



Matamata Piako Community Health Forum 19th March 2019

Interim Chair: Valerie Rodda

Attendees - Valerie Rodda, Greg Morton, Claudia Reid, Grant O'Brien, Martin Gallagher, Gareth Fannin, Jan Hart, Rebecca Hill, midlands, Ngaire Hill, Rangatahi, Donna Arnold, Adrienne Wilcock, Barbara Davy, Shirlee Gillard, Mike Jackson, Wanda Brittain, Flo Mace, Erin Stuart, Gytha Lancaster, Nikki Belfield, Ruth Hale, Ngaire Te Ahu, Ben Gillet

Apologies - Linda Hodge, Derek Wright, Wayne Skipage, Hayley McConnell, Jill Dibble, Jan Barnes, David Macpherson

Action Points

1.	Consideration for a larger space to be provided for breastfeeding mums
2.	Follow up on previous nominations
3.	Look into the discharge plans for ED

1) Welcome and Introductions

Valerie Rodda kindly agreed to chair today's meeting. Greg Morton was introduced to the community as the new facilitator of these forums going forward. 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?

- Home help - what help is available to those in the community that require home help. Erin the local advocate
- Breastfeeding space - looks like a hut with flowers on the outside. Is there a consideration for something more decent.
- Red Cross transport - still receiving calls after hours (often weekends). Hours are Mon-Fri 9-5pm. Demand growing so may have to purchase another vehicle which will be 4th vehicle.
- A Patient was sent home in a taxi. Says she was happy to wait somewhere but transit lounge wasn't an option. Another member was taken to hospital by ambulance acutely unwell then later that day released home but had no ride. Drivers were called out again.
- Newest volunteer in Morrinsville just turned 90 years old.
- Not many activities available for youth in this area. Need to work with them to get them interested in goals and hobbies. Ngaire - employed for MOE community action etc. MPYAC to work with representatives from each town. Matamata has Starfish, but there is nothing available in Te Aroha or Morrinsville. The volunteer youth ambassadors they do have are still not reaching the most vulnerable yet volunteers work tirelessly to create events. Recently Mike King came in to speak to schools which was very successful.

3) Primary Care Update

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.

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 Heathline 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.

4) "Lets Talk" Update - Grant O'Brien

- 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.

5) 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.
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- Neville Hablous will be the interim CE for now.

6) Community Forum Feedback – Greg Morton



- The forum was asked to consider strengths and opportunities for improvement and how they might see the forums going forward in the future. If you have any thoughts please email them to communityhealthforum@waikatodhb.health.nz.

Meeting Closed at 4.00pm

**Next meeting: Tuesday 9th July 2019 Noon-2.00pm
Venue: Matamata**

Attendees & Roles

1.	Valerie Rodda	Chair for today & Senior Citizens Representative
2.	Greg Morton	Meeting Facilitator - WDHB Senior Planning & Engagement Manager
3.	Claudia Reid	WDHB Planning Advisor
4.	Barbara Davy	Resident
5.	Mike Jackson	Te Aroha Lions & CAB
6.	Norma Taute	WDHB Community Engagement Coordinator
7.	Martin Gallagher	WDHB Board Member
8.	Gytha Lancaster	Hauraki PHO
9.	Nikki Belfield	Pinnacle PHO
10.	Wanda Brittain	Te Aroha Red Cross
11.	Shirley Gillard	CAB Te Aroha
12.	Flo Mace	Te Aroha Community
13.	Ruth Hale	Te Aroha Community
14.	Ngairi Te Ahu	Consumer Council / Te Ahurei a Rangatahi
15.	Donna Arnold	MPDC
16.	Adrienne Wilcox	MPDC
17.	Rebecca Hill	Pinnacle Midlands Health Services
18.	Erin Stewart	Advocacy Services
19.	Ben Gillette	Youth Intact