

Chairs report

Financial year 2020/21

Te toka tū moana – “the rock standing in the ocean” - a military metaphor with regards to steadfastness.

Amongst the many metaphors that could be used to describe this year – one thing that we have been as an network & organisation is extremely steadfast in one of the most testing social environments that we have faced in our lives. We have also been immersed in the proposed sector changes & how we can best influence & prepare ourselves and our communities for these.

Under this immense sector, practice & individual team member pressure, the sector has displayed many adjectives on top of this steadfastness – some additional words that spring to mind are: extremely committed, brave, inspiring, sharing, determined, disciplined, generous – the list could go on!

In amongst a year where we have lived in & been stretched by a pandemic, our organisation has achieved much in the following specific areas:

- ✓ We have continued our organisational development of & our commitment Māori Leadership with & through Te Taumata Hauora. Complementing Te Taumata has been our ongoing organisational commitment to Māori Health Equity through the changes to our governance, our funding & continually improving our cultural competency
- ✓ We have increased our engagement with our practice network
- ✓ We have specifically worked on strengthening rural care
- ✓ We have increased our mental health service capacity & capability that supports General Practice
- ✓ We have overtly started to focus on environmental sustainability & use this added lens across everything that we do
- ✓ Extended care teams continue to develop and we are sharing these developments as an evolving model of care. We are clear that this will be a big part of the future of General Practice
- ✓ Pinnacle Ventures has gone through a very deliberate consolidation phase
- ✓ We have had and still have team members that have been seconded into the Ministry of Health Transition Unit Team and as an organisation, we feel as comfortable as one can that Pinnacle Incorporated Society is as well placed as they can be under these circumstances (albeit acknowledging that we will have to change). We're very proud that our team members and colleagues have been chosen to fulfil these very important roles.

Some of the positive impacts of the above are:

- Continued year on year improvement in engagement with our Iwi Partners & Māori focussed primary care allied care providers

- Our practice membership numbers remain steady and the network wide ESU number is 452,378 as at June 2021, an increase from 449,317 in June 2020, the engagement through the clusters is working very well and we have had great face to face and online attendance
- In Pinnacle Ventures - indici continues to improve its spread & capability; we continue to receive extremely positive feedback from many users that “they would never go back”; Primary Health Care Limited is now a 15 x practice +\$30m revenue business – both are and continue to be crucial parts of our organisation both now and into the future

As a membership organisation, we continue to be led by outstanding Senior Executives/Team Members – Helen Parker our CEO leads this by example. I am continuously impressed seeing the day to day “living and breathing” of our commitment to our whanonga pono/values and rautaki/strategy and these subsequently delivering very pleasing community health outcomes. This is a collective “whole of team effort” – we sincerely thank you for that.

To our members in such a challenging social/community environment – please “take a bow” – I salute you and could not be more proud of you all.

To the Pinnacle Executive Committee and the Directors of our subsidiaries – I thank you sincerely for your commitment and leadership too – extremely challenging times.

I save my final note for Dr Stephen French who is not seeking re-election/is retiring from a long tenure on our Executive Committee any many of our other entities. Ngā mihi nui Stephen for always showing/being: a strong advocate for all of your clinical colleagues, always thinking about the network versus yourself/your business, regularly presenting a view that many others may not have thought about & finally being a trusted confidante for the organisation in difficult times – you will be missed! We thank your whānau for allowing the time that you have committed to us, it is now time for you to spend with them.

As an organisation, we are in a better overall position than last year and we are very prepared for a new environment. Our plan is to continue to tweak our strategy vs. make monumental change – we think that there are a few structural tweaks that will enhance our position further going into this next phase of sector change. This time next year – we don’t think the sector will be looking quite the same as it historically has.

Ki ngā whakaeke haumi – *ally yourself with those who have already banded together (or solidarity)*. Solidarity in this challenging time whether that be the pandemic and or the sector change is important – we hope that we have provided it, and we hope that we can continue to.

Ngā mihi nui



Craig McFarlane
Independent Chairperson