



Ruapehu Community Health Forum 6th March 2019

Chair: Alan Turton

Attendees - Alan Turton, Martin Gallagher, Wayne Skipage, Claudia Reid, Norma Taute, Beth Sorrenson, Paul Malpass, Piki Taiaroa, Lorraine Edwards, Jean, Mike, Graham Deadman, Arana Taumata, Fay Jones, Verna Chester, Margaret Anderson, Bill McMinn, Ruth Dempsey, Joan Gilbert, Jean Botting, Lynsey Crawford, Kay Kidd, Lynley Crawford, Mike Gibbs, Peg Shaw, E J Zinsl

Apologies - Derek Wright, Joanne Knight, Gytha Lancaster, Rachel Poaneki, Alison Barnett, Greg Morton, Graham Cosford, George Robinson, Penny Neal, Leon Tahana, Isabelle Roderick, Cee Kay,

Action Points

1.	Review transport situation.	Wayne
2.	Follow up on patient discharged afterhours in pyjamas.	Jill
3.	Follow up on palliative care wait times.	Wayne
4.	Invite DHB Quality and Safety to speak about the complaints process.	Norma
5.	Invite Grant O'Brien to speak more about the "Let's Talk" Hui.	Greg

1. Introductions

2. Forum Feedback - What matters to this community?

- One member spoke of a bad experience on the bus to Waikato hospital the bus itself shakes and the door does not open properly. They are older buses and usually require regular maintenance which makes for a very unpleasant trip. There should be a specification on how old the bus is.
- Another member felt that 28 cents per km was not enough to compensate the travel by car. Suggestions was an ambulance ride or a better alternative be sought. Response is that we have no control over the rate as its set by the Ministry also a reminder that NTA - accommodation is also available to those that meet the criteria although it was also noted that the NTA policy hasn't been updated since 1990.
- Telehealth services are available here in Taumarunui hospital however not available for diagnostic consults.
- Patient transfer system is being considered for this area, works well in Thames so looking to extend that service to other areas.
- Only one ambulance in this area therefore it is to be used for acute cases and hospital/home transfers only. St Johns shuttle could be a possibility as they provide shuttles in other areas.
- Patient in for surgery discharged in her pyjamas a day later – Jill to follow up at end of meeting.
- Palliative patient was not followed up until three weeks after being told she was terminal. Action: to find out what the expected wait time is.
- Three appointments booked on same day or three different appt same week. Member had good experience with changing her appt.

3. Primary Care Update

Hauraki PHO

- 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

- 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.

4. Waikato DHB Update - Wayne Skipage

1. The DHB is signalling a new strategic direction through the health system plan.
2. As an organisation our vision is about Healthy people. Excellent care.
3. Excellent care is about treating the people and this is our current focus.
4. The plan is also about putting people at the centre to provide a holistic approach placing more focus on healthy people and communities.
5. It's about knowing what areas the community wants to focus on in a locality and who we partner with to achieve this.
6. 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
7. 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.

5. Mental Health "Let's Talk" Report - Wayne Skipage

8. Organised 30 community meetings in conjunction with Māori service providers.
9. Overwhelming turnout of 1031 people attended.
10. 44% identified as Māori.
11. We also ran 20 staff meetings and 5 focus groups.
12. 249 electronic surveys were completed through survey monkey.
13. Objective of the Hui were to invite whānau to share their experiences with mental health.
14. Listened to many emotional stories, and heard from multigenerational mental health service users and the challenges they faced in accessing support.
15. 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.
16. 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.
17. And finally at this Community Health Forum our long standing chair Alan Turton who has championed these meetings as the chairperson for a number of years stepped down from his chair role. Our team would like to take this opportunity to thank Alan for his contributions to improving the communications between the Waikato District Health Board and this community and we look forward to Alan's ongoing support.



Next meeting: Wednesday July 3rd 2019 11am - 1pm
Venue: Senior Citizens Hall, 14 Morero Terrace, Taumarunui

Attendees & Roles

1.	Alan Turton	Chair for the last time
2.	Wayne Skipage	Meeting Facilitator – WDHB Director Service Development and Innovation
3.	Claudia Reid	WDHB Planning Advisor
4.	Norma Taute	WDHB Community Engagement Coordinator
5.	Martin Gallagher	WDHB Board Member
6.	Jill Dibble	WDHB Director Community Services
7.	E J Zinsl	Community Member
8.	Verna Chester	Community Member
9.	Margaret Anderson	Community Member
10.	Dave Macpherson	WDHB Board Member
11.	Bill McMinn	Community Member
12.	Nikki Belfield	Pinnacle PHO
13.	Ruth Dempsey	Community Member
14.	Joan Gilbert	Community Member
15.	Beth Sorenson	Community Member
16.	Paul Malpass	Consumer Council Member
17.	Jean Botting	Community Member
18.	Lynley Crawford	Pinnacle Midland Health Network
19.	Kay Kidd	Ian McKelvie MP
20.	Mike Gibbs	Avonlea
21.	Peg Shaw	Community Member
22.	Lorraine Edwards	St Pauls Member
23.	Graham Deadman	Community Member
24.	Fay Jones	Senior Citizens Member
25.	Aurelie Jones	Senior Citizens Member
26.	Arana Taumata	Community Member