**Accessible transcript for HUCHS consumer video**

**Visual**

**White text on a dark blue screen with a green border around it reads ‘The importance of consumers in Whakakotahi: primary care quality improvement’. Then the text disappears and new text appears saying ‘Some of the consumers involved in Hutt Union & Community Health Services’ Whakakotahi quality improvement project talk about their experience and the Toiora exercise programme they developed’. Then the text disappears and new text appears saying, ‘What was your involvement in the programme?’ The text disappears and a name in white in a blue box appears saying ‘Veronica Timinis’ and a Māori woman in her 60s sits in front of a window and a blue painting. She has dark hair in a bob and wears glasses and a cream jacket and black poloneck underneath.**

Audio

Kia ora, my name is Veronica Timinis. I’m from Tuhoe, ‘Children of the Mist’. I got involved, my partner had diabetes. I didn't know anything about diabetes, nothing. And then when my partner died through diabetes, I was sitting at home and I get a phone call. Veronica? I went, here we go, somebody wants me and it was Mere. Mere got me involved in this diabetes programme. I was only taking it upon myself because I didn't know about diabetes, and I was so sure there was a lot of Māori people, and Pacific Islanders, that didn't know anything about diabetes. So I got involved with it, and I'm glad, not realising that I was one of them that had diabetes.

**Visual**

**A name in white in a blue box appears saying ‘Imelda Seiuli’ and a Pacific woman in her 60s appears. She is sitting in an office, with a small window to the side and some leaflets displayed behind her. She has her hair pulled back from her face and a red and yellow hibiscus tucked behind her ear. She is wearing a blue and red scarf and a black and white patterned cardigan.**

Audio

I’m Imelda Seiuli, I’m from Pomare community. I’m here today to join one of the diabetic programme and I love to be learning on diet, exercise and to help with my family and Samoan community.

So I get involved for walking, exercise, diet, help around the koha at Pomare community. I just love it. And help with my grandchildren.

**Visual**

**A name in white in a blue box appears saying ‘Kamal Chandra’ and an Indian man in his 50s appears. He is sitting in an office, with a small window to the side and a map hanging above the window. He is wearing a dark hoody zipped up the front and has short black hair and a short black and grey goatee beard.**

Audio

My name is Kamal Chandra. I have been involved in Toiora, this patient group since 2017. The most rewarding part was that I have learned so much from it and it has given me so much encouragement that I have pushed myself to learn more and more.

**Visual**

**A name in white in a blue box appears saying ‘Anthony Pairama’ and a Māori man in his 50s appears. He is sitting in a light office with large windows to the side and a bookshelf behind him with a cream and brown painting balanced on top. He has short, thinning black hair and a long grey and black moustache and glasses. He is wearing a red scarf and a black sweatshirt with ‘TOIORA’ on it and a row of coloured square graphics showing parts of the body and below it some wording saying ‘Hutt Union & Community Health Service’.**

Audio

I’m Anthony Pairama – aka Tai. I got involved with this programme because my daughter works up there, up at HUCHS, at the doctors and stuff, and she wanted a guinea pig. It’s information that I want that’s in this programme. And you know, people ask me questions, I will give the answers that I you know that I've seen with my own eyes.

**White text on a dark blue screen with a green border around it appears reading ‘What do health professionals need to do?’**

(Veronica:) I’d like to see more about what the groups we've got now, the group that we've got now. It'll bring more people to understand the diabetes and understand how to cope with it.

(Kamal:) I would also like the professional to be more easily, easy language can be used to understand.

(Tai:) Well, I think they’ve picked up a couple of things – actually listened to the patient or, you know, jog the patient with asking them more questions.

(Veronica:) I sometimes don't understand doctors or nurses or the, the health side of it, because a lot of our Māori people and Pacific Islanders, they go to doctors and all the doctors do is give them pills, but they don't know what for. But I've never known any of our Māori people or Pacific Islanders ask why: why do I have to take that pill? Why do I have to do this? Instead of sitting and explaining it quite clearly, and in our language, not their language, these high words what doctors use.

As a consumer, I think they need to explain more clearly to the – well, I'm gonna say ‘patients’ - properly what it means to have diabetes, and what to do about it. And just listening, listening to what they are trying to tell you. You cannot force on a person. If you’re sick and that, you cannot go and say look you’re not allowed do this. You’ve got to explain why you can’t do it, not that you can’t do it, but explain why you can do it.

**White text on a dark blue screen with a green border around it appears reading ‘What has being involved in the programme meant for you?’**

(Imelda:) The highlight for me is just to be light the candle out into other people. As I light the candle, need the light for myself first, and then I do it share around to other people.

(Veronica:) I like to be a voice so that people can understand. And that's, that's what I feel I can give out is information, but in simpler words. My way of looking at change was changing was my family, because we're all sweet eaters. They didn't care because they thought having exercises and all that was, that was good for them. They had no sicknesses. So when I told them that I had the sickness that sort of woke them up.

(Tai:) They just tell me they’re big-boned people, then I remind them, well, I was a big-boned person too and the year 2005 I was 186 kg. I’m only 89 now, though.

The people that have gotten themselves involved since we started this are the people that, you know, they grew up with me and I was a little fat thing. And because they seen me losing weight, and it’s not through those other things, pills and stuff, I told them, all you have to do is walk. And of course I talk to my doctor. The rest is up to the patient, you know? We can only offer each other information and work on that.

Yeah, I kind of do that with my neighbours, you know. It’s only because they have seen that I have lost weight, and they’re still big. You know, I have picked up more new friends and we went walking for a month or two. And we've been doing well. I'm a bossy little five foot six dude. And I talk well, you know? So, and they can understand me. I talk to people so they can understand what I'm talking about.

(Kamal:) Well, involved in this project has encouraged me. It's more like a hunger to go out there and make some changes. This was a reason I’m also on the DHB consumer advisory council now, to understand the principles of the consumers out there and their requirements.

The best way is for the consumers, is to speak out. Speak out with you GP. Speak out to your specialist, if you are in that category. Just go and speak up. Let your GP know exactly what you're going through because GPs are learning from you as well.

**White text on a dark blue screen with a green border around it reads ‘Ngā mihi nui to all those involved: Veronica Timinis, Imelda Seiuli, Kamal Chandra, Anthony Pairama, Patria Manaka, Sally Nicholls, Sandy Bhawan, Muriel Tunoho and all the consumers who were part of Te Kete Hauora’. This text disappears and a white background unfolds and black text appears saying, ‘www.hqsc.govt.nz/our-programmes/primary-care’. Two logos sit underneath; the first says, ‘Health Quality & Safety Commission New Zealand – Kupu Taurangi Hauora o Aotearoa’ and is blue and green with three thin square blocks with white circles of differing sizes within them. To the right of this is a black text logo that reads, ‘New Zealand Government’.**