

Horowhenua update info

Priority Area	Progress	Action	Impact seen	Exec Comments	General Comments
		Horowhenua District			
Access To Healthcare		People being able to get help when they need it			
	Started	Enable people to be treated in their own home and community through promotion of the Urgent Community Care service available in the Horowhenua through St John.	The adoption of POAC by some GP practices and working with UCCS means less likelihood of being transported out of the area	The POAC (Primary Options for Acute Care) programme has been adopted by some general practices and the Urgent Care Community Service is also being promoted.	A new after hours service has commenced in Horowhenua this includes St John.
	Started	Pilot new models of healthcare delivery to meet demand including working with Maori/iwi providers.		THINK Hauora and Raukawa Whanau Ora are working together to integrate nursing and allied health service delivery.	
	Progressing well	People (particularly in rural communities) will be able to connect more with health services through improved technology (eg virtual consults).		Many health service providers have been providing the option of virtual or phone consultations where appropriate.	
	Started	People in need will be able to get appointments easier through new systems, which include GP triaging.		Horowhenua Community Practice is implementing Health Care Home.	"Health Care Home" is a model designed to deliver an improved primary care service.
	Started	General Practices will increase the number of patient consultations over the phone or online, which will save people time and travel costs.		Horowhenua Community Practice have nurse triaging over the phone and are currently implementing the hardware to enable virtual consults in the future.	
	Started	People will be able to use an online tool to get repeat prescriptions, make appointments and receive test results through a patient portal	Too early to measure	Horowhenua Community Practice and Masonic Medical are using Indici. Two other practices use Mange My Health. Only one practice has yet to introduce a patient portal.	
	Yet to start	Older adults will be able to attend workshops to learn how to use patient portals to get repeat prescriptions, make appointments and receive test results.			
		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.	Many booking clerks are already taking people's circumstances into consideration where possible.
	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.	
	Complete	People attending Palmerston North Hospital's Emergency Department will find a more welcoming environment as the reception and waiting areas are improved.		Some positive feedback about the changes was received through the Annual Locality Forum	It should be noted that during the extensive building work the public were understanding and accommodating of the noise and disruptions that were occurring around them. Staff were grateful of their tolerance and understanding.

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	Complete	Patients will have improved privacy in redeveloped Emergency Department triage rooms.		This has been achieved with the introduction of designated triage areas for ambulance patients and those who self present to the waiting area, enabling private consultation without the risk of breaching confidentiality.	
		Health working together as one team			
	Started	People will be better supported by health providers who can access the notes they need via improved IT systems.		Most of the population are covered by general practices who have shared electronic health records so essential information is available to the hospital.	This is part of the digital health strategy.
	Started	Locality-based teams will be put in place to help address the unique needs of the community.		Child Health have a Nurse Practitioner running clinics in the Horowhenua District.	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.		Most General Practices in the area have introduced patient portals or are soon to introduce them - allowing people to access their results etc.	Part of the new digital health strategy
	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 you your flu shot.		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.
	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.		Many services are utilising consumer feedback in planning for the future.	Consumer Council members are part of Cluster Alliance Groups. Also a database of consumers who are keen to be part of future service development programmes has been developed.
Mental Health and Addiction		People are able to get help when they need it			
	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 introduced 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.
	Complete	Better support for communities locally by having a Suicide Prevention Local Response team in place in the district. This involves local agencies working collectively as one team.		First interagency team meeting held with future quarterly meetings planned. Focus this year on strengthening the team and ways forward to engage in initiatives for the community.	
	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	

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	Started	People will be more easily able to find information on alcohol and drugs through a more coordinated and modern approach to how information is distributed.		Public Health is working with other agencies to distribute information re Fetal Alcohol syndrome. Social media channels are used in particular for getting the message out to young woman who may be drinking and not knowing they are pregnant.	
	Progressing well	Promote an online directory of Mental Health and Addiction Services, linking services and people to what is available in the community and how to access them.		Health Point set up and updated 2 x yearly. Unison may be looking at an online directory with shopping cart to personalise.	Health Point is the online directory being promoted by Mental Health
		Services working together and Youth Development			
	Started	Work will be done together with Horowhenua schools, not for profit organisations and iwi to reduce the supply of alcohol to those less than 18 years of age.		Work is underway and ongoing.	
	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.
	Ongoing	The Mates and Dates programmes will be available and promoted to local secondary schools, helping our youth build healthy relationships.		This was provided by Public Health Unit in 2018. Contract is now with WellStop and Youthline.	
	Started	Health will work with other agencies in linking our vulnerable youth to employment opportunities and work experience.		A subcommittee of 'Unison' was working on this - includes DHB, MSD, Chamber of Commerce. This work is currently on hold due to RFP work.	
		Reduce Isolation - Older Adults and Rural Communities			
	Progressing well	Improve older adults wellbeing by working with and supporting the Horowhenua District Council with the "Horowhenua Positive Ageing Action Plan" and "Project Lift".		Active involvement monthly at Older Persons Network meetings led by Horowhenua District Council	Representation continues at the Wellbeing forums. The specific Project Lift programme is currently delayed.
	Started	Promote the 'Caring Caller' initiative by St John. Caring Caller is a service that St John provides for people who live alone or feel a bit lonely.		Update: Caring Caller is being promoted by the St Johns service and the older persons network group in Horowhenua utilising a network approach.	
	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 Support Services to achieve this.		Now being done through local response team.	
Communications and Connections		Improving Communication			
	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	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.	
		Raising awareness of what is available in the Horowhenua District and how to access it			

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	Started	People will be more up-to date with what's happening in the Horowhenua 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.	Reports are also given at Horowhenua Community Wellbeing Committee meetings and other local network meetings.
	Started	Local success stories and programmes and initiatives that are working well in the Horowhenua District will be shared with the community.		The first annual forum was held in May 2019 and highlighted good work being done in each of the community priority areas.	Quarterly communications also promote local programmes and initiatives.
	Started	Identify opportunities to work with other health agencies to increase awareness of what's available in the community.			A working party (led by the PHO) is developing a plan of how to engage with people and whānau to ensure they know how to access the services they need.
	Started	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.	
	Started	Communications from the DHB will be sent out 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.	
		Increasing engagement and visibility			
	Started	When designing a new health service in the Horowhenua District, people, families/whānau will be placed at the centre of planning decisions and design to best meet the needs of the community.		Feedback has been gathered from local network groups regarding proposed service plans.	Previous example: At a meeting of the Older Persons Network, The Clinical Executive for Healthy Ageing and Rehabilitation discussed the OPAL and HOP Model of care.
	Started	Feedback from Horowhenua District residents about strengths, challenges and areas of priority within the community will be collected via at least one forum per year.		Feedback was gathered at the first annual forum in May 2019. Feedback was also sought from staff at Raukawa Whānau Ora and Muaūpoko Tribal Authority.	First annual forum was held 14th May 19.
	Started	Feedback from the Horowhenua 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.	
	Started	Opportunities for feedback, both formal and informal, will be provided through local General Practices.		GP Practices participate in the National Patient Survey which is conducted via the practice a number of times per year. They also have 'suggestion' boxes in their waiting rooms.	
	Progressing well	Continue to be part of the Horowhenua Health and Wellbeing Executive - where we all work together on a common agenda to tackle the bigger issues for the district.		The DHB has two representatives on this group.	
	Progressing well	Health will be aware of key issues for the Horowhenua by having a greater presence at key meetings.		Meetings attended by DHB representatives have included Housing Forums and the Refugee Resettlement Workshop. Public Health staff have also had a number of meetings with youth in the area.	Strong links have been formed with District Council staff.
Healthy Living		Wider determinants of health			
	Yet to start	A training programme for screening patients for family violence will be offered to all GP practices who will support people to talk about and seek help for family violence.		Training is yet to take place for practices in Levin and Foxton.	

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	Complete	Identify and increase support for adult literacy programmes within Horowhenua.		Adult literacy programmes available through Arohama Literacy Aotearoa who also offer computer skills and driver licence training as well as help with developing Cv's.	
	Complete	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 Horowhenua.		This was delivered in October 2019. Good attendance.	
	Ongoing	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 Horowhenua district.		The DHB do this as part of the Community Wellbeing Committee.	
	Progressing well	The compassion housing project in Levin will continue to be supported through connections with community housing health services.		The DHB has been represented at Housing Forums held over recent months.	Members of the Compassion Social Housing group update the Older Persons Network regularly. The project is well supported.
	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.
		Link local people to local activities			
	Progressing well	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.		Ongoing attendance at wellbeing, older persons and youth health network meetings.	
	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.	
	Complete	Encourage more kids to ride bikes, by advocating to Council for a bike in schools programme and encourage schools to adopt it.		Put into 2019 annual plan submission	
		Quality living for older adults			
	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 Horowhenua District in 2018. Community groups will also be supported to provide strength and balance classes for older people.		Sport Manawatu and the DHB are working in close alignment to support programmes. The demand in Horowhenua has been substantially greater than that in other localities with the majority of referrals coming from DHB physios, Elderhealth, Supportlinks and St John.	Other work has also included the SAYGO which is the "Steady as you Go" programme to keep older people upright and active.
	Progressing well	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.		An annual Expo is held and is very well attended. Jointly funded by MDHB and HDC.	
	Complete	A pilot programme will provide continuity of care at home for older adults as it provides in-home respite for carers who are looking after their partners. This also supports the health and wellbeing of carers by giving them a break from their full-time carer role.	There is now a wider range of respite options available for people.	This is now an ongoing programme. This has been very successful for a small but complex cohort which find this service more beneficial to them.	
	Started	Quality of life for older people will be enhanced through 'Project Lift'. The DHB will continue to work with the council and other agencies on the goals of this project.		Has been integrated with work HDC are doing on their Long Term Plan.	
		Additional Actions since the plan was developed			

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Access To Healthcare		People are able to get help when they need it			
	Complete	Children aged Under 14 will be able to access GP services at no cost (previously Under 13).			Started Dec18
	Complete	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			Started Dec18
		Improving people's access to hospital and specialist care			
	Started	Young people with long term conditions will be better prepared to move to adult health services through a Transition Programme being implemented.		22 Horowhenua young people and their whanau benefitted from this programme in 2019. General feedback indicated 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.	
		Improve people's experience of Healthcare			
	Progressing well	Pasifika people will have better access to healthcare through a dedicated Pasifika Health Service		Work includes: collaboration with Public Health Nurses in schools, to support students with health and social needs e.g. childhood obesity, rheumatic fever, skin conditions like eczema; supporting enrolment with local General Practice Teams; engagement at Taitoko and Fanau kindergartens to increase awareness of services amongst Pasifika parents; providing access to cervical screening provided by Pasifika staff. Supporting pregnant women in Levin to book early with midwives.	
Mental Health and Addiction		People being able to find help when they need it			
	Complete	Primary School staff will learn some strategies to deal with Anxiety and Depression in children through workshops.	98% reported the workshop had given them ideas and strategies they can use in the classroom.	87 people attended a workshop for primary school staff held 12 March 2019 in Levin	
	Complete	Suicide Prevention Training will upskill agencies, professionals and schools in detecting and managing those at risk of suicide.	Approx 50 people attended and 96% reported feeling more confident in detecting and managing people at risk of suicide.	A suicide prevention training session was well attended on 5th March 2019.	
Healthy Living		Link local people to local activities			
	Complete	Weaving wahakura wānanga held for hapū wahine.	Eleven people who attended the wānanga, (eight who were hapū māmā) identified they would like to be connected to other health and social services such as whanau ora, midwifery care and smoking cessation.	There were 40 people in attendance, 12 of whom were hapū māmā. The weekend allowed the opportunity to share positive hauora messages and to connect with support networks locally.	Mokopuna Ora organised the wānanga, in partnership with local community groups. It was held at Matau Marae in Levin in March 2019.

