

DISABILITY WORKING GROUP

Key Messages 8th September 2023

Easy read Format

Members: John Marrable, Kim Kennedy, Adam Hall, Jacqui Eggleton, Te Aroha Springford, Kirsten Dixon, Paula Waby

Standing members: William Robertson, Jack Devereux, Vanessa Taane

Apologies: Jaime Randhawa, David Bainbridge-Zafar, Kathryn Harkin, Heather Clay

Guests: Danica Davies

- Action Plan Items still to be actioned:
 - Disability Awareness Training
 - This is the main topic today, see below.
 - Request for “Manaaki” program
 - No update – believed will be finished in November
 - NZSL Interpreter unavailability
 - National work going on
 - Members of the hearing-impaired community to ideally request New Zealand Sign Language interpreters themselves
- Roundtable
 - Adam
 - Spoke to members of the community in his area for feedback/experiences
 - The timing of appointment reminder texts can be unreliable

- There are not enough options (e.g., shuttles) for traveling to appointments, especially for rural areas.
 - William said St John are possibly looking at starting a service from Oamaru to Dunedin hospital.
 - Jacqueline said that she attended a public transport meeting with the council which St John also attended. They said they could provide a service but would need to get a bus which would take 6-12 months (Christchurch and Timaru are before Dunedin). The council are going to push for a less time frame.
- Having to arrange an appointment and transport is a big problem.
- Jack asked if “Telehealth” is an option and Adam said that most of these appointments require going to a hospital
- Jack
 - SIPICS (South Island Patient Information Care System)
 - Planning to go live mid-November
 - Huge amount of work going on with training / planning / etc.
 - HIRA
 - Jack thanked those who have put forward their names to be contacted. He said that the feedback from the disabled community is important.
 - IT department is affected by Te Whatu Ora’s restructure, the area teams are joining together to

form one national team. Hopefully there will be a clearer picture in the coming months.

○ Jacqueline

- Her autistic son was unwell, so she took him to Oamaru hospital ED, which was closed. She rang the Healthline at 1am Saturday morning and faced a long wait on the phone.

She took her son to the ED when it opened in the morning

- The nurse taking her son's blood needs training on how to work with autistic children
- Danica said that the Oamaru hospital ED being closed was talked about at the Community Health Council meeting.

Members are looking into how the public can be told when the ED is open or closed in Oamaru

- Jack advised that an “emergency consult project” is being tested in Southland.

If the Oamaru ED is closed, a nurse could take the patient to a private area and connect with a doctor by computer screen.

- This is being used in rural hospitals so it may be an option for Oamaru hospital

○ Kirsten

- Oamaru Hospital issues are a worry for people in Kirsten's community.

They are feeling worried about the lack of options.

There is a lot of negative talk on social media and a feeling of a lack of care and support in the medical system

- Increasing waiting list to get to see doctor
- “National Travel Assistance Forms”
 - People are still having to take a sheet of paper around and get it stamped before posting a copy with receipts.
 - The form is very hard to use
 - It’s also unclear what people will be reimbursed for
- Paula
 - Asked if the way the “actions plan” are listed in the agenda could be changed
 - William said he will put the “finished actions” onto another page
 - The blind community are still getting paper work and want text notices closer to appointment
 - Asked what was happening with the updates / key notes from DWG meetings
 - John to have the July key notes put into Easy Read and then they can go online
 - A member of the public asked about the glass panels with rails outside of Great King Street bus stops by the hospital. They are easy to walk into
 - William told the meeting how the council are doing upgrades in the area and have put rails in place to stop people falling into holes
 - But will look at it – John thinks he knows what she is talking about
 - Might have some people interested in the Access For All group

- Vanessa
 - Working with John to develop the “Disability Awareness Training” module
 - Her role may be stopped with most of her work going to Human Resources advisory team
- William
 - His role is stopping.
 - Te Whatu Ora to have a NZ wide lead for disability work. William will keep the DWG updated
 - Kathryn has had a baby boy called James
- John
 - “Concourse” at the Dunedin Hospital is still an issue but is a work in progress
- Disability Awareness Training (shown by John)
 - Te Whatu Ora staff had advised what they wanted out of this training, so the module has been planned around that
 - DWG members provided feedback to John who will make changes and present to the group.