

Health Of Older People

CONSUMER REFERENCE GROUP NEWSLETTER

November 2015



Let's P.L.A.N. our next health visit

We all want a successful, satisfying visit with our health professionals, don't we? Then let's P.L.A.N. for that visit well, so that we have answers to our health concerns.

P **Prepare for your visit** by jotting down issues to mention, symptoms, pain, discomforts or other problems you wish to discuss. Have your notes ready and use them or show them to the professional if you would prefer. Ask a support person/friend, family member to accompany you.

L **Listen and Share.** It is important that we give attention to what the health professional has said. We need to be sure we understand the answers, as that is our plan to follow. Ask for it to be repeated if you are at all unsure. At times it's not our understanding, it's just that we didn't hear it properly. Listening well is vital.

A **Ask questions.** Know at the conclusion of your appointment, what the answers are and what you need to do. Ask about the treatment of this condition, medication that may help, or the possibility of a complete cure. Query if the medications give side effects? This is a very sound question, as we need to be prepared for these. Now is the time to sort out what medications don't suit you or make statements about how you feel about your health status.

N **Note down what you need to do next.** It is a good reminder when you leave the premises to have a review on what your visit outcome was.

Visiting a health professional is your warrant to fitness, so to speak. The best fitness you can have. It is your visit and time with them, so you need to achieve good advice, directions and satisfaction for the visit you are paying for.

Our age is **not** a symptom of our health deficits or a reason to just accept poor health. You can do the best possible, at any age.

Some suggestions for your preparation notes:

1. My questions
2. My medications and supplements
3. What I need to do next and how my family/whanau can help me

Simple planning is necessary to get progress and answers. We need to be healthy, active kiwis, able to enjoy life and living, to the fullest!



Farewell to Keryn Roderick

Keryn has recently concluded her contract within the Planning and Funding Department. For the previous 15 months, Keryn was employed as the Portfolio Manager for Cancer Services, Palliative Care and Disability and facilitated the Health of Older People Consumer Reference Group in addition to other consumer reference groups. We would like to take this opportunity to thank Keryn for her invaluable support. Keryn was able to progress a number of projects during her time in the Department and has maintained excellent communication with community stakeholders. Keryn will now be going on to work with the Taranaki Disability Centre on the Accessible Shops project, so I'm sure some of you will see her around. We wish Keryn all the best in her new role!

Taranaki DHB Health Together: Hauora Huihui Interim Council

Following the 2014 launch of the Taranaki DHB Patient and Family/Whanau-Centred Care Framework the DHB has established an interim council. It's purpose is to guide the implementation of a more patient-centred approach across the organisation. The council consists of consumer representatives and key staff and senior managers. Danny Ball, consumer representative on the clinical board and credentialing committee, chairs the council.

Mary Bird, clinical board lead for patient-centred care says "Having the interim council in place until December 2015 has helped the DHB to understand the value of having consumers working at all levels and we have been able to increase the number of consumer engagement activities because of it's guidance and support."

Taranaki DHB is working with the council to determine the best consumer engagement structure for the future.

Super Gold Card



The Super Gold Card was given to us by Winston Peters to enable discounts and concessions for seniors and veterans, recognising the contributions you make and have made, to New Zealand society.

The card gives you access to:

1. Discounts and offers from a wide range of businesses.
2. Government funded free off-peak public transport concessions.
3. Services and discounts from your local council.

The back of the card indicates whether you have entitlements to N.Z. Superannuation, Veteran Pension, and/or the Community Services Card. The card is free to all eligible seniors.

The Card has your name and client card number. There are two versions of the card:

- the "S-branded" and
- the "V- branded" Veteran Super Gold Card

You are eligible for the card if you are 65 years or over and a legal resident in New Zealand. There is now no expiration date on the card.

A Super Gold Card booklet can be sent out to you on request by telephoning 0800 25 45 65. Alternatively, the information is only keystrokes away via www.supergold.govt.nz. The booklet and website includes information on thousands of businesses that provide discount and concessions. The website has a search facility whereby you can key in the type of business, choose your location and a range of different results will appear.

For example, New Plymouth District Council provide free parking for Gold Card seniors. The Council will provide you with a yellow laminated card for your car dash board, if you let them view your gold card. Then you can take your gold card with you shopping. This is free parking until 11am Monday-Friday.

So let's use these cards and be wise kiwis.

New role for Carly Innes

Carly Innes has been working within the Planning and Funding team in an administrative capacity since January 2015. Recently, Carly was appointed to the Associate Portfolio Manager - Older People role. This is a new role

which will encompass oversight of audit functions and complaints management for rest homes, and facilitation of several consumer reference groups including the Disability Action Group, Health of Older People Consumer Reference Group and Rural Health Advisory Group. Carly is part-time and her days of work are Tuesday, Wednesday and Thursday. Carly has a passion for consumer engagement, building relationships and progressing projects. Please contact Carly via carly.innes@tdhb.org.nz or (06) 753 7777 ext. 8618