

Primary Care Resilience Tool

*Information Guide for General Practice and
Urgent Care Clinics
November 2023*



National
Hauora Coalition



Te Whatu Ora
Health New Zealand



How to use the new Primary Care Resilience Tool



It takes 5 minutes to update the tool and it should be updated weekly by practices and urgent care clinics or if you have a significant status change (i.e. clinic closure).

<https://primarycareresilience.co.nz/>

Primary Care Resilience Tool

Step 1 – Login and resetting your password

[My Lists](#) [GP and Urgent Care](#) [Community Pharmacy](#) [Contact Us](#)

[Login](#)

Sign In to your account

You are just one step away to your dashboard.

Show

[I've lost my password](#)

Sign In

Reset your password
When you first log into the resilience tool, please click here and follow the prompts to reset your password.

Primary Care Resilience Tool


How to reset your password

Primary Care Resilience Tool

Lost Password
Enter your e-mail address and we will send you a link with which you can reset your password

Email


[Send me the password reset link](#)

 Silverstripe CMS



Primary Care Resilience Tool

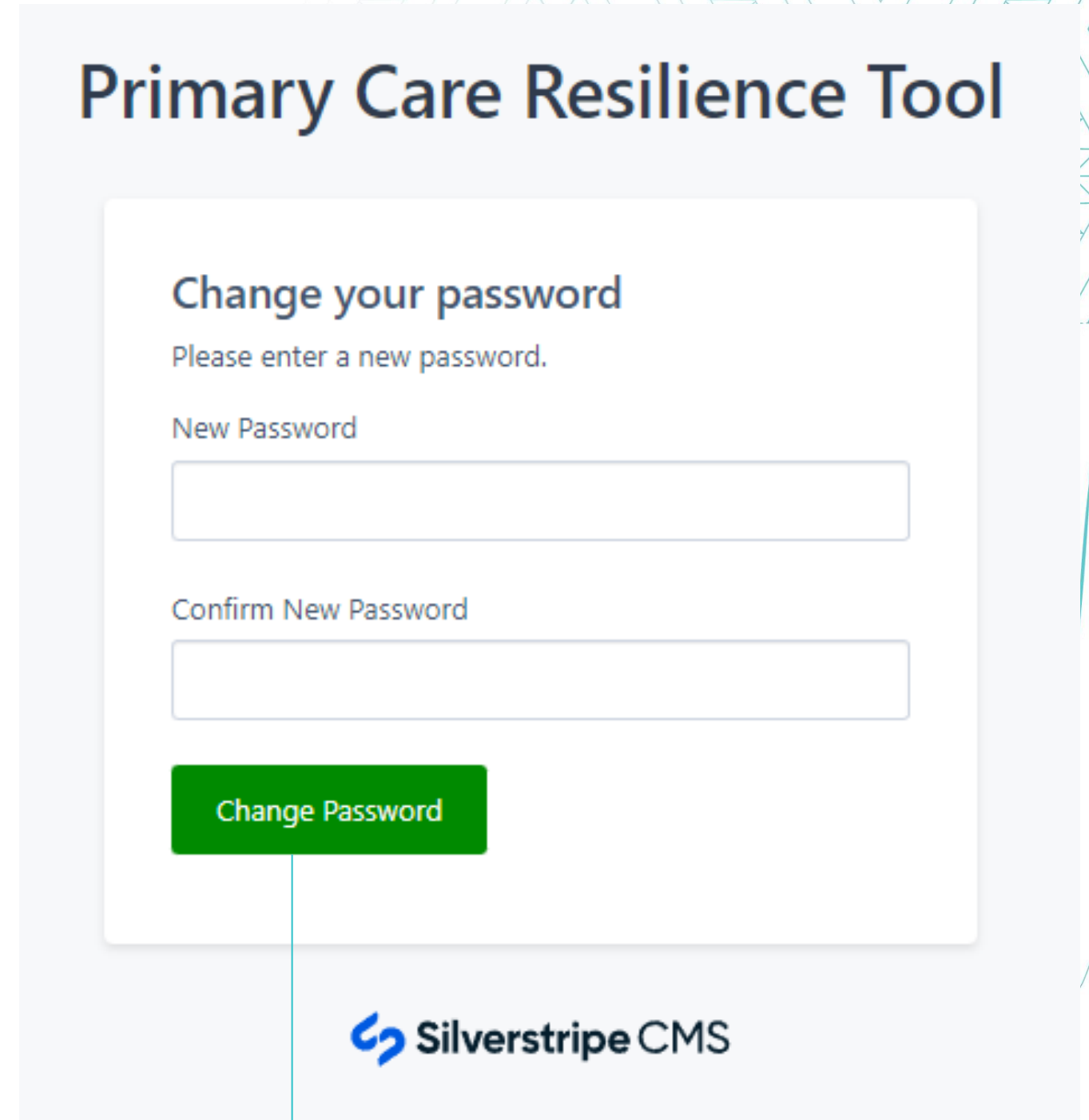
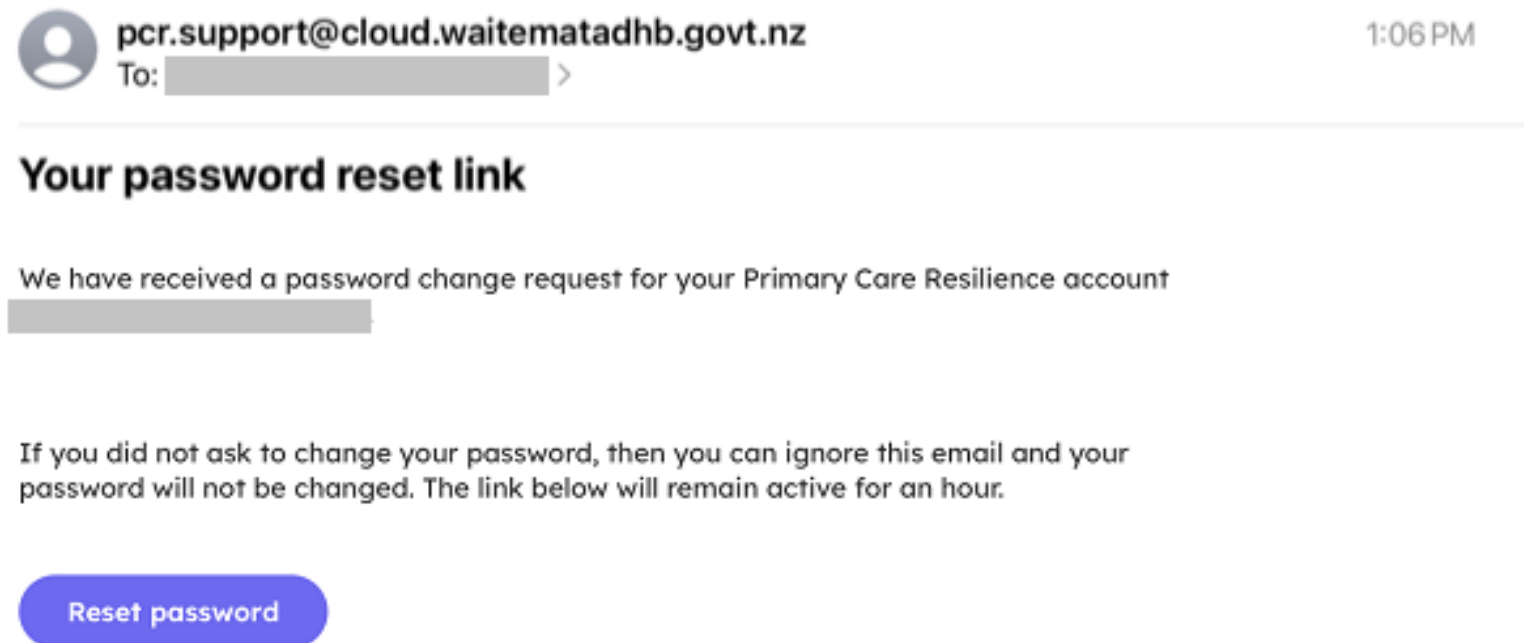
Password reset link sent
Thank you. A reset link has been sent, provided an account exists for this email address.

 Silverstripe CMS

Reset your password
Enter your email address to have a password reset link sent to your email.

Primary Care Resilience Tool

How to reset your password



Reset password
Open the password reset link email in your inbox and click reset password.

Change password
Enter your new password and confirm this new password. Then click change password.

Primary Care Resilience Tool

Step 2 – Select your practice

[My Lists](#) [GP and Urgent Care](#) [Community Pharmacy](#) [HCSS](#) [Contact Us](#)

Kia ora Admin
AD GP Practice / Urgent Care
Auckland PHO Limited

My Lists

Show entries

Search:

+ Add Practice

Actions	Practice Name	PHO	Operational	Practice Status	Workforce	Resources	Last Updated
---------	---------------	-----	-------------	-----------------	-----------	-----------	--------------

Airport Doctors

Alliance Health Plus Trust

09/11/2022
2:54 pm

Search function

You can use the search functions to select the PHO the practice belongs to, or to search for the practice itself.

Updating your practice's status

Once you identify your practice, click 'update' or 'no change'. 'No change' can be used if there is no change from your previous report and selecting this will update the timestamp on your entry.

Primary Care Resilience Tool

Step 3 – Fill out the details related to your service

Auckland City Doctors

Practice has been successfully saved

Practice name (required)

Auckland City Doctors

Facility ID

PHO

The Cause Collective

Practice district

Te Toka Tumai Auckland

e.g. Waitematā

Region

Northern

**Practice name
and associated PHO**
These details are
automatically populated.

X

Primary Care Resilience Tool

Step 3 – Fill out the details related to your service

Practice operational?
Drop down option to identify if the practice is open, operating virtually or closed.

Practice operational?

Please select ▼

Current operational status and your ability to see routine patients in-person and virtually

Open - we are seeing patients routinely seeing patients in-person and virtually

Closed - we are not currently operational

Partial Closure - we are or have been closed for part of the day/s

Virtual only - we are not seeing patients routinely in person

Practice address

415 Queen Street, Auckland Central, Auckland 1010

Practice address
This will self populate.

Primary Care Resilience Tool

Step 4 – Practice status, workforce and staffing pressures

Key

Green - No issues to report

Orange - There is a current risk and/or issue which has had a moderate impact on ability to deliver normal care or represent a significant risk

Red - There are issues which have significantly impacted on ability to deliver normal care. Immediate support is required

Q1 Practice Status

Please select

Current pressures across all facets of practice operation and current impact on ability to deliver care.
This may include workforce, resources, patient demand and capacity

Q2 Workforce - Staffing Pressures

Please select

Current pressure on workforce and current impact on ability to deliver care.
This may include staff absences, vacancies and/or burnout

Detail of any staffing pressures

Q3 Resources - Any critical resource issues

Please select

Current pressure on resources and current impact on ability to deliver care.
This may include specific equipment, services such as IT, electricity, PPE and other supplies

Detail of any resource issues

Provider Status

The overall status of the practice (i.e. risk of closure)

Workforce

Are you experiencing workforce pressures due to staff absences?
If **orange** or **red** – use the free text box to provide details.

Resources

Are you experiencing any critical resource supply issues?
(e.g. supply chain resources)
If **orange** or **red** – use the free text box to provide details.

Close

Save changes

Primary Care Resilience Tool

Step 5 – Appointment waiting times

In-person and virtual appointment waiting times

This is the number of days to book a routine (non-urgent), in-person or virtual appointment i.e. if a patient was to ring now seeking an appointment and was available to attend the appointment at any time.

Select:

- Same day
- 1 day
- 2 days
- 3 days
- 4 days
- 5 days
- 6 days
- 7+ days

Q6-a In-person appointment waiting times

Please Select

Number of days until third next routine available virtual appointment

This is the number of days to book into a routine (non-urgent), in-person appointment if a patient was to ring now seeking an appointment and was available to attend the appointment at any time

Q6-b Virtual appointment waiting times

Please Select

Number of days until third next routine available virtual appointment

This is the number of days to book into a routine (non-urgent), virtual appointment if a patient was to ring now seeking an appointment and was available to attend the appointment at any time

Q7 Estimated wait-time for walk-in consultations

Please Select

If you practice operates a walk-in model, this is the number estimated time a patient would have to wait from registration to being seen by a Doctor or Nurse Practitioner for a non-urgent consultation

Estimated waiting times for walk-in consultations

If your practice operates a walk-in model, this is the estimated time a patient would have to wait from registration to being seen by a Doctor or Nurse Practitioner for a non-urgent consultation.

Select:

- 15 mins
- 30 mins
- 45 mins
- 1 hour
- 1 hour 15 mins
- 1 hour 30 mins
- 1 hour 45 mins
- 2 hours
- 2 hours 15 mins
- 2 hours 30 mins
- 2 hours 45 mins
- 3 hours
- 3 hours 15 mins
- 3 hours 30 mins
- 3 hours 45 mins
- 4 hours
- Greater than 4 hours

Primary Care Resilience Tool

Step 6 – Staffing Levels

Estimated clinical and non-clinical staffing levels

This is your best estimate of today's level of clinical staffing compared to a complete roster. This includes vacancies, planned leave and staff sickness. It is intended to be a snapshot at the point of data entry and may change. Clinical staff may include anyone involved in the patient's clinical care (e.g. GP, NP, RN, practice assistant)

- 100% - Fully staffed with no staff sickness and planned leave covered
- 0% - No staff available to work

Q8 Estimated clinical staffing levels

Please Select

This is your best estimate of today's level of clinical staffing compared to a complete roster. This includes vacancies, planned leave and staff sickness. It is intended to be a snapshot at the point of data entry and may change. Clinical staff may include anyone involved the patients clinical care (e.g. GP, NP, RN, practice assistant)

100% - Fully staffed with no staff sickness and planned leave covered

0% - No staff available to work

Q9 Estimated non-clinical staffing levels

Please Select

This is your best estimate of today's level of non-clinical staffing compared to a complete roster. Non-clinical staff is anyone not involved in the clinical care of a patient (e.g. receptionist, practice manager). This includes vacancies, planned leave and staff sickness. It is intended to be a snapshot at the point of data entry and may change.

100% - Fully staffed with no staff sickness and planned leave covered

0% - No staff available to work

Primary Care Resilience Tool

Step 7 – Other issues/PHO response box

Any other issues

Free text so the practice can add other information or concerns not addressed above.

Q10 Any other issues or details you would like your PHO/IMT or Te Whatu Ora to know about

PHO response

For PHOs to provide information on actions taken to support practices that are in **orange** or **red**.

PHO Response (to be completed by PHO only)

The above section is for completion by the PHO when responding to a practice request/issue.

PHO Response date and time (to be completed by PHO only)

Close

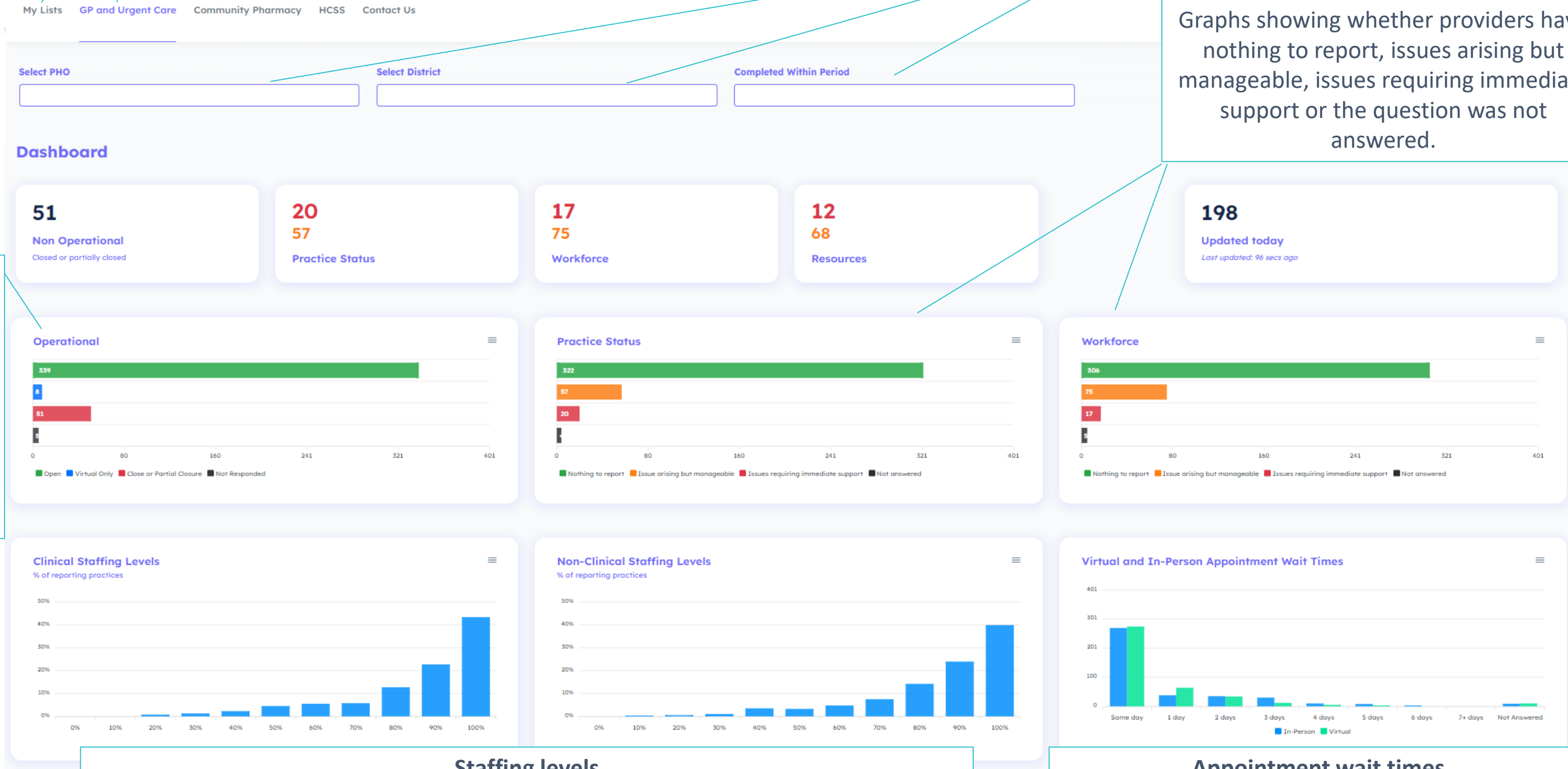
Save changes

Primary Care Resilience Tool Dashboard

Navigation
Click on 'GP and Urgent Care' tab to view the Dashboard.
Click on 'My Lists' to access your practice's form

Filters
The dashboard can be filtered by PHO, District and the time period that the update was completed in.

Status and Workforce
Graphs showing whether providers have nothing to report, issues arising but manageable, issues requiring immediate support or the question was not answered.



Operational
Graph showing whether practices are open, open with reduced hours, closed/partial closure or the question was not answered.

Staffing levels
Graphs showing the staffing levels as a percentage of their usual staff for both clinical and non-clinical staff.

Appointment wait times
The number of days to book a routine (non-urgent), in-person or virtual appointment.

Primary Care Resilience Tool Dashboard

Filters
The dashboard can be filtered by PHO, District and the time period that the update was completed in.

List view of messages
Toggle to see the messages entered into the free text box for workforce messages, resources messages or PHO/NRHCC messages.

List view of practices who are non-operational

List view by green, amber or red
Toggle for a list of practices by practice status, workforce or resources.

Select PHO Select District Completed Within Period

Current Status

Non Operational Practice Status Workforce Resources

Show 10 entries Search:

Practice name	PHO
Palomino Medical Centre	Comprehensive Care
Papakura East Medical Clinic	Procure Networks Limited
109 Doctors	National Hauora Coalition Limited
Alberton Medical Practice	Procure Networks Limited
Pokeno Family Health	Procure Networks Limited

Workforce Messages Resources Messages PHO/NRHCC Messages

Practices with Staffing Messages

Show 10 entries Search:

Practice name	Messages	Last Updated
Epsom Medical Care - Auckland PHO Limited	2 doctors off sick	25/11/2022 9:28 AM
Glenfield Medical Centre - Comprehensive Care	Staff off sick and vacancies	25/11/2022 12:54 PM
Greenhithe Medical Centre - Procure Networks Limited	Staff off with sickness	25/11/2022 12:46 PM

Primary Care Resilience Tool

Map

Map view by status
Toggle view by operational, practice status, workforce or resources to see which practices are green, amber or red for each of these.

Select PHO Select District Completed Within Period

Map

Operational Practice Status Workforce Resources
Filter map by status (Green, Blue, Orange, Red)

Map Satellite

Mt Wellington Family Health Centre

Practice Name	Mt Wellington Family Health Centre
PHO	Procare Networks Limited
Point of Contact	
Practice Address	283 Penrose Road, Mount Wellington, Auckland 1060
Practice Operational?	Open
Practice Status	Orange
Workforce	Orange
Resources	Orange
Detail of any staffing pressures	
Detail of any resource issues	
Other Issues	
Last edited on:	2022-11-25 13:06:23

Map data ©2022 Terms of Use Report a map error

Summary update for each practice
Click onto any practice to see the update from that practice.

Primary Care Resilience Tool

List views

Select PHO Select District Completed Within Period

All Practices

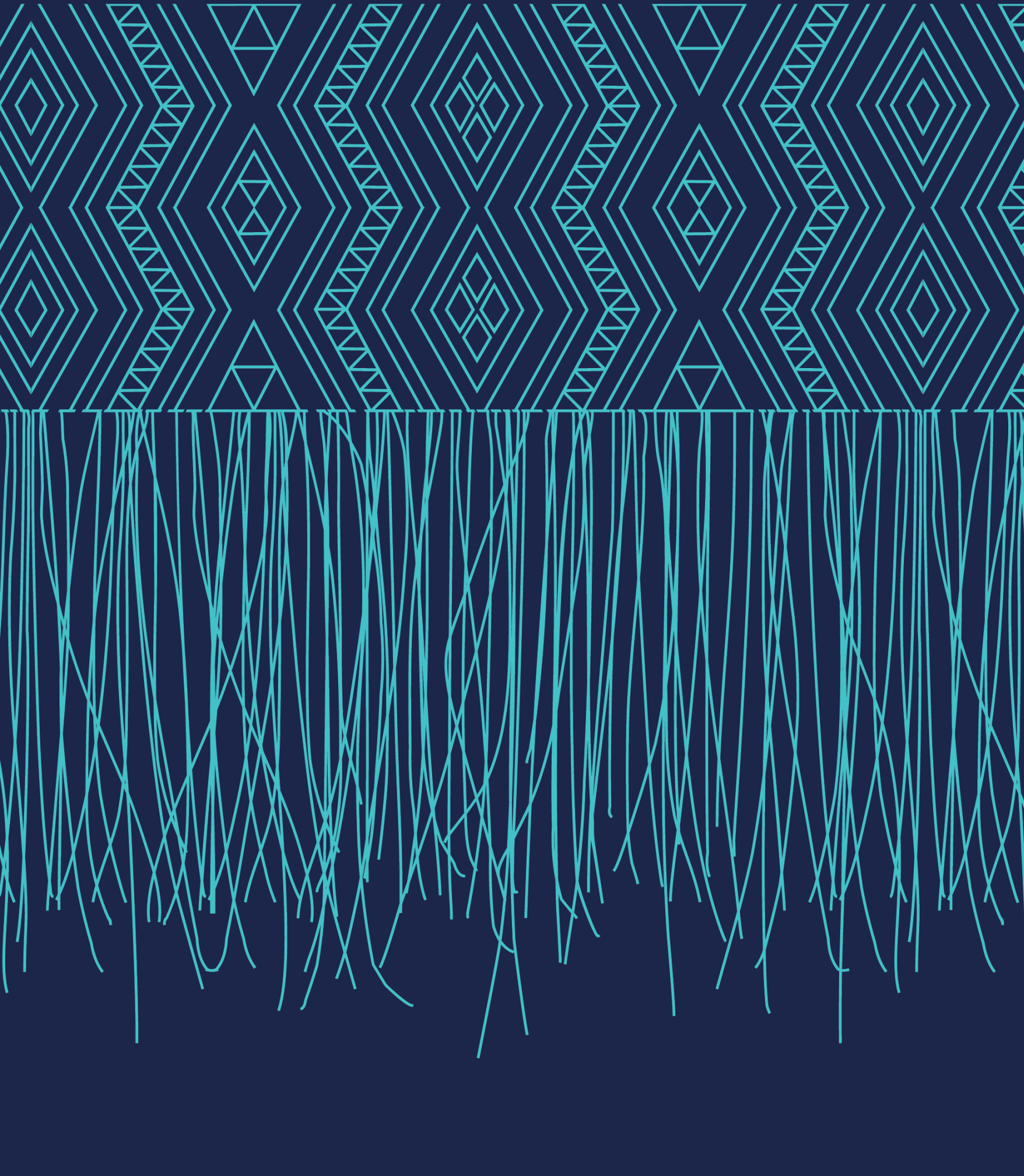
Show entries

Search and filter boxes
Use search boxes to identify PHOs, districts, time periods or practices.

Search:

Update for each practice
Click view to see the recent update for that practice.

Actions	Practice Name	PHO	Operational	Practice Status	Workforce	Resources	Last Updated
View	Onehunga Medical Practice	National Hauora Coalition Limited	●	●	●	●	23/11/2022 9:29 PM
View	Onewa Doctors	Comprehensive Care	●	●	●	●	23/11/2022 9:29 PM
View	Orakei Health Services	National Hauora Coalition Limited	●	●	●	●	23/11/2022 9:29 PM
View	Orewa Medical Centre	Procure Networks Limited	●	●	●	●	23/11/2022 9:30 PM
View	Ormiston Medical Centre	East Health Trust	●	●	●	●	23/11/2022 9:47 PM



For questions or help with the
Primary Care Resilience Tool
please contact:

pcr.support@waitematadhb.govt.nz