

SOUTH TARANAKI COMMUNITY HEALTH FORUM

held in the Conference Room of the Hawera Hospital on Wednesday 27 August 2014 at 12.00noon

MINUTES

Present

Jenny Nager Grey Power (Chair); *Marlene Bezuidenhout* Director Mountainview; *Molly Cole* Patea Proud & Business & Citizens of Patea; *Jenny Hamley* Women's Institute; *John Hooker* Ngaruahine Health; *Raymond Buckland* Hawera Community; *Mihi Kahu*, Tui Ora; *Leigh Cleland*, Service Manager Child and Maternal Health, Hawera Hospital TDHB; *Vicki Kershaw* Portfolio Manager Primary Health Care & Community Pharmacy TDHB; *Neil Walker* Taranaki Regional Council; *Fran Davey* Minute Taker, TDHB

Apologies

Ross Dunlop Mayor, South Taranaki District Council; *Becky Jenkins* Acting General Manager Planning Funding & Population Health; *Marie Dwyer* Deputy Chair (Patea Medical Trust); *Colleen Dudley* Te Oranganui Medical Centre; *Sharlene Tapa Mosen* Te Oranganui Medical Centre; *Ruth Mackay* Patea Community Board; *Warren Nicholls* Ngaruahine Health; *Julie Nitschke*, Wanganui PHO; *Te Oti Katene*, Ngaruahine Iwi Authority.

Resolution: "That apologies be accepted"

Cole/Hooker/Carried

John Hooker offered karakia to begin the meeting.

1.0. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting held on 23 July 2014 were received as a true and accurate record.

Resolution: "That the minutes of the previous meeting be received and noted"

Hamley/Hooker/Carried

1.1 Matters Arising

Mr Walker enquired if there are any insights and lessons to learn in relevance to the Cancer data that was provided.

2.0 UPDATES

2.1 Hawera Hospital Services

- Hawera Hospital is currently busy with 12 inpatients and above average presentations into ED, it is staffed and resourced for this capacity.
- The current Hawera Hospital Clinical Nurse Manager role has become available due to the current staff member filling a position at Base Hospital. The replacement role is intended to be more like the past Hawera Hospital manager role, covering across the site. Applications for this position close on 17 September 2014. See attached JD to support this application.
- Robust discussions followed around what the new position would look like, including Allied and Mental Health, attracting the right person who would form good relationships with the community, more of a Site Manager position. Members agreed and noted that moving forward we work on forming good relationships, see what we can contribute, see what we can change to support the new position. Dr Bezuidenhout requested this Forum move on and not revisit the past as events

have changed from the initial formation of the South Taranaki forums. Mrs Hamley noted members get in behind and support the new position Mrs Cole advised it's about forming relationships moving forward.

- Dr Bezuidenhout enquired how to we keep the patients in the waiting room informed around long waits. Mrs Cleland advised every patient is triaged on arrival and assessed as to how urgent their need is. In regards to making the waiting room more patient friendly, some options could include the installation of a TV in the waiting room on an educational/informative channel to manage the expectations. Another option could be a board advising the wait time.
- As there is no after hours GP service in the South the public end up in ED as opposed to seeing their GP. Managing and educating the community about being at the right place ie being seen by a GP instead of in ED is a more sustainable solution. The MoH have a target to see all patients within 6 hours.
- With regards to complaints, feedback and compliments encourage the public to use the formal complaints, compliments and suggestions process as this helps inform the DHB to improve their systems for their patients. This can be accessed on the TDHB website at (www.tdhb.org.nz/customer_services/feedback.shtm) or please email Leigh on leigh.cleland@tdhb.org.nz.
- In regards to Influenza, Mrs Cleland advised the influenza rates are not vastly different from past years however it seems that getting over the flu is taking longer. Mrs Kershaw reported there are outreach clinics for high needs patients for influenza in Hawera, Patea, Waitara and Parihaka.
- Mrs Cleland advised a Midwife has applied for a position with the Taranaki DHB, this is welcomed. In addition a Registered Nurse, with a lot of experience in Post Natal care, started ten days ago in HMU.

2.2 Mountainview Medical

Dr Bezuidenhout advised they have a new doctor from the US who commences on 1st September 2014 and their services are fully booked.

2.3 Tui Ora Limited

Mihi Kahu advised SWEET (South Working to Enable and Empower Teens) is born out of the South Taranaki Social Sector Trials, aiming to coordinate tailor made initiatives for each unique specific Community (Patea, Waverley, Kaponga, Eltham, Hawera and Opunake).

The Social Sector Trials is managed by Melanie Loft and led by Tui Ora Ltd. Social Sector Trial is about coordination, collaboration and support as a cross agency approach to reduce offending, reduce truancy, reduce Alcohol, drug and other substance abuse, and increase education, training and employment for all 12 – 18 year olds. Melanie leads the five agencies Ministry of Social Development, Ministry of Education, Ministry of Health, Ministry of Justice, and New Zealand Police to address these outcomes.

The SWEET team members include Sarah Jones who is an Educational Psychologist. Sarah will be working alongside staff and agencies in South Taranaki.

Jemma Ladbroke is a Family Violence Intervention specialist who will be based at the Hawera Police Station, two days a week to help young people who are witnesses and victims to domestic violence.

The link for regular SWEET newsletters is: <https://www.facebook.com/pages/SWEET-South-Working-to-Enable-and-Empower-Teens/703835476370514>

2.4 Ngaruahine Health

Mr Hooker advised business as usual and possible relocation in the New Year

2.5 Patea Community Board

Mrs Cole advised the Medical practise is fully staffed with two doctors. Te Mahana is filled to its capacity. Patea Standby is currently transporting patients through to Base Hospital for any appointments

3.0 GENERAL BUSINESS

Mr Walker noted there was concern about elderly patients being discharged in the early hours. Mrs Cleland welcomes the details regards these events in order to follow them through. Guidelines and policies regarding this are linked above.

Mrs Kershaw advised if the Standby Associations have parking difficulties for their high needs patients make contact with her on 06 753 7780 Ext 7606 or vicki.kershaw@tdhb.org.nz

The email from Dr Blayney with regards to Midwives at Hawera hospital was tabled. The meeting agreed Dr Blayney is a very valuable GP with an invitation extended to him to attend this forum to discuss these matters. Mrs Cleland will respond to Dr Blayney's email accordingly.

4.0 KEY MESSAGES

To include

- An explanation re: triage
- An explanation re: the formal complaints process
- New position at Hawera Hospital – Site Manager
- Membership of the Committee
- Mountainview's new doctor Dr Donelli commences 1 September 2014.

ACTION LIST

<i>Meeting Date</i>	<i>Item</i>	<i>Action by</i>
23/07/2014	Rural Health Advisory Group Presentation	R Dunlop

Next meeting of the South Taranaki Community Health Forum is scheduled for Wednesday 29 October 2014 at 12.00 noon at the South Taranaki District Council, Council Chambers

Future Meetings

29 October at 12 noon at STDC, Council Chambers

26 November at 12 noon at STDC, Council Chambers

17 December is scheduled – please advise

South Taranaki Community Health Forum - Attendance Register 2014

Date	23/07/2014	27/08/2014	24/09/2014	29/10/2014	26/11/2014	TOTAL
Becky Jenkins	A	A				
Cilla Rei						
Colleen Dudley	A	A				
Greg Simmons	When	required				
Jenny Hamley	√	√				
Jenny Nager	A	√				
John Hooker	√	√				
Julie Nitschke	A	A				
Leigh Cleland	A	√				
Marie Dwyer	√	A				
Marlene Bezuidenhout	√	√				
Mihi Kahu	A	√				
Molly Cole	√	√				
Neil Walker	A	√				
Raymond Buckland	√	√				
Rosemary Clements	When	required				
Ross Dunlop	√	A				
Ruth Mackay	√	A				
Sharlene Tapa-Mosen	A	A				
Te Oti Katene	A	A				
Vicki Kershaw	A	√				
Warren Nichols	√	A				

KEY	
Attended	√
Apology	A
Leave of Absence	LOA
Absent	AB