

Have Your Say! Service Research and Improvement Project

Dear MidCentral District,

I am pleased to have recently published the results of the ‘Have Your Say! Service Research and Improvement Project’. This project is aimed at addressing a key strategic objective of the MidCentral District Health Board’s, ‘Mental Health and Addiction Services Strategy’ to “strengthen after hours mental health emergency response”. A copy of this publication can be found as a PDF document on the MidCentral Health Website: www.midcentral.co.nz or you can telephone our Communications Team on 06 350 8945 to order a printed copy.

The focus of the service research and improvement project was the After Hours Mental Health Emergency Service (the Service). This Service is available to people in crisis. These people are likely to be “experiencing acute distress that is of a temporary nature”. The Service is provided by a specialist team in the evenings and overnight (Monday to Friday, 4pm to 8am) and the entire 24 hours over weekends and public holidays.

The research and improvement project gathered consumer feedback on the following two questions:

1. What are the key things for the Service to get right?
2. How well is the Service delivering on these key things?

Consumer feedback is valuable to us at the MidCentral District Health Board and the results of this project provide us with an excellent platform for improvement – building on existing strengths and developing new areas of opportunity. In terms of turning ideas into actions, my ‘next steps’ are detailed in the published report.

Once again, I would like to thank participants of this study for their valuable contribution.

Brian Hayward

Portfolio Manager

Mental Health and Addiction

Funding Division

MidCentral District Health Board