

Priority Area	Progress	Action	Impact seen	Comments re progress/results/Impact	General Comments
1		Action points in Ōtaki Plan			
2	Access To Healthcare	People are able to get help when they need it			
3	Complete	Ōtaki Medical Centre will develop a Communication Strategy to increase awareness of services and better connect with the local community.		OMC's communication strategy includes: development of a facebook page and a regular article in the local newspaper	
4	Progressing well	People in need will be able to get appointments easier through new systems, which include GP triaging.	The nurse practitioner service offers more patient contact time at reduced cost. 186 GP phone triages were done in June 2019 with 45% being resolved during the triage.	Ōtaki Medical Centre have engaged a nurse practitioner. GP telephone triage has also been introduced as a trial.	
5	Started	People will be able to use online tools to get repeat prescriptions, make appointments and receive test results through a patient portal.		Currently offer the patient portal. Also introducing e-prescribing.	
6	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.
7	Started	People will have more choice by increasing awareness of what different health professionals can do and which service to choose when. Eg Raukawa Whānau Ora Health Services deliver Podiatry clinics from Taaringaroa.		Work continues on increasing awareness - this will be included in winter wellness messaging over the next quarter.	Work is also being conducted by Te Puna Oranga o Ōtaki. MDHB Comms team also developing a series of articles outlining the roles and abilities of primary clinicians.
8		Improving people's access to hospital and specialist care			
9	Progressing Well	Health and its partners will work together to reduce the impact of boundaries on accessing healthcare to provide greater choice of which hospital to access.		An MOU has been signed between MidCentral and Capital and Coast. Education for service providers as well as the public needs to be ongoing.	People are able to be referred to Capital and Coast DHB for some specialist services. An agreement has also been made with St John that STEMI patients in Otaki will automatically be taken to Wellington Hospital.
10	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.	
11	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 get the technology to ensure it can be rolled out further.	
12	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.	
13	Complete	Patients will have improved privacy in redeveloped Emergency Department triage rooms.	Positive feedback has been received about the new spaces in the Emergency Department.		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.
14		Health working together as one team			
15	Started	People will be better supported by health providers who can access the notes they need via improved IT systems.		This is part of the indici system that OMC will be adopting.	Part of the new Digital Health Strategy.
16	Yet to start	Locality based teams will be put in place to help address the unique needs of the community.		Nil progress	There is already a small locality team in place in Otaki. The goal is to further develop these based on local needs.

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17	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.	
18	Started	People feel better informed about their health by making it easier for them to access to their health information through improved technology.		Otaki Medical Centre having a patient portal allows people to access results etc.	The quarterly patient surveys could be a way of measuring this.
19	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 cluster CAGs. Also a database of consumers who are keen to be part of future service development programmes has been developed.
20		People are able to get help when they need it			
21	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.		Regular training workshops have been held in Otaki. This is not specifically for those working in rural communities but is open to them.	The Rural Support Trust has been running the Good Yarns programme - all Fonterra tanker drivers have received this training.
22	Started	Build Mental Health and Addiction Services visibility in communities by developing a relevant and modern communications strategy.		Considering: GP TV presentations / A3 poster via Locality Planning guide	
23	Started	People will be more easily able to find health information on alcohol and drugs through a more coordinated and modern approach to how information is distributed.		Public Health is distributing information re Fetal Alcohol syndrome through social media channels linking to the campaign run through the Health Promotion Agency using Facebook and Instagram. 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.	
24	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.
25		Locally designed and operated services			
26	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 dirctory with shopping cart to personalise.	Health Point is the online directory being promoted by Mental Health
27	Progressing well	A Suicide Prevention Local Response Team will be in place in the district in 2019. This will involve local agencies working collectively as one team to better support the community		Work with the community resulted in a Horowhenua/Otaki Local Suicide Prevention/Postvention Response team being established. This has since evolved to two separate groups - one for each area and the Otaki group is functioning well.	The Otaki team members requested a suicide prevention training to be held in Otaki and this Mana akiaki training was held on 30 October 2019.
28		Youth friendly services			
29	Ongoing	Mates and Dates programmes will be available and promoted to local secondary schools – helping youth to build healthy relationships.		This was provided by Public Health Unit in 2018. Contract is now with WellStop and Youthline.	Contact has been made with Wellstop and they planned to work in Otaki in Term 4 2019 or Term 1 2020.
30	Started	Support and enhance Tangatahi Ora in collaboration with Te Kura-a-Iwi o Whakatapuranga Rua Mano. Focusing on strengthening whānau ora, healthy lifestyles, resilience and wellbeing.			Waiting for info from Mana o te Tangata Trust
31		Improving Communications			
		Communications and Connections			

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32	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.
33	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.	
34	Progressing Well	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.
35	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.	
36	Started	Bi-lingual communications will be increased to better connect with Te Reo Maori speakers in the community.		The DHB updated its "Translation of written information into Māori" policy in 2019. This policy ensures that there is access to information in Te Reo Maori to improve services for those fluent speakers of Te Reo.	
37		Raising awareness of what is available in Ōtaki and how to access it			
38	Progressing Well	People will be more up-to date with what's happening in the Ōtaki 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.	A regular column is also provided by Adrian Gregory, Chair of the Otaki Health and Wellbeing Group.
39	Started	Local success stories and programmes and initiatives that are working well will be shared with the community.		The profiling of new services and success stories has been, and continues to be, done.	This sort of information is included in quarterly newsletters as well as media releases.
40	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.	
41	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.	
42	Started	Communications from the DHB will be sent out to community groups and providers on a more regular basis, with opportunities for people to provide suggestions and feedback.		Quarterly newsletters are sent out to a database of local groups, organisations and stakeholders. Locality Manager produces these.	
43		Increasing engagement and visibility			
44	Yet to start	When designing a new health service in Ōtaki, people and families/whānau will be placed at the centre of planning decisions and design to best meet the needs of their communities.			
45	Started	Feedback from Ōtaki residents about strengths, challenges and areas of priority within the community will be collected through at least one forum per year.		First forum was held in May 2019 and attended by 39 community members.	Other targeted community engagements are planned.
46	Started	Feedback from the Ōtaki community locality project will be used to help shape and support DHB's planning and future services.		Locality information is being used in planning for clusters.	
47	Complete	A health and wellbeing group for Ōtaki will be developed or connect to an existing group, where we all work together on a common agenda to tackle the bigger issues.		Health and Wellbeing Group up and running.	

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48	Started	Health will be aware of key issues for Ōtaki by having a greater presence at key meetings.		Having members on the Health and Wellbeing Group is a key part of this.	
49	Healthy Living	Play a role in tackling the wider determinants of health			
50	Complete	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.		Training has been completed some time ago.	The training was some time ago so connection has been made between OMC and MDHB Family Violence Coordinator to look at retraining
51	Started	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 Ōtaki.		This was delivered in October 2019. Attendance poor. However in response to community wishes a workshop was delivered in Feb 2020 in conjunction with MSD and IRD.	
52	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 Ōtaki.		The local Health and Wellbeing Group provides a vehicle for doing this.	
53	Complete	Feedback will be submitted to the 2018 National Travel Assistance Policy Review 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 recently been released and recommendations have been made to improve the scheme and make it more accessible.
54		Local initiatives to help people make good lifestyle choices			
55	Complete	An Active Teens programme will run in the community focusing on goal setting, increasing physical activity and better nutrition.	Participants learn how to incorporate regular physical activity and healthy eating into their lives.	8 teens took part in the programme in 2018.	Sport Manawatu will look at running again if community need is there.
56	Complete	An Active Families programme will run in the community focusing on goal setting, increasing physical activity and better nutrition.	Whānau participating in the programme will live healthier lifestyles going forward due to what they have learnt on the programme.	3 whānau took part in the programme in 2018.	Sport Manawatu will look at running again if community need is there.
57	Ongoing	Schools will be encouraged to be a "Health Promoting School" where they 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.	
58	Ongoing	People will be more aware of the benefits of physical activity and healthy eating as physical activity and nutrition resources and information are distributed through a variety of local channels.		Resources distributed directly to individuals and organisations. Also through social media, website, Public Health Nurses in schools and the Health Promoting Schools Programme. Info also distributed to pregnant women through Lead Maternity Caregivers.	
59	Complete	More kids will be encouraged to ride bikes, by advocating to Council for a bike in schools programme and encouraging schools to adopt it.		Put into 2019 annual plan submission	
60	Started	The DHB will play a more active leadership role in connecting community groups and services; as collectively they can have a greater impact on the wellbeing of community members			This has been done through facilitating the development of the Health and Wellbeing Group
61		Quality living for older adults			
62	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 Ōtaki in 2018.		A good number of referrals are being received from Ōtaki	Services are district wide and Ōtaki residents are benefiting from the services.
63	Progressing well	Community groups will have increased support to provide strength and balance classes for older people.		Underway by Sport Manawatu and going well.	

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64	Started	People working with older adults in the community will be kept up-to-date with the different types of support, services and community activities available for older adults through regular communications.		Regular communication occurs quarterly with e-newsletter updates and information disseminated through Otaki Health and Wellbeing Group.	
65		Additional Actions since the plan was developed			
66	Access To Healthcare	People are able to get help when they need it			
67	Started	Children aged Under 14 will be able to access GP services at no cost (previously Under 13).			Started Dec18
68		Improving people's access to hospital and specialist care			
69	Progressing well	Young people with long term conditions will be better prepared to move to adult health services through a Transition Programme being implemented.		2 Otaki young people and their whanau benefitted from this programme in 2019. General feedback indicated they are very pleased with the transition process.	
70	Complete	A review of outpatient gynaecology services will be undertaken to make these services more person centred.		In-clinic hysteroscopies are well underway. Alternate community arrangements are now available for some women who have miscarried.	
71	Mental Health and Addiction	People are able to get help when they need it			
72	Complete	People will be given the tools to recognise, relate and respond to those who need support for their mental health and wellbeing, through attending a one-day workshop (MH101).	17 attendees have greater confidence in recognising signs and symptoms of different disorders and knowing how to respond.	Training held Dec 2018	
73	Complete	Suicide Prevention Training will upskill agencies, professionals and schools in detecting and managing those at risk of suicide.	Approx 50 people attended with 85% reporting increased awareness and knowledge about detecting and managing people at risk of suicide.	A suicide prevention training session was well attended in Dec 2018.	At the request of the community, another free suicide prevention training session (Mana Akiaki) was held in Otaki on 30 October 2019. This was attended by ? people.
74	Healthy Living	Quality Living for Older Adults			
75	Complete	An OPAL unit will be opened within Palmerston North Hospital - providing specialist multidisciplinary geriatric care for frail patients with acute illness.		The unit was officially opened on 11 November 2019 and is now fully operational.	