

# Improving your health and disability services

Every year thousands of people from Wellington, Porirua, Kapiti Coast use community and hospital health services funded or provided by Capital & Coast District Health Board.



## Patient & whānau centred care

Approximately half of New Zealanders have difficulty understanding health information.

We looked at how we communicate with whānau using our child health services and how we could make it better. We found the language used is inconsistent and contains a lot of medical jargon. We also found the walk from the front of the hospital through to the children's clinic is long and the clinic is hard to find. We have rewritten our appointment letters using everyday words so they are easy to

read and understand. Extra signage has also been put up so it's easier to find the clinic.

### How you can help

- If you can't get to your hospital appointment, phone the outpatient office on (04) 806 0992.
- Write down any questions you have about your illness or treatment and bring these to your appointment.
- If you don't understand what the healthcare professional is saying ask them to explain better.
- Write down what you need to do next.



## Effective services

Quicker and safer patient care is behind a new programme called Right Care, Right Now.

We aim for patients in the emergency department to be seen by specialists, such as a cardiologist, within 90 minutes. The sooner decisions are made about what treatment a patient needs, the better the outcome for the patient. It also means the next person waiting in the emergency department can be seen. In 2013/14 we achieved 87% of patients

being seen within the national target of 6 hours. In 2014/15 this had risen to 92%.

### What is 'Right Care, Right Now'?

Within 2 hours from the time you arrive at the emergency department the team will decide if you need to be seen by a specialist.

Within 90 minutes from that decision being made the specialist will come to the emergency department to assess you and confirm what treatment you require.

Within 1 hour of the specialist assessment you will be transferred to a hospital ward if you need to be admitted.



## Optimum performance

A new initiative is making it easier for patients to get health care closer to their home.

The initiative gives GPs funding, training and equipment to treat conditions, such as cellulitis, in the community.

Being treated close to home is more convenient for patients and their caregivers. It also frees up hospital

resources to treat other patients with more complex health conditions.

A Waikanae resident recently benefited from this. She received intravenous antibiotics at her GP clinic instead of travelling to Wellington Regional Hospital.

### What you can do

- See your GP early - don't wait for your condition to get worse.
- If you require treatment you've previously received at hospital, ask your GP if they can provide the treatment.



## Reduced health disparities

Thousands more children are now getting free dental care.

The number of Porirua children aged 0-5 enrolled with the Bee Healthy Regional Dental Service in 2014 was low. We matched the names of children enrolled with local GPs and the dental service and found thousands were missing. We contacted the families and 1800 more children are now enrolled in the dental service.

### How you can enrol your child

1. Complete an online enrolment form at [www.beehealthy.org.nz](http://www.beehealthy.org.nz)
  2. Call 0800 TALK TEETH (0800 825 583) and enrol over the phone.
  3. Visit your nearest Bee Healthy Dental Clinic and complete an enrolment form.
- If you have recently moved and need to update your details, or can't remember if your child is enrolled, call 0800 TALK TEETH (0800 825 583).



## Regional collaboration

Wairarapa, Hutt Valley and Capital & Coast District Health Boards' mental health, addiction and intellectual disability services now operate as a

single service.

By joining the services we are providing more help to more people. For example, the younger persons and addictions group now cares for people up to 25 years old. Previously only people aged 17-19 years old could use the service.

Another example is the psychogeriatric unit at Porirua which provides specialist mental health services for older people. In the past this service was only available to people living in Wellington, Porirua and Kapiti Coast. The service has been expanded so Hutt Valley people can now also use it.

### If you need help

If you are concerned about your own or a loved one's mental wellbeing, you can phone 0800 745 477 any time of the day or night for support or advice.



## Zero patient harm

A third of people aged over 65 will have a fall at least once a year. The impact of falls is serious and people can lose confidence due to their fear of falling again.

Our falls prevention programme is making a difference. Harm caused from falls when people are in hospital is reducing.

Last year we had seven months when no patients had a serious falls injury while in hospital.

### How you can stay safe

- Be realistic about what you can do and ask for help when you need it.
- Wear well-fitting, flat shoes and slippers with non-slip soles.
- Don't walk around in socks or stockings.
- See a podiatrist or doctor if your feet are painful or swollen, or if you develop problems like bunions.
- Keep active to maintain your strength.
- Make sure steps, stairs and walkways inside and outside are well lit and clear.

## What we do on an average day

59

patients undergo surgery

164 patients are admitted to our hospitals

2189

people are cared for in aged residential care

1900

hospital meals are served to patients

33

infants are cared for in Wellington Regional Hospital's Neonatal Intensive Care Unit

6

patients are flown to, or from Wellington Regional Hospital

708

hospital appointment letters are sent to patients

10

babies are born

2220

patients are seen by a GP

229

patients are visited by a district nurse

9750

prescriptions are filled by community pharmacies

154

people present to the emergency department at Wellington Regional Hospital

76

people are offered support to quit smoking by a health professional

201

people have a heart and diabetes check at their GP

This information is part of our annual Quality Accounts. You can read the full report online here: [www.ccdhb.org.nz](http://www.ccdhb.org.nz)  
If you have any feedback on how we can improve our services, email us at: [feedback@ccdhb.org.nz](mailto:feedback@ccdhb.org.nz)