

COMBINED SOUTH TARANAKI SERVICE INTEGRATION STEERING GROUP and SOUTH TARANAKI COMMUNITY FORUM meeting

Auditorium, Salvation Army, 23 Regent Street, Hawera
at 12.00pm on Wednesday, 19 February 2014

MINUTES

Present

Raymond Buckland *Hawera Community*; Leigh Cleland, *Service Manager Child and Maternal Health, Hawera Hospital TDHB*; Marlene Bezuidenhout *Director Mountainview*; Mihi Kahu, *Tui Ora*; Vicki Kershaw *Portfolio Manager Primary Health Care & Community Pharmacy TDHB*; Jenny Nager *Grey Power*; Fran Davey, *Minute Secretary, TDHB*.

Apologies

Ross Dunlop *South Taranaki District Council*; Cath Anderson-Carroll *Area Manager for NZ Red Cross Taranaki*; Molly Cole (*Patea Proud & Business & Citizens of Patea*); Colleen Dudley *Te Oranganui Medical Centre*; Marie Dwyer *Deputy Chair (Patea Medical Trust)*; John Hooker, *Nga Ruahine Iwi*; Tioti Katene *Ngaruahine Iwi Authority*; Rosemary Clements *GM Hospital and Specialist Services*; Ruth Mackay (*Patea Community Board*); Maryanne Forsythe, *Manaia*; Warren Nichols *Business Manager Ngaruahine Iwi*; Julie Nitschke, *Wanganui PHO*; Dr Greg Simmons *Chief Medical Advisor*; Sharlene Tapa Mosen *Te Oranganui Medical Centre*; Neil Walker *Taranaki Regional Council*

1.0 Minutes

1.1 Minutes from the Steering Group and Community Forums were received and noted.

*Bezuidenhout/Buckland
Carried*

2.0 Matters Arising

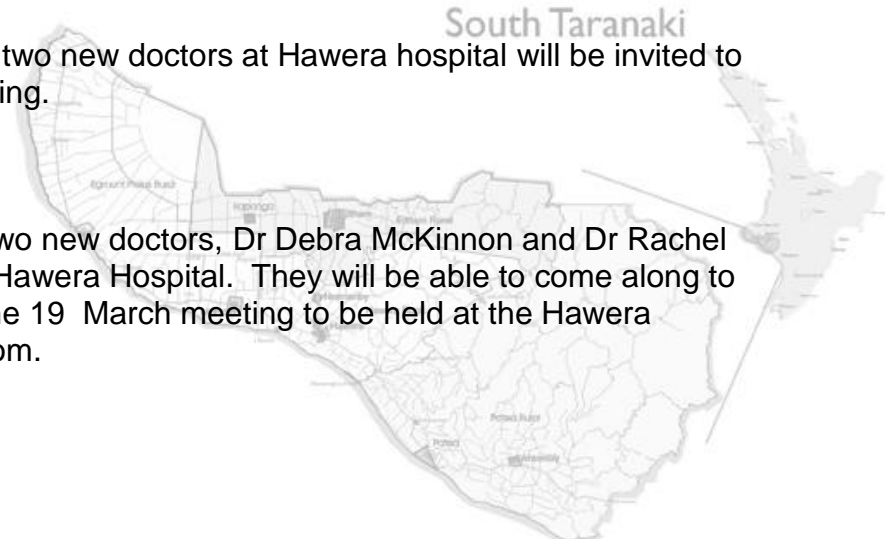
- Fulford Radiology - Dr Bezuidenhout confirmed that doctors have access to radiology testing x-rays and referral.
- Breastfeeding rates for high performance areas - Mrs Jenkins will provide at March meeting.
- Meeting of Doctors - the two new doctors at Hawera hospital will be invited to the 19 March 2014 meeting.

3.0 Updates

3.1 Hawera Hospital

Mrs Cleland advised the two new doctors, Dr Debra McKinnon and Dr Rachel Coe have both started at Hawera Hospital. They will be able to come along to the "meet and greet" at the 19 March meeting to be held at the Hawera Hospital, Conference Room.

South Taranaki



The Clinical Nurse Specialist role is up and running for a month. It had a slow start however showing its worth with the number of triage 4 & 5 patients they are able to treat and discharge.

4.2 Mountainview Medical

Dr Bezuidenhout reported staff morale and the general atmosphere in the service is working extremely well. Mountainview are looking in the long term to expand their services.

4.3 Tui Ora Ltd - are currently recruiting for their Kaumatua Services.

4.4 Nga Ruahine Iwi - no report

4.5 Patea Medical Centre - no report

4.6 Te Waipuna Waverley Medical Clinic - no report

4.7 Regional Council Report - no report

4.8 Grey Power

Mrs Nager advised St Johns will provide their own shuttle, run by volunteers, commencing from 1st April 2014.

Mrs Nager advised the community were upset around the recent end of a contract with the Regional Council which provided for the total Mobility Scheme, this means there are no taxi vouchers available.

4.9 Red Cross Services - no report

4.10 Wanganui PHO - no report

5.0 General Business

5.1 Lois Harrop, Dental Therapist, South Taranaki was invited to talk to the group regards the 800 arrears that were reported in South Taranaki.

Arrears are people who have never had an appointment, where as DNA (did not attend) did have an appointment.

Mrs Harrop advised the arrears were due to a number of issues which included staff shortages, maternity leave and staff changes, time to transition to the new site at the Hawera hospital and the down time of equipment. The Community Oral Health team are working through the arrears at present.

There has been a marked increase in staff morale at the new site, the placement of the mobile unit over Christmas at the Hawera Hospital and new staffing arrangements with three chairs currently running, is also helping to clear the arrears.

- 5.2 Mrs Perry - Portfolio Manager for the Taranaki DHB, Older People's Health
Mrs Perry advised the Older Persons Consumer Reference Group (OPCR) meets on a monthly basis in New Plymouth and Stratford. It has a membership of almost entirely over 65 and is open to all people. The group has been running for over 3 years and came out of Project Splice, a redesign of Older Peoples Health needs.

The OPCR group is the mechanism into which older people feed into, to find out what services are being provided throughout the DHB and potentially be part of the planning of those services.

One of the initiatives the group has designed is an information pamphlet for people requiring a Needs Assessment. The pamphlet to be printed shortly, explains about the assessment tool, the types of assessors, explains what a Care Manager does, what a non Complex Assessor is and how the single point referral hub works.

The group also developed a telephone assessment protocol which is a clear guideline for the assessor, noting that all first time assessments will be face to face, persons who have any hearing or sight issues have the option to have a face to face or a telephone assessment.

Each month a speaker in a specialist area is invited to the monthly meetings and encourages people to ask questions around any poor experiences. The forum as well as being an information sharing identifies issues that require solving, to find ways of addressing these.

The meetings generally run for 1.5 hours. Stratford have a good turn out at their meetings.

Mrs Perry would be happy to come and run the forum in South Taranaki if the need arises. Mrs Perry to email Mrs Nager with details to advise the South Taranaki Grey Power and other organisations.

Dr Bezuidenhout invited Mrs Perry to talk to the staff at Mountainview Medical on services for older people.

- 5.3 Mrs Perry advised a Disability Awareness Workshop is scheduled for March/April in Hawera in association with the South Taranaki District Council and others. Information to be sent to members if they wish to attend this workshop
- 5.4 The resignation of Maryanne Forsythe was noted and received and will be followed up at the next meeting.
- 5.5 Feedback on future meetings - members to consider attendance, scheduling and purpose of future meetings.

Dr Bezuidenhout noted the meetings are a priority and not an option and to address the attendance of these in a serious manner. She advised if a member is unable to attend that a representative is sent in place of.

It was also suggested that a written report be sent if there is no representative able to attend the meeting noting highlights, low lights, to be able to nip things in the bud, working together.

Mrs Cleland suggested guest speakers be invited to the meetings and that she is happy to arrange for Steve Chapman to attend the next meeting. Mr Chapman arranged the "Connector" bus service on behalf of the DHB. May members please advise Minute Secretary if they would like this to be arranged.

Mrs Cleland noted the meetings are a communication/information sharing meeting, a partnership, where we introduce new ideas, and perhaps the meeting could be called the South Taranaki Partnership Community Meeting. This meeting could be a good link with the community.

5.6 "Connector" bus service

The Hawera to New Plymouth "Connector" bus service is up and running. The service runs four return trips a day between Hawera and New Plymouth, with an extension from and to Opunake on the first and last run of the day. All passengers must book their seat, no exceptions. All passengers except TDHB patients and visitors can book by phoning phone 0800 221 120 or emailing pickering.motors@xtra.co.nz. Hospital patients and visitors should book by phoning: Hawera Hospital 06 278 9929, Taranaki Base Hospital 06 753 6139. Tertiary students - 6.35am service Hawera to New Plymouth and the 5.05pm service from New Plymouth.

5.7 Terms of Reference

Bring forward to next meeting.

Key Messages

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Older People's Health

Mrs Perry, Portfolio Manager for the Taranaki DHB for Older People's Health presented on the Older Persons Consumer Reference Group (OPCRG).

The OPCR group is the mechanism into which older people can find out more about what services are being provided throughout the DHB and to play a role in influencing the planning and delivery of those services.

OPCR group are interested to know whether South Taranaki community would like this group to run in South Taranaki.

A **Disability Awareness Workshop** is planned for South Taranaki on 18 March 2014. Please register your interest by calling Marama or Brian on 06 759 0019 at the Taranaki Disabilities Information Centre. The 3 hour Workshop is designed to give the participant practical understanding of disabilities and the environmental factors which people with a disability face.

Dental Arrears in South Taranaki

Mrs Lois Harrop, Dental Therapist, South Taranaki gave an update on the "Arrears" in South Taranaki.

Arrears are people who have never had an appointment, where as DNA (did not attend) did have an appointment.

Mrs Harrop advised the arrears were due to a number of issues which included staff shortages, maternity leave and staff changes, time to transition to the new site at the Hawera hospital and the down time of equipment. The Community Oral Health team are working through the arrears at present.

There has been a marked increase in staff morale at the new site, the placement of the mobile unit over Christmas at the Hawera Hospital and new staffing arrangements with three chairs currently running, is also helping to clear the arrears.

Next meeting of the combined Steering Group and Community Forum is scheduled for Wed 19 March 2014 at 12.00 noon

ACTION LIST

	Action	Member reporting	Report back	From meeting
5.2	<i>Disability Awareness Workshop</i>	<i>CP</i>	<i>19/3/14</i>	<i>19/2/14</i>
5.2	<i>Older Persons Consumer Reference Group (OPCR)</i>	<i>CP</i>	<i>19/3/14</i>	<i>19/2/14</i>
5.7	<i>Terms of Reference for Review</i>	<i>Members</i>	<i>19/2/14</i>	<i>19/3/14</i>
2.0	<i>Re: as breast feeding rates are lower for Maori, Mr Hooker requested figures for the high performance areas.</i>	<i>BJ</i>	<i>19/02/14</i>	<i>18/12/13</i>
<i>B/up</i>	<i>Nurse Education discussions re same services and policies and referral back to primary sector</i>	<i>B/Up</i>	<i>19/2/14</i>	<i>18/12/13</i>