

# DISABILITY WORKING GROUP

## Key Messages July 2023

### Easy Read Format

**Members:** John Marrable, Kim Kennedy, Adam Hall, Jacqui Eggleton,  
Te Aroha Springford, Heather Clay,

**Staff members:** William Robertson, Kathryn Harkin, Jack Devereux, Vanessa Taane

**Apologies:** Kirsten Dixon, Jaime Randhawa, Paula Waby, David Bainbridge-Zafar

**Guests:** Michele Henderson, Danica Davies

The Disability Working Group met on Friday 28 July 2023.

- Still trying to find out if the Ministry of Health's computer data can be merged with local computer data systems to identify consumers who would benefit from Pou Manaaki. A work in progress.
- Michele Henderson –South Island Patient Information Care System (SIPICS) has been combining information systems to reduce the many storage locations of patient health information so that information is more accessible. Going live in October.

A “symbol” will be used in the system to identify the consumer as having a disability, these follow across all computer screens within the system and will be called “banner indicators” and have a space for comments as well.

This system will be South Island wide and will mean that consumers do not have to repeat information when they are in another sector across the island.

Some work starting to make sure that there is link between this system and Emergency Response Messenger System (ERMS) referral system and Health Connect South.

Question around the number of letters in the “comments field”.

Michele to give answers for the group to Jack. Group also interested to know whether a digital Health Passport could be part of this work as well.

Question: can SIPICS send appointment letters to two parents living at two different addresses? Yes, this is possible through the “Circle of Care” section of SIPICS.

Question about best way to send appointments etc to blind people (for example) – there is the ability to send PDF versions of the letter via email (once confirmed)

Question about merging public and private sector and cross-agency information as well, especially in the early stages of treatment.

It is possible that SIPICS and Hira to be joined as well. PICS is a hospital information system, but Hira is a health information system covering hospital, primary, community.

Hira programme moving along and are seeking information on parts of the system from the disabled community that they need to be thought about from a digital healthcare viewpoint. Also, will mean consumers will be able to update their own health information.

Question around spaces in Māori names – this should no longer be a problem using SIPICS. Also confirmed that in-hospital appointments should include any impairment information from SIPICS as well.

- Talk about a question in last year’s inhouse survey called the “Consumer Engagement Quality Service Marker”.

*“What is happening within your service to improve equitable access for the disabled community?”*

and some of answers received.

Members talked about the question, and it has been changed to make sure that all disabilities are included.

The question for the September 2023 survey is:

*“What is happening within your service to improve equitable access for the disabled community (including those with physical, sensory, intellectual, mental disabilities)?”*

- Group member raised the following:
  - Issues accessing supports, housework etc – example of an elderly man with a new colostomy bag who is not able to care for himself, but the Needs Assessment and Service Coordination (NASC) appointment did not provide enough help for him to do self-cares.

It was said that same fears are being felt in Wanaka and Queenstown, as well as Invercargill. Some people are going back into hospital to be checked for proper care, however, concerns from the elderly that they may have to go into care. These issues are also affecting the family / whānau around the person.
  - Still having problems getting bus from Oamaru to Dunedin hospital for appointments, a man is offering the service, but it is being abused.

St John are looking at providing this service but need to find a van which can be used. Otago Regional Council and Waitaki Council are also looking to identify a solution.
  - Worries around people falling off their scooter or walker and not being able to tell people of their needs – a digital health passport would be very helpful in cases like this.
  - Disability Awareness Training for hospital staff is being worked on and will be discussed at the next meeting.