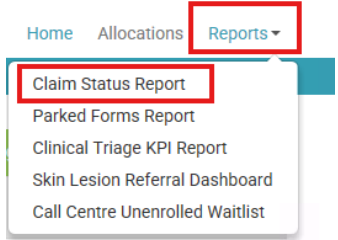


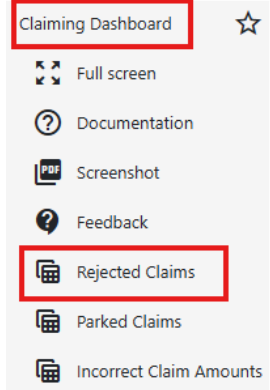
Clinical Programmes Review Survey Responses

Programme	Theme / Feedback	What You Said	Our Response / Action Taken	Status
All programmes				
All	Availability of WellSouth Clinical Programme Sheets.	WellSouth Clinical Programme Sheets should be available on the WellSouth Portal for every programme – some links are currently broken.	The broken links for all programmes were resolved mid-August 2025. As we work through the programmes in the review, we will ensure that the WellSouth Clinical Programme Sheet links are available in the WellSouth Portal for all programmes.	Completed
All	WellSouth Clinical Programme Sheet content.	WellSouth Clinical Programme sheets should include all relevant details, such as the Read Codes WellSouth uses to determine eligibility.	WellSouth Clinical Programme Sheets are intended as concise 1-2 page summaries. Since some programmes contain hundreds of codes, it isn't practical to list them all within the sheet. Instead, the sheet highlights key information, with full code lists available separately on Thalamus. Relevant Read Codes will continue to be available and kept up to date on Thalamus under 'Documentation' where relevant. If you have any queries about this, please contact WellSouth Thalamus Support by emailing thalamus.help@wellsouth.org.nz	Closed - addressed in another way
All	Accuracy of information.	Ensure information across platforms is correct.	As part of our review, we are reviewing all platform business rules and making updates where required to ensure consistency and accuracy. If you have specific examples of inconsistencies between platforms,	In progress

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			please contact it.helpdesk@wellsouth.org.nz and include the patient NHI, programme name, and the platform where the inconsistencies occurred (eg. Thalamus and WellSouth Portal).	
All	Automatic email alert for rejected claims.	Suggestion for email alerts to submitting clinician for rejected claims.	Claim status (eg. accepted, rejected or requires review) is displayed as soon as claims are submitted on the WellSouth Portal. You can also view rejected claims on the WellSouth Portal and Thalamus: 1. WellSouth Portal → Reports → Claim Status Report* This report will also display reason for rejection.  <i>*Please note it does take a minute for the report to load</i>	Planned

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			2. Thalamus → Claiming Dashboard → Rejected Claims  We will raise this with our external WellSouth Portal developer to explore feasibility for notifying users via email of the outcome when a submission 'requires review'. We are also working with them with an aim to have greater visibility of eligibility, and the ability to hide form options for non-eligible patients.	
All	Inconsistency with Thalamus and patient's PMS profile.	The Opportunity Dashboard is not always consistent with the patient's profile – for example a previous classification or ethnicity that is not visible to practices.	The Opportunity Dashboard populates ethnicity and quintile from the NES data. Occasionally, there are discrepancies between the demographic information in the NES and the PMS. We are currently working on ways to make this more streamlined for practices.	In progress

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All	Ethnicity inconsistencies.	Inconsistency between platforms when a patient's second ethnicity is coded as Māori in the PMS.	All platforms should consider both ethnicities and use a prioritised ethnicity to determine eligibility when appropriate. If you have specific examples of this, please contact it.helpdesk@wellsouth.org.nz and include the patient NHI, programme name, and the platform where the inconsistencies occurred (eg. Thalamus and WellSouth Portal).	Closed - Addressed in another way
Programmes that have been reviewed				
DAR	Option to remove patients from DAR list.	Request for option to remove patients from DAR list if no longer requiring an annual review.	An annual review is still a requirement even for those who are very controlled, to ensure they remain so. DAR is being reviewed at a national level and WellSouth will provide this feedback. We do not have the ability to change this at a local level.	Closed - Addressed in another way
DAR	CVD risk is not entered into PMS.	When a DAR is submitted, the CVD risk is not automatically entered into the PMS screening.	Our external WellSouth Portal advisor has advised that CVDR should always write back to the PMS screening. If you have specific examples where this has not occurred, please contact it.helpdesk@wellsouth.org.nz and include details such as NHI and claim date.	Closed - Addressed in another way
Long Term Conditions - Toitū Takata	WellSouth Portal review form availability.	Toitū Takata review form still shows in WellSouth portal outside of review timeframe.	This is to allow 60 days for claiming after the review has occurred.	Closed - Addressed in another way

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Long Term Conditions - Toitū Takata	Eligibility inconsistencies.	Inconsistencies with eligibility of the WellSouth Portal and Thalamus.	This may be due to the timeframe change for Long Term Conditions - Toitū Takata review (previously 51-56 weeks, now 51-60 weeks) not being implemented on the WellSouth Portal yet. This change was implemented on 24/08/2025. If you continue to have specific examples of this issue occurring, please contact it.helpdesk@wellsouth.org.nz and include the patient NHI.	Closed - Addressed in another way
Programmes to be reviewed				
CVDRA	Non-funded claim option.	Sometimes the claim is still accepted when entered as non-funded therefore there is confusion about when to use this option.	An unfunded claim will still be 'accepted', however the payment rate will be \$0.	Closed - Addressed in another way
CVDRA	Inconsistencies across platforms.	Inconsistencies were highlighted across multiple respondents between Procon Dashboard, Thalamus and the WellSouth Portal for CVDRA.	The CVDRA programme is currently still under review, and this feedback will be considered as part of that process.	Planned
CVDRA	MedTech writeback.	Information input into the CVDRA WellSouth Portal does not get transferred to MedTech screening.	The CVDRA programme is currently still under review, and this feedback will be considered as part of that process.	Planned

Clinical Programmes Review Survey Responses

CVDRA	Risk Calculator.	The calculator is not working properly.	The CVDRA programme is currently still under review, and this feedback will be considered as part of that process.	Planned
CVDRA	Risk Calculator.	There are too many boxes to click to obtain the CVDRA number.	The CVDRA programme is currently still under review, and this feedback will be considered as part of that process.	Planned
CVDRA	Risk Calculator.	CVD risk in the WellSouth Portal is different to on other apps and that WellSouth staff are recommending assessing using other tools.	The WellSouth Portal provides a CVDRA tool that complies with the Health Information Standards Organisation (HISO) standard. It is the only tool that WellSouth recommends for general practices completing a CVDRA.	Closed - Addressed in another way
HPV Screening	Inaccuracy of Procon Dashboard.	The PMS dashboard does not reflect current business rules, as it still requires two normal smears in five years instead of recognising that only one is needed.	The HPV Screening Programme will be part of the review, and this feedback will be considered as part of that process. Please note, the Procon Dashboard is external to WellSouth, therefore we can only recommend changes to it - we cannot change it ourselves.	Planned
HPV Screening	Inaccuracy of Procon Dashboard.	Screening is not picked up from a previous practice.	The HPV Screening Programme will be part of the review, and this feedback will be considered as part of that process. As above, the Procon Dashboard is external to WellSouth, therefore we can only recommend changes to it - we cannot change it ourselves.	Planned

Clinical Programmes Review Survey Responses

Status Key

- **Completed:** Action requested has been resolved in full
- **In progress:** Action is currently being worked on or pending further input
- **Planned:** Agreed to action, but not yet started
- **Closed- Addressed in another way:** Request isn't being done exactly as asked but resolved through an existing or alternative approach.