

### NOTES OF THE YOUTH SUPPORTERS NETWORK MEETING HELD THURSDAY 28<sup>TH</sup> JULY 2011 AT 3 PM AT THE HUB, HAWERA

Sandra Boardman (TDHB GM Planning, Funding and Population Health).

Information packs including the draft proposal, submission form and frequently asked questions were available for attendees to take. Seven persons were present including three Maori.

Sandra Boardman presented the proposal with handouts of the proposal. Following the presentation the group were provided an opportunity to ask questions below is some of the questions and answers captured from the meeting.

**Q.** What is intermediate care? Does it go by age at all?

**A.** It's those people who have a long term pathway to recovery, for this particular one it's around older peoples conditions like stroke, hip replacement, once the initial care is over there's a period of time you have to get back on your feet. Sometimes people after a hip replacement it doesn't take too long and they have sufficient support at home. For others and for stroke recovery it can be quite a period of time before you can recover enough to get home. At the moment we don't have sufficient services able to support people who require more time to recuperate before going home. I am sure there are people at the moment who end up in a rest home because there isn't the amount of support that is needed to get them back on their feet.

**Q.** Is there conflict where people don't want to see that intermediate care because there is the fear of going to the rest home?

**A.** The fear is around the quality of rest home care. People are thinking about rest homes as they are now rather than thinking of a different kind of service that happens to be on a rest home site such as maternity at Elizabeth R in Stratford.

**Q.** Are youth going to go into rest homes?

**A.** No, however at the moment there are younger people requiring palliative care in North Taranaki who do end up in a rest home because there is no capacity at the Hospice and it is the only option for them.

South Taranaki



**Q.** Why is it there is a high use by youth of ED, given there is access for them to free healthcare eg Ngati Ruanui and school nurses? Are they waiting till the last minute to be seen?

**A.** The public health nurse sees school aged children but there are a lot of issues why people will come and see you or not. There is also an issue of getting transport to Ngati Ruanui and then being able to get an appointment with a GP. Young people don't want to wait.

**Q.** Patea has a nurse come once a week and Stratford has one also. Is it that the young people are leaving it too late before they are seen? I think health services for youth are pretty good. There is a lot that youth can access.

**A.** In consultation with youth in Patea and Opunake there are gaps in Youth & Mental health services. It is not just to have someone to prescribe it is more of a case manager where youth present with multiple issues.

**Comment.** Ngati Ruanui provide a lot of services to schools. Hawera High School are visited three days a week. Those who are not registered with us at schools will turn up at ED. Even though we've got nurses out there doing this they are not available outside normal hours. Often after 6pm at night they will turn up at ED.

**Comment.** If you're not enrolled with a GP and you suddenly need to see a doctor that doctor will charge you as a casual patient so you end up paying a lot more.

**Q.** What services are free?

**A.** Mental health counselling is free and the public health nurse is free.

**Q.** 16 to 24 year olds who are no longer at school and cannot access these services. Do you think there is a gap there?

**A.** Yes, there is definitely a need for 16 to 24 year olds to have access to services.

**Q.** What are the free services to rangatahi in Patea and Waverly?

**A.** Once a week visit by nurse

**Q.** What will change about youth services in South Taranaki?

**A.** There are no proposed changes except improving access to primary care. This is where most care is delivered and should be the first point of contact for all patients. If you are not using primary care, you don't have access to things like surgery and all onward referrals. The District Health Board has its Youth Health contract with Ngati Ruanui and there is no intention to reduce that.

**Q.** In Stratford we worked with the youth service there (Central Youth Centre) is there one in Hawera or any other town in the south?

**A.** The Hangar a Christian based Trust who lease a building and run activities there.

**Comment.** The difference between North and South Taranaki is that North Taranaki have a bigger area. We have to go to them rather than they come to us.

**Comment.** I think there is a lot of fragmentation within the youth health services. We need to provide services in a smarter way by coordinating services of the District Health Board between and the public health nurses.

**Comment.** One of the proposals around the Whanau Ora Centre and Integrated Family Health Centres is that the public health nurse and their services become part of the primary health care team.

**Comment.** We need to educate youth and tell them these services are available and how to get it.

**Q.** Where are the free services for Rangatahi provided?

**A.** At Waves and Ngati Ruanui. Sexual health is provided through a lot of GP practices and the DHBs sexual health service which has a clinic in Hawera. The Family Planning Service and Sexual health service in Hawera Hospital on Thursday is free for anyone under 20. Counselling for moderate to mild mental health is also free.

The group summarised the meeting by saying they thought that the reason many youth do not access health care services is because they do not know how, where or what these services are and where they can access them. They also thought that youth need to have a relationship with health care professionals before they would be willing to use the services.