

Manawatu update info

Priority Area	Progress	Action	Measures/Impact seen	Exec Comments	General Comments
		Manawatū District			
Access To Healthcare		People are able to get help when they need it			
	Progressing well	People (particularly in rural communities) will be able to connect more with health services through improved technology (eg virtual consults).		Feilding Health Care have implemented as business as usual. Patients can book Video Consults using patient portal.	
	Complete	People in need will be able to get appointments easier through new systems, which include GP triaging.	60 percent of GP triaging calls are resolved over phone – reduces waiting times for appointments.	Feilding Healthcare (FHC) is implementing as part of Health Care Home. FHC has achieved certification and was the first MidCentral practice to achieve certification.	8,000 episodes of GP triage completed between October 2017 and October 2019.
	Progressing well	General Practices will increase the number of patient consultations over the phone or online, which will save people time and travel costs.		Feilding Healthcare implementing as part of Health Care Home	From 2016 to end of 2019 there have been: 7,180 appts made online, 175000 patient logins and 27250 secure messages sent to FHC staff from patients.
	Complete	Communities will be able to use an online tool to get repeat prescriptions, make appointments and receive test results through a patient portal	7611 FHC patients registered on Manage My Health.	Feilding Healthcare implementing as part of Health Care Home	Numbers growing all the time. 11,558 prescriptions were requested online between 2016 and end of 2019.
	Progressing well	People with complex conditions will have a care coordinator to help build a trusted relationship and have continuity of care.		Almost 1000 Care Plans in place for people with complex conditions. All patients with Care plans have care coordinator. GPs also offer continuity of care – patients see their own GP unless they are unavailable.	
	Started	People will have more choice by increasing awareness of what different health professionals can do and which service to choose when. Eg your pharmacist may be able to give your flu shot.		2018 Flu Campaign promoted pharmacy flu shots. Articles have also been written about the roles and abilities of different primary clinicians.	
	Started	People will be more aware of how to access the right health service to get the help they need. The “Right Choice” campaign will help this.		Work continues on increasing awareness - this will be included in winter wellness messaging over the next quarter.	THINK Hauora are continuing to work on campaigns with input from Consumer Council and DHB staff.
		Improving people's access to hospital and specialist care			
	Behind/challenges	People's circumstances (such as locality and family/ whānau responsibilities) will be taken into consideration by more flexible hospital booking systems.		There have been issues identified regarding the integration of the electronic system and solutions are being sought.	This is behind schedule
	Started	People will be provided with options of a consult over the phone or online, where appropriate, for follow-up specialist appointments. This will be piloted in some hospital specialist areas first.		This is happening in some areas and the DHB is working hard to ensure we have the technology to roll it out further.	
	Complete	People attending Palmerston North Hospital's Emergency Department will find a more welcoming environment as the reception and waiting areas are improved.		Reception complete.	It should be noted that during the extensive building work the public were understanding and accommodating of the noise and disruptions that were occurring around them. Staff were grateful of their tolerance and understanding.

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	Complete	Patients will have improved privacy in redeveloped Emergency Department triage rooms.		This has been achieved with the introduction of designated triage areas for ambulance patients and those who self present to the waiting area, enabling private consultation without the risk of breaching confidentiality.	
		Health working together as one team			
	Started	People will be better supported by health providers who can access the notes they need via improved IT systems.		Feilding Health Care have shared electronic health records so essential information is available to hospital staff when their patients attend.	Part of the new digital health strategy
	Started	Locality-based teams will be put in place to help address the unique needs of the community.		Child Health have a Nurse Practitioner running clinics in Feilding.	There are already small locality based teams in place. The goal is to further develop these based on local needs.
	Complete	A DHB digital strategy is being developed to identify priority areas for improvement, ensuring people and whānau have a more connected health journey by services working together as one team.			The Digital Health Strategy has been developed
	Progressing well	People feel better informed about their health by making it easier for them to access to their health information through improved technology.		Feilding Health Care have a good uptake of the patient portal which gives people access to lab results.	Part of the new digital health strategy
	Started	There will be more opportunities to provide feedback, which will be used to constantly improve health services. The Consumer Council will be involved in the design of this.		Consumer Council members are part of services Cluster Alliance Groups. Also a database of consumers who are keen to be part of future service development programmes has been developed.	Manawatu Health and Wellbeing Group also provides a good forum for getting feedback from a locality perspective.
Mental Health and Addiction		People are able to get help when they need it			
	Started	People will receive help and support within their General Practice Team in a timely manner. Mental Health teams will be based on site with GPs and Nurse Practitioners to offer free accessible help for people with mental health issues.	Te Ara Rau clinicians are receiving a high volume of referrals within the practice. This volume has resulted in additional support being provided to the area (additional FTE). 108 referrals have been received by the service between October and December 24th 2019.	Te Ara Rau has allocated 0.8 FTE to the Feilding community. Unfortunately, we are unable to physically place our all FTE within the practice due to a lack of space. Te Ara Rau is continuing to see people with mild to moderate mental health difficulties. The service also offers a telephone support when required.	<p>THINK Hauora was successful in it's recent Request for Proposal submission. This will allow the workforce to increase and provide the community with additional support.</p> <p>Feedback from clients: "I feel lighter and relief from the session".</p> <p>An evaluation of the service was completed in November 2019.</p> <ul style="list-style-type: none"> •Te Ara Rau is making a positive contribution to those accessing the service •High levels of satisfaction with the service •GPTs valued the presence of the GPTs/IFHCs describing them as important, trusted and well utilized. •Overall, the service was seen as being effective in laying the foundations for accessible primary health care (Cherrington and Levy, 2019)
	Yet to start	Better support for communities locally by having a Suicide Prevention Local Response team in place in the district in 2019. This will involve local agencies working collectively as one team.		This is planned for later in 2020	

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	Started	Mental Health and Addiction Services will be more visible in our community as the DHB develop a relevant and modern communications strategy.		Considering: GP TV presentations / A3 poster via Locality Planning guide	
	Progressing well	Promote an online directory of Mental Health and Addiction Services, linking services and people to what is available in the community and how to access them.		Health Point set up and updated 2 x yearly. Unison may be looking at an online directory with shopping cart to personalise.	Health Point is the online directory being promoted by Mental Health
	Started	People will be more easily able to find information on alcohol and drugs through a more coordinated and modern approach to how information is distributed.		Public Health is working with other agencies to distribute information re Fetal Alcohol syndrome. Social media channels are used in particular for getting the message out to young woman who may be drinking and not knowing they are pregnant.	
	Progressing well	People will be able to see how all services work and where they should seek help and support through the promotion of a service mapping document.		Service Mapping Document is being updated.	'Unison' is the service mapping document. It has been promoted widely.
		Support for our Youth			
	Ongoing	The Mates and Dates programmes will be available and promoted to local secondary schools, helping our youth build healthy relationships.		This was provided by Public Health Unit in 2018. Contract is now with WellStop and Youthline.	
	Ongoing	Manawatū Youth Ambassadors are focusing on increasing awareness of services available locally for youth. Guidance is provided to support them with their project where needed.		Public Health worked with Youth Ambassadors on Preventing Youth Suicide Event in 2018. Further support will be provided as needed.	
	Started	Health will work with other agencies in linking our vulnerable youth to employment opportunities and work experience.		A subcommittee of 'Unison' was working on this - includes DHB, MSD, Chamber of Commerce. This work is currently on hold due to RFP work.	
		Rural Mental Health			
	Started	People who visit rural communities in their jobs will receive training and support to help them recognising the signs of depression and help isolated and vulnerable people to seek help when needed. Health will work in partnership with Rural Services to achieve this.		A presentation on 5 Ways to Wellbeing was attended by approx 12 members of the Apati network in June 2019.	
Healthy Living		Quality living for older adults			
	Started	People working with older adults in the community will be kept up-to-date with the different types of support, service and community activities available for older adults through an annual workshop. They will then be able to link the people they are working with to relevant things in the community.		Manchester House delivered a Super Seniors Expo on 1st November 2019. DHB staff offered support with planning and also promoted the event.	
	Progressing well	Older adults will be assisted to maintain their strength and balance and remain independent through in home strength and balance exercise support starting in the Manawatū District in 2018.		After a poor start a big increase was seen and now there is a waitlist. Now working on a joint programme with Lavendar Blue where they take over the second 12 weeks of the programme.	
	Progressing well	Community groups will be better supported to provide strength and balance classes for older people.		Progressing well as reported by Sport Manawatu	

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	Progressing well	Support older adults to easily access their test results, book appointments online and see their health information through the patient portal by running two free workshops in 2018 on how to use the portal.		Central PHO report this work is progressing well, however there will be a change of software rolled out which will supersede the current software	
		Wider determinants of health			
	Yet to start	A training programme for screening patients for family violence will be offered to all GP practices who will support people to talk about and seek help for family violence.		Planning is currently underway to provide training at Feilding Health Care.	
	Ongoing	People will be more aware of the financial support that is available to them and how to access it, through workshops run in partnership with other organisations in Manawatu.		In conjunction with MSD, information sessions for community groups and individuals were offered in May/June 2019. Only attended by a few.	
	Complete	Identify and increase support for adult literacy programmes, including computer literacy skills within the Manawatu.		Adult literacy programmes available through Literacy Aotearoa who also offer computer skills and driver licence training as well as help with developing CV's.	
	Started	The DHB will advocate, where appropriate, for positive changes in areas outside of health which have a fundamental impact on people's health and wellbeing within the Manawatu district.		The Health and Wellbeing Group provides a forum to do this.	
	Complete	The DHB will advocate for change in the National Travel Assistance Policy to help make the process for registering and claiming travel expenses easier.			Submission to National Travel Assistance Review asked for a simplified system. The review has been released and recommendations have been made to improve the scheme and make it more accessible.
	Progressing well	Actively lead connecting community groups and services; as collectively they can have a greater impact on the wellbeing of community members.		The DHB led the development of a Health and Wellbeing Group in partnership with MDC. This group looks at the issues affecting the wellbeing of Manawatu District residents.	
		Link local people to local activities			
	Started	Support people to eat well, be active and lead a healthy lifestyle through increased promotion of the Green Prescription programme in the Manawatu.		In first 6 months of 2019 Feilding classes were attended by 25 people and 51 other people were supported via phone.	A "Workplace Wellness Challenge" was also run at MDC with approx 30 participants
	Complete	Encourage more kids to ride bikes, by advocating to Council for a bike in schools programme and encourage schools to adopt it.		Put into 2019 annual plan submission	
	Ongoing	Promote the "Health Promoting School" programmes where schools partner with their community to make positive steps to improve the health and wellbeing of students.		Health Promoting Schools has been replaced by "Healthy Active Learning" and expanded to include secondary schools and early learning centres. Offered to all schools annually.	
Communications and Connections		Improving Communications			
	Started	Community members and the Consumer Council will be involved in the redesign of correspondence so communications are clear and friendly.		A working group (including Consumer Council members) is currently reviewing patient letters.	The Consumer Council are working on a number of projects to improve communications.

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	Started	People will receive more relevant information when attending a hospital appointment, including parking and shuttle services.		The new external MDHB website will have this kind of information easily accessible.	The Consumer Council are working on a number of projects to improve communications.
	Started	People will be able to access the new PN Hospital Navigation App through increased promotion of the App; helping people to navigate their way around the hospital.		The app has been promoted through social media and newsletters out to communities.	The app has been promoted through social media and the latest newsletter out to communities.
	Started	To ensure our communities are receiving clear and people-friendly messaging, the DHB will continue to find new and innovative ways to communicate.		A Communications Strategy was completed in 2018.	
		People are aware of their choices and what's available			
	Started	Share local success stories, promoting programmes and initiatives that are working well in the Manawatu District.		The first annual forum was held in May 2019 and highlighted good work being done in each of the community priority areas.	Quarterly communications also promote local programmes and initiatives.
	Started	Identify opportunities to work with other health agencies to increase awareness of what's available in the community.			A working party (led by the PHO) is developing a plan of how to engage with people and whānau to ensure they know how to access the services they need.
	Started	People will be more up-to date with what's happening in the Manawatu community by ensuring communication is distributed through: local newspapers, social media channels, community committees and other key groups.		Press releases about matters of interest to the community are ongoing.	Quarterly communications are also sent out to a database of local organisations/clubs/stakeholders.
	Started	It will be easier for people to choose a service appropriate to their needs through a website which offers reliable information on local and district health services.		Two clusters have signed up to Health Point. The development a new MDHB external website, which will be much easier for people to navigate and find the information they need, is also underway. It is planned to have easy access to HealthPoint information through the new website.	
	Progressing well	Communication will be sent out on a more regular basis, with opportunities for people to provide suggestions and feedback.		Quarterly newsletters are being sent out.	
		Increasing engagement and visibility			
	Started	When designing a new health service in the Manawatu District, people, families/whānau will be placed at the centre of planning decisions and design to best meet the needs of the community.		Women, Children and Young People's Service project utilised a community representative and youth survey results in its development.	Consumer representatives are on project teams and Cluster Alliances Groups.
	Progressing well	Continue to engage and seek feedback from Manawatu District residents about strengths, challenges and areas of priority, with an annual forum.		The first forum was held in May 2019 - it was reasonably well attended and good feedback was gathered.	
	Started	Feedback from the Manawatu community locality project will be used to help shape and support DHB's planning and future services.			Locality information is being used in current planning for clusters.
	Progressing well	Develop a health and wellbeing group for the Manawatu District, or connect to an existing group, where we all work together on a common agenda to tackle the bigger issues.		The group has been developed and is functioning well.	
	Started	Health will be aware of key issues for the Manawatu by having a greater presence at key meetings.		Being part of the Manawatu Health and Wellbeing Group is keeping DHB representatives abreast of issues in the Manawatu District.	
		Additional Actions since the plan was developed			
Access To Healthcare		People are able to get help when they need it			

