

Board Summary: July 2021

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Health Reforms: Plan for Review and Redesign of Localities

- The Board approved a project plan to redesign the localities approach here in Te Tai Tokerau by building on what's been done to date, learning from challenges and strengthening alignment with the 'What Matters to Whānau' Papatikanga.
- The steps outlined in the plan included:
 - July: Internal engagement with Mahitahi Hauora staff to review the current localities and capture learning for future developments
 - August: External engagement to consider what a new approach could look like in the future
 - October: Relaunch localities across Te Tai Tokerau

Hauora Muriwhenua Oral Health Proposal

- The Board also approved a plan to support the Hauora Muriwhenua locality (currently locality 6) based in Te Hiku to initiate a project to improve oral health for tamariki in its region aged between 0 to 5 years old.
- Development will begin over the next year.
- The project will aim to:
 - Establish supervised tooth brushing in kohanga reo and initiate an educational communications campaign
 - Work with the Ministry of Education to extend the service to all 0-5 year old education facilities and in-home care

Whānau leading and Improving Access to Services: Database of services

- A proposal to support whānau to lead a 'gap analysis' of health and wellbeing services in Te Tai Tokerau, and make information on services that are available more easy to access was shared and approved by the Board.
- The project, initially focusing on the mid and far north area, will see:
 - In the short-term:
 - A stocktake will be carried out of all available services (including what the service is, where it is, opening hours, how whānau can access it or be referred and how they can share feedback on the service), in the area by Mahitahi Hauora staff
 - That stocktake information will be made available on the Mahitahi Hauora website and/or shared with other 'service directories' in our region.

- In the mid-term:
 - The Community Voice Rōpū (made up of whānau representatives from across Te Tai Tokerau) will analyse the stocktake information using a 'gap analysis tool' to identify what services are missing that whānau in our community would want to see introduced or improved
 - We'll explore how we (or working with other service directories in Te Tai Tokerau) can make this information digitally interactive and more easily accessible for whānau

NZ Health Patient Experience

- The Acting CEO Jensen Webber shared an overview of the most recent NZ Health Patient Experience Survey results for Te Tai Tokerau.
- The Board were pleased to see many positive results relating to the experience whānau and our communities receive from primary health care here in Te Tai Tokerau, but also acknowledged there was room for improvement in some areas.
- A full analysis of the results, and ongoing results, will be carried out.
- Some of the highlights from these results include:

Question	Overall
Highest performing - Top 3	
Patient names are always pronounced properly by health care professionals	95.9%
The health care professional definitely treated the patient with respect	95.8%
The health care professional definitely treated the patient with kindness and understanding	95.3%
Lowest performing – Bottom 3	
The patient was able to get an appointment on the same day or the next working day	31.3%
The patient was accurately advised about the wait time for their consultation	39.3%
The patient was always told, in a way they could understand, by someone at their GP/nurse clinic or pharmacy what the possible side effects of their medication are	59.2%