

South Waikato Community Health Forum

26 November 2018

Attendees – Bernadette Doube, Josiah Teokotai, Laura Hopkins, Christine Chandler, Martin Gallagher, Heather Williamson, Richard Harper, Tamsin Grant, Hayley McConnell, Jane Hudson, Denise Irvine, Piri Kautai, Anaru Paul, Rehua Brooks, Yasmin Winter, Marama Tahapehi, Joanne Knight, Giny van Honk, Derek Wright, Susanna Uerata, Dave Macpherson, Gerri Pomeroy, Norma Taute, Clare Simcock,

Apologies – Jill Dibble, Damian Tomic, Wayne Skipage, Gytha Lancaster – Apologies for lateness: Martin Gallagher and Dave Macpherson, Margaret Emerson, Gwen Robbins, Debbie Shaw,

1. Action Points

1.	Invite the new Director of Funding and Relationships to come and talk to the community about his role.	Bernadette Doube
2.	Review of Transport options and current contracts requested urgently.	Phil Grady
3.	Investigate if changes to CSC will be advertised. Information will be sent to local services.	Nikki Belfield
4.	Attach Hauraki PHO report to action notes.	Norma Taute
5.	Advertise Consumer Council vacancy on Social Media Page	Laura Hopkins
6.	Insert link to Consumer Council on website in action notes	Norma Taute
7.	Provide the percentage of Pacific Island attendance at “Let’s Talk” hui	Jane Hudson
8.	Re-send address to database for people to provide feedback to Health System Plan	Norma Taute
9.	Is there a cultural component to the HEADSS assessment	Jane Hudson
10.	Investigate feasibility of providing staff car parking further away and patient parking closer to the hospital	Joanne Knight
11.	Investigate feasibility of increasing the number of disability car parks.	Joanne Knight

Forum Opened

1. Forum Feedback – What Matters to this Community?

- A working group was formed to look into the possibility of holding a renal clinic in Tokoroa however, the findings are that it is not currently viable but conversations are taking place with Lakes DHB in regards to providing access for South Waikato patients.

- Access to counselling services for primary school children and teenagers is still a concern. Strategy and Funding have this on their radar. New service development manager positions have been developed within strategy and funding to give a new commissioning approach to current services.
- More car parks are required for Tokoroa Hospital. Request to DHB to provide car parking for staff at the back of the hospital in order to free up the parking spaces closer to the building for the public. There are also 7 disability parks which are normally full, could this be reviewed.
- Current shuttle services from Putaruru take patients to Thames, Te Kuiti and Hamilton hospitals. Request for provision of diagnostic services in Tokoroa as the travel can take longer than the actual appointment. Volunteer drivers give up their time willingly but believe the time can be spent better with more coordination.
- DHB fund three transport providers. In the past the community have requested a review of local transport needs to future proof and make sustainable. This request is now being repeated. Invite new Director of Funding and Relationships to attend the next CHF in March 2019.

2. Tele Health – Denise Irvine

- Telehealth allows:
 - a person to speak to a health professional through a computer screen device in a different location.
 - people to attend their appointments at a hospital or certain facilities closer to home e.g.: from Tokoroa Hospital to Waikato Hospital
 - Patients to speak to the on-screen health professional while aided in person by a nurse or a staff member
- Patients are welcome to bring whanau to the appointments
- Can save people travelling long distances unnecessarily
- Reduces costs, increases convenience.
- Potential to offer more flexible appointments
- Appointments are averaging 260 per month however there is a strong desire to increase these numbers. If people are interested in tele health consults they are encouraged to mention this to their consultant.
- Currently trialling a new model that could possibly allow a consult to take place in the privacy of a patient's home. Evaluation results for this new model will be out in the New Year.

3. Primary Care Update

Hauraki PHO

- Hauraki report attached.

Midlands Health Network– Nikki Belfield

- Whanau Kori Tamariki Ora Project – Child Obesity Program run by Sports Waikato teaching whanau to make healthy food options and some lifestyle

changes. To date they have received 170 referrals across the Waikato in total. 12 from Tokoroa and 1 from Putaruru Tirau 2 Atiamuri 1. Whanau Kori Tamariki Ora offers a free 6 month individualised flexible programme using fun activities and less screens behaviour tips. They can meet with you at a place of your choice., at your home, marae or Sports Waikato facilities.

- Free healthcare for 13yrs and under has now extended to 14 yrs throughout.
- Changes to the CSC (Community Services Cards) means cardholders will not pay any more than \$18.50 or \$12.50 for youth and free for under 14yrs as long as you are visiting the practice you are enrolled at. All practices in Tokoroa and Putaruru have opted in. Most practices are starting on December 1st; the other two start dates are 1st Jan and 1st April. 80, 000 new people have been allocated cards this year. These changes will be advertised on posters in GP surgeries and advertised on social media and all other connections they have.

4. Rural Health Maternity Co-Design – Bernadette Doube

- This project started with a review of rural maternity services led by Dr Chris hendry in 2016. A consultation process occurred in early 2017, leading to a Board mandate to proceed with the current project. Co-design for the Maternity Resource centres has taken place over the past 12 months with the local South Waikato workshops taking place between October and December 2018.
- Taumarunui co-design has been completed. The manager roles for Tokoroa and Taumarunui will be advertised after Xmas
- There has been great community support from this community including Raukawa and SWIPIC
- A specialist lactation service has been set up for rural areas – a service which was identified as a priority during the co-design process.
- Grandparents raising their mokopuna were also included in the co-design process
- The team will return in 2019 to work with the teen pregnancy unit at the local high school and TCOSS to ensure men’s voices are included.
- TCOSS already cover areas that align with this service and the project will work collaboratively with all other services.

5. “Let’s Talk” – Jane Hudson

- A total of 750 people attended the “Let’s Talk” hui
- 42% identified as Maori
- 269 completed online surveys
- 38 Participated in focus groups
- High level themes that emerged were
 - Whanau
 - Community
 - Suicide
 - Mix of services
 - Local Crisis options
 - Mana motuhake – by Māori for Māori



- Once the overall report is complete it will be distributed with an analysis of feedback by location.
- Feedback will be checked against the National MH&A Inquiry recommendations for consistency
- Feedback will be used to inform the planning and development of the MH&A services.
- Let us know how you would like us to communicate the results and ongoing actions.

6. DHB Update presented by Bernadette Doube (see attached)

Bernadette Doube wished the community members a very happy Christmas and signalled that this would be her last Community Health Forum meeting.

7. Meeting Closed at 2.05pm

Next meeting: 4 March 2019

Venue: Library Room, Tokoroa Hospital, Maraetai Rd, Tokoroa