reached out to Rachael to help us build confidence in having these conversations,” Ilam Medical Centre Lead Nurse, Kate Boys, said.

A dedicated nurse manages immunisation recalls, providing a consistent point of contact for whānau.

“This role is not only a resource for parents but also for other staff, including our general practitioners,” Kate said. “It ensures consistency and reliability in our immunisation efforts.”

The practice also offers flexible scheduling, welcomes siblings at appointments, and provides additional support through a support worker for families with transport or logistical challenges.

Through their proactive, patient-centred approach, the Ilam Medical Centre team has reduced barriers to care and supported more local children to receive timely protection, improving the wellbeing of their community.

Spotlight on general practice

Collaborative care transforms quality of life for Rakaia patient

Troy, a Rakaia resident living with Wilson's disease, recently experienced a significant improvement in his symptoms thanks to collaborative support from his general practitioner (GP) and the practice-based pharmacist.

After returning to work, Troy found it difficult to follow the strict requirements of his medication routine. He discussed his concerns with his GP, Dr Sue Fowlie, who referred him to the practice's pharmacist, James Nethercott, for a medication review.

Troy's medication needed to be taken three times a day with strict conditions — no food for one hour before and two hours after each dose. With a physically demanding job, this became untenable.

"James suggested I try taking the medication with food, instead. I immediately thought, that sounds amazing," Troy said

After a one-week trial, Troy saw a clear improvement.

"I was no longer having any of my issues, and I actually experienced an improvement in my Wilson's symptoms," he said.



Rakaia Practice Pharmacist, James Nethercott

"It's awesome Rakaia Medical Centre has a pharmacist available to help with medication issues. It's made a huge difference for me."

Rakaia Medical Centre has been leading the way in integrating multidisciplinary staff into its general practice, including pharmacist James and paramedic Stuart Cook, to provide more comprehensive and responsive care for patients.

Troy's experience highlights the value of integrated pharmacist support in general practice, especially in rural settings where timely interventions can make a significant impact.

Spotlight on general practice

Kaikōura Healthcare strengthens commitment to Te Ao Māori

Kaikōura Healthcare is deeply committed to embedding Te Ao Māori in daily practice. Recently, their journey included a renewed focus on Te Tiriti o Waitangi, with Pegasus Health Hauora Māori Manager, Kimi Jackson, facilitating a three-hour workshop on the Treaty's impact on healthcare.

The session brought together 22 hospital and primary care staff, including nurses, doctors, receptionists, and administrative staff.

“It was an enlightening experience for our team,” Practice Manager, Angela Blunt, said. “We have a passion for building stronger relationships with Māori whānau, and this workshop has helped deepen our understanding of how Te Tiriti underpins equitable health care.”

Equity champions within the team have introduced initiatives celebrating Te Ao Māori in everyday practice. Waiata and karakia are now integral parts of the team's routine, creating a more culturally inclusive environment. The back office features Te Reo Māori posters

with general and health-related words and phrases, visually celebrating Māori culture.

“The marae is just over the back fence, and we continue to build a strong relationship with our local hapū,” Angela said. “As a result of a cultural competency workshop on tangi, death, and dying, organised with our local rūnanga, we have developed a beautiful way to send off our patients when they pass away in the hospital or rest home. This involves staff and whānau in a guard of honour, including waiata and hīmene [hymns], as appropriate to the person. On occasion, a karanga [formal, ceremonial call] is performed as the tūpāpaku [deceased person] leaves the facility, honouring the person's journey in a deeply spiritual way.”

Kimi Jackson also led a short te reo pronunciation session with staff during their morning huddle, helping the team gain confidence in using the language every day.

“It's the small steps that make the biggest difference,” Angela said.



A whale dives off the coast of Kaikōura

Spotlight on general practice

Beyond the consultation at St Martins Medical Practice

St Martins Medical Practice is building community health in ways that extend beyond the consultation room.

Earlier this year, the practice ran its second annual Thrive to 5K (5 km) initiative, designed to help patients develop healthier lifestyles through exercise. General Practitioner, Dr Elizabeth Loudon, was inspired by the Couch to 5K concept and the mental health benefits of physical activity.

Unlike weight-focused programmes, Thrive to 5K encourages any form of movement, reinforcing all exercise is beneficial. Patient feedback forms and health assessments measure the programme's impact on overall wellbeing. The initiative has established lasting exercise habits, with participants forming their own Cheetahs 5K running club.

"There are three ladies who recently did the City2Surf 12 km run. They started with Thrive to 5K, and carried on with the Cheetahs club. They told me if I had said last year they were going to run 12K, they would never have believed me," Dr Loudon said.

Last year, the practice also hosted an Embrace the Change women's health event on menopause, perimenopause, and healthy ageing. Presentations covered symptoms, treatments, lifestyle approaches, and pelvic floor health. The event drew more than 120 attendees, raised over \$350 for local women's charities, and received very positive feedback with interest in future sessions on topics including youth mental health, dementia, anxiety, nutrition, and chronic illness management.



The friendly team at St Martins Medical Practice



Spotlight on general practice

Expanded clinic strengthens care in Diamond Harbour

Diamond Harbour Medical Centre opened its newly renovated and expanded facility in October last year. The upgraded clinic includes two consultation rooms, an observation room, dedicated nursing and staff areas, and improved infrastructure to support clinical efficiency and patient care in this growing rural community.

Previously, limited space meant the practice could accommodate only one general practitioner at a time, constraining service delivery and contributing to delays in care. The new, expanded layout enables more effective use of clinical time and resources.

“Before the renovations, if a patient needed observation, they took up our consultation room, so we had to use the waiting room, even for procedures such as blood tests. Now, we can provide better care and privacy,” Practice Manager, Melanie Winchester, said.

Established in 1991 to serve a smaller population, the practice has seen demand increase steadily as Diamond Harbour has grown.

The redeveloped medical centre supports the team to better serve the needs of a diverse and expanding community. With the additional capacity, the practice can now offer a wider range of services.

“We now have nail trimming, dietitian, and physiotherapy services onsite because we have room to accommodate them,” Melanie said.

Accessibility and sustainability have also been key considerations in the redevelopment, with a new accessible entrance and plans for roof-mounted solar panels currently underway.

The result is a purpose-built facility that strengthens the practice’s ability to provide high-quality care to the community.

Spotlight on general practice

Lyttelton Health Centre: A strong start for every baby



Baby Marley awaits her 5-month immunisations

At Lyttelton Health Centre, welcoming a new pēpi is an opportunity to support families and help their baby get the best start in life.

To ensure newborns are enrolled early and do not miss important care milestones, the practice has implemented an innovative approach. When a Maternity Birth Summary is received, the reception team sends a personalised baby welcome card, an enrolment form, and a tailored welcome letter. The administration team then creates a preliminary enrolment for the baby, automatically triggering recalls for immunisations. If enrolment is not completed by six weeks, nurses are alerted to follow up, ensuring no child misses crucial vaccinations.

Accurate information underpins this process. The team verifies addresses against the National Health Index (NHI) database to prevent discrepancies and maintain reliable communication with families.

“Our administration team takes great pride in being the first to extend a warm welcome to each new baby with a personalised welcome card,” Lyttelton Health Centre Administration Team Leader, Kathie Jackson, said. “Because the enrolment process creates recalls for immunisations, we help ensure no child misses out on their early vaccinations.”

A recent improvement has been the introduction of gender-neutral welcome cards, recognising that gender identity is not always determined at birth and respecting the wishes of all families.

Proactive enrolment and the dedication of practices like Lyttelton Health Centre are making a measurable difference in protecting children’s health.

Administration and Reception Training improves patient access

A workforce development collaboration between Pegasus Health, Waitaha Primary Health, Christchurch PHO, and Health New Zealand South Canterbury is focused on improving access to primary care by equipping administration and front-desk staff with the skills to create an inclusive and welcoming environment.

A series of Administration and Reception Training workshops have been launched to enhance frontline staff capability, providing practical strategies for managing difficult conversations and improving patient interactions.

The first workshop centred on building confidence in engaging with patients. Participants learned de-escalation techniques,



A warm welcome at St Martins Medical Practice reception

best-practice communication, and approaches for managing sensitive topics such as appointment delays and financial discussions. The training reinforced the essential role administration and reception teams play in making health care accessible.

Feedback from attendees was highly positive.

“I got a lot out of it. The speaker was amazing. She covered every question I had before I could even ask it. I can take what I learned back to my clinic and have more understanding of my patients’ needs and wants,” Whānau Ora Community Care Administrator, Julie Edmonds-Deary, said.

Supporting clinicians and improving care with Clinical Connect

Clinical Connect is a dynamic, tailored education programme that supports Waitaha Canterbury's primary care clinicians. Since the 1990s, small groups of general practitioners (GPs), nurse practitioners (NPs), practice nurses, and community pharmacists have been supported to stay up-to-date with clinical best practice through evidence-informed resources, shared experience, and reviewing data on their practise.

"It's different from just going to a webinar, which is usually run by a specialist who doesn't work in general practice and doesn't deal with patients where they are," one GP said.

In 2024/25, five priority topics were delivered: type 2 diabetes, frailty and legacy prescribing, menopause, chronic kidney disease, and chronic obstructive pulmonary disease.

A collaborative, case-based approach encourages reflective practice and teamwork across primary care, ensuring learning is directly applicable to everyday clinical work.

"I am part of a multidisciplinary team which allows me to also see the world through a pharmacist's eyes, which is always valuable," an NP said.

Clinical Connect fosters a culture of peer connection and continuous improvement, strengthening primary care teams, despite workforce challenges and growing demands. The second Clinical Connect impact report, published in June 2025, highlights the benefits not only for participating clinicians but also for patients, whānau, and the wider health system.



90%

of Waitaha Canterbury general practices attended at least one session in 2024/25

93%

of participants said sessions influenced or improved their clinical decision-making

Clinicians rated the quality of the programme as **4.6** OUT OF **5**

98%

of clinicians stated that the programme provides a safe space to connect with peers

Better Breathing volunteer recognised by Minister of Health



Minister of Health, Hon Simeon Brown, presents Tarihira with her award, alongside the Better Breathing team

Tarihira Anaru, a long-serving volunteer for the Better Breathing Programme, was recognised with the Minister of Health's Volunteer Health Care Provider Service Award, presented by Minister Simeon Brown during a visit to Pegasus House in March 2025.

Tarihira has been a dedicated volunteer with the Better Breathing Pulmonary Rehabilitation programme since 2014. After completing the eight-week rehabilitation, she has volunteered at every pulmonary rehabilitation session in the

east of Ōtautahi Christchurch. She takes on a variety of roles, from welcoming and connecting with newcomers to pouring cups of tea. Living with breathlessness, Tarihira is proud to share her story and show a chronic obstructive pulmonary disease diagnosis does not have to stand in the way of a full and rewarding life.

Her commitment to others extends beyond Better Breathing. Seven years ago, she founded a community exercise group after discovering the benefits daily movement and social connection had for her health.

Pegasus Health Integrated Services Programme Manager, Deborah Callahan, nominated Tarihira for the Minister's Award in October 2024 in recognition of her significant contribution to the Better Breathing Programme.

"Tarihira is a warm and welcoming presence in our groups. She contributes to planning for the Community Respiratory Service, and provides a valuable Māori world view to our multidisciplinary team and programmes," Deborah said.

Ngā pūrongo Reports



CQAB Annual Report 2024 - 2025

As the key clinical governance body for Pegasus Health delivered health services and the Pegasus primary care network, the Clinical Quality Advisory Board (CQAB) has a focus on clinical effectiveness, equity, quality improvement, patient safety, and ensuring an engaged and effective workforce.

The 2024/25 year has seen a continued focus on implementation of the Pae Ora health reforms and the challenges of high demand for health care, workforce constraints, and equity gaps.

Throughout the year, CQAB has continued to receive regular updates on Pegasus strategic priority areas, which included progress to improve cardiovascular disease risk assessment for high-risk groups, childhood immunisation, and improving access to primary health care.

The group also facilitated discussions between the clinical leads from Pegasus, Waitaha Primary Health, Christchurch PHO, and secondary care organisations, working closely with 24 Hour Surgery, Acute Demand Management Service, and Primary Care Taskforce.

Examples are:

- In late 2024, CQAB received and supported a proposal to lower the age threshold from 20 to 18 years for the availability of the Gender Affirming Hormone Therapy pathway, and in early 2025, supported a proposed model of care for 16 and 17-year-olds seeking gender affirming care.

- CQAB supported and provided feedback to proposed changes to the Acute Demand Management Service, with the objective to return the programme to its core principles and management.
- In response to identified concerns and challenges, CQAB reviewed a proposal concerning the review of Primary Mental Health. This discussion was held collaboratively between Pegasus, Waitaha, and Christchurch PHOs. CQAB formally endorsed and supported further exploration of the proposal, and in mid-2025, provided structured feedback on the reviews' suggested improvements.
- CQAB has continued to receive regular updates from Primary Care Taskforce on initiatives to assist in reducing the administrative burden in practices, and easing capacity pressure in primary care. One successful example of this was in late 2024, when CQAB considered and supported a proposal for a long-term model to employ medical students in general practice, as health care assistants, or clinical assistants, which had been widely supported by general practice.

We continue to support Pegasus' strategic areas to improve equity of access, workforce needs, communication networks, and access to data.

Dr Ben Hudson

Clinical Quality Advisory Board Chair



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

The mahi that matters

Our work and impact in the 12 months to 30 June 2025

Across all our services
we responded to

~ **1.1 million**
CONTACTS



– **1 in 5** people in Aotearoa

That's around
2,950 CONTACTS A DAY

We connected with over
735,000
individual people



THAT MEANT IMPROVED ACCESS, RESOLUTION, AND CHOICE FOR TĀNGATA WHAI ORA/PEOPLE SEEKING WELLNESS

- **83% of calls** were answered within 10 minutes – over half were answered within one minute
- **Approximately half of all contacts** were resolved for the person at the time of engagement
- **90% of contacts** to Whakarongorau-run services don't get referred to 111 or an emergency department (ED)
- **83% of 'at risk' individuals** had their distress managed without emergency services being required
- **22% of contacts** supported Māori and Pacific tāngata whai ora – we are reaching the communities that need us most
- **4,765 callers** chose support through our dedicated Māori pathways (in Healthline and Quitline)



HELPING PEOPLE QUIT SMOKING & QUIT VAPING



- Quitline supported **15,670** people on their quit journey
- **23%** of enrolments were Māori tāngata whai ora
- **1,629** people enrolled in our quit vaping programme – **153** were aged under 18

SUPPORTING GENERAL PRACTICE



Our clinicians supported **526 GP practices** - answering **44,940 out-of-hours calls** from their patients for them, when they couldn't

HEALTHLINE TRUSTED ADVICE & INFORMATION



WE PROVIDE CARE THAT MEETS PEOPLE'S NEEDS - AROUND 98% FOLLOW OUR ADVICE AND 850 OUT OF EVERY 1,000 CALLERS STAY SAFELY AT HOME OR GET CARE IN THEIR COMMUNITY

Healthline clinicians assessed 800 people a day, successfully keeping 85% safe at home or directing them to community care instead of emergency departments

- Healthline nurses, paramedics, and advisors supported more than **377,100** contacts – Healthline resolves approximately **1/3** of calls with safe home-care advice, refers roughly **1/3** to GPs or health services, and directs fewer than **1/3** to urgent care facilities
- A simple phone call to Healthline prevents close to **23,000** unnecessary emergency department visits each year in the Midlands region alone (Waikato, Tauranga, Rotorua, and New Plymouth hospitals)
- **11%** of callers shared an image or video to support the triage – callers supported using an image are less likely to be sent to ED or 111 – **9% vs 15%** Healthline overall
- We're making healthcare more accessible with our new Healthline call back option – with **35,274** using it in the last year, freeing up clinician time to focus on more urgent issues
- The Poisons Centre team helped **25,788** contacts – **76%** required no further treatment or info



MENTAL HEALTH SUPPORT

OVER 75% OF PEOPLE SEEKING HELP FROM OUR MENTAL HEALTH AND ADDICTION SERVICES HAD THEIR NEEDS MET WITHIN THE CALL, WITHOUT NEEDING REFERRALS TO OTHER SERVICES

Across all Whakarongorau-run mental health services we supported over 80,000 people, responding to nearly 260,000 contacts

- **28,427** people relied on the 1737 Need to talk? service
- **9,387** tāngata whai ora had peer support from someone with lived experience
- The 1737 service saves at least **5 lives** and prevents more than **150 suicide attempts** every year - for every \$1 invested in the 1737 service, we generate \$9 in social return on investment
- Our mental health nurses took **85,485** after hours calls on behalf of 13 districts, to support **34,767** people in mental health distress – **97%** of calls were able to be diverted away from an emergency response
- The Earlier Mental Health Response team triaged **10,111** contacts from Police and ambulance services, to support **5,330** people who needed a health response rather than a justice response – **90%** were able to be diverted away from those emergency services
- We're providing access to resources, local crisis teams, and primary care services via our new 1737 Digital Hub – creating a seamless digital pathway for the **100,000** people who visit the website every year – in the first month nearly **3,000** support interactions were recorded
- The Alcohol & Other Drugs and Gambling Helpline teams supported **10,171** people

WE PARTNER ACROSS HEALTH & SOCIAL SERVICES TO GIVE EVERYONE IN AOTEAROA THE OPPORTUNITY FOR WELLNESS

We are New Zealand's leading triage, prevention, & wellbeing provider

Our comprehensive digital solutions offer seamless triage across multiple platforms and providers

We keep people well at home

We support people to be well, addressing physical, mental and social health needs

We boost prevention for healthier lives

We encourage participation in preventative and protective services

TRIAGING NON-LIFE THREATENING 111 AMBULANCE CALLS



Our Emergency Triage Service clinicians managed **41,928** calls – they prevented **22,492** unnecessary ED visits and avoided **18,383** ambulance dispatches - which keeps our hospitals and ambulances for life-saving emergencies and saved \$18.4 million in ambulance costs alone

INCREASING SCREENING RATES

The National Bowel Screening Programme team answered **41,595** calls and made follow-up calls to **77,364** priority people who were yet to return their test kits – **35% subsequently did**

The National Cervical Screening Programme team processed **586,320** vital test results



IMPACT OF OUR NON-CLINICAL TAKI-O-AUTAHU PARTNER TEAMS

- Teams supported **111,105** contacts through the Vaccination Healthline
- That included making nearly **95,000** outbound calls to encourage COVID, flu, and whooping cough vaccination – **with a 63% contact success rate**
- They also supported **768** contacts from the Disability Community – providing COVID and general health advice and support

SUPPORTING PEOPLE IMPACTED BY FAMILY VIOLENCE & SEXUAL HARM

- **8,332** women and concerned whānau were supported by our family violence services, including contacts through webchat and after-hours support for **45** Women's Refuges
- **6,999** people were supported by the Safe to talk sexual harm team
- We helped **1,903** people who contacted the Elder Abuse Response Service for support



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 **Whakarongorau Aotearoa//**
New Zealand Telehealth Services//

Pegasus Health at a glance

Enrolled Population

498,305

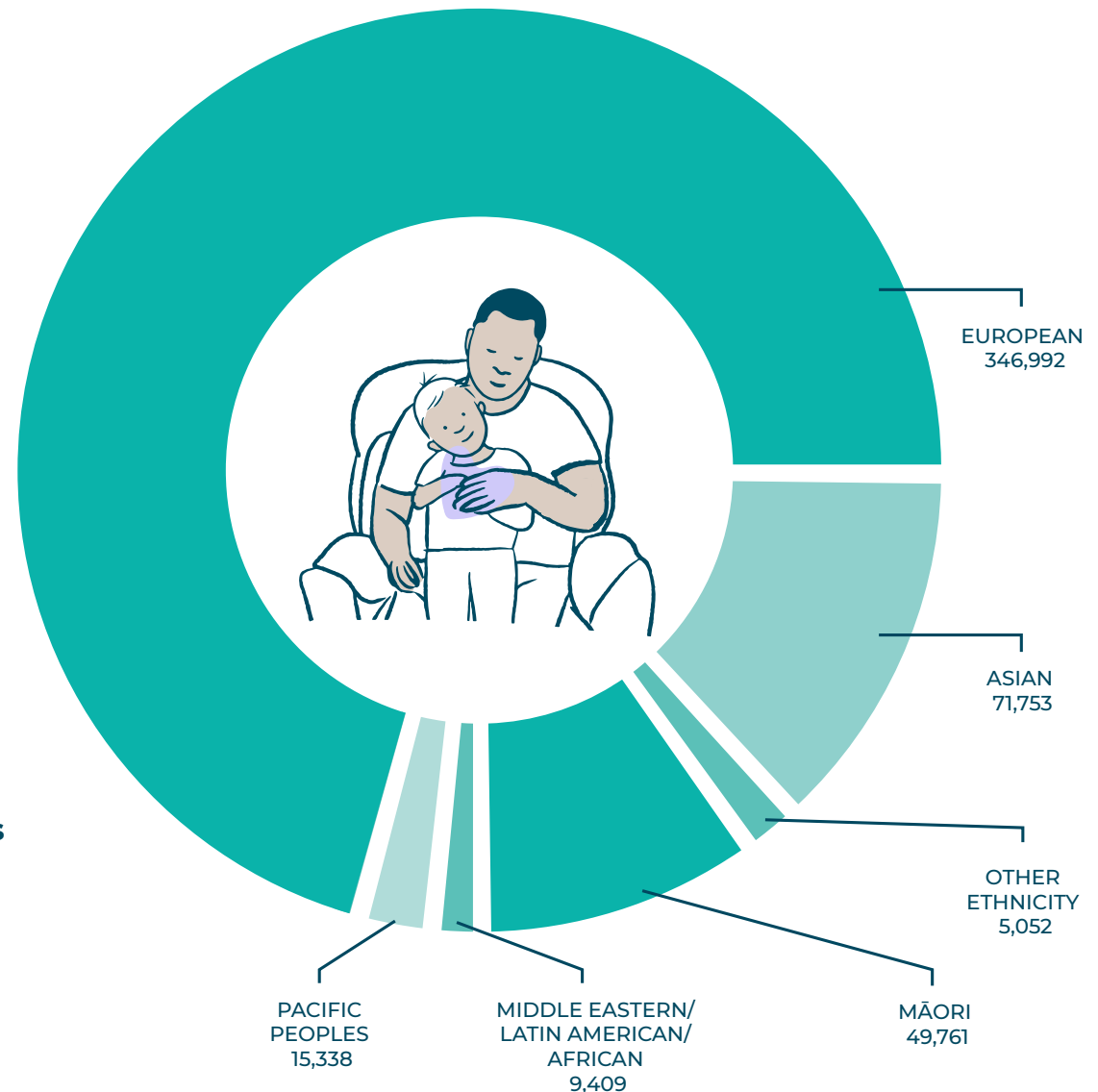
enrolled population as of 30 June 2025

49,761
MĀORI

15,338
PACIFIC PEOPLES

459,396 enrolled patients
living in urban
environments

38,909 enrolled patients
living in rural
environments





Childhood immunisation

88.4% UP FROM 2023/24

TAMARIKI VACCINATED



84.5%

of Pacific Peoples tamariki

78.4%

of Māori tamariki

Tamariki who have had B4 School Checks

88%

of Pegasus enrolled children have had a B4SC nurse check

89% UP FROM 2023/24

of Pegasus enrolled children who identify as Māori have had a B4SC nurse check

Smoking support and advice

72%

of smokers aged 15 to 74 received advice or support to help quit smoking

103,000 PEOPLE
received cervical screening



7,000 UP THAN IN 2023/24
MORE SCREENS

The largest cervical screening increase has been observed among Māori and Pacific Peoples.

74% MĀORI
received cervical screening

68% PACIFIC PEOPLES
received cervical screening



Pegasus Health (Charitable) Ltd Board of Directors



(L-R) Back: Dr Catherine Helms (Board Intern), Barry Bragg (Chair), Jock Muir, Brett Chambers, Dr Caroline Christie (Deputy Chair)

Front: Dr Hana Royal, Ben Kepes, Dr Lucinda Whiteley, Brigid Sinclair

Absent: Dr Andrew Rawstron

