



Raglan Community Health Forum 12th March 2019

Interim Chair: Greg Morton

Attendees - Greg Morton, Dave Macpherson, Claudia Reid, Nikki Belfield, Martin Gallagher, Krishna Gotty, Gytha Lancaster, Fiona McNabb, Norma Taute, Diane Roberts, Christine Martin, Helen Wylie, Niru Rimal,

Apologies - Penny Mason, Derek Wright, Hayley McConnell, Regan Webb, Mike Loten

Action Points

1.	Share Fiona McNabb's details for people to contact her regarding housing enquiries if needed
2.	Invite Quality and Patient Safety to talk about the complaints process

1) Welcome and Introductions

- Mike was unable to make it today therefore Greg Morton chaired the meeting. 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?

- Local Plunket representative is experiencing challenges in engaging with community to find out what the needs are. Would therefore like to be invited into groups to hear their health concerns. Please make contact with Dianne Roberts for support and advice in this area. Dianne.roberts@plunket.org.nz
- Recognising a cultural approach in dealing with health such as karakia and rongoā for Māori.
- Complaints - People feeling defeated in approaching DHB before they ask. Some see it as a "big beast" and don't trust that complaints will be dealt with satisfactorily. Strong perception that they may be taken off waiting lists if they complain.
- The word "complaints" might be the problem. Some just want to talk or share their story with someone without having a form to complete.

3) "Let's Talk" – Mental Health Community Engagement Update

- Organised 30 community meetings in conjunction with Māori service providers.
- Overwhelming 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.
- Objective of the Hui were to invite whānau to share their experiences with mental health.
- Listened to many emotional stories, and heard from multigenerational mental health service users and the challenges they faced in accessing support.

- Used a kaupapa Māori framework to complete analysis. The framework reflects the values of the Waikato DHB and the values of the different teams, consumers and Iwi Māori.
- Seven key themes emerged.
 - 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.

4) Housing Survey – Fiona McNabb

- See attached report. If you have any queries please contact Fiona: fiona@solotec.co.nz
- Seeking more funding to start the next phase.

5) Primary Care Update

Hauraki PHO - Gytha Lancaster

- National Advanced Care planning day is on 5th 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 Healthline on 0800 611 116 for more advice.

Influenza

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

Pinnacle Midlands Health Network - Nikki Belfield

- West Coast Health Clinic has poured the concrete for their new premises.

- Expecting more pressure on already full practices therefore people are encouraged to look at accessing health in different ways.
- 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 indici 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 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. 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.

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
- Early 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.

Meeting Closed at 2.00pm

**Next meeting: Tuesday 16th July 2019 10 -12.00pm
45 Bow St, Raglan**

Attendees & Roles

1.	Greg Morton	Meeting Facilitator - WDHB Senior Planning & Engagement Manager
2.	Claudia Reid	WDHB Planning Advisor
3.	Dianne Roberts	Plunket
4.	Christine Martin	Health and Disability Advocacy Service
5.	Norma Taute	WDHB Community Engagement Coordinator
6.	Martin Gallagher	WDHB Board Member
7.	Helen Wiley	Resident
8.	Niru Rimal	Youth Intact
9.	Krishna Botty	Ora Tribal Medicine
10.	Gytha Lancaster	Hauraki PHO
11.	Nikki Belfield	Pinnacle PHO
12.	Fiona McNabb	Housing Review