

# Tararua update info

Priority Area	Progress	Action	Impact seen	Exec Comments	General Comments
		<b>Tararua</b>			
<b>Access To Healthcare</b>		<b>People are able to get help when they need it</b>			
	Started	People in need will be able to get appointments easier through new systems, which include GP triaging.	In early August 2019 33% of calls were being resolved over the phone - saving people the need to attend an appointment.	THG implementing as part of Health Care Home	Nurses are triaging from 7.30am weekdays. THG are utilising GP and nurse triaging at both sites. Going well and has reduced waiting times.
	Started	General Practice will increase provision of consults over the phone or online		THG implementing as part of Health Care Home	THG are using a GP for phone consults alongside a senior nurse one hour in morning or afternoon Mon-Fri. Also half day online consults.
	Started	Communities will learn about and be able to use an online tool to get repeat prescriptions, make appointments and receive test results through a patient portal.		THG implementing as part of Health Care Home	Targets are being met for registrations but many are not then actively using. THG have worked with REAP to offer free training and are continuing to push this.
	Started	People (particularly in rural communities) will be able to connect more with health service through technology (eg virtual consults).		Work in progress.	
	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.		Information about the role of Nurse Practitioners and Clinical Community Pharmacists has been included in Locality e-newsletter.	Series of articles outlining the roles and abilities of primary clinicians is still underway.
	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.		THINK Hauora are continuing to work on campaigns with input from Consumer Council and DHB staff.	
		<b>Improving people's access to hospital and specialist care</b>			
	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.	All booking staff have been reminded to ensure they are not giving early morning or late afternoon appointments to people from Tararua or other outer areas.
	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.		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.
	Complete	People attending Palmerston North Hospital's Emergency Department will find a more welcoming environment as the reception and waiting areas are improved.	Feedback received about the new improvements has been positive.	Reception complete.	
	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.	
		<b>Health working together as one team</b>			
	Started	People will be better supported by health providers who can access the notes they need via improved IT systems.		Tararua Health Group have shared electronic health records so essential information is available to hospital staff when their patients attend.	Part of the new Digital Health Strategy.

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	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 the Tararua District - in both Pahiatua and Dannevirke.	There are already small locality 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
	Started	People feel better informed about their health by making it easier for them to access to their health information through improved technology.		Tararua Health Group having a patient portal allows people to access results etc.	Quarterly patient surveys could be a way of measuring this?
	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.	Tararua Health and Wellbeing Group also provides a good forum for getting feedback from a locality perspective.
<b>Mental Health and Addiction</b>		<b>People are able to get help when they need it</b>			
	Started	People will have better access to care through more tele-health appointments with mental health – reducing the barriers of time, cost and distance		Telephone and video appointments were used throughout the Covid-19 lockdown period and will continue to be offered going forward.	Te Ara Rau piloted Puāwaitanga (previously called eTalk) this is a phone and web-based service run by Homecare Medical. The Service is to support mental health responses in primary care settings for people who have mild to moderate symptoms.
	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	
	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.		We will be starting a campaign in Tararua aimed to reduce parental supply to under 18 year old young people. Will be speaking to Tararua Health and Wellbeing Group about ways to get messaging into the community.	Focusing on more engaging messaging to capture peoples attention.
	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
	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.
		<b>Locally designed and operated services</b>			
	Started	A service for people with mental health and addiction problems will be available. This will be a partnership between Rangitāne Tamaki Nui A Rua and specialist Mental Health and Addiction services.			The two services have co-located and are now looking at working more collaboratively.
		<b>Supporting Youth and Rural Communities</b>			
	Ongoing	Mates and Dates programmes will be available at Tararua secondary schools – helping youth to build healthy relationships.		This was provided by Public Health Unit in 2018. Contract is now with WellStop and Youthline.	
	Started	Youth at Tararua College will be supported in developing healthy relationships and reducing stigma and discrimination (LGBTI) with programmes run at the college.		Programmes were run in 2018	
	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.		Work now being done through Tararua Local Response Team facilitated by Public Health staff.	

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<b>Communications and Connections</b>		<b>Improving Communications</b>			
	Started	Community members and the Consumer Council will be involved in the redesign of correspondence so communications are clear and friendly.		The Acute and Elective cluster will work with Consumer Council members on this.	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 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.	
		<b>Raising awareness of what is available in the district</b>			
	Started	People will be more up-to date with what's happening in the Tararua 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	Local success stories and programmes and initiatives that are working well in the Tararua District 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 will be included in quarterly newsletters as well as media releases.
	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 whānau to ensure they know how to access the services they need.
	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 of 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.	
	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 produced
		<b>Increasing engagement and visibility</b>			
	Started	When designing a new health service in the Tararua District, residents will be engaged in the process.		The Tararua Health and Wellbeing Group (including community representatives) were engaged prior to the introduction of Child Health Nurse Practitioner clinics in the district.	
	Started	Feedback from Tararua District residents about strengths, challenges and areas of priority within the community will be collected by at least one forum per year.		Health and Wellbeing Group have asked for forum to be part of a bigger event – was planned to be part of the Tararua Age on the Go Expo which was cancelled due to Covid-19.	Feedback was gained from Strengthening Families Network and Pahiatua Network in 2019
	Started	Feedback from the Tararua 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.	
	Complete	Develop a health and wellbeing group for the Tararua District, 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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	Started	Health will be aware of key issues for the Tararua by having a greater presence at key meetings.		Being part of the Health and Wellbeing Group helps greatly with this.	
<b>Healthy Living</b>		<b>Play a role in tackling the wider determinants of health</b>			
	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 in both Dannevirke and Pahiatua.	Further communication has happened since the training to ensure screening is happening.
	Complete	Computer literacy programme support will be provided within the community, including the rural community.		After a stocktake of courses available, there appears to be sufficient support available for those wanting to develop their computer skills	Public Health are looking at opportunities to overcome lack of wifi connectivity.
	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 Tararua.		In conjunction with MSD, information sessions for community groups and individuals were offered in May 2019. Poor attendance has meant these will be run on request in future.	
	Started	The DHB will advocate, where appropriate, for positive changes in areas outside of health which have a fundamental impact on health and wellbeing.		Recently DHB has started attending Pahiatua Disability Group and has taken on an advocacy role for those families with other agencies.	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.	
		<b>Local initiatives to help people make good lifestyle choices</b>			
	Progressing well	More whānau will be supported to make healthy lifestyle choices through an increase in the number of families in the Active Families programme.	10 Tararua families became more active and learnt about healthy eating in 2018.	8 whanau participated in the programme run in Pahiatua in 2019.	Working with Tararua Youth Services.
	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.	
	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 approx 250 pregnant Tararua women each year through Lead Maternity Caregivers.	
	Started	Actively lead connecting community groups and services; as collectively they can have a greater impact on the wellbeing of community members.		Facilitating the creation of the Health and Wellbeing Group was an example of this.	
		<b>Quality living for older adults</b>			

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	Started	Partner with Tararua District Council to develop an Ageing Expo.		DHB had representatives assisting a committee to plan the event for 23rd April 2020 in Woodville but this was postponed due to Covid-19.	
	Started	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 Tararua District in 2018.		Referrals have increased in Tararua.	Local physio contracted for in home Strength and Balance.
	Progressing well	Community groups will be better supported to provide strength and balance classes for older people.		Sport Manawatu are involved in accrediting programmes in the Tararua District	Sport Manawatu contracted to support community groups (4 classes in Dannevirke, 1 in Pahiatua). Keen to hear from groups wanting to start classes.
	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.		Planning was well underway for the inaugural Age on the Go Expo to be held in April 2020 but it was unable to be held due to Covid-19. A new date has yet to be set.	
		<b>Additional Actions since the plan was developed</b>			
<b>Access To Healthcare</b>		<b>People are able to get help when they need it</b>			
	Started	Children aged Under 14 will be able to access GP services at no cost (previously Under 13).			Started Dec18
	Started	Students in Dannevirke will be able to access a School Based Health Service at Dannevirke High School. Tararua College students already have access to services at their college.		The service is delivered over 3 days per week at DHS (with a Public Health Nurse available other days). Registered nurses are providing the service.	
	Started	Finance is less likely to be a barrier to access for Community Service Card holders who can now visit a General Practice team member for \$18.50		THG practices have opted into this scheme. Dr Short's Surgery has not	Started Dec18
		<b>Improving people's access to hospital and specialist care</b>			
	Started	Young people with long term conditions will be better prepared to move to adult health services through a Transition Programme being implemented.		16 young people from Tararua and their whanau benefitted from the programme in 2019. Indications are that they are very pleased with the transition process.	
	Started	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.	
	Started	District Nurses will be enabled to deliver some forms of chemotherapy which will allow people to receive care closer to home.		District nurses are delivering Bortezamib injections in Dannevirke and Pahiatua.	
<b>Mental Health and Addictions</b>		<b>Supporting Youth and Rural Communities</b>			
	Progressing well	Primary School staff will learn some strategies to deal with Anxiety and Depression in children through workshops delivered in the district.	97% and 96% of attendees said it increased their awareness about anxiety and depression in children. 100% said they had gained ideas on strategies to use in classroom.	Pahiatua School workshop in June 2019 was attended by 34 people. Dannevirke South School workshop held in Term 3 2019 was attended by 36 people.	More workshops planned for 2020. These will build on the first workshops with content developed based on feedback from participant follow up surveys.

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	Yet to start	People will have better access and more choice in accessing mental health services within the community.		The MidCentral district has received \$1.9 million for primary mental health. This new service will commence in the next quarter. This will be alongside Te Ara Rau.	
Healthy Living		<b>Link local people to local activities</b>			
	Progressing well	Wahakura wānanga held for hapu wahine where they and/or whanau weave a wahakura as well as getting education around healthy living and services available in the community.			The Trust in Pahiatua have led one whole weekend and 3 one day wānangas since August 2018. 18 whanau from the southern Tararua have attended the workshops. A further wahakura workshop (organised by Te Kete Hauora O Rangitāne and Tararua REAP) has been held at Makirikiri Marae near Dannevirke in July and saw 8 wahakura created.
		<b>Quality Living for Older Adults</b>			
	Started	An OPAL unit will be opened within Palmerston North Hospital - providing specialist multidisciplinary geriatric care for frail patients with acute illness.		The unit has been officially opened on 11 November	A phased implementation is being implemented with full implementation expected in March 2020.