



**West Coast Health**  
Community Wellbeing Services

**Te Whatu Ora**  
Health New Zealand

**West Coast Health Community Voice Meeting**  
**Wednesday 25<sup>th</sup> June 1pm – 3pm**

**Community Voice**

*Health and Wellbeing Forum Te Tai Poutini West Coast*

<b>Present</b>	Mary-Rose O'Loughlin (v), Stephanie Blackman (West Coast Health), Caro Findlay (West Coast Health), Maggi Forsyth (West Coast Health), Phil Wheeble (Health NZ), Cathy Blincoe (Health NZ), Jan Flinn, Lynnette Beirne (Deputy Chair), Steph Newbury (Chair), Pam Sutherland, Gaye Coates, Melanie Wilson, Neil Stevenson, Antonia McDonnell
<b>Apologies</b>	Andrew Welsford, Eleanor Harrington, Teri-anne Bell

**Opening Karakia:**

*Whakataka te hau ki te uru  
Whakataka te hau ki te tonga  
Kia mākinakina ki uta  
Kia mātaratara ki tai  
E hī ake ana te atakura  
He tio, he huka, he hau hū  
Tihei mauri ora!*

*Cease the winds from the west  
Cease the winds from the south  
Let the breeze blow over the land  
Let the breeze blow over the ocean  
Let the red-tipped dawn come with a  
sharpened air.  
A touch of frost, a promise of a glorious day.*

Item	Discussion
<b>1:00pm</b>  In-Committee / Members only time  (20 minutes)	Updated meeting agenda format
<b>1:22pm</b> Administration  (5 minutes)	Full meeting opened with Karakia  Whakawhanaungatanga – connecting, introducing and welcoming new members to the group.  Welcome: Phil Wheeble – Group Director of Operations, Health NZ, West Coast.  Previous minutes moved / Confirmation of previous meeting
<b>1:25pm</b>	Round table discussion

<p>Group feedback</p> <p>(60 minutes)</p>	<ol style="list-style-type: none"> <li>1. Recurring theme – patients discharged from Canterbury, without support to get back to West Coast.</li> </ol> <p>Margot (Director, Allied Health) currently working with Allied Health team in Canterbury to design a system / process that supports patients discharged from Canterbury.</p> <ol style="list-style-type: none"> <li>2. Lack of communication on expected wait time or process for patients accessing Te Nīkau emergency department.</li> </ol> <p>How can we communicate more appropriately? Would a screen in ED that showed expected wait time / number of patients in cue be helpful?</p> <ol style="list-style-type: none"> <li>3. Lack of communication to patients re appointment charge, when accessing ED and then seen under primary care.</li> </ol> <p>Communication should occur at triage point around whether a patient will be seen in primary care or secondary care / ED, and if this will incur a cost.</p> <p>Ongoing work to address how patients with financial barriers can access care.</p> <ol style="list-style-type: none"> <li>4. Theme: The process for payment of getting bloods (phlebotomy) is inconsistent across the West Coast (as well as nationally).</li> <li>5. Ka Ora feedback – some people in the community not getting call backs at all.</li> <li>6. The clinician who orders a blood test holds the clinical responsibility to follow-up that patient.</li> </ol> <p>How can we achieve consistency in follow-up for test results (even when results are normal) across West Coast practices?</p> <ol style="list-style-type: none"> <li>7. Positive patient story using Ka Ora service</li> </ol>
<p><b>2:25pm</b></p> <p>Action Register &amp; Programme of Work update</p> <p>(15 minutes)</p>	<p>Updated action register tracking</p>
<p><b>2:40pm</b></p> <p>Co-ordinator Update</p> <p>(10 minutes)</p>	<p>Appointing a chair and deputy chair for 2025/26:</p> <ul style="list-style-type: none"> <li>- Reappointment is approaching.</li> <li>- Inviting expressions of interest.</li> </ul> <p>Appointment to be confirmed at the July meeting.</p>

<b>2:50pm</b>  Chair update  <i>(5 minutes)</i>	New group membership – Lee Harris.
<b>2:55pm</b>  Meeting reflections  <i>(5 minutes)</i>	

### Next Meeting:

Meeting closed with a karakia

### Closing Karakia

*Unuhia, unuhia*  
*Unuhia ki te uru tapu nui*  
*Kia wātea, kia māmā, te ngākau,*  
*te tinanana, te wairua I te ara takatā*  
*Koia rā e Rongo,*  
*Whakairia ake ki runga*  
*Kia tina! TINA! Hui e! TĀIKI E!*

*Draw on, draw on,*  
*Draw on the supreme sacredness*  
*To clear, to free the heart, the body and the*  
*spirit of mankind*  
*Rongo, suspended high above us (i.e. in*  
*'heaven')*  
*Draw together! Affirm!*

