

Palmerston North update info

Priority Area	Progress	Action	Impact seen	Exec Comments	General Comments	Column7
		Palmerston North				
Access To Healthcare		Improving access to services out in the community				
	Started	People in need will be able to get appointments easier through new systems, which include GP triaging.		Kauri have moved their model of care from an acute clinic to microteams (including GP/Nurse Practitioner triaging) - feedback from the enrolled population has been positive as this has reduced the amount of days waiting for an appointment.	Other practices are also implementing new systems.	
	Started	General Practices will increase provision of consults over the phone or online which will save people time and travel costs.		A number of practices are utilising phone or online consults. Many are using a patient portal for online.		
	Started	Many practices will offer the use of an online tool to get repeat prescriptions, make appointments and receive test results.		46,635 enrolled patients in PN have access to patient portals via Indici. XXX via Manage My Health.	Eleven of the twenty practices in Palmerston North offer a patient portal. These practices cover the majority of enrolled patients.	
	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.		
	Started	The potential to develop a fixed oral health clinic in Highbury is being investigated. This would give more children access to oral health services close to where they live.		A fixed oral health clinic has been established by Carpenters Dental. We are actively pursuing opportunities to collaborate on effective use of this resource.		
	Started	Improved language assistance services will be provided through a coordinated approach to training interpreters.		THINK Hauora provide Language Assistance Services to General Practices, Optometrists and Counsellors. An external organisation is now contracted to provide these services via telephone. The hospital also uses a telephone interpreting service which covers a comprehensive range of languages and uses trained interpreters.		
	Started	Community Service Card holders will be able to visit a General Practice team member for \$18.50 from 1 December 2018.		All practices in Palmerston North except for one are part of the CSC scheme.		
		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.		
	Progressing well	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.		Increased utilisation and infrastructure to increase consults over the phone or online has occurred with the COVID-19 response.	This is happening in some areas and the DHB is working hard to ensure we have the technology to roll it out further.	
	Started	Where appropriate, people will be provided with a telephone follow up after surgery so they do not need to come back in to the hospital.		The 'Thriving' support service for low-risk early-stage breast cancer patients who've completed surgery and radiation therapy is a good example of this.		

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	Progressing well	Young people with long term conditions will be better prepared to move to adult health services through a Transition Programme being implemented.		70 young people and their whanau from Palmerston North benefitted from this programme in 2019. General feedback indicated they were very pleased with the transition process.		
	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.		
		Improving access for specific population groups – high deprivation suburbs, young people				
	Started	The Ora Kconnect Pharmacy Project will help to reduce barriers to accessing medications/prescriptions for the communities of the South Western suburbs.		The codesign process went well and there was good whanau and pharmacist engagement in hui in 2019. 23 whanau will be assisted in paying for their pharmacy medicines through the project.		
	Started	Residents of Highbury will receive more coordinated care through alignment between local General Practice Teams and District Nursing Services.		A District Nurse is aligned to Best Care Whakapai Hauora to support case review of shared clients. Further alignment is a key focus in the upcoming year.		
	Started	Children aged Under 14 will be able to access GP services at no cost (previously Under 13).		Started December 2018		
	Behind/Challenges	More children aged 0 – 12 will be attending scheduled oral health examinations through a remedial action plan being carried out.		The impact of COVID-19 has required a review of the action plan and a refocus on priority areas.		
	Behind/Challenges	The number of children with dental problems at age five will be reduced as high risk children take part in a pilot fluoride application programme.		This has not progressed, partially due to services ceasing during COVID-19.		
	Started	A School Based Health Service will be established at Awatapu College, in addition to those already in place.		This service is up and running at Awatapu.		
	Started	Through the 'Enabling Good Lives' project, children under 8 years old will have better access to support services without needing a diagnosis.		Project underway and being led by Enable		
Mental Health and Addiction		People being able to access help when they need it				
	Started	Access to services will be improved as recommendations from the National Mental Health Inquiry are implemented.		The slow roll out of the primary Mental health initiative to improve access and choice through increasing capacity in our community is now underway. Our region was contracted for an additional 5 Clinical staff to be based at the Integrated Family Healthcare Centres (Health Improvement Practitioners) and 11 support workers (based across our region in iwi organizations. Recruitment for these roles has commenced. It is expected that the capacity of these teams will continue to increase over the next 2-3 years to provide a rapid response to anyone seeking assistance for Mental Health distress in our communities.		
	Started	Service users and consumers will be represented in future planning of services to ensure services are people focused.		Service User Advisory Group established. Face to face community forums planned for 2020		
	Progressing well	A Suicide Prevention Local Response team will be in place. This will involve local agencies working collectively as one team to better support the community.		A team is in place		

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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	An online directory of Mental Health and Addiction Services will be promoted – helping people to know about the services available.		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	
Reducing the impact of drug and alcohol addictions						
	Yet to start	Bridging the gap training will be provided for people working alongside young people so that they are better equipped to address issues relating to alcohol and other substance abuse.		This training is in hiatus due to contract changes with the Workforce centers. Alternative training options are being considered with our internal resources.		
	Started	Alcohol and drug resources will be widely available. A coordinated and multimedia approach will be taken in distributing them.		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.		
	Started	Harm reduction education around alcohol and drug use will be provided for community groups and tertiary students.		This is available on request although this has not been possible over the past quarter due to COVID.		
	Progressing well	Bars and liquor stores will be less likely to sell alcohol to people under 18 through Public Health Regulatory Activities.		Education is delivered to licensed premises through our staff working in alcohol regulation. We monitor their compliance re underage purchase by "Controlled Purchase Operations" where we send young people under 18 to see if they can purchase alcohol. Knowing that they are being monitored assists in ensuring they do not sell to under 18's.		
Enhancing youth resilience						
	Ongoing	The Mates and Dates programme will be available at local secondary schools – helping youth to build healthy relationships.		Developed and delivered a Mates and Dates type programme specifically to meet the needs of the Youth Justice Centre residents. This was provided by Public Health Unit in 2018 and 2019. Mates and Dates contract is now with WellStop and Youthline.		
	Progressing well	LBGTI youth will be better supported by service providers who are being offered training around gender and sexual diversity.		Training offered to workplaces, youth organisations and schools.		
	Started	The resilience and wellbeing of children will be improved as the Healthy Women, Children and Youth cluster at the DHB makes "a child's First 1000 Days" a prime focus and develops actions in this area.		This is the prime focus for the Te Uru Pa Harakeke cluster.		
	Progressing well	Support for families will be increased as the DHB implements the "Supporting Parents, Healthy Children" approach.		Community training scheduled for early in the year was halted due to COVID-19. This and new staff training dates will be re-scheduled for the second half of the year. Information and folders are still current and being handed out to whānau.	A programme is due to commence in July for 7-11 year old kids who are living in the presence of mental illness.	
Communications and Connections		Providing people and whānau focused services			This programme is aimed to develop an understanding of mental illness, and to build resilience and skills.	

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	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.	
	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.		
	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.		
	Started	Palmerston North residents will have more opportunities to provide feedback (which will be used to constantly improve health services) and to be involved in the design of new 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.	Hui regarding the development of new plans or services include representatives of the Consumer Council.	
	Started	The scheduling of people's first specialist appointment will be more efficient due to a new digital system being implemented.		Background work has started with Urology.		
	Progressing well	The DHB's planning of future services will take into consideration the information gathered from the Palmerston North Health and Wellbeing Plan.		Information from the Locality Health and Wellbeing Plans is being used as part of the 3 Year Improvement Plan for Planned Care.	Clusters are using locality information in their current planning process.	
		Raising awareness of what services are available and how to access them				
	Started	People will be more up-to date with what's happening in the 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 through multiple channels. The social media following increased significantly during COVID-19.	Quarterly community newsletters are also going out to groups and organisations in the city.	
	Started	Opportunities to work with other health agencies to increase awareness of what's available in the community will be sought.		A working party (led by the PHO) is developing a plan of how to engage with people and whanau to ensure they know how to access the services they need.		
	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 being sent out. Presentations are also being made and feedback sought from community groups annually (such as the Community Services Council and PROBUS)		
	Yet to start	At least one public forum will be held per year to provide information to Palmerston North residents and receive feedback regarding areas of priority.		We are going to link in with the PNCC annual wellbeing forum. This was planned for Sep 2020 but has now been postponed til March. Targeted engagement will be done with Palmerston North Community Services Council members and other groups in 2020.		
		Health working together as one team and all sectors involved in wellbeing working together				
	Started	People will be better supported by health providers who can access the information they need via improved IT systems.		Most General Practice teams now have Shared Electronic Health Records so other authorised health services can access important information when they need it (such as after-hours services).		
	Started	People and whānau will have a more connected health journey as digital communication and cooperation between service providers increases.		More cooperation between providers at different levels is being seen. Access to digital information is yet to be fully implemented.		

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	Yet to start	A health and wellbeing group will be developed for the city, or connection made to an existing group, where all members work together on a common agenda to improve health and wellbeing.		Consensus from key stakeholders was that there are a lot of existing networks with representation from the DHB and a new group is not needed. Meeting with PNCC has established that the newly revised Palmerston North Safety Advisory Board is likely the best group to connect the locality work into.		
	Progressing well	Services for older people will be more coordinated through the "Excellence in Homecare" project providing a more joined up system.		New service specs have gone out and reporting is expected in 2020. All providers have implemented 'Stop and Watch' tool which identifies early signs of unwellness. Social Isolation is also being identified along with a number of other health indicators.	This project has largely completed with a Knowledge Exchange occurring in 2019 which summarised the work over the past year. The outcome was successful with all groups commenting on the success of the integration aspects of the work, a higher knowledge of information.	
	Progressing well	The DHB is working collaboratively with government agencies to develop a wrap-around service for children and families who will benefit from early intervention from service providers to avoid reaching crisis point.		Collaborative work is happening every day.		
Building Healthy Whānau and Communities		Provide local initiatives that help people and whānau make good lifestyle choices				
	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.		
	Progressing well	More people will be supported to make healthy lifestyle choices as they go through the Green Prescriptions programme.	Example of feedback: "I have found the resistance band really beneficial and have noticed some positive changes with my body. I also found the information presented around healthy eating habits really helpful which has helped me manage my health conditions better."	During 2019 200 participants graduated from the Green Prescription Programmes run in Palmerston North. 6 also graduated from a new Mums and Bubs programme, 10 from a workplace programme, 57 from a New Kiwis programme and 5 from a Maternal programme.		
	Started	A training programme for screening patients for family violence will be offered to all general practice teams. They will be better able to support people to talk about and seek help for family violence.		Training has been provided at Kauri and The Palms		
	Yet to start	Older people will be more aware of different types of support, services and community activities available through an annual Ageing Expo.		DHB is represented on Age Friendly group run by PNCC. An Expo is not currently part of the strategy for the city.		
	Progressing well	Older adults will be assisted to maintain their strength and balance and remain independent through in home strength and balance exercise support. Community groups will also be supported to provide strength and balance classes for older people.		Referral numbers to the Strength and Balance Programme are steadily increasing.		
		Supporting our young people to adopt healthy lifestyles				
	Progressing well	More children and teens will be supported to make healthy lifestyle choices as they go through the Active Families and Active Teens programmes.		40 whanau took part in the Active Families programme in 2019 and 20 Teens took part in Active Teens programmes.	An Active Teens programme was run with 15 teens in the YMCA Alternative Education programme.	
	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.		

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	Progressing well	Overweight children and their parents will receive support and advice from health professionals to make healthy lifestyle changes. The BOOST team will recommend appropriate options for the child and their family.		Currently working through recommendations from Massey University research. To be progressed in 2020.		
	Started	The wellbeing of children in the city will be improved as "the first 1000 days of a child's life" is a focus area within the DHB and actions are developed in this area.		This is the prime focus for the Te Uru Pa Harakeke cluster.		
	Progressing well	Children in the city will be encouraged to ride bikes to be active through the Bikes in Schools programme.		PNCC put \$50,000 in annual plan and Public Health staff are working with Massey University on an evaluation of the programme.		
	Progressing well	More young people will be guided towards reaching their potential as the Fusion - Rangatahi Ora programme expands to incorporate intermediate aged children.		The programme was expanded in 2019		
		Supporting quality living and wellbeing for priority population groups in our community				
	Progressing well	The Enabling Good Lives approach will give disabled people and their families' greater choice and control over their lives and supports.	Quotes in the Mana Whaikaha Implementation Evaluation indicate that with this approach disabled people are no longer feeling like they are "just a number".	Over the two years this approach has been used within Mana Whaikaha the volume has increased by over 1000 people. The majority of people are now accessing a personal budget.		
	Progressing well	Whānau and families living in Housing NZ homes will be offered the opportunity to improve wellbeing and work towards their goals and aspirations through participating in the Kāinga Whānau Ora initiative.		Whānau living in 100 households in Palmerston North are participating in the programme.		
	Progressing well	The Pasifika Health Service will support Pasifika people and families to make good decisions about their Health and Wellbeing.		The #PolyNation Pasifika movement has been particularly effective in getting Pasifika people engaged in services and programmes to improve their health and wellbeing.		
	Started	The wellbeing of Māori in the community will be improved as the Tāne Ora Alliance (TOA) pilot programme is adapted and delivered to wāhine Maori and their whānau. This programme encompasses all aspects of health – including physical, mental, spiritual and cultural.		Planning is underway to deliver the programme to wāhine.		
Wider Determinants of Health and Wellbeing		Play a role in tackling wider determinants of health and wellbeing				
	Progressing well	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 conjunction with MSD, information sessions for community groups and individuals were offered in May/June 2019.		
	Started	The District Health Board 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 city.		Representatives of the DHB sit on a number of networks and governance groups where they can undertake this advocacy role.		
	Yet to start	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 an annual workshop. They will then be able to link the people they are working with to relevant things in the community.		DHB is represented on Age Friendly group run by PNCC. An Expo is not currently part of the strategy for the city.		
	Ongoing	The District Health Board will develop and maintain strategic relationships with other sectors and 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.		MDHB are represented on the Regional Inter-Agency Network and various staff meet with other sectors on a regular basis.		
	Progressing well	Families in Housing NZ homes will be linked with key health services through a pilot programme being run by Child Health and Housing NZ.		Under way. Impact currently being evaluated.		
		Reduce inequities in education and employment				
	Progressing well	Young Maori school pupils will be supported on their journey studying science through to university, and ultimately the workforce, through participating in the Pūhoro STEM Academy. Health workforce practitioners run workshops as part of the programme to give the participants insight into health related careers.		Over 630 taurira are engaged in Pūhoro STEM Pathways	Pūhoro STEM Academy	

