

Of Mana & Manaaki

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Collaborative Aotearoa



WORKFORCE
DEVELOPMENT

Students in over Summer

- Annual summer internship programme.
- Five students from Māori, Pasifika or Culturally and Linguistically diverse (CALD) backgrounds.





RESEARCH

Everyday Challenges of GP Clinics

- Evidence from both admin and patients.
- The common challenges faced by admin and receptionists in GP clinics.
- The importance of addressing these challenges to improve patient experience and clinic efficiency.



STEPS

Utilising the Summer Student Programme

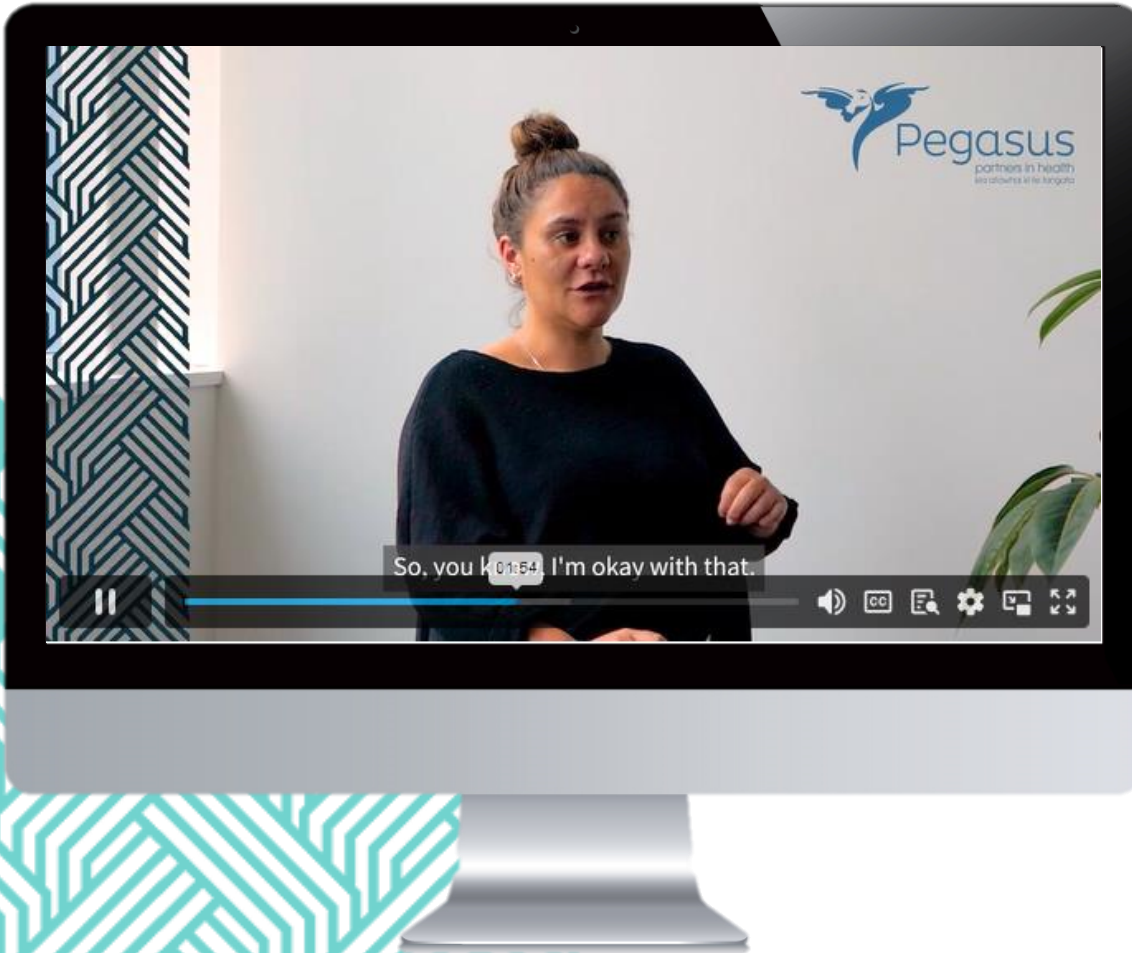
- Leveraging the student placement program to develop a suite of videos.
- The benefits of using this existing resource.
- Access to real-life scenarios.
- Diverse range of student perspectives.



STEPS

Development of suite of videos

- Collaboration between Pegasus, students, and healthcare professionals.
- Researched and identified key challenges and scenarios to address.
- Scriptwriting, filming, and production of the videos.
- Audience-focused content.
- Incorporation of instructional and interactive elements to enhance engagement.





OUTCOMES

Impact & Benefits

Positive outcomes and benefits of the video suite:

- Improved knowledge and skills of admin and receptionists in handling everyday challenges.
- Enhanced patient experience and satisfaction.
- Increased clinic efficiency and reduced workload for healthcare professionals.
- Easy to implement hints and tips.

