

**MINUTES OF THE THAMES/COROMANDEL/HAURAKI
COMMUNITY HEALTH FORUM MEETING HELD THURSDAY 12
NOVEMBER 09, THAMES WAR MEMORIAL CENTRE**

PRESENT:	<i>Hugh Kininmonth (Chair), Anne Hay, Arthur Fletcher, Barbara Rothschild, Bev Costello, Cherie Staples, Deborah MacDonald-Brown, Elaine Bycroft, Frances Burton, Gill Leonard, Ian McIntyre, Jacquie Mitchell, Laurie Franks, Leak Coombes, Nola Walker, Peter Raynel, Robin Pengelly, Stan Sims, Tania Young, Thelma Chantrey, Val Sparks, Sheryll Fitzpatrick, Glen Wilson and Jenna Sneddon.</i>
IN ATTENDANCE:	<i>Grant O'Brien – Waikato DHB Representative Janet Harvey – Waikato DHB Representative Amy Thomsen – Waikato DHB Communications Consultant Gordon Chesterman – Waikato DHB Board Member</i>
APOLOGIES	<i>Mayor John Tregidga and Julie Stephenson</i>
ITEM 1	WELCOME AND INTRODUCTIONS <i>Chairperson welcomed everyone to the meeting.</i>
ITEM 2	MINUTES OF PREVIOUS MEETING <i>Minutes of previous meeting 8 July 2009 were tabled and taken as read.</i> MATTERS ARISING <i>Nil.</i>
ITEM 3	LOCAL ISSUES Transport <i>People referred to Thames ED by the Triage service were in some cases experiencing difficulty in getting back home following treatment. This is a particular problem where people are transported via ambulance from out of town and more so at night when limited options were even more limited.</i> <i>While this was acknowledged as a problem there was little that could be done in the way of provision of transport services. The Triage service only referred people when in their opinion a face to face consult was required. It was not seen a function of Triage to ensure transport home following an attendance at the ED. Obviously, if this becomes a barrier to attending the ED then consideration would need to be given to identifying what supports may be available in these urgent situations.</i> <i>This discussion lead to local transport operators advising there services were available for “ad hoc” assistance in rare occasions. It was agreed that these services should be documented in the Thames Transport Resource Document and available to ED staff.</i> <i>Sheryl Fitzpatrick briefed members on an initiative she is involved with aimed at “Co-ordination of local Transport Services”. The idea behind this was to ensure that the services available to the local population were</i>

used efficiently and that sustainability of the services was improved through people/services working together.

Grant updated the meeting on progress with the Transport Project underway between Waikato DHB, Environment Waikato and Land Transport Authority. This project was sponsored by Hauraki District Council Mayor John Tregidga and was also concerned with sustainability issues and better co-ordination of the current range of services.

Discussions on transport identified that there were a lot of people involved in ensuring these services worked well. A joined up approach in some way where everyone knew what was going on was seen as a good idea. Grant undertook to ensure key people were kept informed (joined-up).

Hugh Kininmonth advised the meeting of the new service in the region operated by Bay Transport. Brochures were distributed and contact numbers for this new service.

Elaine Bycroft Patient Advocacy Service offered praise to Thames ED staff for their willingness and helpfulness with people using their services. ED is often a busy environment and people often needed assistance and Thames Staff often went out of their way to ensure people were cared for, Elaine said.

Patient Supplies

There has to be a better more efficient way of ensuring people got timely access to the equipment they needed for their health care, according to one members of the meeting whom had experienced people in need having to reorder standard equipment and supplies they needed multiple of times. Form filling, multiple handling and time delays was considered a waste when people living in the community need regular supplies of equipment on an ongoing basis. Can there be an automated re-supply system, put in place for these people? Jacquie Mitchell thought this was good feedback and would be useful for a quality improvement process currently underway. Jacquie would take this suggestion to the group involved in this work.

Sensitivity

A local woman whom had terminated her pregnancy was unfortunately taken through the ED past young children and other pregnant women at a time when her need for sensitivity was apparent. Feedback had been given to the staff concerned.

Smoking Cessation

Hauraki PHO updated the meeting on their successful programme to quit smoking. There was good uptake from Hospital Staff and the PHO's Quit Smoking Co-Coordinator was actively promoting a smoke free environment in schools and communities around the region.

After Hours

New funding was finding its way into PHO's and primary care services in Whitianga, Whangamata and Coromandel to improve the sustainability of local after hours primary care services. \$744k of new funding had been allocated to establish "sub-hubs" at each of these seaside communities

(and Matamata) in recognition of the need for an after hours service in these areas and the traditional seasonal influx over summer putting local services under pressure. Through the establishment of the sub-hubs, there was now a face to face service available to 95% of the Waikato DHB's population within 45 minutes travel. This is better than the Ministry of Health's Policy for 90% coverage within one hour. The new funding would also result in a "cap" on the amount of payment a patient would be charged to use the service. These new sub-hubs were hopefully to be operating from 1 December 2009.

Telephone Triage Services

Approx 80% of calls to this free telephone service were being successfully handled on the phone by skilled trained Triage Nurses. These services had now been in operation across all rural Waikato now for over one year and a recent evaluation showed the services to be successful with people who use them and GP's who no longer need to be on call 24/7. Thought was being given to ongoing innovations in telephone triage services in order to ensure expert one point of contact was available for people when they needed assistance. For emergency assistance people should continue to use the 111 system.

Ageing population and home help

More people are needed to be trained to assist people to care for themselves at home says Hauraki PHO's CEO Hugh Kininmonth. The PHO has a contract to provide home support services but the demand had exceeded the capacity for the funded service. People were working longer hours and harder with limited resources to keep people in their homes. If this service collapses the only alternative is to admit the individual to an expensive hospital bed. Home support for the elderly is a more effective and efficient service but we need more funds to train these key community support people. This shortage needs to be raised at DHB level. **Action:** Grant will bring this to the attention of the GM Planning & Funding Division.

Purchase of Iconic Brian Boru Hotel

This local landmark is to change hands as the Hauraki PHO expands its services. Hauraki PHO CE Hugh Kininmonth told the meeting that the PHO had purchased the building and had plans to expand their health services and the Brian Boru had the space to allow this to happen. A new cultural arts centre was also planned as part of the new development. The building has a Historic Places Trust classification which meant that changes to the building were limited. The PHO however intended to maintain the character of this local landmark.

ITEM 4

WAIKATO DHB UPDATE

Grant O'Brien presented the Waikato DHB presentation.

ITEM 5

GENERAL BUSINESS

This was the final meeting of the year. Grant O'Brien thanked people for their efforts during the year and hoped that people had a great Christmas and New Year and refreshed themselves for what looked likely to be another busy year in 2010.

	<i>No further business. The meeting finished at 2.pm</i>
DATE OF NEXT MEETING	Thursday 11 March 10.00am – 12.00pm Venue: TBC THAMES