



**PMAANZ®**  
PRACTICE MANAGERS & ADMINISTRATORS  
ASSOCIATION OF NEW ZEALAND

June 2022

*Dear Carole*



I recently got back from Europe visiting my daughters and met my new grandson. In fact, I was there for his 1<sup>st</sup> birthday – such a delight! I was happy to have that precious family experience but equally happy, after 5 weeks away, to come home to Aotearoa.

I hope you enjoy this winter edition of the PMAANZ newsletter which is packed full of information.

Mary, our PMAANZ Treasurer, has been working on the biennial salary survey, hopefully you have all received it, if not, please contact [Carole](#).

Be sure to take a look at our Chair, Michelle Te Kira's report, she has continued to be very active representing PMAANZ at a high level in the health sector and has also had a strong presence in the media. This has helped raise awareness of the vital roles that practice managers and administrators play in primary care.

There are opportunities for you to apply for some very generous [scholarships](#), as well as nominate a valued colleague for [Practice Manager Specialist of the Year](#), these winners will be announced at the PMAANZ Conference in October.

Stay safe and well everybody ❤️

Heidi Bubendorfer

**PMAANZ Executive National Secretary**



Here's wee August having his first taste of birthday cake.

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## A Word from the Chair



Tenā koutou katoa

We will now have a full AGM Conference in October. Thank you for your attendance to our special general meeting in May. We have taken note of what our members would like regarding our new membership structure, and this will be released with the AGM papers. Please email me at [chair@pmaanzt.org.nz](mailto:chair@pmaanzt.org.nz) if any further advice, ideas etc as we really appreciate the guidance.

Well, what a wonderful budget 2022 announcement that was and our proposed new capitation formula of now 3% increase. I am sure you are all as disappointed as many of us in the sector now and we wait for the finer detail to come. We are meeting with the Health Minister on Thursday 9<sup>th</sup> of June and will be highlighting our frustrations around workforce issues, funding and reiterating AGAIN the lack of understanding of what is happening at the ground level in General Practice and other community health services.

We provide as much information possible as it comes to hand and when I am allowed to release this to our members on our FB members only page and our website news page.

Please if you have not already joined our private Facebook PMAANZ members page please do as it provides a safe place to share information, collaborate, ask questions, vent our frustrations, and connect during these challenging times. We also put up all relevant information received from MOH and others before it goes out normally to the public on our website members only news page. See links below to access these.

[Click here to join the closed Facebook group](#)

[Click here to go to the Members News page](#)

[Click here to go to our new Members blog](#)

On Wednesday the 9<sup>th</sup> June I was invited to meet with the Health Minister at Parliament with 6 other GPLF Board members and we were able to discuss the huge

issues General Practice and our teams are dealing with. It was a great chance to finally let him know kanohi to kanohi that we are prepared and willing to change but we also need to have General Practice voices around the decision and policy making tables. Workforce and well-being, pay parity and funding were foremost in our discussions and he is wanting to meet with us again in the very near future. Fingers crossed.

### **SAVE THE DATE:**

Up and coming ACC Webinar for all members. Wednesday 27 July 2022 @ 1130am to 1230pm.

Below is a proposed agenda which is a quick overall intro followed by time at the end for questions.

- Housekeeping (2 Min)
- About ACC (3 min)
- Cover and Causation (5 min)
- Claim lodgement (5 min)
- Submitting a Claim (5 min)
- Invoicing and getting paid (GPs under COTR) (5 min) / Invoicing and getting paid (Rural GPs under contract) (5 min)
- How to register new providers (5 min)
- Supporting staff injured at work (3 min)
- Resources (2 min)
- Questions and Discussion (20-25 min)
- Close

More details to come closer to the time with the teams invite.

We will now have a full AGM at Conference in October thank you all for your attendance to our special general meeting in May we have taken note of what our members would like regarding our new membership structure, and this will be released with the AGM papers. Please [email me](#) if any further advice, ideas etc as we really appreciate the guidance.

### **NZ DOCTOR ARTICLES**

We now provide selected NZ Doctor Articles for our members to read, available on the PMAANZ website [here](#). These articles provide great information and insight into what the Primary Healthcare leaders are advocating for – some very interesting times ahead.

As chair, I am very busy with the new health reform/budget executive group meetings, but I feel honoured to have our voice heard during this trying times. I will

hopefully have an update re the demise of NZMA and who will be taking on the negotiating of MECA etc. so as soon as I can, I will let everyone know -should not be too much longer.

As Chair I have continued to represent PMAANZ on the following Executive and Advisory groups, with added requests for some advisory/workshop groups – PMAANZ is a voice that is requested and is great for our organisation to have good connections and support from a National Level. I have added links to some of the organisations for your information.

1. PSAAP (Primary Health Organisation Service Agreement Amendment Protocol)
2. **GPLF (General Practice Leaders Forum)** Executive Board – members include GPNZ, GenPro, NZMA, NZNO, RNZCGP, RGPN, & Nurse reps.
3. **GPNZ (General Practice New Zealand)** Executive Board  
- <https://gpnz.org.nz/>
4. **GenPro Executive Board** - <https://www.genpro.org.nz/> see latest information below
5. **ACC (Accident Compensation Corporation)** – Primary Health Advisory Board
6. <https://www.acc.co.nz/covid-19/providers/general-covid-19-provider-information/>
7. Ministry of Social Development – Primary Health Care Group
8. Transition Unit: Sub advisory group – Capitation Funding Formula - <https://srgexpert.com/publications/survey-to-better-understand-general-practice-costs-interim-results/>
9. Transition Unit: Primary & Community Care working group – Interim Health Plan
10. **MOH** – Advisory group re My Health Account rollout
11. **NZ Doctor** – Articles, interviews for comment some attached in the newsletter

On behalf of PMAANZ this year we have secured direct contact with the following groups who provide timely updates and information for our members for E-Blasts, our website, and social media platforms.

- Health System Engagement Team MOH, COVID-19
- ACC Strategic team
- Ministry of Health Primary Care, Primary Health Care System Improvement, Innovation team
- RNZCGP – Cornerstone updates

For now, that's all from me – please take care, reach out and use the wonderful

network that is our membership.

Hope to see you all at conference !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Hei konā mai

Michelle Te Kira IPMAANZ Chair

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## Welcome to our newest members

The Executive would like to warmly welcome the following new PMAANZ members. We look forward to meeting you in person, and hope that you engage fully and benefit greatly from your membership.

- Caroline Clarke - Waikato
- Gavin Castle - Canterbury
- Allana Wallis - Otago
- Aysha Kiel - Canterbury
- Sarah Derrick - Nelson/Marlborough
- Ani Raika-Suitauloa - Wellington
- Suki Bishop - Taranaki
- Muhammad Amanullah - Waikato
- Rachel Dombroski - Waikato
- Mairi Raby - Otago
- Jan Jenkins - Otago
- Christine Miller - Otago
- Kanwal Shah - Canterbury (Welcome Back!)
- Alicia Mamea - Auckland (Welcome Back!)
- Alana Darey - Auckland
- Vanessa Shearer - Canterbury
- Comine Kennedy - Canterbury
- Lisa Williams - Canterbury



## 2022 Scholarships Available

An incredible opportunity is available to PMAANZ members to win up to \$3,500.00 worth of scholarships. If you are interested in increasing your skills and expertise, getting more job satisfaction and making a bigger impact in the health sector, check out our scholarships award page [here](#).

The scholarships available are:

- 1 x Knowledge and Skills Framework Bronze Paper
- 1 x Knowledge and Skills Framework Silver paper
- 1 x UNE Partnerships Scholarship of \$3500.00 sponsored by PMAANZ \$1500.00 and a one other sponsor to be named at conference \$2500.00



## Recruitment tips

Covid-19 has had many impacts on our lives and one that we continue to see is the impact on recruitment. Closed borders have led to a smaller pool of qualified workers, and your employees may also be tempted by workplace benefits offered by competitors.

Even though the workforce pool is smaller, it is still important to undertake a thorough recruitment process. While acknowledging that staff are stressed and tired after two years of Covid-19, and that currently finding staff is difficult, a wrong recruitment decision could cause more stress for everyone.

We have noticed an increase in questions from managers about how to manage new recruits who aren't able to meet the expectations of the role. For those employers

who are unable to use a 90-day trial period, the process can be particularly time consuming and difficult.

Some recruitment tips:

- Consider any learnings from the exit interview you did with the previous employee if you did one.
- Be clear about the role that you are recruiting for – is there an opportunity to expand the role to attract a broader number of applicants? Does the position description need to be reviewed?
- Determine the person specifications to help you decide on the key attributes needed for the role. A self-skill assessment questionnaire can be used with final candidates to identify skill gaps and training needs. We have templates for these as part of our HealthyPractice service.
- Your advertisement will need to stand out from the others. Create interest and desire to find out more and tell the potential applicant what's in it for them. What can your practice offer as a unique selling point? Common pitfalls are:
  - Not specific enough – may result in too many unsuitable applicants.
  - Too specific – may limit the number of suitable applicants.
- Ask applicants to complete an application form as this provides information about the applicant and the consents needed to carry out certain checks.
- Consider how you will carry out the interview process and who will be present. Ask questions that will require a thoughtful answer, rather than a yes or no. Remember to include scenario type questions relevant to the role to help you gauge the applicant's knowledge and experience.
- When you have found the best person for the role you are looking to fill, remember to check their references, but only with the referees that the applicant has given you consent to contact. Ask open ended questions and include the tell all question: "Would you employ this person again?"
- Remember to respond to the other applicants – thank those that applied who won't be progressing to the interview process, and the unsuccessful applicants that have been interviewed.
- If you have fewer than 20 employees on the day the new person starts work, you can include a 90-day trial period in your employment agreement. This should be negotiated as part of the recruitment process. The clause must be included in the employment agreement and mentioned in the letter of offer. The offer and agreement must be signed and returned **before** the employee starts work for the trial period to be enforceable. The notice period in the trial period can be shorter than the standard notice period and we would suggest one or two weeks.

Make sure your employment agreements comply with current legislation and provide



this to your preferred applicant with a letter of offer and position description. If you are emailing these documents, print as a PDF before you send, and the employer shouldn't sign these until they are returned before the employment starts.

If your practice is party to the PHC MECA, your employees whose role is covered by the collective and are members of the NZNO are automatically covered by the terms and conditions of the MECA. New employees whose role is covered by the MECA but are not NZNO members are covered by the MECA for the first 30 days; with their letter of offer you should provide an individual employment agreement along with the MECA, so they can decide whether or not they wish to join the NZNO.

We are aware that the current recruitment environment is very difficult – you may need to decide if it is better to readvertise or settle for the best applicant for the role.

And finally, the one mantra that we continue to share is: "Recruit for attitude, train for skills." Most people with the right attitude can adapt to working in most places and can learn to fill most roles.

You can contact our MAS HealthyPractice team on **0800 800 627** or email **[business@mas.co.nz](mailto:business@mas.co.nz)** if you have any queries.

Fiona Mines  
HealthyPractice Adviser, MAS

This article is of a general nature and is not a substitute for professional and individually tailored business or legal advice.

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**The Royal New Zealand  
College of General Practitioners**  
**Te Whare Tohu Rata o Aotearoa**

**Our vulnerable patients need us to keep doing this important work**

**By Jamie Morris, Communications Advisor**

A commitment to health equity ensures patients can access healthcare based on

clinical need, without being constrained by ethnicity, location, or finance.

The College is committed to improving health equity and in 2020, we launched an Equity module as part of our Cornerstone Programme. Practices have really started to sink their teeth into the module, despite the ongoing COVID-19 pandemic and we've started to see some great assessments coming through.

Kurow Medical Centre recently completed the Cornerstone Equity Module for the first time, building on what they'd previously learnt in Foundation Standard, the College's entry level quality programme.

We spoke to Dr Natasha Sharp, GP to find out how the module has helped the practice, the changes they've made, what they learnt, and what they liked about the module.

Dr Sharp explained the module helped them to enhance the equity work they were already doing, by reflecting on why they were doing certain things, and what was going well.

"We were already working towards improving equitable health outcomes, but having a specific module meant we could think about what was working well and what needed to change and then we were able to update our goals," said Dr Sharp.

Since completing the module, they've made multiple changes around the practice like adding equity as a standing agenda item for practice meetings, completing audits and reflections, and introducing two new policies: health equity and cultural competency.

"We've also implemented compulsory training for staff on equity topics like recognising and addressing bias. Our staff have found this training interesting and have learnt that you're often unaware how much your subconscious bias impacts your daily life," said Dr Sharp.

The staff learnt about Te Tiriti o Waitangi and the impact it has on health inequities, but their key learning was the realisation that there was always more that could be done.

"The module opened my eyes to areas we needed to prioritise and improve. It brought me back to the reality of no matter how well you think you're doing; you can always aim to be doing better. Our vulnerable patients need us to keep doing this important work," said Dr Sharp.

Overall, the practice enjoyed the module with Dr Sharp saying she particularly liked the purpose.

"Having a focus on health equity is so important, especially in general practice. The module seemed a bit overwhelming to begin with, but once we started, many things complemented each other, and it flowed really well," said Dr Sharp.

College-endorsed assessor Joan Allardyce said Kurow Medical Centre's Equity module assessment stood out and their community is lucky to be under their care.

"They completely grasped and practised equity in their work and planning.

"It was as if it came naturally and easily to them - though that does not diminish the huge effort applied to writing all their comments and attaching all the evidence sought."

### **Interested in completing the Equity module?**

- costs \$550 + GST
- once achieved, it's valid for three years
- Cornerstone Programme core module.

For more information and/or to purchase the module, go to our [quality website](#).

### **The Royal New Zealand College of General Practitioners**

Level 4 ► 50 Customhouse Quay ► Wellington 6011

PO Box 10440 ► Wellington 6140

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## **2022 Conference Sponsors**



PMAANZ would like to acknowledge and thank our sponsors who are valued organisations within our health sector, for their ongoing and valued support!

## PMAANZ Platinum Sponsor

**Medical Protection New Zealand**



## PMAANZ Gold Sponsors:

**Indici and Medtech**

**REGISTER FOR CONFERENCE**

## Practice Manager Specialist of the Year 2022

Nominations for PMAANZ Practice Manager Specialist of the Year 2022 are now open.

This prestigious award recognises and rewards a Practice Manager Specialist for his or her special contributions to medical, specialist, dental or allied health Practice Management.

Primary care has been led by some incredible managers in these recent harrowing times and the opportunity is here to acknowledge those leaders by nominating them for the Practice Manager Specialist of the Year.

We are still accepting nominations for this award, visit our [webpage](#) to find out more.



# PMAANZ Executive



## Jo Bennett - Conference Convenor

With the weather really starting to cool down now, it seems Summer is a distant memory, unless you have managed or plan to escape somewhere warmer, which seems like a luxury these days as for too long we have been locked in NZ (to be honest, not a bad place to stuck 😊)

But as we all know in health, time goes fast, really fast, so the conference committee have continued to meet regularly to review the programme, confirm and adjust speakers to ensure conference (27<sup>th</sup> – 29<sup>th</sup> October 2022) is relevant and worthwhile. It has also been amazing to see how committed our sponsors are to continue to support us.

For those of you new to Practice Management or Health Administration in general, conference, which is in Rotorua this year, is a fantastic way to network and connect so [register now](#).

The countdown is on and I for one can't wait. Stay safe in the meantime and looking forward to seeing you soon.

Jo Bennett

**PMAANZ Conference Convenor**

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## PAST – PRESENT – FUTURE





## Jen Kaponga - Communications/Webmaster

On behalf of the National Executive, we are proud to launch our new logo which reflects our past present and future of PMAANZ.

With our annual conference moved twice due to Covid it meant we missed our big 25<sup>th</sup> Anniversary Celebration. We had hoped to include the big launch of our new PMAANZ Logo as part of these festivities however with the delay we do not wish to hold back any longer.

As we have evolved, the executive worked with Ben Thomason of Mana Designs to create a new logo. The intention we hope links our values and the work that the association does to include all our communities and members by incorporating native symbols, patterns and artforms from the cultures of the pacific.

The logo itself is an abstract circle design that signifies connection and equality and has the cross symbol internationally representing health in the centre.

It includes all ethnicities found within the pacific as well as symbolising the wider world.

Within the circle are three sections:

- These sections represent the deep connection to the past, present and future that flows within the cultures of the pacific.
- Together these three sections form a whole (or community).
- The Upper segment represents the largest of the Pacific Islands, Aotearoa.

The Māori pattern is used to tie this segment to the whenua and ground our organisation within Aotearoa.

The two mirrored bottom sections represent our neighbouring Pacific Islands

It seeks to be culturally recognisable in what we represent as an organisation for all our members moving forward into the new Health Reform.

As part of our future, we have chosen to embrace all colours rather than a single colour to not only capture our vision but better reflect our sector and honour diversities within.



We are looking forward to showing off our new brand in conference attendances as exhibitors and also in October for our annual conference.

We have a blog on the website with a video to explain the new logo, featuring Michelle Te Kira, as well as the logo in all the colours!

[Click here to go and look at the blog page.](#)

Jen Kaponga

**PMAANZ**Communications Executive

[communications@pmaanzt.org.nz](mailto:communications@pmaanzt.org.nz)

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#### **Mark O'Connor - Membership/Marketing**

Visit the PMAANZ website page “about Us” to read Mark’s article about PMAANZ are offering practice managers and administrators in the NZ Doctor .

[Click here to read Mark's article.](#)

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### **Mary Ford - Treasurer**

It has been a very hectic few months with catching up with all the Covid care claiming and trying to keep on top of business as usual in a GP practice. I have enjoyed learning the ropes of the Treasurer role, in my spare time and attending our regular zoom meetings.

It has certainly been an interesting couple of years for health with Covid and will continue to be for the next few years with the health reforms. To me this reinforces the importance and support of our organisation. I am looking forward to catching up with the rest of the Executive at our July face to face meeting and all of you at our Rotorua Conference in October.

I have been working on our biennial salary survey, hopefully you have all received it. Contact Carole, [admin@pmaanzt.org.nz](mailto:admin@pmaanzt.org.nz), if you haven't. It is an incredibly valuable tool for our members to use for salary negotiations so please take the time to complete it. It is also useful for our Chair to be able to show our membership levels and the number of ESUs we have in our membership for the meetings Michelle attends on our behalf.

**To complete the survey, click this link.**

Kind regards

**Mary Ford - PMAANZ Treasurer**



### **Bethan Rajwer - Education**

Things have been pretty quiet on the Education front in the last month or two, perhaps a sign of how busy everyone has been. If you or any of your staff have papers that they haven't had a chance to get to recently perhaps now is a good time to set aside some time to get them done.

The Bronze paper takes about 10 hours with the Silver being around 30-40 hours. If you have a staff member you don't want to lose paying for professional development can be a good way of upskilling them and retaining them.

Want to do some training yourself, or for a staff member, but funds are a bit tight – get your scholarship applications in now (available for full members only), winners announced at Conference.

This year we have three scholarships available.

- 1 x Knowledge and Skills Framework Bronze Paper
- 1 x Knowledge and Skills Framework Silver paper
- 1 x UNE Partnerships Scholarship of \$3500.00 sponsored by PMAANZ \$1500.00 and a one other sponsor to be named at conference \$2500.00

[Click here to go to the website for more about scholarships.](#)

With all the delays of conference we have also extended applications for Practice Manager of Year Awards click here for more information on how to nominate - [click here](#).

Bethan Rajwer  
**PMAANZ Education**

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## NZ Doctor Reads

We now upload the NZ Doctor articles to our website, under the About Us page so these are available for anyone to click on and read.

There are some great reads there. Click the link below to go to the page.

## NZ Doctor Articles

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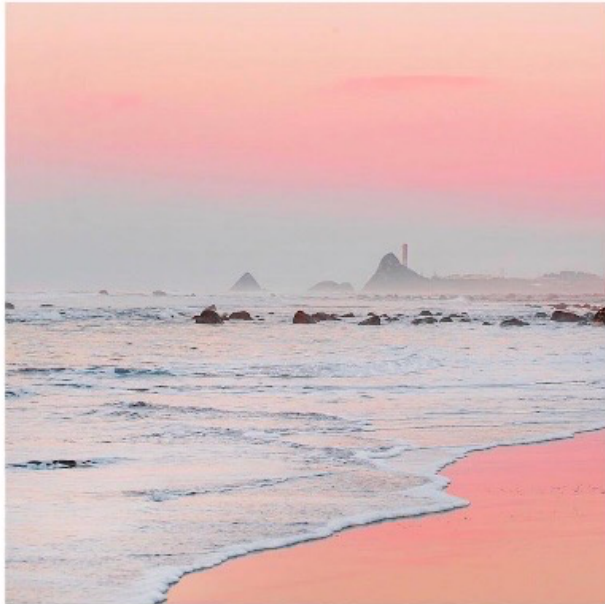
## News from Taranaki branch

We had our first meeting of 2022 at the end of March, hosted by our PHO via Zoom. Lots of info regarding claiming for Covid care and Bowel screening. Also a talk from our local St Johns medical alarm person and an update from our new Diabetes Integrated Care Team.

We are loving our sunshine here with Taranaki still holding the top sunshine spot in

the country this year and New Plymouth soaking in a record amount of rays last month (238 hours of sunshine).

On Tuesday 3/5, Niwa released its April climate summary, revealing what the people of Taranaki were eager to confirm – that the region remains the sunniest location in New Zealand in 2022.



**Mary Ford**  
**PMAANZ ITaranaki Branch Chair**

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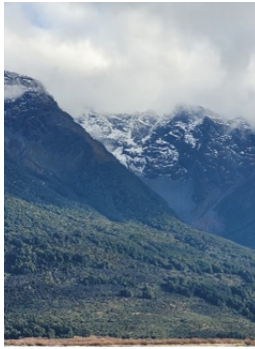
## News from Central North Island Branch

Well, I'm actually on holiday touring the South Island! We landed in Queenstown on the 31.05.22. Toni and I have finally done the luge and went up to the gondola without too many tourists.

Queenstown is really struggling at the moment. When you go shopping everyone is looking for workers. We spent the Wednesday at Onsen Hot Pools overlooking the shot over Jet boats. Amazing. Today well we went for a drive over to Glenorchy and also to Arrowtown. Both beautiful. A lot of NZ tourists around which is great for Queenstown. The weather has been amazing.

Tomorrow, we head off to Doubtful Sound for two night cruising and then to Te Anau. Watch this space will keep you all informed next newsletter. If you do manage to get away, then make sure you spend a bit of time in New Zealand and see the wonderful

sights.



**Karen Greer**

**PMAANZ | Central North Island Chair**

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## Potato and Sweetcorn Soup



I'm sharing the soup my mother used to make for us when we were young and I have made it many times since for my family. The original version included chicken, but being a vegetarian, I dropped the chicken.

It is a tasty, quick and perfect meal, especially with toasted Vogels.

Thanks Mum 😊

### You will need:

- 3 med to large potatoes, peeled and cut into 1 cm cubes
- 1 cup of cooked shredded chicken or bacon rashers (optional)
- 1 can of creamed sweetcorn. (Or half creamed half whole kernel)
- 2 onions
- 1 tsp curry powder
- 2 tbsp of butter
- 2 tbsp of flour
- 1 tbsp of oil
- Vegetable or chicken stock- about 1 litre I think
- Fresh parsley finely chopped

### Method

1. Sauté the onion in oil until caramelised
  2. Add the butter, flour and curry powder, stir until crumbly – careful not to let it stick
  3. Add the stock slowly, stirring all the while
  4. Add the potatoes and cook until tender
  5. Add the chicken (if using) and the sweetcorn
  6. Mix altogether and simmer for a few minutes
  7. Optional extra: grill bacon and chop into bits to garnish
  8. Serve with chopped parsley sprinkled over the top.
  9. Add some toasted Vogels with melted cheese on the side.
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## Newsletters and publications

**Genpro Newsletter May 22**

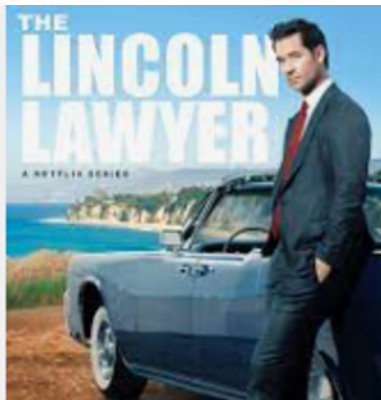
**Māori Health Review Issue 97-2022**

**GNZ newsletter – June 9 2022**

These are also regularly uploaded to the members news page - [click here](#).

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## Netflix and Amazon Prime Recommendations from our PMAANZ Membership



### Netflix series:

Idealistic lawyer Mickey Haller runs his practise out of the back of his Lincoln Town Car, taking on cases big and small across Los Angeles. Great characters and storylines a good binge watch for the weekend.





### Amazon Prime Series:

Author Tom Clancy introduced the character of Jack Ryan in a series of books before Ryan headed to the big screen in several films. Now the former U.S. Marine is featured in an episodic series for the first time, with John Krasinski portraying Ryan in this Amazon original thriller that centres on Ryan as an up-and-coming CIA analyst. He is thrust into a dangerous field assignment for the first time and uncovers a pattern in terrorist communication. That launches him into the middle of a

dangerous gambit with a new breed of terrorism that threatens destruction on a global scale



### Amazon Prime Series:

A crime drama about an important contemporary issue, America's prison system, "Mayor of Kingstown" follows the McLusky family in Kingstown, Mich., where the business of incarceration is the only thriving industry. The family of power brokers between police, criminals, inmates, prison guards and politicians tackle themes of systemic racism, corruption and inequality. The crime thriller series provides a stark look at their attempt to bring order and justice to a town that has neither. The

cast includes Jeremy Renner, Dianne Wiest, Kyle Chandler and Derek Webster.



### Netflix:

Anatomy of a Scandal sacrifices intimacy and nuance. Its choices pay off in the sense that the series is never boring — it's watchable through and through, if partly because it's short enough that it's easy to stick around just to see how it ends.....

~ [Read the Hollywood reporter review](#)

# HAVE YOUR SAY.....

## Questions for your Colleagues & Letters to the Editor

Your contribution is welcomed – please get in touch with [secretary@pmaanzt.org.nz](mailto:secretary@pmaanzt.org.nz)



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