

An Evaluation of Comprehensive Primary & Community Care Teams (CPCT) in Southern

Part One: Design and Early Implementation

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Background to CPCT

CPCT is a national programme funded by Te Whatu Ora and Te Aka Whai Ora that aims to expand the capacity and capability of primary and community care by incorporating additional roles into the primary care workforce.

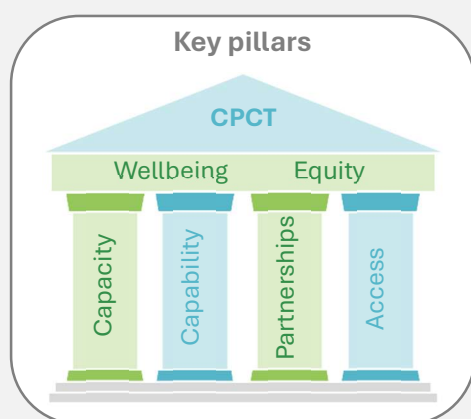
WellSouth's role in CPCT

As the coordinator of CPCT in Otago and Southland (Southern), WellSouth established 'clusters' of organisations across the district, to encourage partnership working and collaboration in the delivery of CPCT. Eight clusters had been established at the time of the evaluation.

The evaluation

The process evaluation aimed to identify what worked well and areas for improvement in WellSouth's implementation of CPCT, as well as understanding more about how the programme is operating across Southern and lessons that could be learned for future initiatives.

Evaluation methodology



Semi-structured interviews

- 23 interviews
- 34 individuals, representing 17 organisations
- WellSouth, general practices, community providers
- Reflexive thematic analysis – to identify themes and patterns

He Pikinga Waioara survey

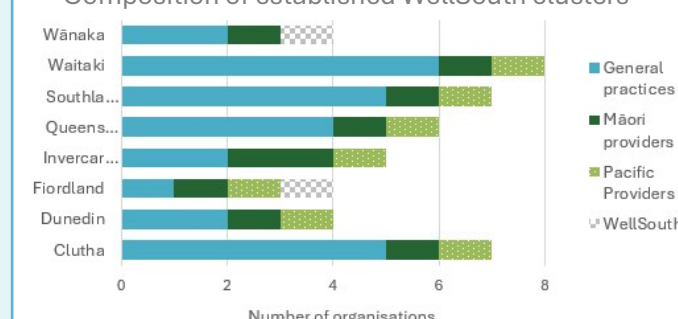
- 32-item survey with focus on partnership working
- Responses on six-point scale 1 - not at all, 6 – completely
- 7 responses across 5 clusters
- Results triangulated with interview data

Overview of cluster statuses

Employment model categories:

- General practice(s) manage FTE – 3 clusters
- Community provider(s) manage FTE – 3 clusters
- Split FTE – 2 clusters

Composition of established WellSouth clusters



Survey results

High performance areas

- Readiness to change
- Commitment to community engagement

Core areas for improvement

- Systems thinking
- Trust
- Partnership synergy

Overall summary: Providers are open to change and collaboration but there is scope to strengthen relationships to enhance partnership working

Interview findings

Collaboration and new ways of working

Huge value in bringing providers together and positive outcomes anecdotally reported

Balancing structure and flexibility

Flexibility to meet local needs was appreciated but some guidance and structure sought

Communication and relationships

Relationships with WellSouth are generally good but mixed messages can damage trust

Barriers to collaboration and service delivery

Barriers include short-term contracts, recruitment issues and data sharing concerns

Process improvement opportunities

Delays a challenge for providers but improvement opportunities identified for WellSouth

Looking to a future beyond CPCT

Concerns over the impact of loss of funding and ideas for alternative future funding models shared

"The biggest positive of all of this is that I actually have got people I can call on"

"[WellSouth] was very good at actually guiding or leading us into what we could and couldn't do"

"We're a little bit stuck with the referral pathway... it's really hard to get consent"

"I got very disillusioned with the whole thing because it took so long"

"I liked that it was just one point of contact... I didn't have to talk to three different people"

"[CPCT] would be a huge, huge loss here because they're busy getting calls every day from whānau needing support"

Considerations

Advocate for continuation of CPCT **funding**

Support providers to overcome **referral pathway** barriers

Continue **network coordination** role for providers

Consider taking a **staged approach** to large initiatives

More robust **project management** practices

Provide **guidance** whilst protecting **autonomy**

Advocate for resourcing **whaka-whanaungatanga**

Consider alternative options for **funding** and **contracts**

Specific to CPCT

For WellSouth beyond CPCT

Wider system considerations

He mana tō te whānau
Whānau Centred

Tōkeke
Equitable

Manawa whakaute
Respectful

Pono
Transparent