

Getting through together: consumer perspectives Accessible transcript

Visual

On a dark blue screen, white text reads 'Getting through together.' Green text beneath it reads 'Whāia e tātou te pae tawhiti.' Dr Ashley Bloomfield, the Director General of Health, stands in front of a green wall with a framed artwork with brown, yellow and red tones. He has short, light brown hair and wears glasses and a grey suit jacket over a light pink open-collared shirt.

Audio

(Ashley): Kia ora koutou katoa. To my colleagues, I want to thank you enormously for the work you do every day to keep our people safe in the health and disability system. Let's hear now from some of those who use health and disability services about their experience. Kia kaha, Aotearoa.

Visual

Joanne Neilson sits on a red chair next to an indoor plant. She has short blonde hair and wears a black cardigan over a striped top. She wears a pounamu and lanyard around her neck.

Audio

(Joanne): My mother is in a home, so dealing with her and looking after her health needs is really important, and because the homes were basically in complete lockdown, that became very stressful for her. So the health care workers at her home were incredibly supportive and kind.

Visual

Dana Edlin sits holding her baby in her lap. Dana has long dark hair and wears glasses and a red sleeveless top. Her eyes brim with tears and she looks emotional.

Audio

(Dana): It definitely wasn't what we were expecting when we first got pregnant, obviously. I was hoping that, you know, my husband would be with me at the hospital after I had him.

Visual

Amanda Stevens sits in a red patterned chair next to an indoor plant. She has curly brown hair and wears a black outfit and pounamu. She signs with her fingers, moving them from her ear to across her eyes.

Audio

(Amanda): I'm deafblind, so I couldn't see anything that was happening. I couldn't see the protocols. I couldn't hear a lot of what people were saying. But the respect that was offered was just lovely.

Visual

Martine Abel-Williamson sits with her hands in her lap. She has long auburn hair and wears an orange, green and black top, black trousers and an orange bead necklace. Her Labrador, Westin, lies next to her on the floor, wearing a guide dog harness.

Audio

(Martine): Knowing that my GP or any other primary or secondary health care system is still only a phone call or a Zoom link or so away.

Visual

Marlene Whaanaga-Dean sits next to an indoor plant. She wears a white frilled top, and her dark curly hair is piled upon her head.

Audio

(Marlene): Our services are still working tirelessly, still caring for our community, for our people and more so our elderly and our children to make sure they're safe and they're well.
(Joanne): For the staff that work in residential care, I think they've done a phenomenal job of keeping families informed and keeping our family members and their residents safe.

Visual

Bernadette Pereira sits in a red chair next to an indoor plant. She has a bright turquoise scarf knotted around her head and wears a dark green anorak over a black top and a red necklace and matching earrings.

Audio

(Bernadette): It was really the support also from the staff in the wards that allowed them to feel very comfortable and really at peace during that time of their recovery.

Visual

Rangimarie Mita sits in a room with a poster of Michael Jordan on the wall behind him. He has black hair, a black moustache and wears a black T-shirt.

Audio

(Rangimarie): I know that for health care workers and nurses and counsellors, it takes a big emotional toll on you.

(Marlene): I want to thank the five million New Zealanders, especially those that were essential workers that worked right through.

(Dana): My midwife is amazing. She was right there by my side for everything.

(Martine): I really want to thank everybody who's been working while the lockdown and all this uncertainty has been going along.

(Amanda): For people with dual sensory loss, thank you for understanding that those needs are different.

(Dana): They're doing an amazing job, and for them to put their lives on the line every day is just phenomenal.

(Joanne): I just want to say thank you very much, because we really appreciate it.

(Amanda): Well done.

(Bernadette): Malo. Fa'afetai tele lava.

Visual

A white screen with four logos. In black text, the logo for Pharmac. Te Pātaka Whaioranga. In blue and green text, the logo for the Health Quality & Safety Commission New Zealand. Kupu Taurangi Hauora o Aotearoa. The blue and green company logo comprises of three thin square blocks with white circles of differing sizes within them. The blue and black logo for ACC. Prevention, Care, Recovery. Te Kaporeihana Āwhina Hunga Whara. The black text logo for Te Kāwanatanga o Aotearoa. Beneath the logos, blue text reads 'Thank you to the Mental Health Foundation for its support.'

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