

Hutt Union & Community Health Service
Published September 2020

TE KETE HAUORA

Patient Advisory Team Workbook



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Tēnā koutou kātoa

Ko Tainui te waka

Ko Raukawa te iwi

Ko Takihikū te hapū

Ko Muriel Tunoho ahau



My name is Muriel and I have been a patient of HUCHS since it opened in 1991. Many of my extended whanau that live in the Hutt Valley are HUCHS patients too. Our whanau is proud of HUCHS because it is a community owned health service offering low cost fees to patients. The health staff team strives to provide quality health care. They also collaborate with other local providers and continue to support the development of others in our communities.

I have been the Chairperson for our HUCHS Board for many years and I want to thank you for completing our Patient Survey and indicating your interest to get more involved to improve our services to you and your whanau.

Welcome to the health service and to this new patient Workbook!

The Workbook is a valuable tool for us to exchange information about HUCHS and the population we care for. But we also want to find out if you have any specific areas of interest relating to our service and population or any specific skills and knowledge you have, to share with us too. There is much we can do to learn from each other to make our service even better – for you and your whanau, for our communities and for our staff team too.

Ahakoā he iti he pounamu. Although it may be small, sharing knowledge is valued by us all.

HUCHS has established a Patient Advisory Group – Te Kete Hauora and we went on to successfully co-design a 12-week exercise programme with patients called Toiora. Those patients went on to present at a national conference, they were part of an educational video and they had a lot of fun sharing their experiences and teaching us all. We know this approach works and with your support and ours, there may be some new projects that we can identify, plan, and prioritise together.

We hope you are keen to join or support Te Kete Hauora and that you will take the time to read and complete the Workbook. We are only a phone call away if you need help and we look forward to our discussions.

Nau mai haere mai.

Muriel Tunoho

Chairperson



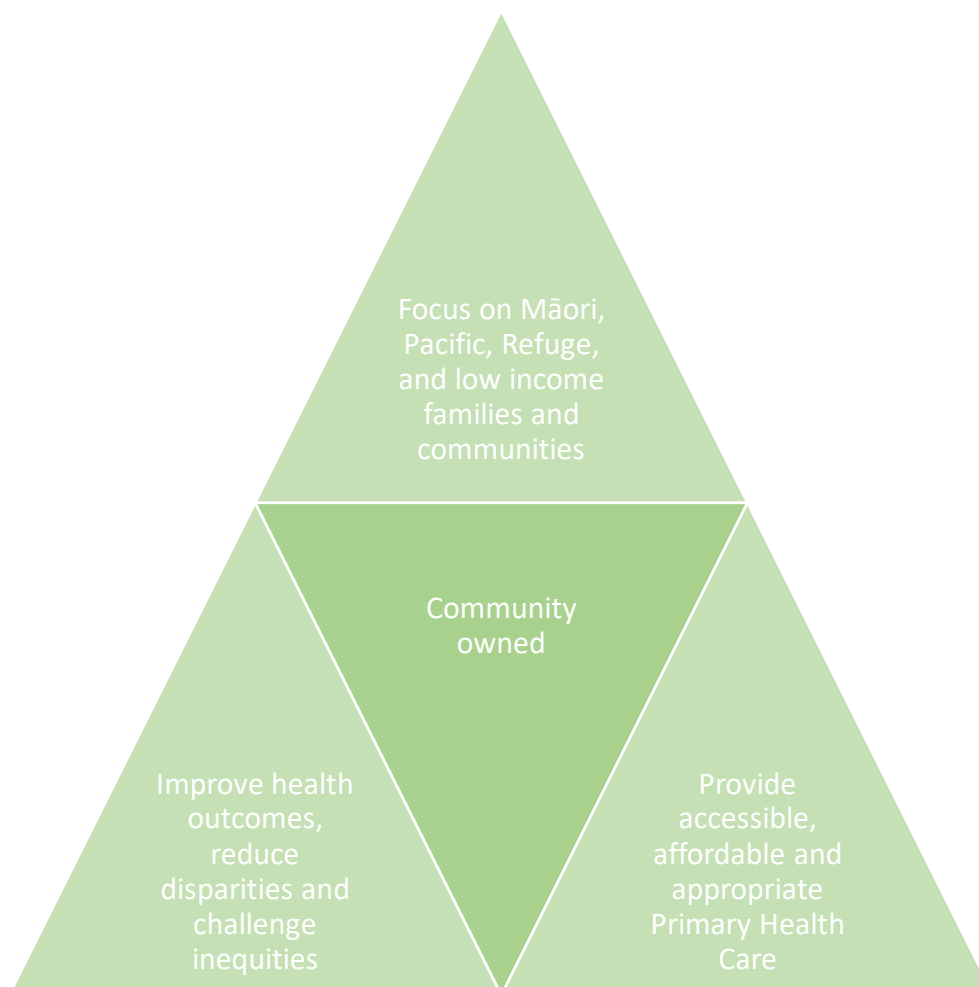
“Ko te manu e kai ana i te miro, nōnā te ngahere
Ko te manu e kai ana i te mātauranga, nōnā te ao”

“The forest belongs to the bird that feasts on the miro berry
The world belongs to the bird that feasts on knowledge”



Getting to know us

HUCHS was formed in 1991 as an initiative by unions and community voices in Pomare and Petone to have a greater control over their own health. That is why we are called the Hutt Union and Community Health Service. Union because of the union partners, the then Service Workers Union (now E tū). Community because of the community partners, the Pomare Community House and Te Huinga o te Whanau in Petone. Health because we are founded on a belief that we were not just a medical service, but about wellness. Service because we were supporting our patients, their families, and communities.





Getting to know you

Q1: Ko wai koe - tell us about you?

Q2: Tell us about your connection to us? (HUCHS)

Q3: Why have you joined our Patient Advisory Team?



What we do here at HUCHS

HUCHS provides a wide range of health services including seeing patients who are feeling sick or have long term illnesses, health screening, immunisation, contraception, and sexual health. In addition to doctors and nurses we also have community health workers, a pharmacist, a counsellor, a physiotherapist, a dietician, and a health improvement practitioner

HUCHS also has a strong focus on strengthening our communities and addressing issues that impact on people's health such as employment, income, housing, and family violence.





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OUR DETAILS



Hutt Union Petone
451 Jackson St, Petone

Hutt Union Taita
1205 High St, Taita



Hutt Union Pomare
51 Farmer Cres, Pomare

admin@huchs.org.nz



04 567 6414

Do you have
Manage My Health



Do you speak another
language?

YOUR DETAILS



Name



Address



Phone



Email



Birthdate



Ethnicity



Are you a current HUCHS patient
YES / NO

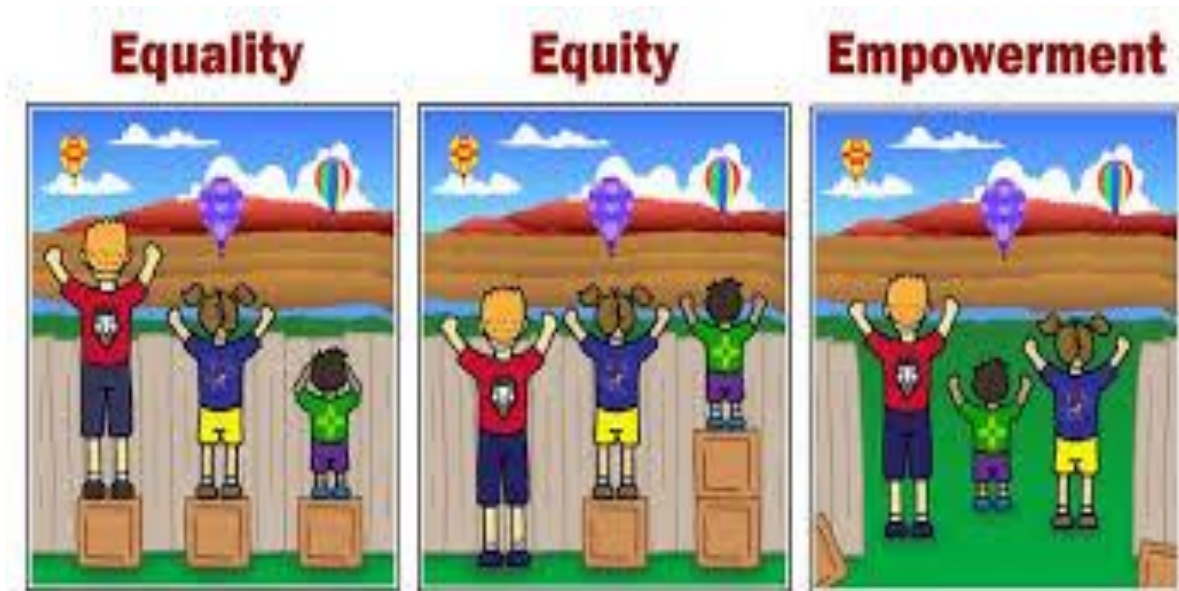


Our stance on equity and empowerment

HUCHS agrees with the Ministry of Health statement that people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes.

In New Zealand, persistent disparities in health access, quality of services and outcomes remain with Māori and Pacific peoples and those in low socioeconomic groups being the most disadvantaged

HUCHS aim is to provide services that will improve equity for our patients. Some of the ways we try to do this are low cost doctor visits, free nurse visits, extended appointments for complex issues, community health workers to help with transport and advocacy, and an extended integrated multidisciplinary team which includes services such as counselling, pharmacy and physiotherapy.





Equity and empowerment

Q6: What does equity mean to you – do you have an experience or understanding that you could share?

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Q7: What does empowerment mean to you – do you have an experience or understanding that you could share?

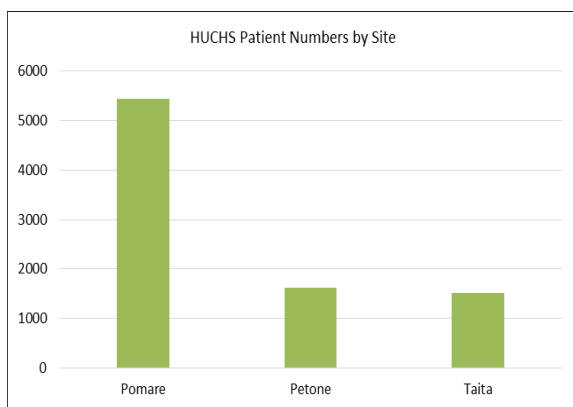
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Information about HUCHS Patients

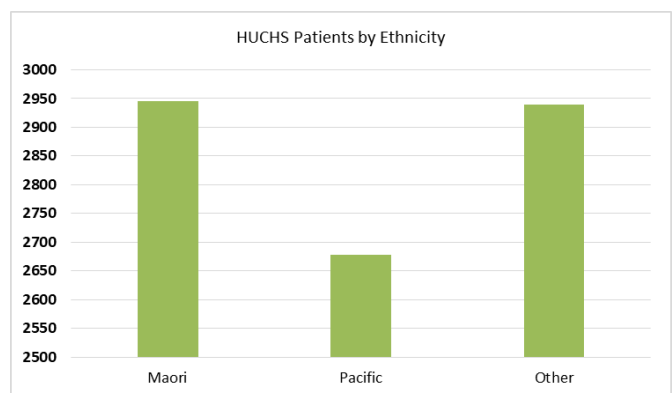
Patients by Site

HUCHS has 8563 patients in total over our 3 clinics. Pomare is our biggest clinic with 63% of our total patients.



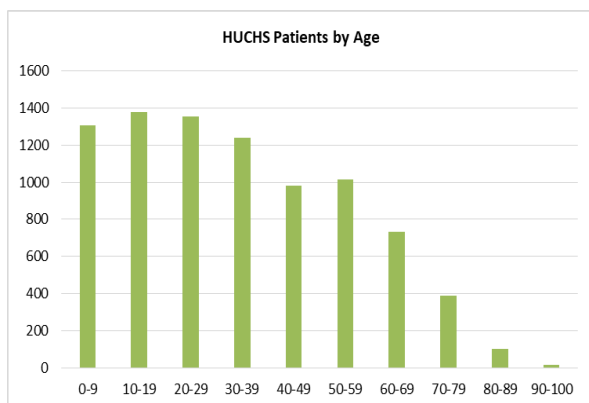
Patients by Ethnicity

34% of HUCHS patients are Maori, 31% are Pacific and 34% are other ethnicities



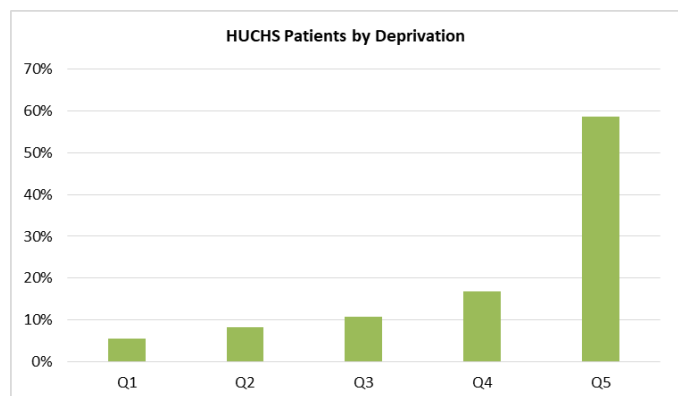
Patients by Age

HUCHS has a relatively large number of young and middle-aged patients and a smaller number of older patients



Patients by Deprivation

Almost 60% of HUCHS patients live in the 20% of poorest housing in NZ (NZ Deprivation Index)





Making improvements

Listed below are some of the areas that we would like to improve health outcomes for our patients and recognise that your skills, experience, knowledge and expertise, in many different area's including whānau, community, and health, will come in many shapes and sizes – rest assured that your koha to our team and kaupapa will always be valued and appreciated.

We would like to identify 2-3 of these areas where we have patients and staff who are interested in helping us make a difference and where we can set up a co-design group.

	Interested in working on this	Have skills/experience in this area
IMMUNISATION & SCREENING		
Childhood immunisations		
Flu vaccinations		
Cervical screening		
Breast screening		
LONG TERM CONDITIONS		
Diabetes		
Asthma		
Heart Disease		
Gout		
Other		
ACCESS		
Access to appointments		
Virtual appointments phone/video		
Manage My Health MMH		
Other		
ADMIN & COMMUNITY		
Data analysis		
Social media		
Graphic Design		
Marketing		
Community development		
Political advocacy		
Other		



Interests and skills

Q8: Are there any other subjects you are interested?

Q9: Are there any other skills that you would like to share?

Q10: Is there anything else that you would like to share with us?
