

Community Health Council

Key Messages of the Meeting held Thursday 7 June 2018

1. Dr Stephen Graham, Medical Director WellSouth, discussed with CHC members the issue of access to after-hours primary care services in Invercargill. Invercargill ED attendances are well above average attendance rates when compared to the rest of New Zealand, particularly for children. Part of this is attributable to GPs not providing the free after-hours healthcare package for under-13s. CHC members were extremely disappointed to learn about this and supported the launch of the “Winter Clinic” – a virtual clinic that WellSouth is establishing at their Invercargill offices on weekdays 15:00 - 19:00 for 4 months by referral from GPs, Pharmacy and ED. A practice nurse will be based at the Invercargill examination room and consultation with the GP is via telehealth. It is intended to provide a service for patients who cannot get a same day appointment with a GP but do not need to attend ED.
The service has been designed to avoid competing with or undermining GPs. The costs to attend will be similar to a regular GP consultation and will be free for under-13s.
CHC members commended WellSouth for seeking an innovative solution and strongly encouraged that this programme be monitored and evaluated.
CHC members highlighted that there were a number of short fallings with this model – Invercargill people do not have the same availability of access to after-hours care primary care as other people in New Zealand, it is not valuing the best use of patients’ time and there are still significant gaps over the weekend with this Winter Clinic model – which CHC realise is due to staff capacity.
The CHC will monitor this and may call on the Invercargill Urgent Doctors Service (IUDS) to respond to comments from the CHC at a future meeting.
2. The CHC has held general staff forums in Dunedin and Invercargill over the last few days as well as sessions with managers and clinical leaders at the DHB around the CHC Community, Whānau and Patient Engagement Roadmap and how to involve community, whānau and patients in decision making. A number of projects are arising where healthcare teams are looking for community, whanau and patient representatives to work on projects and the CHC is facilitating their involvement.

The CHC will be holding community forums over the coming week:

Invercargill	9 June	1-2.30pm	Education Centre, Southland Hospital
Dunedin	13 June	5.30-7pm	Hunter Theatre
Queenstown	16 June	1-2.30pm	Queenstown Events Centre
Oamaru	27 June	1-2pm	Waitaki Network Interagency meeting

Next meeting: Thursday 2 August 2018

If you are interested in finding out more about the Community Health Council please visit the Southern DHB website <http://www.southerndhb.govt.nz/pages/community-health-council/> or email chc@southerndhb.govt.nz