



## Hauraki Community Health Forum 21st March 2019

**Chair:** Hugh Kininmonth

**Attendees** - Greg Morton, Hugh Kininmonth, Claudia Reid, Bridget Pakinga, Robyn Pengelly, Moira, Fioala Sialuu, Gill Leonard, Nikki Belfield, Dot Brown, Martin Gallagher, Marnie Goodwin, Glen Wilson, Val Wilson, Val Sparks, Lud Sparks, Jan Meredith, Chris and Colin Hovell, Moy Liddel, Sharon Rayne, Van Stringer, Grant O'Brien

**Apologies** - Derek Wright, Hayley McConnell, Jade Sewell, Ross Smith

### Action Points

1.	Invite Hayley or Jade to talk about the new model of care for Thames Hospital
2.	Provide update on parking for volunteer drivers at Waikato Hospital. Has the hospital shuttle changed?
3.	Can women pay for breast screening at the mobile unit?
4.	Bridgette to send information on course - Mana Aki Aki

#### 1) Welcome and Introductions

Greg Morton was introduced to the community as the new facilitator of these forums. Greg is the Senior Planning and Engagement Manager with Strategy and Funding at Waikato DHB. Claudia Reid is the new Planning Advisor and will also join the CHF rounds along with Norma Taute the Community Engagement Coordinator. A round of introductions followed from all those present

#### 2) Forum Feedback - What Matters to this Community?

- There is a feeling that communication from DHB is lacking and that patients need to be part of consultation.
- Is it possible for doctors to share brief consultation notes as it is difficult to recall everything after you've left? In response, members were reminded they can also sign up to the patient portal where they will be able to access their own medical records, lab results etc. Another Community Health Forum member provided a testimony to how well the portal continues to work for her. The requirements are that you must be over 16 to have access to the portal however, if you have a child that you feel will benefit by being on the portal you can speak to the practice about it.
- Have there been changes to the hospital shuttle as a patient had to wait longer than usual for one to arrive? Note: Action list
- Thames volunteer drivers are no longer able to park in the areas outside of the B5 lounge at Waikato hospital but instead they must now drop their patients off and park across the road in the car parking area. Resulting in drivers having to leave vulnerable patients alone in the lounge while they park the vehicle even further away. The fear is this may result in volunteer drivers in their 80s not wanting to continue as this provides further hassles as well as risks.
- People are no longer able to help themselves to a wheel chair when they arrive but instead they must wait for a porter to escort them which usually takes an extra 10

minutes. In saying that members have received good treatment at the transit lounge and the porter services work well most of the time.

- A member was impressed with efficiency of staff when she came in for a procedure.
- The Community Health Forum chair thanked all volunteer drivers for their great work.
- Members were reminded to contact the resource centre to access local transport services.
- Someone asked what was happening in the community in response to mental health or suicide? Mana aki aki was a programme that was recommended by a forum member.
- Breast screening outreach is working well. Although one member asked why they couldn't be screened if they were prepared to pay. We informed her that this was a ministry of health contract therefore those are their criteria.
- People being sent to the Manaaki centre feel they are usually separated out.
- One member felt there should be more paper information available when they arrive at a clinic. A response given was that written information tend to go out of date regularly therefore they were advised to download the information instead.

### **3) Primary Care Update**

#### ***Hauraki PHO – Hugh Kininmonth***

- National Advanced Care planning day is on 5<sup>th</sup> April this year and will be added to the Manage My Health Portal.

#### **Manage My Health patient portal**

- Numbers continue to increase. The portal is available to people 16 years and over and you must complete a form at your General Practice. The portal allows you to access your medical records, view lab results, immunisation records, allergies, prescriptions and share information with other healthcare providers etc.

#### **Breast & Cervical Screening**

- Supporting Tui Medical to provide evening clinics once a month to improve access for working women. Also working with practice partners to support women experiencing difficulty accessing screening services.

#### **Māori Wahine**

- Breast and cervical screening support services in conjunction with their practice partners have achieved a 2% increase in Māori coverage from the December 2018 data.

#### **Measles Outbreak**

- In January this year there were 11 reported cases of measles in the Waikato region. Measles are highly infectious if you are not immune. The vaccine is free to children and adults. Symptoms are fever, runny nose, sore red eyes and cough. After 3-5 days a rash appears on face or head and continues down your body. If suspected call your GP or Heathline on 0800 611 116 for more advice.

#### **Influenza**

- The annual influenza immunization drive will start on 1 April 2019. It is free for over 65's, and under 65's with various health conditions and also to pregnant women. Also free for children under 5 with a history of hospital admissions from respiratory disease.

#### ***Pinnacle Midlands Health Network* - Nikki Belfield**

- There is an expectation that there will be more pressure on already full practices therefore people are encouraged to look at accessing health in different ways.

- PMHN partnered with ACC to provide a high tech imaging program for MRI scans. Currently GPs need to refer to a specialist however 100 GPs have been trained so far which means they are able to order MRI scans directly.
- Shingles vaccine free for 65-80 year olds currently however this service will only be funded until March 2020. Encourage people in this age group to take advantage.
- Online service indicati portal is like Manage My Health and allows you to access your medical records, check up on lab results etc. Ask your practice to sign you up for patient portal. Mostly used by over 65 year olds and practices can show people how to use it on their devices.
- GP phone triage process allows patients to request same day appt. North care Pukete Rd, Tokoroa, Te Aroha, Hauraki Plains, Coromandel are already trying a different way of practicing. A barrier to rolling it out further is funding however all primary care practices are on the pathway to getting there.
- Those with a Community Services Card have reduced fees for primary care when visiting their own GP. They will pay no more than \$18.50 including their dependants. 14-17 year olds pay no more than \$12.50 and 13 yrs and under are free.

#### **4) Advance Care Plan Update - Heather Burden & Dot Brown**

- It is about getting your voice heard and provides comfort to know you have documented your choices.
- The GP practice can load the information for you so they also have access to your plan which will also be uploaded to the patient portal. Training programs are currently being rolled out.
- 5th April 2019 is National Advanced Care Planning Day
- A digital version will be available on the patient portal.

#### **5) Let's Talk" – Mental Health Community Engagement Update**

- 30 community meetings were organised in conjunction with Māori service providers.
- They received an over whelming turnout of 1031 people attended.
- 44% identified as Māori.
- We also ran 20 staff meetings and 5 focus groups.
- 249 electronic surveys were completed through survey monkey.
- The objective was to invite whānau to share their experiences with mental health.
- Many emotional stories were heard from multigenerational mental health service users and the challenges they faced in accessing support.
- It used a kaupapa Māori framework to complete the analysis. The framework reflects the values of the Waikato DHB and the values of the different teams, consumers and Iwi Māori.
- The seven key themes that emerged were
  - i) Strengthening and providing support to whānau as they usually end up being the primary carers.
  - ii) To support and educate communities on resilience.
  - iii) Provide help and education around stopping suicides.
  - iv) Wellness focus rather than an illness focus.
  - v) Review of crisis responsiveness.
  - vi) Mana motuhake – providing a holistic approach.

vii) Mahia te mahi – workforce.

**6) Waikato DHB Update – Greg Morton**

- The DHB is signalling a new strategic direction through the health system plan.
- As an organisation our vision is about Healthy people. Excellent care.
- Excellent care is about treating the people and this is our current focus.
- The plan is also about putting people at the centre to provide a holistic approach placing more focus on healthy people and communities.
- It's about knowing what areas the community wants to focus on in a locality and who we partner with to achieve this.
- We went out to the communities to find out their thoughts about the plan and some high level goals came out of this
  - i) Partner with Māori in the planning and delivery of health services
  - ii) Empower whānau to achieve wellbeing
  - iii) Support community aspirations and address determinants of health
  - iv) Improve access to services empowering communities to stay well
  - v) Enhance capacity and capability of primary and community healthcare
  - vi) Strengthen intermediate care
- In April we will be back out in the community to ask communities if we've captured what was said and if not where are the gaps.

**7) Community Forum Feedback - Greg Morton**

- Strengths and opportunities for improvement

**Meeting Closed at 12.00pm**

**Next meeting: 11 July 2019 Noon-2.00pm**  
**Venue: Richmond Villas, Richmond Rd, Thames**

**Attendees & Roles**

1.	Hugh Kininmonth	Chair Community Health Forum
2.	Greg Morton	Meeting Facilitator - WDHB Senior Planning & Engagement Manager
3.	Claudia Reid	WDHB Planning Advisor
4.	Moy Liddel	Tangata Ora
5.	Dot Brown	Pinnacle MHN
6.	Norma Taute	WDHB Community Engagement Coordinator
7.	Martin Gallagher	WDHB Board Member
8.	Marnie Goodman	Tairua Care and Friendship House
9.	Glen Wilson	Community
10.	Val Wilson	Tai Chi Instructor
11.	Val Sparks	Paeroa Volunteer Driver
12.	Lud Sparks	Paeroa Volunteer Support
13.	Jan Meredith	Paeroa Volunteer Drivers
14.	Bridget Pakinga	WDHB Public Health
15.	Robyn Pengelly	Thames Valley Tangata Ora Trust
16.	Fiaola Sialiuu	Grey Power, Paeroa
17.	Gill Leonard	Hauraki District Council
18.	Sharon Rayner	WDHB
19.	Van Stringer	WDHB
20.	Grant O'Brien	WDHB
21.	Colin Howell	Grey Power Thames
22.	Chris Howell	Grey Power Thames
23.	Nikki Belfield	Pinnacle PHO