



Annual Report

1 July 2024 - 30 June 2025



Our Kōwhaiwhai

With inspiration drawn from pūhoro seen at the front of waka, and kōwhaiwhai/patterns, this contemporary interpretation flows through all of our Mobile Health Group services.

Our kōwhaiwhai as a whole has a gentle flowing nurturing motion, which represents our mobile units travelling throughout Aotearoa, visiting communities and helping patients along the way. The curved shapes reflect and mimic the shapes that are used in our logos.



Pause in motion, this represents each location our mobile units visit along their journey.

Outer lines either side of the koru, represent the communities and people we visit and help through our services.

The koru, (centre line) the regeneration and the flow from the past into the future.



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Our Vision Te Paetawhiti

We envision a future where specialised healthcare and hauora services are accessible everywhere in Aotearoa New Zealand. No matter where they live, people will be able to access the medical care they need.



Our Mission Tō Mātou Whāinga

We partner with health providers to deliver equitable access to high quality specialised healthcare services. Using our mobile units we seamlessly link between healthcare providers and their patients.



Our Values | Ō Mātou Whananga Pono



Our Patients Ā Mātou Tūroo

We put our patients and their whānau first in everything we do. We care for each individual with dignity, kindness, and aroha, honouring their diverse cultures, beliefs, values, opinions and mana. We treat people as whānau.



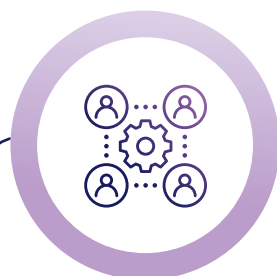
Our Community Tō Mātou Hapori

We value the communities that embrace and support us, and to give back, we offer support, and encouragement to help them achieve their goals. We care about our environment, and this motivates us to take steps to minimise harm to our precious taiao (environment).



Ourselves Mātou

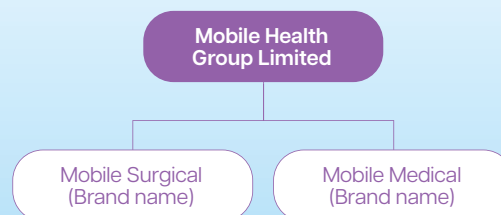
We act with honesty, authenticity and integrity. We strive for continuous improvement, innovation, and excellence, but we do so with openness and humility. We embrace tika (right, just, fair and appropriate) and pono (honest, genuine and sincere).



Our Team Tō Mātou Whānau

Our team is the foundation of our success. We believe in kotahitanga and that we are stronger together, so we work collaboratively to support, empower and recognise others. We foster a flexible, positive, and whānau-like spirit in our workplace, usually celebrating our successes with kai.

For many years, Mobile Surgical Services Limited and Mobile Medical Technology (NZ) Limited have operated as separate companies. To simplify and streamline our business structure, these companies were amalgamated on 1 July 2025 into Mobile Health Group Limited. Following the amalgamation, Mobile Health Group Limited continues in existence, with the other two entities retained only as brand names under the Mobile Health Group umbrella.



Welcome | Haere Mai

*"Ehara taku toa i te toa takitahi,
engari he toa takitini."*

*My success is not mine alone,
but it is the strength of many.*

Mobile Health Group is built on a simple but powerful belief: every New Zealander deserves access to quality care, no matter where they live.

Our mobile units have travelled the length and breadth of Aotearoa – from Kaikohe in the far North to Gore in the deep South – delivering care to more than 50,000 patients over the past 30 years. Alongside this, our education programme strengthens clinical capability across the motu, providing high-quality, accessible training for rural health professionals.

I've recently had my own health journey. A hip operation and months of rehabilitation showed me how healthcare can feel disconnected and overwhelming. If patients were truly at the centre of every process, those experiences would be easier. Too often, services still flow toward urban centres. That's why our focus is firmly on equity and access for rural communities. To put it simply, we get stuff done.

What makes this possible is our people. From drivers navigating icy roads to nurses arriving after delayed flights to clinicians going the extra mile, our team shows up every day with skill and aroha. With decades of experience alongside fresh ideas from new faces, they continue to grow and evolve, always guided by our values.

As we look ahead, we do so with optimism and purpose. Our success is possible thanks to many. To our partners, funders, host sites, and the communities who welcome us: thank you. Your trust and support enable us to keep moving forward.

Together, we are building a healthier, more equitable future for rural Aotearoa.



Mobile Surgical

The demand for surgical services across rural Aotearoa continues to grow, with many facilities asking us to stay longer on site. This demonstrates the vital role the Mobile Surgical Unit – Te Waka Hauora plays in supporting communities that would otherwise face significant barriers to care. Our partnership with Health NZ – Te Whatu Ora has been going strong for 23 years, and I'm excited as we finalise discussions on a new agreement that will see the development of a second surgical unit.

Mobile Medical

Our lithotripsy unit has faced its challenges, especially with Health NZ in Auckland now using their own machine; however, we've continued to adapt. As we celebrate 30 years of Mobile Medical, I remain optimistic. We remain committed to supporting both public and private hospitals, making sure patients continue to receive the treatment they need.

Mobile Imaging

April 2024 marked a significant milestone – we launched Mobile Imaging in partnership with Allevia Radiology (formerly Mercy Radiology), bringing PET-CT services to communities that don't have access to fixed facilities. A real highlight has been introducing Gallium-68 Dotatate PET-CT, a breakthrough tracer that helps detect rare and difficult-to-diagnose cancers.

My Health Hub

Education has always been at the heart of what we do, and this year has been one of our busiest yet. Through the Rural Health Education programme, health professionals have logged more than 21,500 hours of learning – from webinars to workshops – building skills and connection right across the motu.

Mark Eager

Chief Executive

027 223 0066

mark@mobilehealth.co.nz

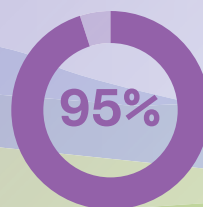
Equitable access for regional & rural NZ

Rural and regional areas have limited access to healthcare, leading to poorer health outcomes.

Our services provide equitable access to education and specialised services.

Health NZ focus

- Increase delivery of elective treatments
- Increase timely access to planned care
- Address variation in access to planned care
- More consistent services across the country.



Ministry Target 95% of people wait less than **four months** for elective treatment



**mobile
medical**

Non-invasive kidney stone service

Efficiently sharing specialised equipment between 12 urban locations.

337 treatments in the last 12 months

16,357 treatments since 1995



**mobile
imaging**

PET-CT service or cancer detection & staging

Bringing diagnostic PET-CT imaging to New Zealand communities

2024 Launched

656 scans in the last 12 months



888,000

People live in rural NZ

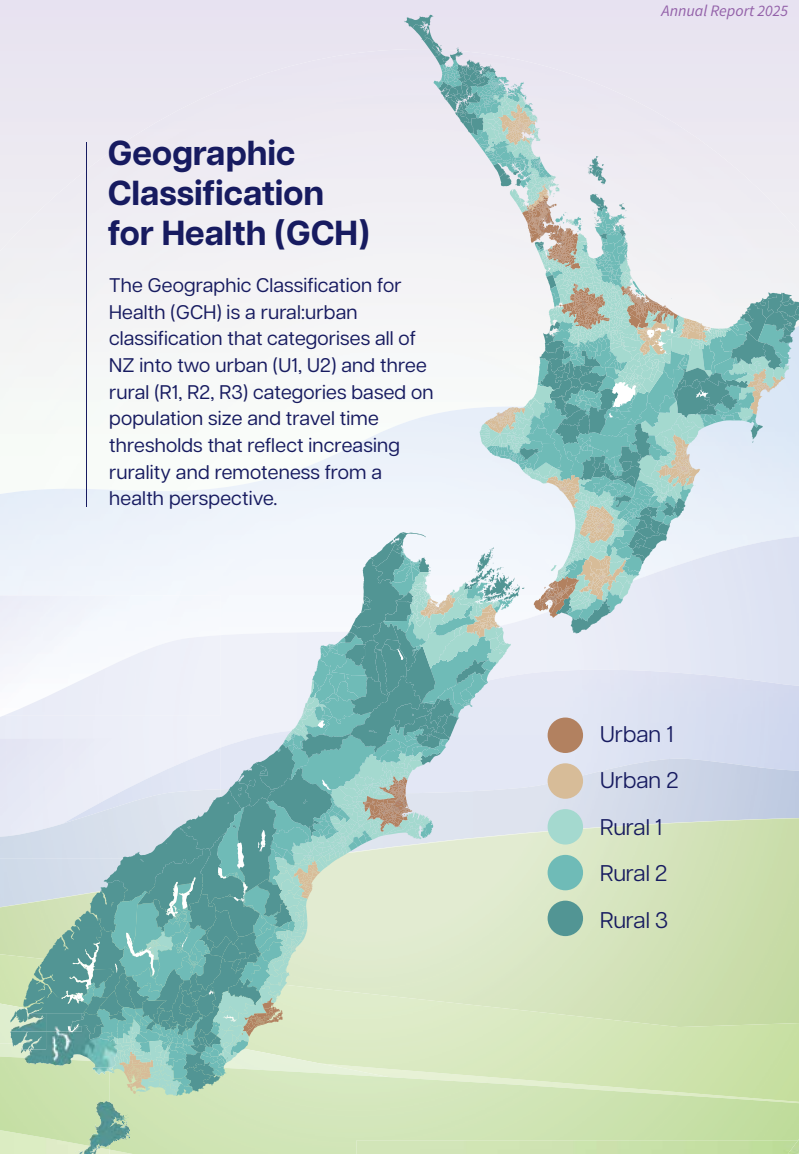


19%

of the NZ population

Geographic Classification for Health (GCH)

The Geographic Classification for Health (GCH) is a rural:urban classification that categorises all of NZ into two urban (U1, U2) and three rural (R1, R2, R3) categories based on population size and travel time thresholds that reflect increasing rurality and remoteness from a health perspective.



- Urban 1
- Urban 2
- Rural 1
- Rural 2
- Rural 3

MĀORI

22%
rural

15%
urban

OVER 65

20%
rural

14%
urban



mobile surgical

Day surgery for rural New Zealand

Equitable access to low-risk elective day surgery.

34,431 patients treated since 2002

1,635 patients in the last 12 months



health hub

Online education for rural health professionals

Best practice information accessible, especially for rural and remote areas.

25,957 hours in the last 12 months

284 webinars and meetings per year

Mobile Surgical

Day surgery for rural Aotearoa

The Mobile Surgical Unit – Te Waka Hauora – was established in 2002 to improve equity of access to day surgery for rural communities across New Zealand. Now in its twenty-third year of service, the unit has delivered more than 34,000 procedures, demonstrating that mobile surgery is a safe, efficient, and sustainable model of care.

Although the unit is fully equipped to provide a wide range of low-risk elective surgeries – including general surgery and gynaecology – the focus over the past year has been on paediatric dental and endoscopy, reflecting both community need and Health New Zealand priorities. By delivering these services locally, the unit continues to sustain essential surgical care for rural communities while easing pressure on larger hospitals.

Key benefits of our service

- Equitable access for patients
- Strengthening the rural health system
- Supporting timely treatment and better outcomes.

Partnering for progress

All services delivered by Mobile Surgical are funded through our contract with Health New Zealand. This partnership remains essential as we embark on developing a second mobile surgical unit, which will significantly enhance our capacity and reach. Our aim is to have the new unit operational within 18 months. Once launched, one unit will continue to serve the full rural circuit, while the second will provide flexible, short-term capacity to address regional waiting list backlogs and deliver priority surgical services in response to system pressures.

Referral process

We maintain a close working relationship with Health New Zealand regional hospitals to determine surgical specialties for each town and allocate patients to the unit based on prioritised clinical need. The Mobile Surgical Unit accepts referrals for all public patients from Health New Zealand district waiting lists. This ensures equitable access to elective day surgeries for rural communities.



"Kia Ora, please pass on my sincere thanks for the care taken with my daughter's dental treatment. We were treated kindly, and my daughter was welcomed so happily, which really made a difference for her experience on the "super-bus" today. I particularly wanted to send my appreciation to the dentist and team for giving my child the smile she deserves."

- Anna, parent

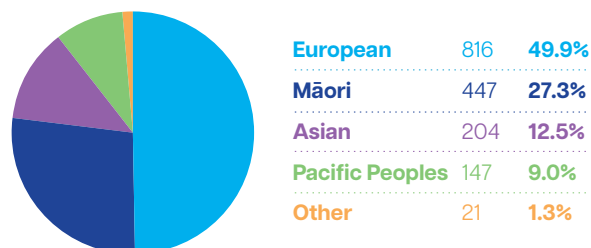


Strengthening communities and empowering workforces

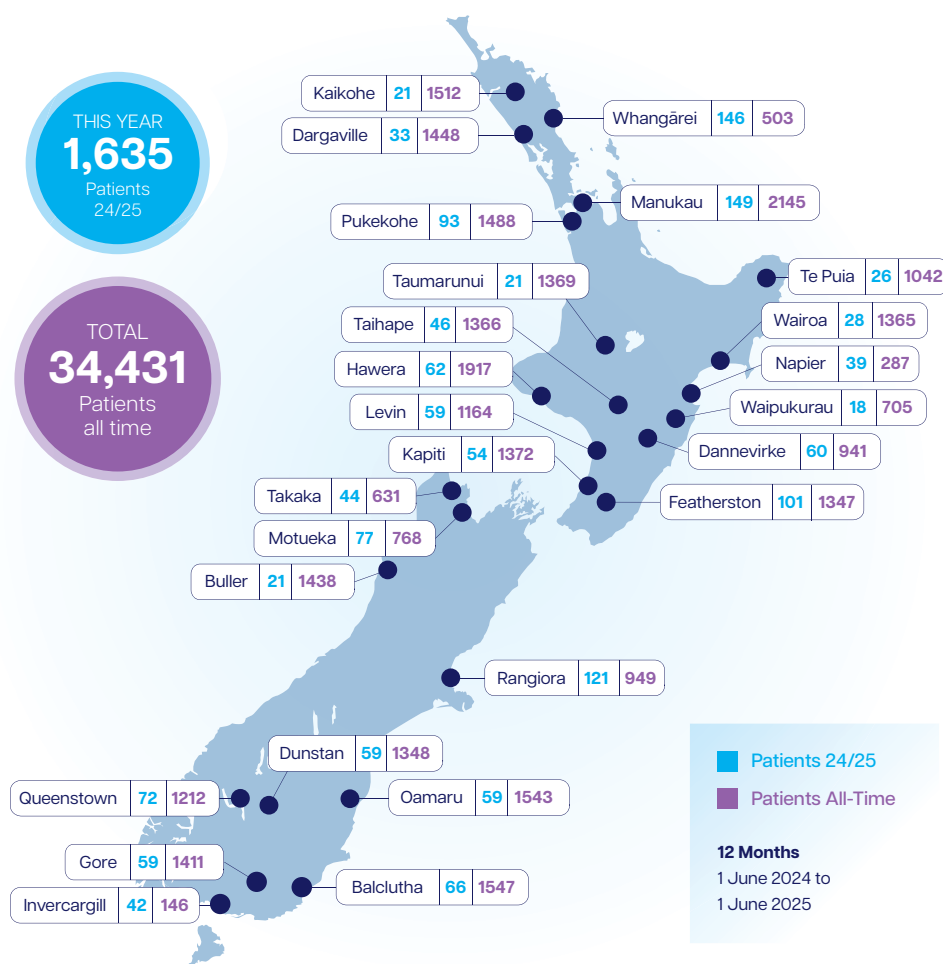
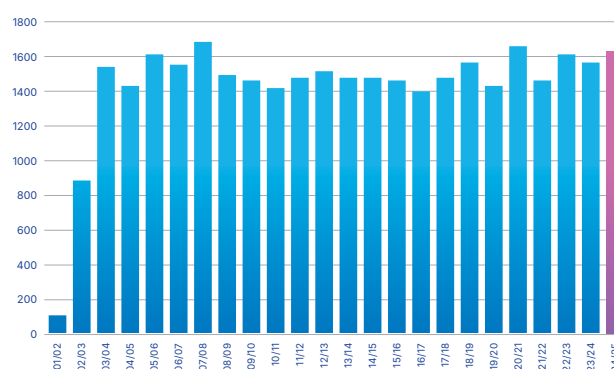
The Mobile Surgical Unit brings the operating theatre directly to 25 rural communities, serving people who live and work outside urban centres. Strong partnerships are the backbone of the service – more than half of our host sites have now completed over 1,000 operations, with several reaching new milestones this year – Kaikohe, Oamaru, and Balclutha each surpassing 1,500 procedures.

By providing surgery close to home, patients avoid long journeys and receive timely care in their own communities. At the same time, the service strengthens the rural health workforce, offering local clinicians valuable opportunities for training, education, and continuing professional development. Working alongside our team in the mobile theatre helps build confidence, enhance clinical skills, and broaden expertise – benefits that flow long after the unit has departed.

Operations by ethnicity 24/25



Patient operations completed by year (July-June)

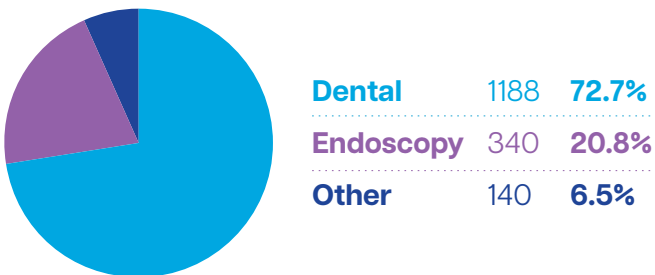


Our patients

Regional support remains overwhelmingly positive, with patients and their whānau valuing the way the unit reduces travel, limits time away from home, and ensures timely treatment.

Over the past 12 months, 70% of patients were children needing urgent dental care. Our team is working closely with local providers to address backlogs and ensure tamariki receive the care they need.

Operations by specialty 24/25



Patient and service commitment

At Mobile Health Group, our mission is grounded in delivering quality healthcare to people who may otherwise face barriers to access. Our team is united by a shared commitment to compassionate, respectful, and patient-centred care. The principles that guide us include:

- Providing quality healthcare for individuals and communities who struggle to access it
- Treating all people with dignity and respect, whatever their background or circumstances
- Genuinely caring about delivering appropriate, thoughtful, and effective treatment
- Making a life-changing impact, especially for children in urgent need of dental care
- Keeping patients at the centre of every interaction, reflecting our values and dedication to excellence.



"I was truly blown away by the care my son received from the nurses, dentist, and anesthetist. I have never encountered a team of individuals who could make him feel comfortable and at ease. From the moment we arrived, their kindness, patience, and genuine compassion shone through in everything they did. They not only put him at ease but also gave me complete confidence that he was in the best possible hands."

- Napier parent

Rural Health Education

Mobile Surgical actively contributes to building a stronger rural health workforce by providing local clinical staff with training onboard the surgical unit when it is in their area. By bringing the state-of-the-art mobile theatre directly to these communities, local health professionals can enhance their clinical skills and build their confidence. This exposure to working in a mobile theatre broadens their expertise and empowers them to deliver higher quality care within their communities.

Surgical skills - rural nurses

Hands-on training for rural nurses includes the roles of scrub, circulating and recovery nurses – overseen by the clinical nurse leader and nurse educator. Each nurse is checked against a list of key skills and competencies required for the perioperative environment.

4,112
Hours of
training

171%
Ahead
of target

Surgical skills - rural doctors

Rural GPs are encouraged to collaborate with consultants and anaesthetists onboard the surgical unit when it is visiting their area. The training may encompass topics such as airway anatomy, airway management, LMA insertion, nasal intubation and the care of unconscious patients. These subjects are particularly pertinent as many rural GPs often operate independently in rural and remote areas.

87
Hours of
training

108%
Ahead
of target

Meet Kelly Ewen – our Clinical Nurse Manager

Kelly brings over 35 years of nursing experience to her role as Clinical Nurse Manager. After qualifying in Scotland, she worked in the Channel Islands before relocating to New Zealand. Since then, she has held roles across both the public and private health sectors in Christchurch, combining clinical expertise with strong leadership. Kelly is a passionate advocate for equitable healthcare, particularly in rural communities. She leads the mobile surgical unit's clinical team with a focus on continuous improvement, including the review and update of policies and procedures to ensure smooth, safe, and efficient operations. Her leadership is grounded in empathy, collaboration, and a commitment to improving the everyday lives of New Zealanders.



"In July, I experienced Clinical Education Week, an annual event hosted by Mobile Health Group designed to foster connection, learning, and shared purpose for our clinical team. The event was a fantastic week and a real insight into the importance of investing in our people as a foundation for delivering exceptional care." - Kelly Ewen

My Health Hub

Education for rural health professionals

Initiated over 20 years ago, the Rural Health Development Programme was created to address inequities in access to continuing professional development (CPD) between rural and urban health professionals. Today, this commitment is carried forward through My Health Hub - our online education platform. With contributions from over 60 expert presenters and 14 partner organisations, the programme continues to grow steadily, receiving consistently positive feedback.

Strengthening CPD access for professionals

My Health Hub continues to strengthen clinical capability across Aotearoa by providing high-quality, accessible education to health professionals working in primary, secondary, residential, and community care settings. With a strong focus on supporting rural and remote clinicians, the programme delivers regular continuing professional development (CPD) sessions led by experienced practitioners, alongside selected in-person courses.

The programme has demonstrated its immense value to rural health communities, with its success reflected in a record margin by which it exceeded contractual targets. Our reputation for building trusted relationships and strong networks continues to grow, attracting new partnerships and expanded opportunities. Increasingly, other organisations are seeking our support to deliver vital education into remote areas, further extending our reach and impact across the motu.



"One of the highlights of my year has been working alongside our wonderful presenters. My role involves finding clinical experts who combine deep knowledge with a real talent for teaching and engaging our learners. Despite their demanding workloads, many have generously supported our mission to improve access to quality education for rural health professionals. Their commitment helps keep our rural communities strong, and I feel privileged to work with such a dedicated group."



Chris Moore, Rural Education Manager, MHG



Webinars

We produce webinars covering a wide range of health content specifically curated with rural needs in mind. They are free to attend, are open to anyone in the health workforce, and recordings are hosted on our website. Watch live, or watch later.

92
Webinars



CPD study sessions

These online sessions are tailored to each organisation or region and enable a whole clinical team to participate at the same time. This builds teamwork and enhances collaboration. Any topic, any time, any length.

191
Study sessions



In-person workshops

In-person workshops are 1-2 day advanced courses where specialist educators travel and teach sessions to rural health professionals in their own clinical settings.

4
Workshops

Accessible webinars

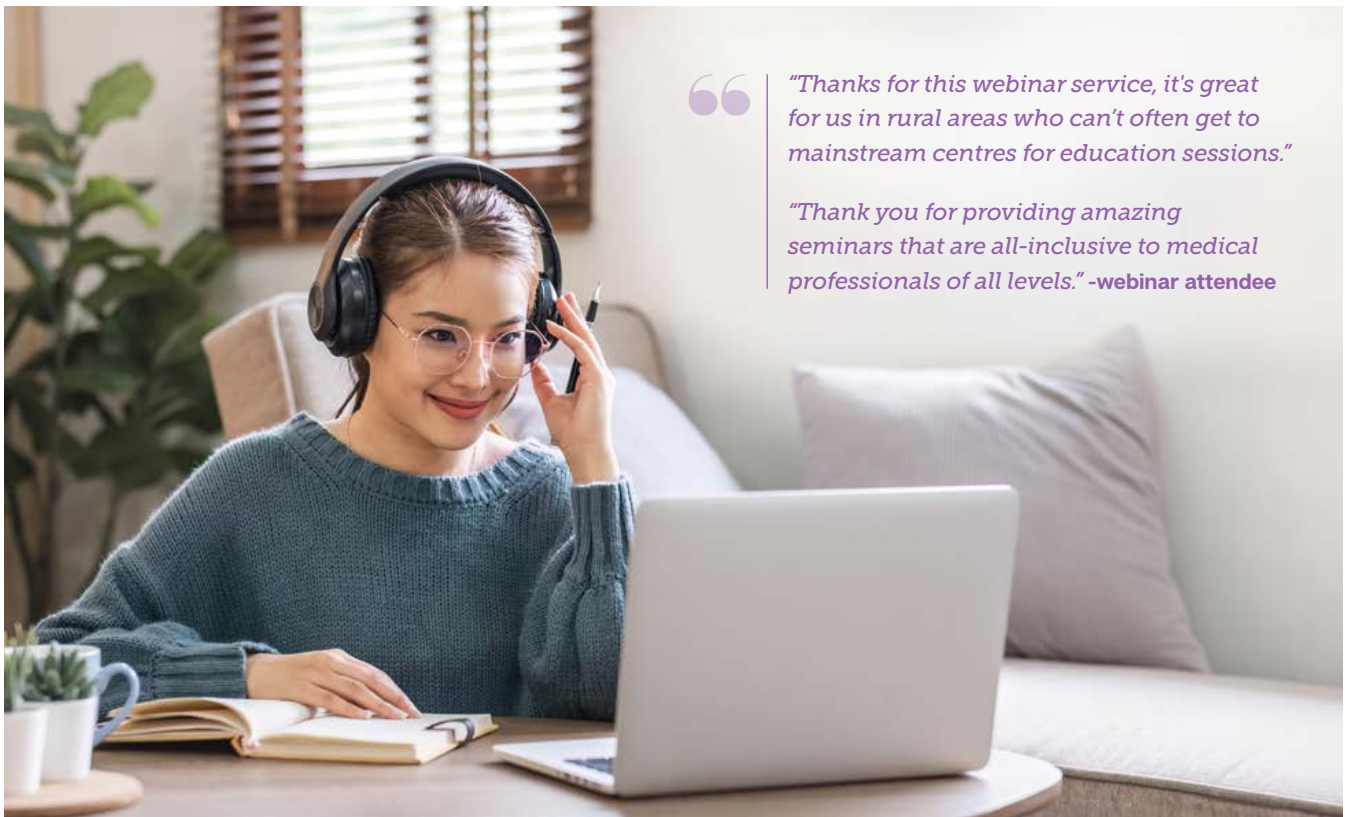
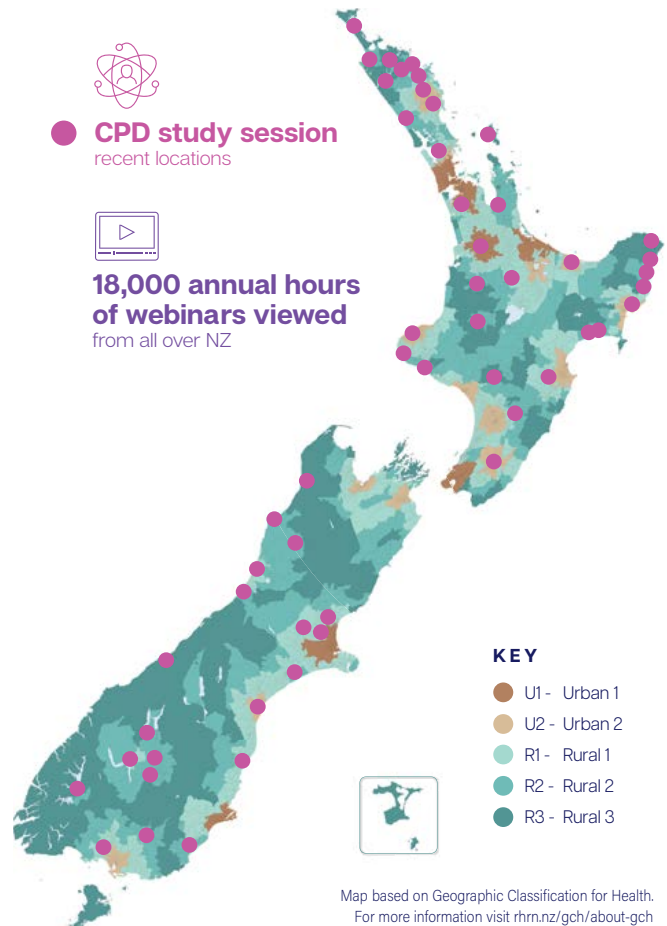
Our clinical education programme continues to be a trusted source of accessible, up-to-date learning for health professionals across New Zealand. Our popular webinars, tailored to the needs of rural practitioners and covering topics from acute and chronic care to mental health, women's health, and emergency medicine. All sessions are recorded and available on demand, giving participants the flexibility to complete CPD when it suits them.

Webinar partnerships

Our robust webinar systems are now supporting an expanding range of partners, including:

- HealthPathways
- Fire & Emergency NZ
- Hospice NZ
- The Rural Support Trust
- Perioperative Nurses College of NZ
- College of Emergency Nurses NZ
- The NZ General Practice Podcast
- NZ College of Critical Care Nurses
- Paediatric Palliative Care Clinical Network
- Canterbury Initiative – GP and Allied Health Education
- Stronger Schools – Kete Tautoko Tamariki

Our reach throughout Aotearoa



"Thanks for this webinar service, it's great for us in rural areas who can't often get to mainstream centres for education sessions."

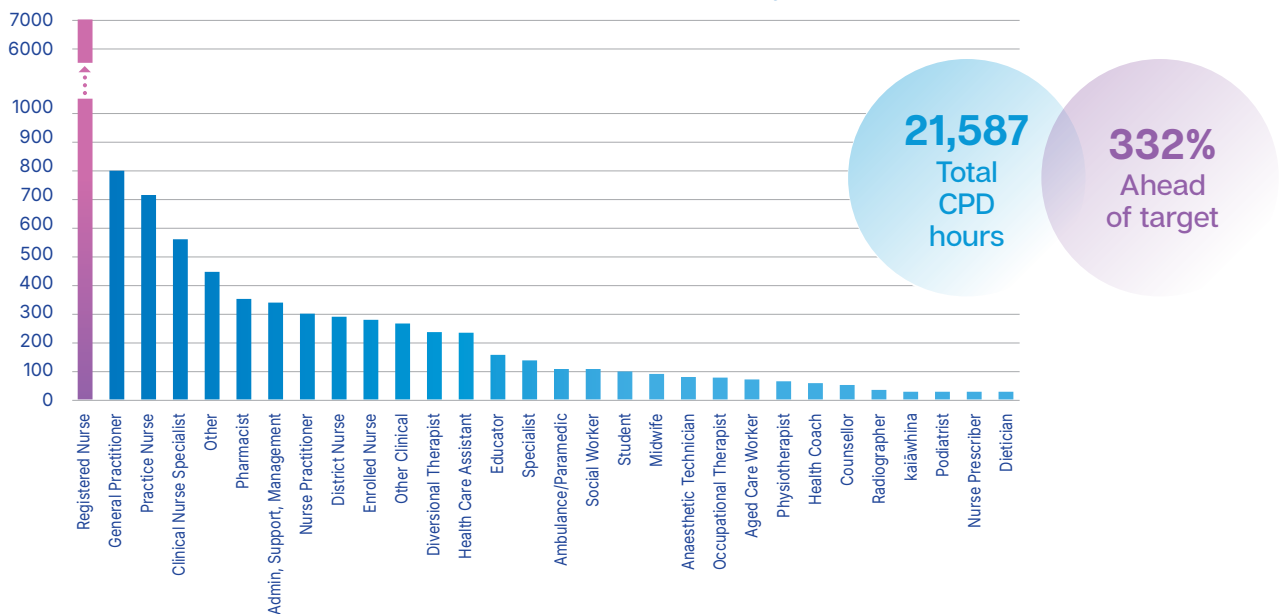
"Thank you for providing amazing seminars that are all-inclusive to medical professionals of all levels." -webinar attendee

Recent webinars



WEBINARS: The breadth of professions that access our webinars, for 2024-2025.

Webinar hours - watched live and on demand - by profession



CASE STUDY: In-person workshop

Acute nursing assessment training for rural Northland nurses

Access to professional development can be challenging for nurses in rural hospitals and care homes. To help bridge this gap, the My Health Hub training team travelled to Dargaville to deliver an acute nursing assessment and management course.

Over two days, nurses from Dargaville, Hokianga, and Bay of Islands Hospitals took part. The course was structured to fit around rosters, ensuring as many nurses as possible could attend. With no overnight doctors at the hospital, this training helps build nurses' confidence while staying within their scope of practice. Led by postgraduate nursing tutor Heather Josland, the sessions focused on practical, relevant skills for rural settings. Feedback was overwhelmingly positive, with participants describing the course as "invaluable," "inspiring," and praising Heather as "passionate and knowledgeable."

Jen Thomas, Operations Manager of both Bay of Islands Hospital and Dargaville Hospital, who attended the training, reflected:



“From a leadership perspective, My Health Hub has empowered our staff with current knowledge and skills they can apply immediately. The programme was extremely well received, and I’m confident it will strengthen the care we provide for our community.”

RESCyou: Bringing emergency skills training to rural health providers

RESCyou (Rural Emergency Skills to You) course delivers practical emergency care training directly to rural hospitals and clinics. Created over a decade ago by Dr Peter Freeman (Rotorua) and Mark Eager (Mobile Health Group), RESCyou provides vital skills to clinicians in some of the country's most remote areas. So far, it has delivered more than 1,100 hours of training to 162 doctors and nurses.

One rural GP recalled: “I was on call when a 24-year-old arrived with life-threatening asthma. The helicopter couldn’t reach us, and it was just our small team. Thanks to the RESCyou course, both the nurse and I felt prepared. By the time the patient reached ICU, he had survived. We’re so proud and so thankful for the training.”

RESCyou is powered by its dedicated volunteer tutors – Drs Jared Bayless, Peter Freeman, Ruth Large, Shameem Safih, Mariska Lambert, and Wei Yin Tan.



Mobile Medical

Kidney stone treatment

The mobile lithotripsy unit delivers accessible, high-quality urological care across New Zealand through a shared service model that maximises the use of a state-of-the-art ESWL machine. Lithotripsy is a non-invasive, effective treatment for kidney stones and related conditions, but the high equipment cost makes it impractical for most regions to own their own. By travelling nationwide, the unit enables patients to be treated locally by their own urologist, maintaining continuity of care and reducing travel costs.

Health NZ are now using their own lithotripsy machine for public patients from Auckland and Northland. While this loss has impacted Mobile Medical, the service remains agile, strengthening regional partnerships and adapting its delivery to ensure continued access to urological treatment across the country.



16,433
Patients
treated



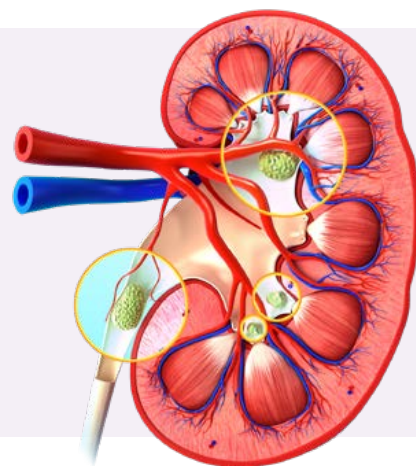
"I would like to say a big thank you to the team at Mobile Medical. From the time I had a diagnosis of an 11 mm kidney stone right through to the end, they were very professional. The clinical team were very pleasant and reassured me the whole time I was having my treatment. One month later, there is no sign of the kidney stone. Thank you!"

- Christchurch Patient



What are kidney stones?

Kidney stones are a solid mass of tiny crystals. These crystals form when there is a decrease in urine volume, making the urine more concentrated, or when the urine contains too much of certain substances. These substances can create small crystals that adhere to each other and form kidney stones. The treatment of kidney stones is determined by a urologist, who will consider several factors before deciding if a patient is suitable for lithotripsy treatment, including the size, shape, composition, and position of the stone.



30 years of Mobile Medical

This year, Mobile Medical celebrates its 30th anniversary - proudly acknowledging a legacy built on innovation and impact. Over the past three decades, we've successfully treated more than 16,000 patients, bringing high-quality care to communities across New Zealand. It all began with Dr. Jon Cadwallader, who co-founded a groundbreaking mobile kidney stone treatment service. Jon's unwavering belief in mobile healthcare to bridge gaps in access has shaped everything we do.

Dr Jon Cadwallader: Pioneering mobile kidney stone treatment

Dr Jon Cadwallader is a distinguished urologist with more than 34 years of experience. After qualifying as a urological surgeon in 1985, he gained early exposure to lithotripsy while working at St Thomas' Hospital in London - one of the first UK sites to adopt the technology. This experience proved invaluable upon his return to New Zealand, where he was appointed as a consultant urologist at Auckland Hospital and served as medical director of a spinal unit in South Auckland. He also lectured in surgery at the University of Auckland, mentoring many future medical professionals. Recognising the challenges of delivering lithotripsy in New Zealand, particularly in rural areas, Jon partnered with Dr Stu Gowland in 1995 to establish Mobile Medical Technology. Their shared vision was to create a mobile service that could deliver advanced medical care directly to communities with limited access. Since its inception, the mobile lithotripsy unit has significantly improved access to specialised urological care. Dr Cadwallader's leadership and advocacy were instrumental in its success, leaving a legacy of innovation, equity, and patient-centred care.

Read Jon's full story: www.mobilemedical.co.nz



"Jon has been a cornerstone of Mobile Health Group since its earliest days, bringing vision, heart, and humanity to our journey. With Stu Gowland, Jon's steady hand and forward-thinking shaped our path, always seeking new horizons. Jon's legacy is one of leadership - a true people person who always ensured we are more than just a team; we are a family."

- Mark Eager, Chief Executive, MHG.

Mobile Imaging

Expanding access to advanced diagnostic services

Mobile Imaging is a joint venture between Mobile Health Group and Allevia Radiology (formerly Mercy Radiology), launched in 2024. It is the Southern Hemisphere's first mobile PET-CT unit, designed to deliver advanced diagnostic imaging to patients living outside major metropolitan centres. PET-CT scans are critical for cancer diagnosis and staging, yet access remains limited in rural areas due to the high cost and infrastructure requirements of permanent installations. This mobile service bridges that gap, reducing travel burdens for patients and improving access to timely, effective care. By enabling earlier diagnosis and more efficient monitoring of treatment, Mobile Imaging supports better health outcomes and contributes to more cost-effective care delivery across New Zealand.

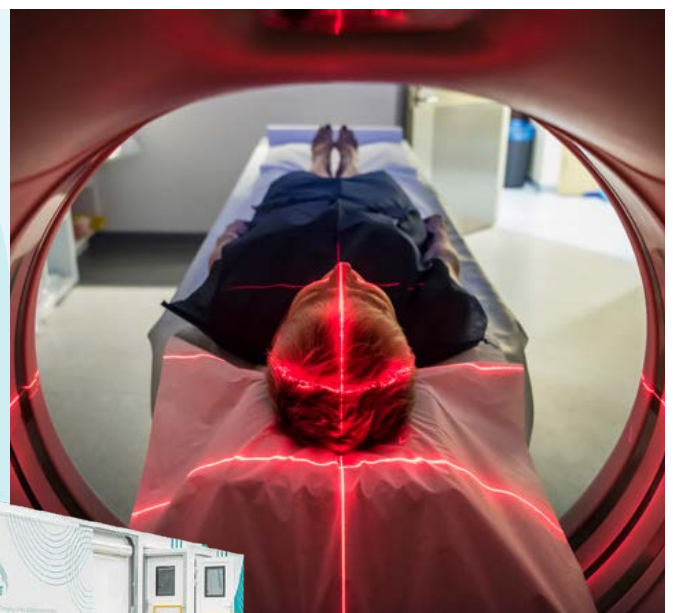
"There has been a call to provide a mobile PET-CT service for several years to address the inequity of access to scans. Mobile Imaging is about providing patients with accessibility and removing barriers such as travel expenses or the inability to travel due to ill health."

Mark Eager -
Chief Executive, MHG



"Outstanding service from start to finish! The information before my PET scan was clear and timely, and my results were ready quickly for my Haematology appointment. Olivia and Hamish were amazing – they explained everything clearly and made the whole process comfortable and stress-free."

Brian - Patient from Wakari



Allevia
Radiology

Where we visit

The service currently completes a regular circuit including Palmerston North, Lower Hutt and Dunedin.

Image in motion

Greg Wood and Rodney Turkington are the dedicated drivers behind Mobile Imaging. With decades of combined experience in heavy transport and logistics, they play a vital role in delivering advanced diagnostic services to the communities we serve. Woody, based in Levin, joined Mobile Health Group in 2002 after a career in transport management. Rodney, from Cook's Beach, transitioned from building to logistics and joined the team in 2023, drawn by the organisation's commitment to rural healthcare. Both were instrumental in launching the PET-CT service, supporting setup and welcoming patients at our host sites. Their compassion and pride in the service reflect the human side of healthcare delivery, helping ensure patients feel supported during critical moments in their care journey.

The magic of PET-CT: combining forces

PET scans alone show metabolism but not precise anatomy, so that's why our scanner has both a CT scanner and a PET scanner combined.

The CT scan takes detailed X-ray images of your body's structure, while the PET scan captures information on metabolic function, accurately pinpointing where cancer cells are present.

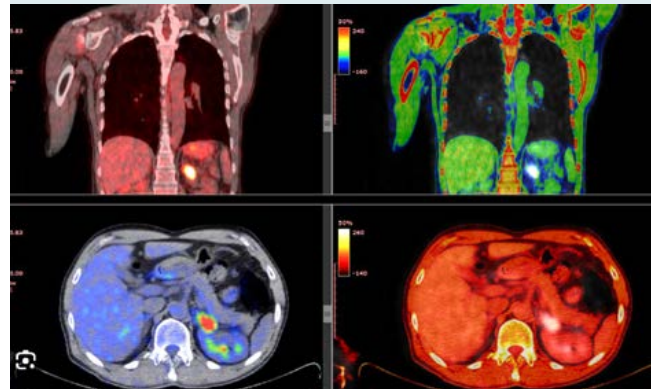
Different radiopharmaceuticals can be used for different purposes:

FDG: Whole-body scan

¹⁸F-NaF: Bone diseases

Ga68 Gallium: Prostate cancer

FET: Brain tumours



Our people

Celebrating our people

Our success is built on the dedication, expertise, and heart of our people. Within our team, we are proud to acknowledge the remarkable commitment of our staff, with six team members having served for more than 10 years, and seven surpassing 20 years of service. This depth of experience reflects more than just tenure; it speaks to a culture of care and collaboration that defines our organisation.

Simon Felton: Celebrating 25 years of excellence

March 2025 marked a remarkable milestone for Simon Felton, a valued Medical Imaging Technologist (MIT), as he celebrated 25 years with Mobile Health Group. From the wide-open sheep stations of Central Otago to the precision and innovation of radiography, Simon's journey has been nothing short of inspiring. Simon's quarter-century of service reflects not only his personal commitment but also the values that underpin our team: expertise, innovation, and care. We extend our heartfelt thanks to Simon for his invaluable contributions, loyalty, and great sense of humour.



Sue Wallace: 20 years of steady leadership

Sue Wallace, our Scheduling and Liaison Manager for the Mobile Surgical Unit, has had a remarkable journey through the healthcare system. Beginning her career as a dental nurse, Sue transitioned into the coding department at Christchurch Hospital before joining Mobile Health Group as both a coder and scheduler. 20 years on, Sue's deep understanding of clinical systems and her calm, methodical approach have made her an invaluable part of our operations. She is known for her ability to foster strong relationships across teams and communities, ensuring the smooth coordination of surgical visits.

What our staff have to say

Each year, Mobile Health Groups conducts an employee satisfaction survey to better understand how our team feels about their work and our organisation. This year's results continue to reflect a strong sense of alignment, purpose, and pride among our staff.

Key highlights include:

- 100% of staff agreed or strongly agreed that Mobile Health Group's vision and values align with them
- 97% of staff agreed or strongly agreed that they would recommend Mobile Health Group as a great place to work
- 100% of staff responded positively to the statement that leaders at Mobile Health Group demonstrate that people are important to the organisation's success.



100%

100% of staff agreed or strongly agreed that they feel inspired to go the extra mile to help Mobile Health Group succeed.

Clinical governance

Clinical governance and quality commitment

Clinical governance continues to underpin our commitment to delivering safe, high-quality, and patient-centred care. We remain focused on embedding continuous improvement, transparency, and innovation across all levels of service delivery. This year, we strengthened our governance capability by welcoming two new members to the clinical governance committee: Professor Frank Frizelle and Dr Manoja Kalupahana. Both bring valuable expertise and leadership, further enhancing our ability to guide clinical excellence across the organisation.

Professor Frank Frizelle

Professor Frank Frizelle qualified in medicine from the University of Otago in 1985 and trained in general surgery in New Zealand, earning his FRACS in 1992. Post-fellowship, he specialised in colorectal surgery at the Mayo Clinic (USA) and in Scotland. Returning home in 1996, he became Senior Lecturer at the University of Otago, Christchurch, and was appointed Professor of Colorectal Surgery in 2000. He led the Academic Department of Surgery from 2006–2019 and later served as Clinical Director of General Surgery for Christchurch and the West Coast at Health New Zealand from 2022–2024. Internationally recognised for his contributions to colorectal surgery, Frank holds multiple honorary fellowships and awards from European and North American societies and was appointed an officer of the New Zealand Order of Merit for his service to medicine. With over 560 peer-reviewed papers and 350 conference presentations, his impact spans clinical practice, research, and education. Frank sees clinical governance as the compass guiding Mobile Health Group's future. As plans for a new surgical unit aim to double capacity, governance must evolve to ensure quality, safety, and equity scale alongside innovation. Integrating digital health tools, patient records, imaging, and telehealth will demand robust frameworks for privacy and seamless care. Sustainability will also become a priority as Mobile Health Group continues to travel the length of Aotearoa. Frank says, "Clinical governance isn't about bureaucracy—it's about values: dignity, cultural respect, transparency, and excellence. It's what enables Mobile Health Group to deliver world-class, safe, and equitable care to every whānau in Aotearoa."



Dr Manoja Kalupahana

"I'm pleased to introduce myself as the Anaesthetic Advisor with Mobile Health Group. Based in Auckland, I work across public and private hospitals with a focus on paediatrics and urology. Alongside clinical practice, I'm involved in governance through Anaesthesia Auckland, the Southern Cross Brightside Hospital clinical governance committee, and the Paediatric Anaesthesia Network New Zealand. I also serve on the Auckland Medicolegal Society committee. Learning about Mobile Health Group has been inspiring. I'm impressed by the scale and dedication required to deliver such unique healthcare solutions nationwide. This year we hosted our first online forum for Mobile Health Group anaesthetists—an opportunity to share challenges, successes, and strengthen connection. Looking ahead, I aim to expand training and education, including safety courses such as PACMAC. Health services in New Zealand remain under pressure, and the challenge is to sustain safe, effective care within these limits. Strong clinical governance, collaboration, and continuous improvement will be key to achieving this."



Local Legend Awards

We're proud to introduce the Local Legend Awards - a new initiative designed to recognise and celebrate the incredible individuals who help make Mobile Health Group's services possible. Whether working on our Mobile Surgical Unit - Te Waka Hauora, or supporting operations behind the scenes at one of our 25 host site locations, these awards shine a light on those who consistently go above and beyond in their roles.

The Local Legend Awards are our way of saying thank you for the exceptional care and commitment shown by healthcare professionals, and for the positive impact they have within the healthcare system and their communities. We also acknowledge those who extend their care beyond the workplace. Whether serving as volunteer firefighters, mentoring youth, offering mental health support, running educational workshops, or engaging in other forms of community service, these individuals embody the spirit of service and deserve to be recognised.

Judy Nelson: A heart of gold at the heart of Balclutha

With 27 years at Clutha Health First, Judy Nelson is a cornerstone of care in South Otago. Her role spans outpatients, medical records, and coordination of mobile surgical unit visits, but it's her warmth and dedication that truly set her apart. Judy's deep connection to the Balclutha community shines through in everything she does. "Making people smile and helping them feel happy gives me so much joy," she says.

"Judy is always smiling and goes the extra mile to ensure each surgical visit runs smoothly. She's an example to coordinators nationwide." - Colleague



Maria Escarlan: Making positive shifts in aged care

Maria Escarlan, a Nurse Practitioner based in New Plymouth, is passionate about helping older adults age with dignity and empowerment. Her work with My Health Hub supports aged care nurses and health assistants through education and online training. Born in the Philippines, Maria brings a deep cultural respect for elders to her practice in Aotearoa. "We owe it to our elders to honour their hard work by ensuring they're cared for with dignity and respect," she says.

"Maria consistently goes the extra mile, encouraging wide participation and sparking meaningful discussion during training sessions."

- Colleague

Nominate your Local Legend!

Do you know someone who works on or supports our Mobile Surgical Unit – Te Waka Hauora, and goes above and beyond? The Local Legend Awards is open for nominations!

<https://mobilehealth.co.nz/locallegendawards/> →



Mobile Health Group | Hauora Taiwhenua Scholarships

Each year, Mobile Health Group (MHG), in partnership with Hauora Taiwhenua Rural Health Network (HTRHN), offers scholarships to rural students pursuing careers in healthcare. Each scholarship, valued at \$5,000, supports first-year students entering full-time undergraduate study in nursing, medicine, or allied health at any New Zealand university, polytechnic, or PTE.

Providing scholarships to rural youth pursuing health studies is crucial in addressing the chronic shortage of rural healthcare workers. By incentivising and supporting young individuals from rural areas to pursue careers in healthcare, we aim to cultivate a sustainable solution to the longstanding issue of healthcare workforce deficits in rural communities. These scholarships not only empower students to access higher education but also encourage them to return to their communities as qualified healthcare professionals, thereby ensuring better healthcare access and outcomes for rural populations in the long term.

HTRHN plays a key role in promoting the scholarships through its Rural Health Careers Promotion Programme, which brings tertiary health students into rural schools to share their study journeys and inspire rangatahi to consider careers in health.

“We want to lessen the load and contribute to reducing inequities for our young people living rurally,” says Mark Eager, Chief Executive of MHG and board member of HTRHN.

He adds, “We’re thrilled to be able to help in a meaningful way if it means supporting these students to thrive. If we can help our young rural people now, we’re more likely to see them return in the future as healthcare professionals serving in the very communities they come from.”

In 2025, MHG and HTRHN awarded 14 rural health scholarships – a significant increase from the usual four. This expansion was made possible thanks to a generous donation from The Combined Community Trusts, whose support has enabled more students to begin their healthcare journeys.

We warmly invite businesses and organisations to contribute to the 2026 scholarships and help make a lasting impact on rural health.

Read stories from past scholarship recipients:
www.mobilehealth.co.nz/news



FOURTEEN \$5,000
Rural Health Scholarships





Mobile Health Group

Suite 4, 6H Sir William Pickering Drive

Christchurch 8545

New Zealand

03 977 4524

info@mobilehealth.co.nz

mobilehealthgroup.co.nz

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surgical*

*mobile
medical*

*mobile
imaging*

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