



# Community Health Council

## Key Messages of the Meeting held Saturday 25 March 2017

1. The first part of second Community Health Council (CHC) meeting focused on addressing learning/training needs identified by Council members at the last meeting. Planning took place for future meetings including the need for the Council to understand how the Treaty of Waitangi is addressed practically in the provision of health services in the Southern health district.
2. Presentations, providing an overview of key health institutions and directions, were given by: Chris Fleming (CEO Southern DHB), Ian Macara (CE WellSouth PHO), and Robin Gauld (Chair Alliance South). Specific aspects of the Southern health district and services were explored such as: the population (~320,000), large geographical area, ageing primary health care workforce, the need for improved coordination between providers, and that ~20,000 people in our region are not currently enrolled with a primary health care provider.

Council members discussed how institutional and provider boundaries (e.g. PHO/DHB/Alliance) are often invisible to patients.

Patients, their whānau and communities want reduced cost barriers to accessing health providers, clearer information about their ongoing health needs or follow-up services, and good information sharing between their different health professionals (and patients themselves) about their health. It was also discussed that the multiple institutional websites contain important information, but that this can be of limited usefulness or meaning to patients and their communities because the sites often contain jargon, and are not seen as directly relevant to patients' health needs.

The CHC identified a need for continued work to improve the sharing of information with patients and the public, and also for improved coordination of health service information within the Southern health district.

3. The Council members shared various health and disability issues that their communities had raised with them which included: Outpatient scheduling, cancer treatment sites and access, transition accommodation, patient identification processes (naming) and palliative care. The Council acknowledged a lot of patient / consumer engagement is already occurring within the Southern district, and the Council plans to develop a framework with principles/guidance to help health providers continue to engage collaboratively with patients/whānau in the future.

### Recommendation

The CHC recommended to the Southern DHB CEO, WellSouth PHO CE & Chair of Alliance South to investigate the possibility of establishing a single Southern Health System website, which would encompass information in simple terminology and direct people to appropriate services across the system.

**Next meeting:** Thursday 6 April 2017

