

Frequently Asked Questions (FAQs)

Below are questions and answers that you might find helpful. We will keep adding to these and if you have any questions, please don't hesitate to contact your primary care relationship manager.

What is the long-term conditions programme?

The Long-term conditions (LTC) Programme allows practices to provide additional support to patients who have long term health conditions. The goals are to maximise equity, improve health outcomes and allow those with long term conditions to live well.

Why have we focused on these conditions?

Chronic health conditions are responsible for the majority of ill health in New Zealand. Māori and Pacific people experience higher rates of chronic health conditions and develop these conditions 10 - 20 years earlier than non-Māori and non-Pacific populations. The conditions which make the greatest contribution to this inequity are diabetes, gout, cardiovascular disease, respiratory disease, and stroke. These are the conditions that Te Pae Tata / Interim New Zealand Health Plan 2022 have identified as a priority in improving health outcomes across Aotearoa.

Cardiovascular disease and diabetes rates are particularly high in those with severe and enduring mental illness and are a leading cause of death within this population.

Why is equity important?

Equality (treating everyone the same) is often considered to be the 'fair' approach, but it fails to take into account the different levels of advantages within New Zealand. By treating everyone the same, we perpetuate inequities.

Focusing delivery of services on equity acknowledges the different levels of advantage in Aotearoa and treats everyone according to their need to ensure equitable outcomes for all.

Why is WellSouth committed to equity? What does that have to do with my practice?

WellSouth's commitment to equity is aligned with national, regional, and local aspirations to improve outcomes for those who have unfair and unjust differences in health. It is also a legislative requirement under the Pae Ora (Healthy Futures) Act 2022 for all primary health organisations to facilitate the provision of equitable services in primary care.

The position of the Royal New Zealand College of General Practitioners is that appropriate and accessible primary health care is a key aspect of reducing health inequities in New Zealand. General practices are in a unique position to take a population health approach, focused on proactive and preventative care. The college also supports the concept of general practices working alongside community health services to support whānau.

What does race or ethnicity have to do with equity?

WellSouth acknowledges the distinct status of Māori as tangata whenua (indigenous people of this country) under Te Tiriti o Waitangi, and the rights and obligations that this founding document contains.

The historical and current impacts of colonisation, systemic, institutional, interpersonal, and internalised discrimination on Māori and other ethnic groups contribute to the social determinants of health and therefore, overrepresentation in chronic health conditions.

What kind of support can I offer those who don't meet the criteria?

The components of Toitū Takata can be made available for non-eligible patients, however, these patients will have to pay for the service, as they would for standard appointments. Quick CLIC (still to be renamed) is available for all patients with an LTC, regardless of demographic criteria. Patients, if eligible, can also avail of other funded programmes such as diabetes annual reviews, POAC services, women's health, and sexual health.

What is the programme called?

The new long term conditions programme (replacing CLIC) will be called Toitū Takata.

Toitū is a word used for sustainability, long standing and permanence. Toitū is also a small stream feeding into Otago harbour at the original landing place of Ōtepoti in Dunedin.

Takata is the Kāi Tahu version of Tangata or person.

Essentially the name Toitū Takata means to sustain the people/person.

What can you expect from WellSouth as we roll this out?

- Support to provide best practice clinical care
- Clinical Education & programme training
- Equity and cultural safety training
- Guidance on how to use funding
- Best practice behavioural health approaches to LTC management through Tōku Oranga
- Support to make connections with community providers
- An LTC outcomes framework
- Improved Thalamus Dashboards
- Links to useful, local community services/programmes

How do patients benefit?

- Patients should receive best practice clinical care via some funded appointments
- Appropriate care planning
- Connections with Tōku Oranga and other WellSouth funded services
- For Māori or Pacific patients, connecting with and working alongside the Community Provider

How do we identify patients?

WellSouth will build a thalamus dashboard which supports you, along with your knowledge of your patients, to identify patients who may benefit from being on the programme. This dashboard includes:

- Eligibility criteria
- ≥ 2 ED presentations in 12 months
- ≥ 2 DNAs in last 12 months
- Hospitalised in last 12 months
- Polypharmacy
- Condition specifics
- Conditions specifics e.g., for diabetics a HbA1c > 64 mmol/mol

Training will be provided on this, and other dashboards developed.

Who designed this programme?

WellSouth has designed this with input from patients and whānau, general practice, and community providers. A working group was established in November 2022 to support the re-design, and is made up of primary care clinicians, secondary clinicians, and non-clinicians. The programme has been reviewed by WellSouth's Clinical governance Group, Clinical quality Committee, and the WellSouth Board.