



Mauri Ora

TRANSFORMING HAWKE'S BAY HEALTH SERVICES

**CLINICAL SERVICES PLAN
ENGAGEMENT DOCUMENT**



Our vision

*Tā mātu whakarehu
Te hauora o te matau-ā-māui
Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.

Our values

HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers



Me mā hei ākina

What's this all about?

Hawke's Bay has a diverse community that is growing quickly and will continue to grow and age over the next 10 to 15 years.

Our health system is increasingly seeing the effects of poverty, which means people struggle to get healthcare when they need it. We need to change this.

Our Māori and Pasifika whānau are more likely to experience the effects of not getting health care when they should, and they get sicker as a result. As our population ages, it means we need to think about how we can bring health and support services closer to everyone.

To provide the best possible health services in the future we need to think differently, and we need to start planning now.

Tō tātou manawa rahi

Our commitment to you

We have a big goal to achieve health equity by designing services for everyone that focus on whānau with the poorest health and social outcomes.

We want to make health care easy to understand for everyone.

We want to make health care about you and involve you in your own care.

We want to invest in preventative care and our primary health services, so we can improve our consumer and whānau experience.

We want better primary and community care so people don't need to come to hospital.

He aha ngā hua?

What have we done so far?

Over the past year our region's health professionals, as well as a wide range of people who use health care services, have been sharing their thoughts to create a future plan – the 'Clinical Services Plan'.

This concept plan will build a foundation for the next ten years – **what** services will be delivered, **how** they will be delivered and **where** they should be delivered.

Now we are asking you, the people of Hawke's Bay – **have we got this right?**

This is your chance to take part – **we invite your feedback now!**

Once we have your feedback, we will finish our plan, and start working towards **reaching our goals together.**

Ngā hua pai kino rānei

What are our challenges?

Over the next 15 years, health care demand will increase at a rate higher than our present health system can cope with.

Why?

- Hospital services will be stretched as the people demand is expected to increase by about a quarter.
- The number of older people will almost double. This means we will need to provide more dedicated care for our older population as they become more frail.
- Barriers to timely or adequate access to health services need to be addressed. To eliminate this, we must improve the way health care is delivered to Māori, Pasifika and groups with disabilities in particular, to better meet their needs.

*“Kia tauwhiro, kia ākina,
kia rangaranga te tira o
Te Matau-ā-Māui.”*

“BE CARING, ALWAYS IMPROVING,
IN PARTNERSHIP WITH THE
COMMUNITY OF THE TE MATAU-A-MAUI.”

*“Kia hua kia tini kia
kapi te whenua.”*

“BE FRUITFUL, BE PLENTIFUL,
EMBRACE THE PEOPLE OF THE LAND.”





Our plan

Tō tātou tini māhere

Our plan is **about equal health opportunities for everyone**. We believe the right care, in the right place, has a big part to play to achieving health outcomes.

Being cared for, close to where you live, is at the heart of our plan.



Kia kapi te hapori

Being responsive to community needs

We will blend teams and expertise to offer a wider range of services by **evolving primary care** to eliminate inequities and make sure children have the best start in life.

We will **embed kaupapa Māori practice** into our plan to build on the strength of our iwi-led services.

We will work together, with a wide range of different cultures and communities to design the health services they need.

Kanohi pakeke ki te kanohi

Older people

We know our population is ageing. **We want to help older people stay well at home in their communities, for as long as they can.**

As people get older, our plan proposes to provide **more services for long-term health conditions in primary care.**

Our focus will be on **wellness, and helping people manage long term illnesses through better self-management.**

Specialist clinicians will work together with you and **your community health care professional** instead of you having to come to hospital.

Hauroa hinengaro

Mental health

Care in mental health and addiction is a priority for our health system. We will build from scratch, relevant and holistic ways to support mental wellbeing.

Primary and community care will give **direct access to self-management, wellness and resilience programmes** for people with emerging mental health and addiction issues.

Good support in primary and community services will include early recognition and referral to specialist services so **those with the most severe and complex needs get seen quickly by the right level of expertise.**





Tiaki hauora

Hospital care

There will always be a need for hospital care.

Many of our commitments and goals relate to each other. All of them lead towards our hospital having a narrower focus in the future.

If we achieve these goals, our hospital will be a place that provides specialist assessment and decision making for patients with critical illnesses or injuries. This would be followed by intensive therapies for the first 24-48 hours of inpatient care.

When a hospital stay is required, we will involve patients, their whānau, support people, and community providers to plan **well supported transitions from hospital, from day one**. Patients will be transferred to community-based services, **closer to home**.



Intensive rehabilitation will be provided in the home, so people don't spend longer than they need to in hospital.

Better community-based support for mental health and addiction issues will mean hospital-based services are focused on people with the highest need.

While our **focus will be on prevention and alternative treatments**, the need for surgery will increase as our population ages, so surgical services will be enhanced to meet this need.

We will provide some procedures in different settings, and continue to work closely with other DHBs on more complex specialties.

Me ū kia puāwai?

How can we do this?

All of this relies on **growing our workforce, expanding their expertise and embedding cultural competency** into all we do.

Modern technology will mean we can share information more effectively and create new ways of providing health services to everyone, no matter where you live.

View and download the full Clinical Services Plan at www.ourhealthhb.nz or call 0800 248 794



Ānei tātou? Kokiri!

So, that's our plan – have we got it right?

Once we have heard from Hawke's Bay communities, we will finish our plan.

Then, together, we will start working towards reaching Hawke's Bay's future health care goals.



Aki ākina kia ita

How you can have your say?

1. Individual feedback by mail:

Use the form at the back of this document, cut along the dotted line, complete the questions and put it in the nearest post box. If there is not enough room on the form, you can keep writing on a blank sheet of paper and then put your form and extra paper in an envelope addressed to us using the address on the back of this document.

2. Individual feedback online:

Go to our website using this link:
www.ourhealthhb.nz

3. Face-to-face:

Watch your local paper for meeting venues and times.

4. Arrange a special meeting:

If you belong to a community group who would like to meet with us, please feel free to email: clinicalservicesplan@hbdhb.govt.nz to make arrangements .

or call 0800 248 794

Kōrero mai kia mau!

We look forward to your feedback.

**Feedback will close on
31 October 2018 at noon.**





QUESTIONNAIRE

Please fill in the following questionnaire and return using free postage supplied.

1. Which area do your comments relate to? *(Tick one – if you would like to comment on more than one area please use a separate form)*

- Hastings Napier Central HB
 Wairoa

2. Have we identified the main issue? (Tick one)

- Yes No

3. If you answered 'No' to question 2, please tell us your reasons:

4. Is there anything else that we should consider? *(Please tell us here)*

5. To help us with your feedback, please provide the following information:

- Age group: Under 20 20-45 Over 45
Ethnicity: Māori Pacific Other
Gender: Female Male Other

6. If you would like us to send you the analysis of the feedback that we receive then please provide the following information:

Name *(optional)*: _____

Contact address: _____

Email: _____



Free DX



Can be mailed in any NZ Post Box
FreePost Authority Number 249946

Clinical Services Plan Feedback
Hawke's Bay District Health Board
Corporate Office
Private Bag 9014
Hawkes Bay Mail Centre
Napier 4142

