

MidCentral District Health Board

Te Pae Hauora o Ruahine o Tararua

Manawatū

Health and Wellbeing Plan 2018-2023



He Mihi | Greetings

Kua hau mai te rongō he ao hou kei te waihangatia e tātou. Arā, he ao hou e noho nei ko te tangata e tino ora ana, ko te hauora te tino aronga, ko te whai whakaaro o tētahi ki tētahi, ahakoa ko wai, ahakoa nō hea. Nau mai e hika mā ki tēnei whakaaro kua marara ki ngā tōpito katoa o Manawatū whenua. Nei te mihi kau ake o Te Pae Hauora o Ruahine o Tararua. Ka tukua ko ngā waiora o ngā wai kaukau e kawē atu i ēnei kupu ki ngā kāinga katoa o Manawatū.

The word is out there a new world being created. A new world where everyone is very healthy and health is the focus, along with thoughtful to each other, regardless of who or where we are from. So welcome to this new perspective being dispersed to all corners of the Manawatū district. This is an unconditional greeting from Te Pae Hauora o Ruahine o Tararua. Let us leave it the healthy waters of bathed by the ancestors to convey these words to all homes of Manawatū.

He Kupu Whakataki | Foreword

To achieve Quality Living – Healthy Lives – Well Communities we need to think and work differently.

We want nothing but the best health care, and the best health and wellbeing for everyone. Every day in our communities people face a range of challenges; some live with mental illness, some live with a chronic disease, others may become acutely unwell and need emergency care.

Thinking beyond health, some live in cold, damp houses, some may experience violence, and others struggle to afford the everyday costs of living. Health and its partners need to work together as one team, taking a more collaborative approach so that we can achieve better health outcomes for our communities. This also means partnering with individuals, accepting them as experts in their own health and in their own lives.

What strategies guide the Health and Wellbeing Plan? | Ngā Rautaki

The strategic intentions guiding this Health and Wellbeing Plan for Manawatū District are our Strategic Imperatives:

- Partner with people to support health and wellbeing
- Connect and transform primary, community and specialist care
- Achieve quality and excellence by design
- Achieve equity of access across communities, and

Our Vision...



Manawatū District Health and Wellbeing Plan | Te Mahere Hauora

The Manawatū District Health and Wellbeing Plan has two parts;

Locality Approach: This outlines the approach taken, what we did and how we did it. It highlights the key findings at each stage, providing a snapshot of Manawatu District's population and their strengths and challenges in regards to health and wellbeing.

Plan of Action: This section looks at what can be done to improve the priority areas identified by the Manawatū District community. Each of the four priority areas has a series of actionable steps that are intended to be carried out within a five-year time frame.

The Health and Wellbeing Plan aims to make a positive contribution to the health outcomes of the Manawatū District. It will be used to make changes necessary to continuously improve our health system, as part of the wider health sector and social service network. The Plan places Manawatū District residents and their families/whānau at the centre of planning decisions and design to best meet the needs of the communities.

Listening To The Community | He Whakarongo Ki Te Hapori

We need to better understand our communities, people's lifestyles, their health needs, their experience of care and what their priorities are. Understanding our communities will enable us to work in partnership with them to better design services that meet that community and its people's needs.

A locality approach:

- Provides a voice for communities; acknowledging different needs, cultures and priorities.
- Places people, families/whānau at the centre of planning decisions and design to best meet the needs of their community. Providing local solutions for local issues.
- Engages with other sectors in common community health and wellbeing agendas to reduce inequity and improve health outcomes.
- Helps to develop active partnerships with people, communities and other agencies who work within or across health at all levels.
- Will help inform investment decisions and provide focus for future planning.
- Acknowledges that health and wellbeing is affected by many factors, including the environment, housing and employment.

What is a locality?

A locality is a defined geographical area. In this case it is the area within the Manawatū District Council boundary. This plan encompasses all people who usually live in this area (not just those enrolled with local general practice teams).

Health and Wellbeing plans have also been developed for other localities (based on TLA boundaries) within the MidCentral DHB area. Plans for the Tararua District, Horowhenua District and the Ōtaki ward of the Kāpiti District are completed with a Palmerston North City plan under development.

What will be the impact for people and communities?

- Health care that is flexible, responsive and adaptive to meet their needs.
- People receiving health care services delivered on time and closer to home where possible.
- People will have positive experiences of care from a joined-up health system.
- The health and wellbeing of all people in the community will be improved as a result of collaborative work between health, social services and community agencies.

Building upon existing work

It's important to acknowledge other plans and strategies that have been done in the Manawatū District. Documents, such as the current Community Plans, were used to inform our planning process.

Who helped to guide and support this plan? | Nā wai i āwhina?

A Local Advisory Group was established to guide and support the locality planning process. It was important to have local leaders, who reside within the Manawatū District, to guide the process as they have an in-depth knowledge of the best way to engage with a diverse range of people within their community.

Representation at the Local Advisory Group

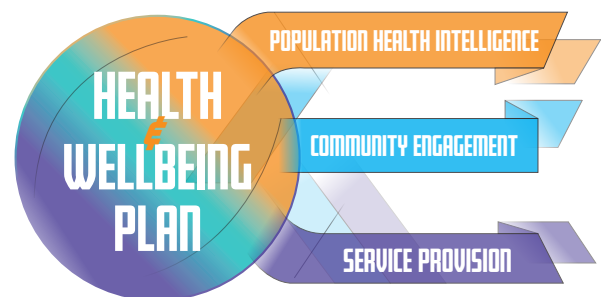
- Manawatū District Council
- Non Government Organisations
- Consumers
- Ngā Kaitiaki o Ngāti Kauwhata Inc
- Feilding Health Centre
- Private Sector
- Central PHO
- Older Persons Health Portfolio Manager for MidCentral District Health Board
- Public Health
- Other health and social services

Creating the Plan

Creating a Health and Wellbeing Plan for the Manawatū District involved three main stages.

These were:

- 1) gathering population intelligence and health information
- 2) community engagement
- 3) establishing priorities and actions for service provision



Population Intelligence and Health information | Manawatū Tangata, Manawatū Hauora

- Information and data was gathered about the population of the Manawatū District and research was undertaken, including analysis of current and previous strategies and plans.
- A district-wide Health Needs Assessment was completed.

So, what did we find?

The following pages are a snapshot of some of the interesting data and information gathered about the population of the Manawatū District.

MANAWATŪ POPULATION SNAPSHOT

Manawatū Population 2017

30,300



17.6% were 65 years and over. This is compared to 15.1% nationally.

20.8% were 0-14 years. This is compared to 19.5% nationally.

12%

Of people in the Manawatū District live in areas designated as being among **the most deprived** in New Zealand.

Higher levels of deprivation are associated with higher mortality rates, and higher rates of many diseases as well as social problems such as crime, family violence, disengagement from education and risk-taking behaviours.

In the 2013 Census:

20.9% of families with dependent children in the Manawatū District were single-parent families, 48% of single-parent families had a total annual family income of less than \$30,000.

By 2038 Statistics NZ predict that:

There will be a **109% increase** in residents aged **65 years and over**.

(9,400 residents aged 65+ compared to 4,500 in 2013)

The proportion of residents **identifying as Māori** is expected to **increase to 24% (from 14% in 2013)**.

These trends are important because Māori and older people are known to have poorer health status than other New Zealanders.

- The proportion of residents identifying as Pacific is expected to increase to 3.6% (from 1.5% in 2013).
- The proportion of residents identifying as Asian is expected to increase to 3.9% (from 1.8% in 2013).

Housing

Home ownership rates in Manawatū are above the national average (2013 Census). **71.2%** of households own their own dwelling in the Manawatū District compared to 64.8% nationally.



The estimated mean weekly rent for the year to May 2017 was \$287 in Manawatū compared to \$273 for the Manawatū/Whanganui region and \$421 for New Zealand.

\$287

Education

73–77%

The increase for all Māori school leavers with NCEA level 2 or above since 2009.

75–80%

The increase for all school leavers with NCEA level 2 or above since 2009.



Income

In 2013, 52.1% of people aged 15 years and over had an annual personal income of \$30,000 or less.

Manawatū District Services Data

This section lists some of the key health services for Manawatū District residents. For a more comprehensive list of services in the district please refer to www.healthpoint.co.nz

Services available in Feilding include:

Feilding Health Care: 7 Duke Street, Feilding. Services provided include:

- Primary Health Care (General Practice team of GPs and nurses),
- After hours Acute walk-in clinic,
- Child and Adolescent Oral Health,
- Community Mental Health,
- District Nursing,
- Public Health Nursing,
- Community Podiatry,
- Hearing,
- Ultrasound,
- Pharmacy – Feilding Health Pharmacy.

Feilding Health Care Practice Stats:

- Feilding Health Centre caters for 19,500 patients (3,034 are Māori = 15%).
- A GP team of 11 GPs and 14 nurses provide over 10,000 consultations per month.
- Caters for 5,771 people with high health needs.
- 8% of patients have high or very high risk of hospital admission (compared with 6.9% of enrolled patients across the MidCentral DHB District).

Other Health Services in the District include:

- MedLab Central open Monday to Friday.
- Himatangi Beach Health Clinic runs Tues, Wed and Thurs mornings.
- Raukawa Whanau Ora Health Service – a kaupapa Māori iwi health provider delivering a range of services specifically for Māori but not excluding non-Māori work within the district. They deliver mobile services to homes, marae, kōhanga reo, community venue, one of the base clinics or venues deemed appropriate.
- Best Care (Whakapai Hauora) Charitable Trust provide Māori Health services in the district.
- 9 Rest Homes in the Manawatū District catering for 485 residents.
- A school based health service is provided at Hato Paora College.
- Central PHO provides primary health care services across the district.
- Various providers deliver Child Health Services in the district, including: Pregnancy and Parenting Services, Well Child Services, Oral Health Services and Outreach Immunisation Services.

Manawatū District Residents visiting Palmerston North Hospital:

7581 Manawatū District residents presented to ED in 2016 and 2394 were admitted.

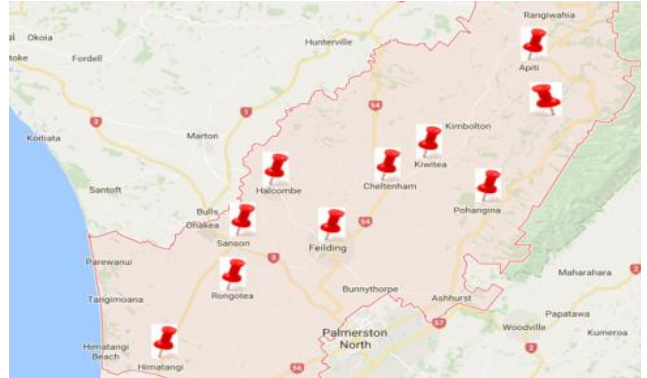
Attendances at Palmerston North outpatients clinics by people from Manawatū District in 2016

ElderHealth	340
Medical	8,586
Paediatric	1,073
Cancer	4,698
Rehab	37
Surgical	12,046
Women's Health	2,219
Total	28,999

Stage 2: Community Engagement | Kōrero Tahī

- A three-month-long engagement process was undertaken to ensure residents had adequate time and opportunity to provide feedback and co-design the plan.
- Feedback was received from over 370 residents through a variety of mediums.
- Four key Priority Areas for improvement were identified using thematic analysis of the feedback.
- Three main areas of focus under each Priority were identified from the feedback.

Feedback was received from across the Manawatū District. The pin points represent the spread of locations we received feedback from. 180 surveys were completed and more than 190 people attended various workshops and forums.

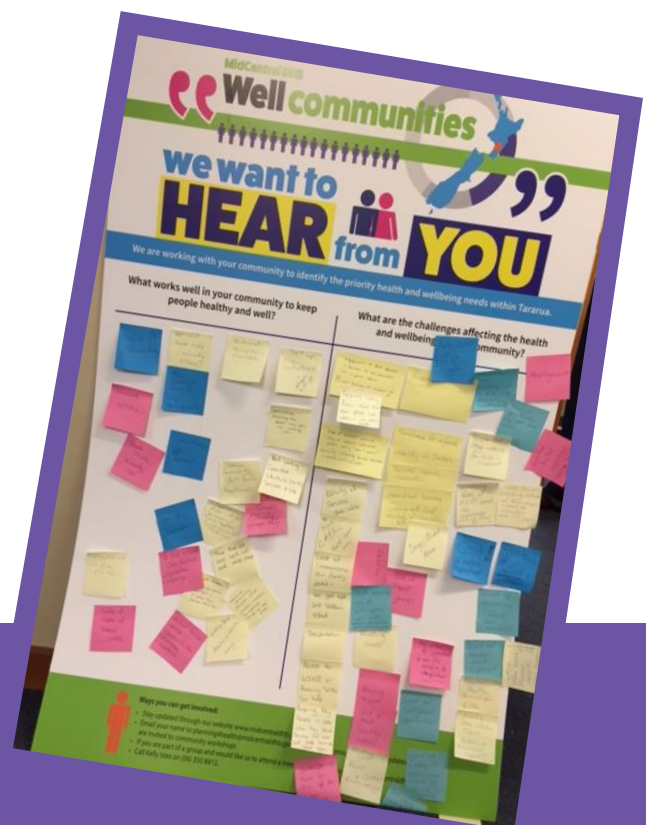


Methods of engagement:

- Community workshops
- Newsletters distributed to a wide database
- Surveys left at various locations
- Posters in various locations
- MidCentral DHB Website
- Option to email or phone Project Manager directly
- Advertise within the Feilding-Rangitikei Herald
- Online surveys
- A stall at the Farmers Market
- Rural Delivery mail out
- Social media

We attended a number of meetings and engaged with many groups and people to seek further feedback including:

- Feilding Youth Ambassadors
- Manawatū Community Trust
- Manawatū Green Prescription Class
- Community Committees' (including Feilding, Halcombe, Sanson and Cheltenham)
- Young at Heart - parent support group
- Presentation by Sir Mason Durie: Kauwhata 2040
- Feilding Refugee Services
- Enable NZ
- Feilding Healthcare
- Ngā Manu Tāiko Hui
- Manawatū Community Workshop
- SINCOSS
- Manchester House
- MASH Trust



What we asked

The key questions we put to the community were:

- *what works well in your community to keep people healthy and well?*
- *what are the key issues/challenges affecting the health and wellbeing of your community?*
- *what actions could be taken to improve the health and wellbeing of your community?*

Below is a list of the strengths that were highlighted by the people of the Manawatū District and the following two pages summarise the key messages that came through in regards to the challenges faced and how improvements could be made.

Strengths | Ngā Huapai

- A wide range of community groups and support services.
- Friendly, close-knit community with good values, care for others and a real neighbourhood spirit.
- Fantastic recreation assets – parks, playgrounds, sports fields, the Makino swimming pools and lots of sports clubs.
- Lots of hard working, pragmatic and passionate local people who care and can get things done.
- Health Shuttle and bus to Palmerston North – limited hours but important transport link.
- Great District and Public Nurses present in all corners of the community.
- Rural lifestyles that are healthy and active.
- Access to fresh healthy food – including lots of gardeners and farmers' markets.
- Active Community Boards and Committees who do a great job.
- Strong advocacy networks for youth, the elderly and people with disabilities.
- Green Prescription programme and social exercise opportunities.
- Feilding Health Care delivering more services closer to where we live.
- Manawatū Rural Support Service offering valuable proactive support no matter where we live.
- Himatangi Beach Community Clinic.
- Rescue Helicopter.
- Strong iwi leadership with vision and community focus.
- Active Community Patrol and Neighbourhood Support.
- Community and Youth Aid Police staff who take leadership on issues and back local initiatives.
- Feilding Health Care provide education on specific health and wellbeing topics for the community.

Common Themes

With over 370 people engaging in this process, it is important to note that many different strengths and challenges were identified. The themes identified were based on most commonly stated challenges for residents of the Manawatū District.

WHAT PEOPLE SAID...

"If I go to the doctor it's \$40 out of our food budget."

"I worry about how isolated many older people are – please do something to give them more access to everything our community has to offer."

"Waiting for over a week to see the GP then telling my story to another person is frustrating."

"The rural support workers are absolutely amazing, it doesn't matter where or how far away you live. They are at the door asking if we are ok – real people who really care."

"You're the first person from the DHB we've ever seen out here; next time could you bring a doctor or nurse – mobile or drop-in clinics in Cheltenham, Apiti and Kimbolton would mean the world."

MANAWATŪ

"I really appreciate what the Health Centre is trying to do; it's great to have lots of services in the same place but I do miss the friendliness of my old GP practice."

"There are so many women in this community who know how to make a dollar go a long way – they can mentor young families to cope much better."

"My husband carries the weight of the world on his shoulders and I worry about him – he'd never leave the farm to ask for help but if someone he could relate to came to the pub for a chat he'd open up."

"Friendly Feilding is more than a billboard or bumper sticker – this town is truly full of people who care about each other and would do even more for others if they had the chance."

"There are no services here in Rongotea so we travel about 25km to anywhere – on a benefit with 3 kids it's not a trip I can afford or manage easily."

"Get with the times – use technology, be mobile and think like a local to try new things."

"I'm so proud of my Iwi – Kauwhata care about our people thriving now and into the future."

"Schools are the heart and soul of our communities and they could be used as hubs for health far more."



COMMON THEMES

From our community engagement

Reduce the impact of time, distance and transport on access to the health services we need.

Provide better access to more health services in our communities and closer to home.

Improve easy access to local community mental health and alcohol/drug support – earlier, without waiting and in the communities where we live.

Reduce the presence and impact of drugs on our community, especially young people and vulnerable families.

Support our neighbourhoods and community to connect with each other even more.

Provide youth friendly health services.

Reduce the total cost impact of healthcare – especially for the elderly and our most vulnerable.

Improve our awareness of local services available and how to access them.

Encourage and support healthy and active living for everyone.

Communicate clearly, openly and often – to build and maintain a relationship with us.

Allow me to build and maintain a trusted relationship with my GP team.

Improve our ability to get a GP appointment when needed.

Ensure people involved in my health and wellness work as one team.

Improve the quality, affordability and availability of rental accommodation.

Reduce the impact of isolation - especially for rural families and the elderly.

Step 3: Identifying Priorities | Ngā Mea Nui

Priority areas were identified through a second round of engagement.

We went back out to the Manawatū District community with the common themes identified after the initial engagement and asked:

- 1) what are the top 4 priorities?
- 2) within these priority areas, what should we focus on first?

The top four identified priorities through this process were:

Community Priority #1 Access to Healthcare

Easy access to Healthcare when people need it

Community Priority #2 Mental Health and Addiction

Improved Mental Health and Addiction support in communities

Community Priority #3 Better Communication and Connection

A district that has quality communications and connections between health services, people, whānau and communities

Community Priority #4 Healthy Living

A well community where everyone is supported to have quality living and healthy and active lives

It is interesting to note that in developing Health and Wellbeing Plans for other localities within the MidCentral District area (Tararua District, Horowhenua District and Ōtaki) the identified main priority areas were consistent, however, there were differences in the focus areas within these priority areas.

Part 2 | Plan of Action | Mahia te Mahi

So, what can we do?

The following pages summarise the four identified priority areas for the Manawatū District and the plan of actions for each priority area. The plan takes a one to five year approach and focuses on how health and its partners can work together to make improvements within the priority areas.

Manawatū District Health and Wellbeing Plan

Community Priority #1: Access to Healthcare

Common things heard from Manawatū District residents:

“The health shuttle is a great service but not everyone has access to one.”

“Rural people would be more likely to access healthcare if it was provided in the local community.”

“We often struggle to get appointments with our own GP when we need them.”

“The new Feilding Health Care Centre is great but we are not sure of all the things available there and how to access them.”

“Travel, time and cost are barriers to getting healthcare.”

What does the community want us to focus on first?

People are able to get help when they need it

- Improve people's ability to access general practice teams in a timely manner.
- Support people with long term conditions to have better continuity of care.

Improving people's access to hospital and specialist care

- Provide more “people focused” systems, and provide easier access to specialists where appropriate.

Health working together as one team

- Improve the ability for health services to work together supporting people's health journey.
- Work in partnership with communities and consumers when designing healthcare.

What will health and its partners do and how will it make a difference over the next 1- 5 years?

Help people to have better access to health services

- People (particularly in rural communities) will be able to connect more with health services through improved technology (eg virtual consults).
- People in need will be able to get appointments easier through new systems, which include GP triaging.
- General Practices will increase the number of patient consultations over the phone or online, which will save people time and travel costs.
- Communities will be able to use online tools to get repeat prescriptions, make appointments and receive test results through a patient portal.
- People with complex conditions will have a care coordinator to help build a trusted relationship and have continuity of care.
- 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.
- People will be more aware of how to access the right health service to get the help they need through the “Right Choice” campaign.

Improve hospital booking system

- People's circumstances (such as locality and family/whānau responsibilities) will be taken into consideration by more flexible hospital booking systems.

Providing phone or online consult options

- 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 with some hospital specialist areas first.

Emergency Department Improvements

- People attending Palmerston North Hospital's Emergency Department will find a more welcoming environment as the reception and waiting areas are improved (2018/2019).
- Patients will have improved privacy in redeveloped Emergency Department triage rooms.

Improved experience

- People will be better supported by health providers who can access the notes they need through improved IT systems.
- Locality-based teams will be put in place to help address the unique needs of the community.
- 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.
- People feel better informed about their health by making it easier for them to access their health information through improved technology.

Better utilise community feedback

- 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.

Manawatū District Health and Wellbeing Plan

Community Priority #2: Mental Health and Addiction

Common things heard from Manawatū District residents:

“Isolation and depression are a real concern for our older adults; we need to look after them.”

“There is a growing concern in regards to Mental Health and Addiction in our community; we want to support our friends and whānau. We need support to do this.”

“Rural support workers are great. There needs to be more support for our rural men in ways that work for them.”

“We don’t know what’s available locally, especially if you want to talk face to face with someone.”

What does the community want us to focus on first?

People are able to find help when they need it locally

Increase knowledge of mental health and addiction support available in communities so that it is easier to find and access.

Support for our Youth

Provide youth friendly mental health and addiction services and support locally.

Rural Mental Health

Further develop Rural Mental Health Services, with a particular focus on supporting farmers and people that are socially isolated.

What will health and its partners do and how will it make a difference over the next 1- 5 years?

Services closer to home

- 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.
- 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.

Increase visibility and awareness of services and resources

- Mental Health and Addiction Services will be more visible in our community as the DHB develop a relevant and modern communications strategy.
- Promote the online directory of Mental Health and Addiction Services, linking services and people to what is available in the community and how to access them.
- 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.
- 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.

Youth Development

- The Mates and Dates programme will be available and promoted to local secondary schools, helping our youth build healthy relationships.
- 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.
- Health will work with other agencies in linking our vulnerable youth to employment opportunities and work experience.

Supporting Rural Communities

- People who go out into isolated communities will receive training and support to help them recognise the signs of depression and help isolated and vulnerable people to seek help when needed. Health will work in partnership with Rural Support Services to achieve this.

Manawatū District Health and Wellbeing Plan

Community Priority #3: Healthy Living

Common things heard from Manawatū District residents:

"There are great recreation areas, facilities, community groups and support services available for people to connect with if they know how to."

"Our young people need to be supported to make good choices, eat well and be active so they can grow to be healthy adults."

"The quality, affordability and availability of rental accommodation is having a real impact on the wellbeing of some people and whānau."

"We want our kaumatua and older adults to be healthy and connected to their community so they can stay at home for longer and have a good quality of life."

"The environment is a growing concern and is important to our health and wellbeing."

What does the community want us to focus on first?

Quality living for older adults

Support older adults to stay well longer in their own homes.

Wider determinants of health

Work alongside others to improve housing, transport, employment opportunities and other factors that can have an impact on health and wellbeing.

Link local people to local activities

Better link people to community initiatives so people can stay active, eat well and be connected to their community.

What will health and its partners do and how will it make a difference over the next 1- 5 years?

People feel well informed

- 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.

Quality Living

- Older adults will be assisted to maintain their strength and balance and remain independent through a new in-home strength and balance exercise support programme starting in the Manawatū District in 2018.
- Community groups will be better supported to provide strength and balance classes for older people.

Workshops on using technology

- 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.

Creating a healthy and well community

- 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.
- 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 Manawatū.
- Identify and increase support for adult literacy programmes, including computer literacy skills within the Manawatū.
- 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 Manawatū District.
- The DHB will advocate for change in the National Travel Assistance Policy to help make the process for registering and claiming travel expenses easier.
- Actively lead connecting community groups and services; as collectively they can have a greater impact on the wellbeing of community members.

Increasing healthy eating and active living

- Support people to eat well, be active and lead a healthy lifestyle through increased promotion of the Green Prescription programme in the Manawatū.
- Encourage more kids to ride bikes, by advocating to Council for a bike in schools programme and encourage schools to adopt it.
- Promote the "Health Promoting School" programme where schools partner with the community to make positive steps to improve the health and wellbeing of students.

Manawatū District Health and Wellbeing Plan

Community Priority #4: Better Communication and Connections

Common things heard from Manawatū District residents:

"Local services for local people; our community should have input into new services. It's for us so why not include us?"

"We have strong community committees it would be good if you could keep them informed of what's happening in health."

"Communication from the hospital is often not very people friendly; it can be difficult to understand where you need to go and what you need to do."

"We don't often see MidCentral District Health Board at meetings in the Manawatū District. We think it's great you are getting to know us and understand us better."

"People don't know what's available in the community."

What does the community want us to focus on first?

Improving Communication

Make correspondence more people friendly.
People feel well informed when coming to hospital.

People are aware of their choices and what's available

Support the sharing of knowledge, resources and skills across communities to increase awareness and empower people.

Increasing engagement and visibility

Engage with local people when designing new services for the Manawatū District.
Stronger health leadership and presence in the Manawatū District from health.

What will health and its partners do and how will it make a difference over the next 1- 5 years?

People-Friendly Communication

- Community members and the Consumer Council will be involved in the redesign of correspondence so that communications are clear and friendly.
- People will receive more relevant information when attending a hospital appointment, including parking and shuttle services.
- 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.
- To ensure our communities are receiving clear and people-friendly messaging the DHB will continue to find new and innovative ways to communicate.

Knowledge Sharing

- Share local success stories, promoting programmes and initiatives that are working well in the Manawatū District.
- Identify opportunities to work with other health agencies to increase awareness of what's available in the community.
- People will be more up-to-date with what's happening in the Manawatū community by ensuring communication is distributed through: local newspapers, social media channels, community committees and other key groups.
- 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.

People feel more informed

- Communication will be sent out on a more regular basis, with opportunities for people to provide suggestions and feedback.

Finding local solutions to local issues

- When designing a new health service in the Manawatū District people, families/whānau will be placed at the centre of planning decisions and design to best meet the needs of their communities.
- Continue to engage and seek feedback from Manawatū District residents about strengths, challenges and areas of priority, with an annual forum.
- Feedback from the Manawatū community locality project will be used to help shape and support DHB planning and future services.

Working together to achieve more

- Develop a health and wellbeing group for the Manawatū District, or connect to an existing group, where we all work together on a common agenda to tackle the bigger issues.
- Health will be aware of key issues for the Manawatū by having a greater presence at key meetings.