

From: Heidi Bubendorfer secretary@pmaanzt.org.nz

To: Carole Unkovich | PMAANZ Admin admin@pmaanzt.org.nz

Date: Wed, 9 Mar 2022, 9:45 AM

PMAANZ Matters Newsletter

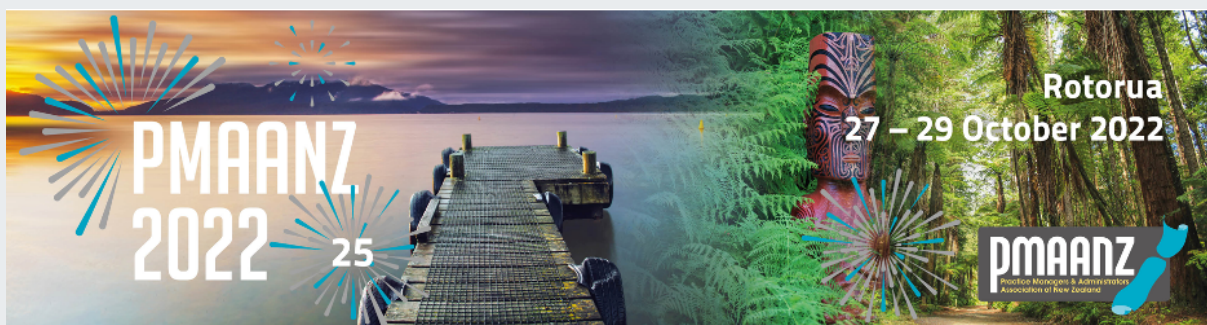
[View this email in your browser](#)



Newsletter

[VISIT WEBSITE](#) 

March 2022



Dear Carole,

Well, it was only 3 months ago since the last newsletter was published and yet so much has happened since then that it feels like an eternity!

I hope you are all managing ok in these tricky times when no two days are the same. The PMAANZ executive is here to support you the best we can and have been running



webinars and zoom meetings as well as sharing up to date information.

This newsletter is packed full of information, starting off with Michelle Te Kira's bumper report which includes masses of useful resources for you all. There are also some great articles, one on working from home (GP Docs), succession planning (MAS) and the

awesome practice managers diploma (UNE).

Many of you will know Jane Cullen from her role in the Health Quality and Safety Commission (HQSC)- Jane is completing her thesis on 'The determinants of effective quality improvement in primary care.' So, look out for Jane's short article further down and it would be awesome if you could help by completing her questionnaire (only took me about 5 minutes). Once Jane has completed all the work, she plans to share her findings with the PMAANZ membership, which is bound to be of interest.

Stay safe and well everybody ❤️

Heidi Bubendorfer

PMAANZ Executive National Secretary

In this article.....

1. [A word from the Chair](#)
2. [Welcome to our newest membersy](#)
3. [GPDocs - Working from home during Omicron](#)
4. [Survey: The determinants of effective quality control in primary care](#)
5. [University of New England \(UNE\)](#)
6. [Healthy Practice - Future Succession Planning](#)
7. [The Royal New Zealand College of GPs - A case of Covid and a Cup of Tea](#)
8. [The Side Eye's Two New Zealand's: the left behind](#)
9. [Practice Manager Specialist of the Year](#)
10. [PMAANZ Executive updates](#)
11. [New Zealand Doctor Reads](#)
12. [Newsletters and publications](#)

13. [Movies/Shows Recommended by PMAANZ Members](#)
14. [Books Recommended by PMAANZ Members](#)
15. [Podcasts Recommended by PMAANZ Members](#)
16. [Have your say](#)

A Word from the Chair



Tenā koutou katoa

Well hello 2022 – yet another year in paradise for us all in General Practice as we now face a new somewhat rare species in many regions almost extinct in others the addition to the pandemic that's sending all of us into even more turmoil and confusion – one word!!!!



SSSSSSSSSSSS

Damn RATS – the rollout was extremely mismanaged placing more pressure on an already overwhelmed workforce and yet we still soldier on servicing our communities as best we can. Many of our members have reached out as the confusion and overload/barrage of information received has been taxing on our patience and a nightmare to navigate. 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.

- [PMAANZ members facebook page](#)
- [PMAANZ member website log in page](#)

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. Where possible, I have included links for some of these organisations.

- PSAAP (Primary Health Organisation Service Agreement Amendment Protocol)
- **GPLF (General Practice Leaders Forum)** Executive Board – members include GPNZ, GenPro, NZMA, NZNO, RNZCGP, RGPN, & Nurse reps.
- **GPNZ (General Practice New Zealand)** Executive Board
- **GPNZ Panui Feb 22**
- **Top GPs confirm New Zealanders' healthcare needs will always be paramount**

GenPro Executive Board, see latest information below:

GenPro Members may also like to know that:

- The NZMA have kindly issued a letter template for practices to advise their PHOs/DHBs of unrealistic expectations being placed upon the practice (e.g. COVID demands) and the potential impact upon patient care due to the limited capacity available. We understand that the purpose of the letter is to offer some potential protection from HDC and associated investigations (NZMA advise that the template has been reviewed by the MPS). This is not a GenPro initiative and it has not yet been considered by the GenPro Board. However, individual general practice contracted providers may wish to decide whether sending the letter would be helpful for them. The template can be accessed [here](#).
- The GPs for GPs Facebook page currently has an open letter to the Minister from GPs who may choose to add their signature. Once again, this is not a GenPro initiative and neither is it endorsed by the GenPro Board (at this stage). GPs should make their own decision regarding the content of the letter. For members of the GPs for GPs Facebook page, we understand the letter can be accessed [here](#).

ACC (Accident Compensation Corporation) – Primary Health Advisory Board

- General COVID-19 Provider information - ACC
- Ministry of Social Development – Primary Health Care Group
- Transition Unit: Sub advisory group – Capitation Funding Formula, Survey to better understand general practice costs – interim results- available [here](#).
- Transition Unit: Primary & Community Care working group – Interim Health Plan
- **MOH** – Workshop group re Mask Exemptions
- **MOH** – Advisory group re [My Health Account rollout](#)

Cover email to general practice

My Health Record - Attachment 1

My Health Record - Attachment 2

My Health Record - Attachment 3

My Health Record - Attachment 4

My Health Record - Attachment 5

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

Due to conference being postponed again PMAANZ will be looking at providing more educational/hot topic National webinars for our members. The two we have presented this year received great response and is a very good way to keep our members up to date and maintaining that connection.

For those of you who were unable to attend the two so far please find below the slides, links and information – all which can also be accessed on our website.

Thank you to GPNZ, Renee Muru and Barbara Bethan for your support 😊

COVID 19 National Hui 14/2/2022

HDC Commissioner webinar – Re Complaints and COVID (the webinar would be great for full staff training) – 17/02/2022

- **HDC Presentation Slides**
- **Patient and Practice Info Poster**
- Webinar: [Link](#)
- Passcode: #3^tcgq+
- A huge thank you to all of you working in General Practice. You are doing an amazing job at a very challenging time.

For all other webinars please go to our website and see Jo's conference report for more information on up-coming webinars and education. If there are any "hot topic" ideas that you may want us to look at, please email admin@pmaanzt.org.nz

<https://www.pmaanzt.org.nz/members-only/webinars/>

At our last AGM we had one motion around membership fees that needed to be rescinded and therefore we will need to hold a Special General Meeting with one agenda item only, we were wanting to do this ASAP however with the added pressures on our members, we will

look at holding this once the curve up starts heading down. We require a full quorum so please if you cannot make it give your proxy to someone just so we can tidy up and finalise the new constitution.

Thank you for all our members continued engagement and support we have some exciting news coming up regarding our rebranding and new logo which we wanted to launch at conference however we will now need to do this earlier as it is all ready to go, so in the next month we will release the new 2022 - 25 logo and branding for PMAANZ.

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

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.

- William Barnett
- Sandi Rozema
- Therese Zimmerman
- Andy Shaw
- Sue Howell

- Adrienne Godbold
- Carolyn Stanton
- Allana Wallis
- Sofia Williams

HONO



GPDOCS - Managing unvaccinated people



Working from home during Omicron

Covid has been a game-changer in more than just its impact on health. From a business perspective, a huge change has been the shift to working from home.

Prior to the pandemic roughly 5% of office workers worked from home,

however this figure has risen to 25-30% in the 'new normal' in NZ. General practice isn't immune to this shift, with many practices having some staff temporarily working from home to mitigate the risk of Covid.

It's understandable to be unsure about letting staff work from home. However, under the Employment Relations Act 2000, employers are obligated to consider working from home requests if the person's job duties permit it.

During the pandemic, having vulnerable staff members working from home reduces their risk – something you need to mitigate under the Health and Safety at Work Act 2016. It also helps support business continuity by spreading the risk of staff sickness, and can become part of your pandemic planning.

Working from home can be short or long term and does not require a new contract. If it's not working out and they aren't getting their job done, you do have the option of asking them to

return to the workplace.

It's a good idea to have a working from home policy to provide clear guidelines for staff working remotely. It's not just about them getting the job done – there are a number of other areas you'll need to consider.

Health and safety

Under the Health and Safety at Work Act 2016, the worker's home is a 'workplace' if they are working remotely. The worker is responsible for managing any risks under their control, but you should make sure they're aware of their responsibilities, e.g. having an ergonomically safe workstation, and taking regular breaks.

Equipment

Will you let staff working from home borrow equipment, e.g. laptops or screens? Consider whether it needs to be insured for off-site use, and what will happen if anything is damaged.

Privacy

Any staff members working from home will need to consider how they will maintain patient privacy if there are other people in their household. This includes:

- ensuring phone or video conversations aren't overheard
- keeping physical documents secure
- ensuring computers have password protection and the screen locks if the user needs to walk away.

IT Security

Staff working from home are responsible for ensuring their home IT systems are secure:

- software, browsers, and applications must be up to date
- multi-factor authentication should be used if possible
- antivirus software must be installed and up to date
- internet should be secure.

Tips for managing staff remotely

- Ensure they know how to use the tools they need, e.g. Zoom, remote access, phone system. It might be a good idea to set up some test phone calls and Zoom meetings.
- Ensure they stay connected to the practice team – e.g. have them join the daily huddle via Zoom.
- Regular communication is key. Consider starting each day with a quick phone call to establish their daily priorities and give them the opportunity to ask questions. Phone calls and Zoom are better than email.
- Be clear about whether flexible hours are appropriate – is it OK do some work in the

evenings if they have kids arriving home at 3pm?

- Have reasonable expectations. Many people are under a lot of pressure at the moment and being isolated at home can add to this.



GPDocs is an online system for managing your policies and procedures.

We provide you with a set of Cornerstone-compliant policies and procedures – tailored to your practice and kept up-to-date by our team of industry experts.

Survey: The Determinants of Effective Quality Improvement in Primary Care



Investing in quality improvement programmes that do not deliver the promised outcomes can lead to frustration and burnout. This survey seeks to learn from the practical experiences of primary care teams undertaking quality improvement. It is based on findings from previous case studies into factors influencing primary care quality improvement success in Aotearoa New Zealand. Your

assistance is being sought both from your own experiences of undertaking quality improvement and to share the survey with those of your team who can provide additional insights. This survey will be of interest to programme leaders, practice managers, quality and clinical leads. We regret the that the distribution of this survey is occurring during such unprecedented times for the healthcare community and trust that you will see value in completing it. You are invited to take part in this survey studying the determinants of effective quality improvement in primary care.

Please click on this link

The survey will take 5 - 10 minutes to complete and is mainly rating scale questions with opportunity for free comment at the end. It can easily be completed on a mobile phone. The closing date of this survey is: 10 April.

This project is being carried out by, Jane Cullen, Lead advisor, quality improvement at the

Health Quality & Safety Commission (NZ). The research being undertaken is part of Jane's doctoral studies at Massey University and is independent of the Health Quality & Safety Commission. The results will be part of the Jane's PhD thesis that will be submitted to Massey University. The results will be presented to PMAANZ members at a PMAANZ forum. Publication of the research results will be sought in relevant journals as well as conference presentations so that the findings can be used to support primary care approaches to improvement.



University of New England (UNE) provide targeted learning courses and qualifications to practice managers and administrators in NZ.

UNE Partnerships' 10820NAT Diploma of Leadership in Healthcare Practice has been designed by practice managers for practice managers!

This course aims to help practice managers lead successful and sustainable medical and specialist practices in an increasingly dynamic Healthcare environment.

- 12 units of study that complement managers responsibilities
- 2 years to complete online

Why study with us? Our students and graduates benefit from 30+ years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning. You will learn the skills and knowledge to apply effective leadership strategies for your practice and career.

Diploma of Leadership in Healthcare Practice - UNE Partnerships

PMAANZ members can enjoy a 10% discount on the NZD course fee when they enrol in the 10820NAT Diploma of Leadership in Healthcare Practice.

Membership Discounts - UNE Partnerships

Call us today

1800 066 128lask@une.edu.au

Future Succession Planning

The last couple of years have helped us learn about living with uncertainty and negotiate an environment that has limited the amount of control that we have over our day-to-day lives. It has also made us re-evaluate how we work and what we want our future to look like.

Taking some time now to plan your practice's future will provide a platform to deal with the major issues that you might encounter.

And if you or any of the owners are looking to exit the practice in the next five years, then succession planning should be top of your to-do list. It's prudent to have a succession plan even if you aren't planning an exit any time soon. What if something unexpected happens?

Practice Managers

Practice managers are a hugely important part of the practice. You hold so much valuable knowledge, so how do you identify, manage, and share this knowledge now so the practice can manage without you at some stage in the future.

- Start by identifying the processes that only you know. Document these and train or delegate someone to carry out these tasks and gain experience. Some of these processes may not be monthly, but quarterly or annual.
- Share your knowledge about how to fix everyday IT glitches.
- Are you the single point of contact for suppliers, organisations, or companies the practice deals with? Does anyone know the contact person within these businesses or how the relationship works? If not, draw up a list of the key contacts and make sure everyone knows where this information is kept.
- Are there jobs that don't get done when you are away. If any of these are critical, it might be an idea to establish a handover process so someone else can pick up these tasks if needed.

Practice Principals

Succession planning is equally important for practice principals. This planning process begins with basic questions around whether the practice would continue under the leadership of other principals, or whether it would be put up for sale.

If one of the principals plans to sell their practice, what will make it more attractive to a potential purchaser? Based on our conversations with younger GPs who are interested in practice ownership, we know that aside from clinical aspects they are likely to look at things like:

1. The existing ownership, business model and governance structures.
2. How like-minded and functional the remaining owners are as a leadership group.
3. The responsibilities and obligations of the working owners.
4. The quality of business management and staff.
5. Whether the practice has achieved an accreditation level and has good management systems.
6. Whether the premises are modern with a long-term lease, and whether there is an equipment replacement plan in place to ensure the practice is not run down.
7. If the patient base and services provided are likely to be attractive to future buyers
8. If the practice is changing with the needs of your patients, your profession and technology advances.

It might be timely to encourage a review of your current group practice business model with your owners. While there is interest in business ownership, we find the requirements of younger GPs are often quite different from retiring GPs. For younger GPs:

- Being an equal shareholder and director in a GP owned group practice, with good governance and business management, ticks most of the boxes.
- Having a say in how services are provided, flexible working arrangements, work/life balance and collegial support are important.
- A team-based approach with a simple business model is preferred – with the GP working owner remuneration being salaries or based on hours/sessions worked, and profits based on shareholding or investment in the business.

No matter what your practice plans are for 2022 and beyond, you may need specialist business support. That's where MAS can help. As part of our HealthyPractice service we have information to help with succession planning and changing your business model, together with practice and shareholder agreements for most group practice structures that we can help customise.

You can contact our MAS HealthyPractice team on 0800 800 627 or email business@mas.co.nz.

Fiona Mines

HealthyPractice, MAS

This article is of a general nature and is not a substitute for professional and individually



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

A Case of Covid and a Cup of Tea: lessons for practices



Just by chance, last week all of Dee Street Medical's staff in Mount Manganui went into isolation after an asymptomatic staff member was given a PCR test and found she was positive for COVID-19. What followed was a scenario that involved chaotic dealings with the Ministry of Health, an understanding that fate often has clear causes, and a very well-timed return home from the UK for nurse Emma Morton, who had started her new job at Dee Street two weeks earlier.

Read the full article [here](#).

The Side Eye's Two New Zealand's: the left behind



A new comic by Toby Morris, in collaboration with Harkanwal Singh and Tina Ngata, looks at why the same people keep getting left behind when it comes to public health.

thespinoff.co.nz

Read it [here](#)

Practice Manager Specialist of the Year

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.

Up to three finalists, as selected by the selection committee for Practice Manager Specialist of the Year to be announced at the 2022 PMAANZ Conference in

Rotorua will win:

- Framed Award Certificate
- Registration fees for this year's National PMAANZ Conference

National Winner

- Engraved Trophy to commemorate the Award (held for one year)
- Registration fees AND accommodation for next year's National PMAANZ Conference
- NZ Doctor Article published
- Sponsors Prize
- **If you are, or know of, an exceptional Practice Manager Specialist, nominate now!**

Download Practice Manager Specialist of the Year Guidelines – [click here](#)

In order to complete and submit the application form below you will need the following, as specified in the Guidelines:

- Name, contact details and PMAANZ Membership Status of the Practice Manager nominated for the award
- Name and contact details of the nominator or the person endorsing nomination. [Click here](#) for the nomination form.
- Practice profile (200 words max)
- Responses to the selection criteria; there is a separate response field for each criterion (approx 100 words max)
- Two (2) referee statements supporting the application from a Principal in the practice and an independent observer (150 words max each)

NOW EXTENDED: Nominations will close January 2022 at 5:00pm. Please click below to

nominate a Practice Manager.

[Nomination form](#) or [visit our website](#)

PMAANZ Executive



Jo Bennett - Conference Convenor

Hard to think about anything but Covid related items at the moment, but I wanted to keep you updated as the Conference will be here before you know it and I for one can't wait! The Conference Committee is still working hard and meeting regularly to ensure all the speakers are confirmed and that their topics are relevant, to ensure that it is a worthwhile event.

We haven't had many cancellations, which is great and if the rescheduled date (27th – 29th October 2022) works better for you, I hope to see you there. Our sponsors are committed to continue to support us; some sponsors have even reached out to offer some mini zoom sessions in the meantime. Watch this space in the coming months.

For those of you knew 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](#).

For the time being, I hope you and your whanau stay safe and well. Make sure you join our facebook page and look out for emails regarding mini webinars.

Jo Bennett

PMAANZ Conference Convenor



Bethan Rajwer - Education

The last 6 months have seen a drop in education enquiries and KASF papers submitted for marking. This is not surprising given everything that is going on in healthcare. There is so much reading and updating to do for processes and procedures as we all work to ensure we are ready for whatever comes next in the COVID climate.

Having a highly skilled team is the most important aspect of any organisation. We encourage you to register your receptionists/admin team for Bronze or Silver KASF papers. As evidenced based papers these will help managers see where the gaps are in the admin team's skills and give you areas to work with them to potentially take on more responsibilities. If you are looking for more leadership and management development for either yourself, or a staff member, consider the two UNE Partnership papers, Diploma of Leadership in Healthcare Practice or Certificate IV in Leadership and Management. Now, more than ever, we need to be ensuring our great staff have the professional development they need to support them in their roles. Don't lose good staff because you didn't value them enough to invest in training.

We understand that finances may be tight and we have extended the deadlines for our scholarships, perhaps this will help support someone you don't want to lose.

<https://www.pmaanzt.org.nz/education/scholarship-awards/>

"Train people well enough so they can leave, treat them well enough so they don't want to."

- Richard Branson

Kind regards

Bethan Rajwer | PMAANZ Education



Jen Kaponga - Communications/Webmaster

I cannot believe we are into March already with Autumn having just knocked on our door.

These last couple of months have been a whirlwind of change for us in the private sector with clinics and surgeries affected due to Omicron having taken up residence.

Rather than previously where we were working at reduced patient volume to allow safe social distancing, we are now faced with patients having to reschedule or cancel due (quite often at last minute) to having the virus or being a household contact of a family member that has. This has increased the workload tenfold in our already busy practice.

Living in an environment where our roles are busy and constant change a foot my focus as a Leader has shifted to how I can look after my team's spirit and wellbeing (including my consultants) and understand they might be struggling with their own mental health. Regular check ins are a must, how are you getting on? what's working/ not working for you? There is always a positive out of a negative! and we are going to nail this! Boost the vit C with some fruit platters, shared lunches, fun components to staff meetings to allow some downtime.

It has been awesome to see so many members now on our Facebook page, great way to ask questions as we navigate around PCR & RATS Testing. The awahi and support is awesome with minimal information coming through from the Government. Don't forget to regularly check in on our website for new information around the conference now in October and updates from the Ministry of Health and Webinars.

Kind regards

Jen Kaponga - Communications/Webmaster



Mary Ford - Treasurer

It's certainly been an interesting time for my introduction to the Executive. I have taken over the Treasurer role and I'm grateful that there isn't too much workload for this at present as GP world is certainly busy enough.

I work in a small practice in New Plymouth and we have juggled working in teams with reduced staff and the same workload, together with rising numbers of positive patients and RATs.

There has not been a dull moment and I'm not sure when things will ease off. Work is extremely stressful at the moment and we can't look after our patients if we don't take the time to look after ourselves and our teams. Now it's important to find the time relax, spend time with family and friends, enjoy the fresh air and the gorgeous weather we have at the moment.

My next job is to prepare the Salary survey for members to complete. Please send any thoughts you have or any suggestions for questions to ask: treasurer@pmannz.org.nz

Kind regards

Mary Ford - PMAANZ Treasurer

NZ Doctor Reads

Patient complaints on the rise as abuse and aggression continue in practices



Continued abuse is making it hard for general practices to recruit reception and administration staff as patients continue to protest COVID-19 risk management strategies, says primary care leader Michelle Te Kira.

A national webinar today with health and disability commissioner Morag McDowell was aimed at alleviating the rising stress and anxiety being felt in practices across the country by explaining the process of dealing with complaints when they are received.

The webinar was hosted by Ms Te Kira, chair of Practice Managers and Administrators

Association of New Zealand (PMAANZ) and Maura Thompson, chief executive of General Practice NZ (GPNZ).

[Click here to read the full article.](#)

Practice Managers: "Never gonna keep me down"



Remember those lyrics, "I get knocked down, but I get up again, you are never gonna keep me down..." (from Chumbawamba)? And Billy Ocean's "When the going gets tough, the tough get going"?

I think primary care epitomises these lyrics.

The Practice Managers and Administrators Association of New Zealand (PMAANZ) is proud to be supporting our membership of dedicated practice managers and administrators. PMAANZ provides members with peer support, mentoring, networking, professional development, professional representation in the health sector and a stunning annual conference.

[Click here to read the full article.](#)

Omicron threat spells delays for health conferences



Another health conference has fallen victim to the rising threat of COVID-19 variant Omicron in New Zealand.

The National Rural Health Conference was to take place in early April but has been moved to the start of September, in light of the virus' latest community spread.

New Zealand Rural General Practice Network chief executive Grant Davidson points to modelling suggesting the country's cases will peak in April. Even if the conference was run virtually, everyone would be too busy to attend, says Dr Davidson.

It is hoped that by September, the situation will have settled enough to allow the network to run its planned in-person conference at the new Te Pae Christchurch Convention Centre.

Being able to meet face to face is hugely important for rural health professionals, who tend

to be separated from their colleagues by the nature of working in remote and isolated communities, says Dr Davidson.

“So hopefully we’ll be able to meet up and celebrate our survival and our new world.”

[Click here to read the full article.](#)

Nothing about us without us? Wrong



A review of capitation funding for general practice appears to be under way behind closed doors – without input from practices.

The feared review, COVID-19 funding and sustainable general practice were discussed at an urgent meeting of the General Practice Leaders Forum on 17 February and at the forum’s Contracted Provider Caucus meeting on 22 February.

Forum chair Fiona Bolden and caucus chair Vanessa Weenink told *New Zealand Doctor Rata Aotearoa* they had not been made aware any formal capitation funding review was taking place.

But Dr Bolden says the Practice Managers and Administrators Association of New Zealand (PMAANZ) had been asked by consultants Sapere to send out a survey to all practices to help guide future funding options.

As for the caucus, Dr Weenink in a statement said it was concerned the review was being “undertaken behind closed doors, without any transparency and without engagement or representation from the sector”.

[Click here to read the full article.](#)

Leaders Meet on General Practice Funding - work ongoing



The General Practice Leaders Forum met briefly this morning on next steps over funding concerns but have little to report at this stage, says forum chair Fiona Bolden.

Today’s urgent meeting followed in the wake of the new health

agencies starting to seek advice on future funding options for the general practice sector. As reported yesterday by *New Zealand Doctor Rata Aotearoa* the consultant firm Sapere has been commissioned to provide advice to interim Health New Zealand and the interim Māori Health Authority on future primary care funding options.

This prompted the forum's follow-up meeting to discuss concerns about sustainable general practice funding and processes for deciding any new funding model.

[Click here to read the full article.](#)

Drama and results in its first two years - General practice ownership organisation hits ground running



Tim Malloy reflects on the purpose and achievements of GenPro as a new(ish) voice for general practice owners

A small group of general practice providers holds a meeting in a function room in Auckland. These are owner-operator GPs, corporate providers and long-standing general practice managers, all with a common purpose.

Attendees have flown in from various locations around New Zealand for a face-to-face meeting. There has been no suggestion of a Zoom meeting, no masks are worn, no one scans in and hand sanitisers are nowhere to be seen.

In the same month, the 70th anniversary of NATO is marked by a gathering of world leaders at Buckingham Palace for a reception hosted by Queen Elizabeth. No masks, no scanning apps and no question of managed isolation.

Quietly, at around the same time, unbeknown by and of no immediate interest to most of the world, a 55-year-old man in Wuhan, China, develops symptoms of a novel coronavirus. He becomes the earliest traceable COVID-19 patient.

[Click here to read the full article.](#)

From good to great in 2021: for practice managers looking to lift their game



We are on our summer break and the editorial office is closed until 17 January. In the meantime, please enjoy our Summer Hiatus series, an eclectic mix from our news and clinical archives and articles from The Conversation throughout the year. This article was first published in the 17 February edition

In general practice, many will be looking for ways to act on their New Year's resolution: to become a better practice manager. Simon Maude asks where they should start

Pandemic or no pandemic, running a general practice is increasingly complex, and responsibility for administration, finances, technology and people, lands with the practice manager.

Presenting for duty in 2021, practice managers must get the job done while also upping their game.

The key to the job is people, practice managers tell *New Zealand Doctor/Rata Aotearoa*.

In Lower Hutt, Ropata Health practice manager Adrian Tucker says a good habit managers should return to, or start doing, at the beginning of a new year is to make time to get to know their staff, and show kindness.

"As practice managers, we all want the best for our people," says Mr Tucker, who last year won the ACC Supreme Award at the inaugural New Zealand Primary Healthcare Awards I He Tohu Mauri Ora.

[Click here to read the full article.](#)

Mining the best ideas on managing during COVID



We are on our summer break and the editorial office is closed until 17 January. In the meantime, please enjoy our Summer Hiatus series, an eclectic mix from our news and clinical archives and articles from The Conversation throughout the year.

This article was first published in the 15 December Summer edition

Bethan Rawjor sums up what practices need to know ahead of an expected summer surge in COVID-19 cases

As the country adapts to the COVID-19 Protection Framework and a new “traffic light” system, no indication has been given on how this might match the existing Primary Health Care Framework.

Nor is there guidance on when primary care will be asked to take over care in the community of people with COVID.

As I write, a few practices had begun undertaking this work, but the majority feared this would be thrown at them just before Christmas.

Until now, this has been a concern mainly for Auckland practices. But recently the Practice Managers and Administrators Association of New Zealand (PMAANZ) was asked by members outside Auckland for input on how we in Auckland are dealing with the current outbreak and how they should prepare for when COVID comes to them.

[Click here to read the full article.](#)

Newsletters and publications

Genpro

<https://mailchi.mp/692d31e3c722/genpro-for-you-news-15275640>

GPNZ newsletter

<https://gpnz.org.nz/newsletters/gpnz-newsletter-february-3-2022/>

Māori Health Review

<https://www.maorihealthreview.co.nz/mh/Pages/Publication/Maori-Health-Review-Issue-95.aspx>

Movies/Shows Recommended by members



Inventing Anna

On NETFLX

“A journalist investigates the case of Anna Delvey, the Instagram-legendary heiress who stole the hearts and money of New York elites.”

This is a riveting Netflix series which really places you at the scene – binge-worthy!



Yellowjackets

On NEON

"Yellowjackets" tells the narrative of a team of wildly talented high-school girls soccer players who survive a plane crash deep in the Ontario wilderness. The series chronicles their descent from a complicated but thriving team to warring, cannibalistic clans, while also tracking the lives they have attempted to piece back together. Sophie Nélisse, Jasmin Savoy Brown, Sophie Thatcher and Sammi Hanratty star as the teenagers, while Melanie Lynskey, Tawny Cypress, Christina Ricci and Juliette Lewis portray their adult counterparts as they reveal the truth about their survival 25 years later



The White Lotus

On NEON

“Dark secrets and twisted truths of the guests, the staff and the locale of a resort are unveiled over the course of a week that was supposed to be a relaxing vacation.”



The Chestnut Man

On NETFLIX

“A figurine made of chestnuts is found at the scene of a grisly murder; from this creepy clue, two detectives hunt for a killer linked to a politician's missing child.”



Z Nation

On NETFLIX – 5 seasons

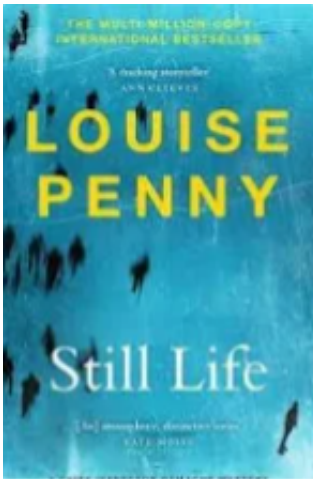
Three years after a virus decimated the vast majority of America's population, turning them into flesh-eating zombies, a brave group tries to transport a survivor to the last working virology lab. It's very funny, and gets better and better - 😊

Books recommended by PMAANZ Members



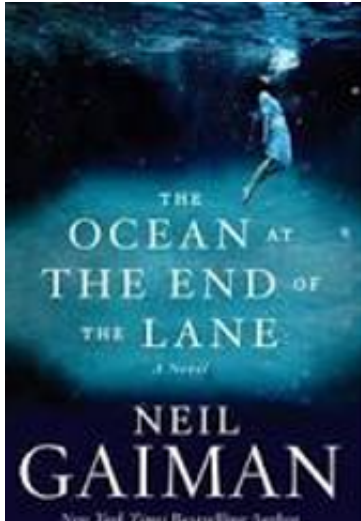
The Reader

A middle-aged lawyer reflects on the brief affair he had as a teen with an older woman -- who ended up on trial for Nazi war crimes eight years later. It is a majestically sombre, always gripping film, told with immense restraint and no hint of sensationalism.- Wikipedia



Still Life

Still Life is the debut novel written by Louise Penny and published by St. Martin's Paperbacks on 1 January 2005, which later went on to win the Anthony Award for Best First Novel in 2007. The story was adapted into a film called Still Life: A Three Pines Mystery in 2013, - Wikipedia



The Ocean at the End of the Lane

The Ocean at the End of the Lane is a 2013 novel by British author Neil Gaiman. The work was first published on 18 June 2013 through William Morrow and Company and follows an unnamed man who returns to his hometown for a funeral and remembers events that began forty years earlier. The Ocean at the End of the Lane is a 2013 novel by British author Neil Gaiman. The work was first published on 18 June 2013 through William Morrow and Company and follows an unnamed man who returns to his hometown for a funeral and remembers events that began forty years earlier. The Ocean at the End of the Lane is a

2013 novel by British author Neil Gaiman. The work was first published on 18 June 2013 through William Morrow and Company and follows an unnamed man who returns to his hometown for a funeral and remembers events that began forty years earlier. – Wikipedia

Podcasts recommended by PMAANZ Members



12 episodes

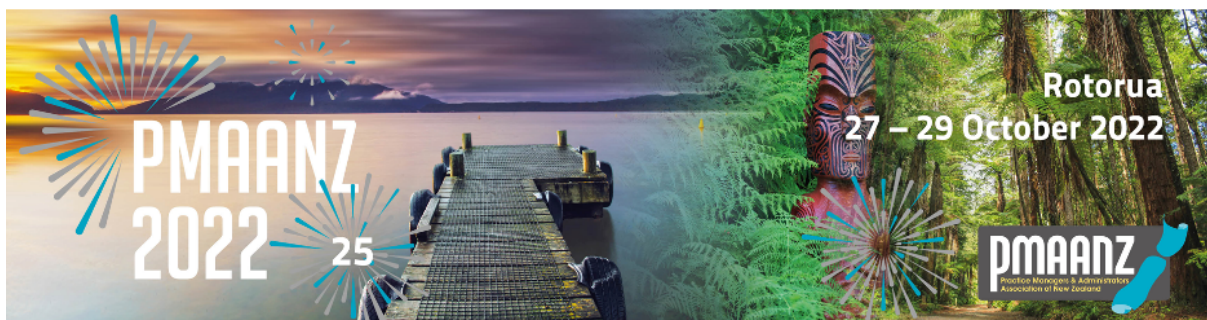
"Almost a perfect crime." The hacking ring and an attempt to steal a billion dollars. Investigators blame North Korea. Pyongyang denies involvement. The story begins in Hollywood.

[Click here to go to the link.](#)

HAVE YOUR SAY....

Questions for your Colleagues & Letters to the Editor

Your contribution is welcomed – please get in touch with secretary@pmaanzt.org.nz





Share



Forward



Share



www.pmaanzt.org.nz | [click here to unsubscribe](#)

