



Waitomo Community Health Forum 18th March 2019

Interim Chair: Murray Loewenthal

Attendees - Greg Morton, Murray Loewenthal, Claudia Reid, Lynne Benefield, Grant O'Brien, Lynley Crawford, Lyn King, Deb Hill, Nikki Taylor, Dede Downs, Desiree McKenzie, Tamsin Grant, Lorraine Stephens, Tira Hemana, Jeff Johnson, Ngaire Grayson, June Lambeth, Christine Martin, Meenu Masia , Nikki Belfield, Christine Martin, Ngaire Grayson, June Lambeth, Terei Hemana, Dianne Henderson, Tania Te Wano, Cheryl Tompson, Clowdy Ngātai

Apologies - Gytha Lancaster, Derek Wright, Hayley McConnell, Jill Dibble, Laurie Hancock, Martin Gallagher

Action Points

1.	Attach Smiling Kiwi Dental report in regards to Mouth guards.
2.	Invite a Strategy and Funding member to sit at the table to talk about the safer Waitomo Project.
3.	Send CHF outcomes to Clowdy Ngatai.
4.	Send out chair job description.

1) Welcome and Introductions

- Murray welcomed everyone, a round of introductions followed from all those present. 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.

2) Forum Feedback - What Matters to this Community?

- Positive feedback received we are told that the local medical centre is going really well.
- Waikato Hospital outpatient clinic responses have been doing a great job to align same day appointments.
- Smiling Kiwi Dentist has written a report on Mouth guards, to encourage parents to protect their children's teeth.
- A member commented that it is good having local specialist.
- Taumarunui bus has been running on time.
- Volunteer drivers have been able to pick up from people's homes.
- Homelessness still a big problem in Otorohanga, the camping ground is no longer a housing option.
- Nurses not physically seeing elderly patients, instead the information and resources are being sent out to them. Some prefer a face to face approach.
- Asked if there were any future plans of starting up a Mental Health Awareness Forum like in the past. It would be good to see it return and have a representative from Strategy and Funding at the table. These Hui were dissolved when population health reps were relocated out of the area. There is still money in the account held by Sport Waikato.
- Mental Health Crisis Team took a long time to respond to a call out. Family were later told no beds were available and the person was going to be discharged. Another

concern was that there was no enquiries made of the family member who agreed to take them home and also no resources offered.

- There is fear around the upcoming court case which includes gangs. What security measures are in place to ensure public safety?
- Sport Waikato have been running several meetings to invite public feedback on delivering opportunities for sport, recreation and physical activity in their local communities. The last of the ten Hui will be held on the 21st March from 5-7pm at Les Munro centre.

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.
- Also ran 20 staff meetings and 5 focus groups.
- 249 electronic surveys were completed through survey monkey.
- Objective of the Hui were to invite whanau and ask them to share their experiences with mental health.
- Listened to many emotional stories, and heard from Multi-generational 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) 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.

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.

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.

6) 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. If you have any thoughts please email them to the address below.

7) 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

Meeting Closed at 2.00pm
Next meeting: Monday 15 July 2019 Noon-2.00pm
Tuatara Room, Kiwi House
20 Alex Telfer Dr
Otorohanga

Attendees & Roles

1.	Murray Loewenthal	Chair Community Health Forum - SWIPIC
2.	Greg Morton	Meetng Facilitator – WDHB Senior Planning & Engagement Manager
3.	Claudia Reid	WDHB Planning Advisor
4.	Nikki Taylor	WDHB
5.	Dede Downs	Sports Waikato
6.	Norma Taute	WDHB Community Engagement Coordinator
7.	Martin Gallagher	WDHB Board Member
8.	Alison Barnett	Quality and Patient Safety
9.	Gytha Lancaster	Hauraki PHO
10.	Nikki Belfield	Pinnacle PHO
11.	Desiree McKenzie	Te Kuiti Community House
12.	Tamsin Grant	Progress to Health
13.	Cheryl Thompson	Progress to Health
14.	Christine Martin	Advocacy
15.	June Lambeth	RHAG Rural Women
16.	Ngairie Grayson	KC Grey Power
17.	Lynne Benefield	MSD
18.	Tira Hemana	Ngāti Maniapoto Pact Trust
19.	Lorraine Stephens	Ngāti Maniapoto Pact Trust
20.	Meenu Masia	Ngāti Maniapoto Pact Trust
21.	Clowdy Ngatai	Waitomo District Council
22.	Jeff Johnson	
23.	Dianne Henderson	Citizens Advice
24.	Lynley Crawford	Pinnacle Midlands Health
25.	Tania Te Wano	WDHB
26.	Lyn King	WDHB Public Health