



South Waikato Community Health Forum 4th March 2019

Chair: Akarere Henry

Attendees - Akarere Henry, Tamsin Grant, Katrina Kaponga, Gareth Fannin, Phil Grady, Martin Gallagher, Greg Morton, Heather Williamson, Claudia Reid, Cheryl Thompson, Norma Taute, Alison Flett, Paul Malpass, Nikki Belfield, Susanna Uerata, Raewyn Tai, Alison Barnett, Joanne Knight, Majorita Roberts, Regina Manders, Piri Kautai, Viki Ray, Jan and Peter Boyce, Jill Dibble, Moetu Tongia, Marama Tahapehi, Gytha Lancaster, Josiah Teokotai, Gwen Rodney,

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

Action Points

1	Further request for a transport review.
2	Update on Mental Health support services in the community. Invite Claire Simcock to next meeting.
3	Update on virtual health/telehealth.
4	Provide uptake numbers for Pacific Island women for screening.
5	Follow up on car parking space at the hospital by the new building.
6	Consider if HEEADSSS assessment could include primary age group.
7	Order Healthline promotional products for Grey Power representative.
8	Provide feedback around the use of intentional language that reflects this community.

1) Welcome and Introductions

- Greg Morton was introduced to the community as the new facilitator of these forums. 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?

- Transport deserves full analysis. St John renal shuttle runs 3 times a week and is fully funded.
- Provide transport for those outside criteria of funded services.
- Drivers say there is an expectation that the service is free. Can the funding be reviewed to allow the control of funding at a local level that meets the needs of the community?
- Need for great precision/coordination. NTA Funding needs a coordinated system. Can the community be a part of contract renewal?
- Can the HEEADSSS assessment include primary school age children?
- Local suicide. Where are our mental health services at?
- Access to specialist is still missing.
- Need more awareness and education. What to do when you receive information about someone who's at risk of suicide. Heightens during Christmas time.
- No community plan as yet. It still sits with South Waikato Health Improvement Group.
- YMCA received funding from Te Puni Kokiri for the Youth Strategy.

- Rachel Haswell has been appointed as the Funding and Relationship Manager for Mental Health and Addictions and starts on 1 April 2019 with Strategy and Funding.
- Health System Plan requires a local focus that speaks to communities, where is the Pacific voice?
- Grey Power - Large aging population – 4th largest in WDHB Catchment – People are moving here because it is quiet.
- Healthline 0800 611 116 - we received good feedback from a member who used this service. Would like more resources to distribute to community members.

3) 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

- 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 index 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

- a) The DHB is signalling a new strategic direction through the health system plan.
- b) As an organisation our vision is about Healthy people. Excellent care.
- c) Excellent care is about treating the people and this is our current focus.
- d) The plan is also about putting people at the centre to provide a holistic approach placing more focus on healthy people and communities.
- e) It's about knowing what areas the community wants to focus on in a locality and who we partner with to achieve this.
- f) 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
- g) 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

- a) Organised 30 community meetings in conjunction with Māori service providers.
- b) Overwhelming turnout of 1031 people attended.
- c) 44% identified as Māori.
- d) We also ran 20 staff meetings and 5 focus groups.
- e) 249 electronic surveys were completed through survey monkey.
- f) Objective of the Hui were to invite whānau to share their experiences with mental health.
- g) Listened to many emotional stories, and heard from multigenerational mental health service users and the challenges they faced in accessing support.
- h) 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.
- i) 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) Southern Rural Maternity Project Update - Jill Dibble

- Looking for a location for Community Resource Centre/Hub – fit for purpose, First 1000 Days approach to provide education and support etc.
- Will be advertising for a manager shortly
- Work being done on primary birthing unit refurbishing. Hope to have completed in 8-10 weeks.
- Martin Gallagher acknowledged Bernadette and Jill for their ongoing advocacy with this work. Bernadette also sends her regards.

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. If you have any thoughts please email them to communityhealthforum@waikatodhb.health.nz.

Meeting Closed at 2.00pm

Next meeting: Monday 8th July 2019 Noon-2.00pm
Venue: Library Room, Tokoroa Hospital, Maraetai Rd, Tokoroa

Attendees & Roles

1.	Akarere Henry	Chair Community Health Forum - SWIPIC
2.	Greg Morton	Meeting Facilitator - WDHB Senior Planning & Engagement Manager
3.	Claudia Reid	WDHB Planning Advisor
4.	Phil Grady	WDHB Director Funding and Provider Relationships
5.	Gareth Fannin	WDHB Senior Funding & Relationship Manager Hospitals & Clinical Support
6.	Norma Taute	WDHB Community Engagement Coordinator
7.	Martin Gallagher	WDHB Board Member
8.	Cheryl Thompson	Supporting Families in Mental Health Illnesses
9.	Tamsin Grant	Progress to Health
10.	Katrina Kaponga	Progress to Health
11.	Heather Williamson	Grey Power
12.	Alison Flett	South Waikato District Council
13.	Paul Malpass	Consumer Council
14.	Susanna Uerata	Raukawa
15.	Raewyn Tai	Raukawa
16.	Alison Barnett	Quality and Patient Safety
17.	Joanne Knight	Manager Southern Rural Hospitals
18.	Majorita Roberts	Putaruru Red Cross
19.	Regina Manders	Putaruru Red Cross
20.	Piri Kautai	Community Member
21.	Vicki Ray	Tokoroa Community Hospice
22.	Jan and Peter Boyce	Hospital Shuttle drivers
23.	Jill Dibble	Director Community Services
24.	Moetu Tongia	South Waikato District Council
25.	Marama Tahapehi	TCOSS
26.	Gytha Lancaster	Hauraki PHO
27.	Josiah Teokotai	TCOSS
28.	Gwen Rodney	A C Service
29.	Nikki Belfield	Pinnacle PHO