



## North Waikato Community Health Forum 14<sup>th</sup> March 2019

**Chair:** Greg Morton

**Attendees** - Greg Morton, Grant O'Brien, Gytha Lancaster, Claudia Reid, Norma Taute, Regan Webb, Lyn King, Nikki Belfield, Jan Hart, Christine Martin, Wayne Thompson, Amiria Kopu, Sylvia Carrole, Donna Wilson (brief appearance)

**Apologies** - Martin Gallagher, Derek Wright, Hayley McConnell, Jill Dibble, Staumi Buisson, Kaye Nelson, Donna Wilson, Wayne Wilson, Dave Macpherson

### Action Points

1.	<b>Health &amp; Safety - requirements find out exact requirements for Meals on Wheel drivers</b>
2.	<b>Send report to distribute to members along with link</b>
3.	<b>Send web address to order Advanced Care Plan Resources</b>
4.	<b>Share a list of names to invite to CHF's</b>

#### 1) Introductions and CHF Chair

- Greg Morton is the new Senior Planning and Engagement Manager for Strategy and Funding. Greg comes to us from Waikato Public Health and will now facilitate the Community Health Forums going forward. A round of introductions was had.
- Greg also chaired today's forum as the chair seat for North Waikato is currently vacant. We are calling for an expression of interest from the community for a new Chairperson. If you would like to nominate someone please contact:  
Norma Taute 07 834 3646 x 97255 or 027 406 5184 or email the address below [communityhealthforum@waikatodhb.health.nz](mailto:communityhealthforum@waikatodhb.health.nz)

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

- Ongoing mental health issues. People have no where to go in this community so they are turning up at the Community houses. Managers of these houses require training on how to deal with these people and education on how to access support.
- Meals on Wheels drivers now need to be certified to deliver meals according to a new Health and Safety requirement. The worry is that they are volunteer drivers are usually over 65 and may not bother with tests therefore we may lose their support. What can be done from a health perspective? What has informed this decision?
- Christine Bryden - Author of two books "Dancing with Dementia" and "Who will I be when I die". Recommended reading for families and those suffering with early Alzheimer's. Has lots of handy advice.
- Christine Martin clarified her role with Health and Disability Advocacy and the differences to other advocacy services. Christine's advocacy service does not attend clinic appointments but are able to attend resolution meetings and follow up on issues. They are available for people to tell their story.

#### 3) Primary Care Update

**Hauraki PHO** - Gytha Lancaster

- 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 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

- 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** - 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.

#### **5) "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.

#### **6) Chair Vacancy**

- Members were also reminded that the role of chair is vacant and if you wish to nominate someone please email us on the address below.

[communityhealthforum@waikatodhb.health.nz](mailto:communityhealthforum@waikatodhb.health.nz)

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



- Strengths and opportunities for improvement - members were asked for their thoughts on how we can strengthen these forums and grow our membership.
- Please email them to [communityhealthforum@waikatodhb.health.nz](mailto:communityhealthforum@waikatodhb.health.nz).

**Meeting Closed at 2.00pm**

**Next meeting: Thursday 18<sup>th</sup> July 2019 10am-12.00pm**

**Aparangi Resthome**

**TE KAUWHATA**

**Attendees & Roles**

1.	Greg Morton	Meeting Facilitator - WDHB Senior Planning & Engagement Manager
2.	Regan Webb	WDHB Director Health Intelligence, Planning and Performance
3.	Claudia Reid	WDHB Planning Advisor
4.	Norma Taute	WDHB Community Engagement Coordinator
5.	Gytha Lancaster	Hauraki PHO
6.	Lyn King	WDHB - Public Health
7.	Jan Hart	WDHB
8.	Nikki Belfield	Pinnacle PHO
9.	Grant O'Brien	WDHB
10.	Wayne Thompson	North Waikato Transport
11.	Amiria Koopu	Nga Miro Health
12.	Sylvia Carrole	Friendship Health