

**JOINT HAMILTON CITY AND WAIKATO DISTRICT
COMMUNITY HEALTH FORUM HELD 9 JULY 2009 AT THE
CELEBRATING AGE CENTRE VICTORIA STREET HAMILTON**

PRESENT:	<i>Evelyn Weir (Chairperson), Hoi Lee, Sharon Dawson, David Seare, Glenda McLean, Mandy Moon, Denise Kingi, Kiri Moxon, Cary Douglas, Margaret Southgate, Mary Hayes, Pat Bent and America Harvey</i>
IN ATTENDANCE:	<i>Gordon Chesterman – Waikato DHB Board Member & Chair of the Community & Public Health Advisory Committee (CPHAC) Janet Harvey - Waikato DHB Representative Amy Thomsen – Waikato DHB Communications Consultant</i>

WELCOME AND INTRODUCTIONS	<i>Chairperson welcomed everyone to the meeting and extended a special greeting to Gordon Chesterman, Waikato DHB Board Member. Evelyn noted that there were no representatives from North Waikato and will follow up with that group.</i>
APOLOGIES	<i>Lyn King, Murray Dear, Michelle Davies and Jacqueline Tauranga.</i>
MINUTES OF PREVIOUS MEETING	<i>Minutes of previous meeting held Wednesday 4 March were tabled and taken as read. Correction to previous minutes, Pat Bent asked that her name be added as an apology for the previous meeting</i>
MATTERS ARISING FROM PREVIOUS MINUTES	<i>Evelyn discussed the letter she had sent out encouraging people to attend and outlining the benefits of the group. Evelyn welcomed people attending for the first time. Those present then introduced themselves and highlighted their issues.</i>
ITEM 1	<p>ISSUES/POINTS RAISED INCLUDED:</p> <ul style="list-style-type: none"> ➤ <i>Concerns around the Waikato PHO changes and lack of information around them. Gordon Chesterman to update later in the meeting.</i> ➤ <i>Mixed messages around the swine flu and challenges communicating with whanau. Te Kohao Health has developed a phone text based system to contact their clients around the flu.</i> ➤ <i>Recruitment issues; acknowledged this is a global issue.</i> ➤ <i>Cost of attending GP's – concern this may increase with Waikato Primary Health changes.</i> ➤ <i>Access to out-of-hours.</i> ➤ <i>PHO funding shortfalls in relation to co-payments.</i> ➤ <i>Insulin lantis study – A UK study claims lantis is linked to cancer and this has been reported in the media. NZ Diabetes concerned people will stop taking lantis and is strongly encouraging people to continue with it and seek specialist advice if concerned.</i> ➤ <i>Hospital DNA's – a number of contributing factors led onto a discussion around timing of appointments and people's reluctance to try to change these in case they had to wait a lot longer, noted Hamilton people are more likely to DNA than people from other places. Noted that public health nurses are contracted to follow up on children who DNA a number of speciality clinics.</i> ➤ <i>Attendance by refugee and new migrant communities – Evelyn asked Mary Hayes if she would encourage representatives to attend.</i>

	<ul style="list-style-type: none"> ➤ <i>Waikato Epilepsy field work service has been withdrawn. Staff planning to call a special AGM to address. CCS noting increase in referrals to them as a result.</i> ➤ <i>Sharon Dawson advised that Progress to Health have moved to new premises on 25 Rifle Range Road, Hamilton.</i> ➤ <i>Plunket see face-to-face contact with their clients as very important and moving more services into the community. Glenda McLean (Plunket representative) questioned the accuracy of media reports around Waikato DHB's poor performance with B4 school checks. Gordon Chesterman confirmed that the reports were correct unfortunately.</i> ➤ <i>Lois Livingston advised she is working for Hamilton This Week, one of the local community newspaper with a large readership, this is an excellent what for organisations to get their messages out and promote their services.</i>
<p>ITEM 2</p>	<p>GORDON CHESTMAN (WAIKATO DHB BOARD MEMBER)</p> <p><i>Gordon introduced himself and outlined the Board's make up and membership. One vacancy at present. The minister will replace David Currie even though he was an elected member i.e. the next person on the list does not automatically get appointed. Gordon outlined the importance of CHF's for Board members to keep in touch with local issues.</i></p> <p><i>In response to the earlier comments re: access to GP's, a telephone triage system is being put in place to assist people to access a nurse by phone as first point of contact.</i></p> <p><i>Discussion around government changes, Gordon explained that as a Board member it is his role to deliver what the government wants and the community role to vote in a government to get health system they want.</i></p> <p><i>Ministers priorities:</i></p> <ol style="list-style-type: none"> <i>1. ED Waiting times – 6 hours is benchmark</i> <i>2. Elective services – Gordon feels this is very high and would like to see Waikato aim to do better. While the Minister thinks there are too many administrators. Gordon noted that Waikato DHB spend \$7.2million on administrators vs \$750million on clinical staff. The government does impose a lot of reporting on DHB requiring administrative support to complete.</i> <i>3. Regionalisation – DHBs in this region are looking at options to work more closely together, a lot of challenges.</i> <p>Pinnacle/Waikato PHO</p> <p><i>Gordon said the situation is complicated. Waikato DHB needs to ensure WPH still meets its contracts. Price Waterhouse was contracted to review the current structure. Waikato DHB has commissioned an independent audit of the changes (Pinnacle/DHB are funding) with their report due in a couple of weeks. Gordon was not sure if there would be a community consultation component to the review. The South Island PHO situation is different. Evelyn asked will the Waikato PHO continue to provide current services? Action: Evelyn will email her information regarding these services with covering letter to Gordon Chesterman to give to the CEO to inform the review. The meeting supported this motion. Noted there have been a number of resignations at the PHO.</i></p>

	<p><i>GP costs – a question was asked why the subsidy paid to GP's doesn't cover visits to private A&E. These are private businesses run by GP's. Discussion around staff shortages, global challenge. Gordon stressed there was no more money for health.</i></p> <p>DNA's <i>Further discussion around the difficulties people face, including appointments at a difficult time to get to, difficult to contact people to remind. Noted text option is available and these are being used in some places but not within Waikato DHB.</i></p> <p>Recession <i>Noted that some GP's are refusing services to provide due to non payment accounts. People could look at direct credit options. This works well for Progress to Health clients.</i></p>
<p>ITEM 3</p>	<p>DHB UPDATE</p> <ul style="list-style-type: none"> ➤ <i>Janet spoke to the update tabled. Evelyn provided an overview of the CHF Chairs paper mentioned in the update (paper attached). Hamilton is well served with public transport plus total mobility scheme and St John's unlike some other communities who have limited services.</i> ➤ <i>Prioritisation Process – Janet outlined this years process (see attached paper)</i> ➤ <i>SCR update – People can access the Waikato DHB website for updates www.waikatodhb.govt.nz</i> ➤ <i>Discussion around challenges navigating the Waikato Hospital site including long walks to get to clinics. On a positive note from David Searle ICU is an example where the DHB does a fantastic job. Midland Chronic Care advisory group is another area that is working well.</i>
<p>DATE OF NEXT MEETING</p>	<p>NEXT MEETING:</p> <p>Hamilton CHF Thursday 5 November 2009 10.00am – 12.00pm Celebrating Age Centre Hamilton</p>