JOINT HAMILTON CITY AND WAIKATO DISTRICT COMMUNITY HEALTH FORUM HELD 4 MARCH 2009 AT THE CELEBRATING AGE CENTRE VICTORIA STREET HAMILTON

PRESENT:	*Evelyn Weir (Chairperson). Register held with Evelyn.*
IN ATTENDANCE:	*Gordon Chesterman – Waikato DHB Board Member & Chair of the Community & Public Health Advisory Committee (CPHAC)* *Grant O'Brien - Waikato DHB Representative* *Amy Thomsen – Waikato DHB Communications Consultant* *Adam Wardle – Waikato DHB Planning & Funding* *Sam Mannakkara – Waikato DHB NTA Co-ordinator*

WELCOME AND INTRODUCTIONS	*Chairperson welcomed everyone to the meeting and extended a special greeting to Gordon Chesterman, Waikato DHB Board Member.*
APOLOGIES	*Mrs Osborne and Mrs Whittaker*
MINUTES OF PREVIOUS MEETING	*Minutes of previous meeting held Wednesday 3 December 2008 were tabled and taken as read.*
MATTERS ARISING FROM PREVIOUS MINUTES	*No matters arising.*
ITEM 1	***GENERAL BUSINESS*** *There was no General Business*
ITEM 3	***TRANSPORT PRESENTATION*** *Adam Wardle and Sam Mannakkara attended for this presentation. Lack of suitable transport services for people needing to attend outpatient appointments at Waikato Hospital remains an important issue. Transport to appointments has been highlighted as a barrier by forums for some time. Waikato DHB staff have been working on identifying solutions to these problems.* *Adam presented a progress report which identified key communities needing urgent support. A decision making matrix was developed from data including census population deprivation scores, availability of existing DHB funded transport services, access to Road Service Buses and distance from/to Waikato DHB hospital.* *The next step is to identify solutions for communities identified as having high transport needs. Health providers, communities and key stakeholders are to be engaged in finding local solutions.* *Gordon Chesterman told the meeting of a recent report to his committee that 25% of outpatient appointments at Waikato Hospital were not kept. People not attending their appointments or not cancelling them meant that other people were missing out. The Board needed to urgently consider texting systems or calling people the day before their appointments as a reminder. He acknowledged that some areas were already doing this.*

	Did not attends (DNA's) are included in the scope of the transport project says Adam Wardle. Texting systems would be considered as part of the overall transport solutions to be proposed by the project group. *The forum asked to be kept informed of progress with this project.* ***Transport and Accommodation Policy*** *Amy Thomsen attended for this item. It had become plainly clear that the current administration of this national policy was not working for people eligible for funds to travel to specialist appointments. Previous forums had raised the issues that the system was cumbersome, confusing, people were often given conflicting advice and there was a poor uptake across the DHB.* *Amy presented to the forum a revised brochure which sets out to improve the information for people accessing TNA assistance. As part of the review the DHB put to members that they propose to print new posters, brochures and advertise the scheme extensively across the DHB region. Gordon Chesterman labelled the system "a govt secret to stop people getting the funding a deplorable situation" he said.* *The new brochures were distributed and feedback from the forum was requested. People were asked to send any comments directly to either the Chair Evelyn Weir or Amy Thomsen – Media and Communications Department Waikato Hospital or email thomsena@waikatodhb.govt.nz. Feedback is required by the end of March 2009.*
ITEM 4	***LOCAL ISSUES*** *This meeting was devoted to general discussion on issues and concerns with the delivery/availability of local health services.* *Representatives from the Alzheimer's society were in attendance and spoke about the inadequacy of the contract they have with the Waikato DHB/Disability Support (DSL). From their perspective the contract was inflexible and not directed towards meeting the needs of their consumers. Attempts to resolves these issues with the DHB/DSL have not been successful.* *Rather than discuss the issues at length at this meeting it was agreed that Grant would organise a meeting between key parties to try and find solutions to these issues. Alzheimer's Society representatives are to contact Grants Office to organise a time to meet.* *Lengthy waiting times for elective surgery were again raised as a concern. The Consumer Advocacy Service identified increasing frustration form people disadvantaged by late cancellation of their surgery. Often people had to make arrangements to get to hospital, arrange child care, take time off from work etc to have their surgery and cancellation often on the day of surgery failed to take into consideration the needs of the consumer.* *Elective procedures were often cancelled due to the needs of acute surgery. This situation had gone on long enough and DHB's need to sort out the needs of both patient groups, the service told the DHB. People needing elective surgery should also be a priority.*

	Gordon mentioned recent letters from the Minister of Health to DHB Chairs, Board members and Chief Executives. The letter set out the Ministers expectations of DHB's for the next year and his intention to hold these key people accountable for improved performance. One of the Govt's priorities for the first year is improving the state of Hospital waiting times for elective procedures and waiting times in the Emergency Department. "Getting political with a new Govt who wants change is not a bad idea" says Gordon. ***Obiter Bus Service*** *Positive feedback had been received from people now able to use this service to visit Waikato Hospital. The Obiter is a regular bus service around the Waikato Hospital Campus with stops outside the new parking building and opposite the emergency department in Pembroke Street.* *Members commented on the value that this service and the new parking arrangements at Waikato Hospital had provided for people needing to attend the campus. Grant O'Brien told the meeting that parking issues at Waikato Hospital no longer dominate Community Health Forum meetings* ***Community Health Forum Chairs Forum*** *At the suggestion of CHF Chairs, there is to be a regional chairs forum held in April this year. This meeting will be a chance for discussion on the role and function of forums and how the forums can be improved for the communities they service. Chairs were asked to invite members of their group to attend the forum with them and provide names to Andrea Sutton by Friday 20 March 09. Please phone or email Andrea. 07 8343635 suttona@waikatodhb.govt.nz* ***Health Service Concerns*** *This meeting provided a good opportunity to discuss some key issues with the provision of health services.* *"That's what forums are about" said Evelyn Weir Chair of the Hamilton CHF. "More people should be encouraged to attend and have their say about the services they use" says Evelyn. Approx 40 people received notification of these meetings and Evelyn will undertake to personally contact these people before the next meeting to see if they are wishing to remain as part of the forum. The more representation we get at these meetings means that more views and experiences both positive and negative can be shared.*
DATE OF NEXT MEETING	***NEXT MEETING:*** ***Hamilton CHF*** ***Thursday 9 July 2009*** ***10.00am – 12.00pm*** ***Celebrating Age Centre*** ***Hamilton***