



Notes from forum held 26 March 2018

Present: Sarah Gibb (Community Waikato), Carol Foothead and Haven Walsh (Waikato Regional Council), Dianne Burgess, Marnie Goodman and Les Sinton (Tairua Friendship), Desiree McKenzie (Te Kuiti Community House), Kim Cable (Community Waikato) and Wayne Hudson (North Waikato)

Apologies: Jen Richardson & Jason Sebastian, Bridget Burdett, Dallas Honey, Kay Kristensen, Glen Wilson, Kim Linklater, Deb Hill, Brent Nielsen and Julie Taverner.

Note taker: Haven Walsh

Discharges from Waikato Hospital – lengthy conversation on concerns, impact on drivers and the need to share the information with WDHB.

Sarah has arranged for a meeting with Dallas Honey on April 10th to determine how best to find and share the thoughts from the Community Transport sector.

- One off stories weren't enough. We need to gather stories as a collective to get bigger impact for change.
- How to market the feedback? Survey, memo, video, report
- Discussion around difficult circumstances, whether shuttle operator can push back and say no
- Resthome discussion/examples
- Discussion on how transit lounge works- we weren't entirely sure. Need to highlight this issue to DHB
 - Develop flow diagram
- Discussion around need to look after volunteers
 - Different ones have different levels of problems
- Some Doctors are looking to use shuttles to get patients to hospital
- What happens when shuttles say no?
 - (eg) if there are circumstances when people have no support
- Where is the line between being a transport service and a social service?
- Question was asked if the operator were 'tied into' the towns social services? Shuttle operator consensus seemed to be that they would not have previously been taken on a role to connect patients to social services
- Some shuttle operators send monthly reports to DHB with info on patients
- Question was asked what shuttle operators want DHB to change.
 - Better info sharing?
 - More timely discharge
- Does the DHB create a role to focus on gathering the information they need and provide to service through one point of contact? The DHB needs to value the work of volunteers
- DHB hold list of community health transport providers- where did they get this info from?
- DHB consumer panel – raise transport issues with this panel
- Issue around early appointments- potential to put notice in vans/shuttles
- Diane Burgess agreed to attend meeting with Dallas. Bridget Burdett will also be there.

Forum website:

- Sarah informed meeting participants about the website www.waikatocommunitytransport.org.nz
 - Put link into minutes for everyone to access it
 - The forum will now be called "Community Transport Forum", in line with the website.

Next meeting June 25, 2018. Please email through any agenda item suggestions to Sarah Gibb.

sarah@communitywaikato.org.nz
