

## **Youth Health Review**

### **Proposed Youth Health Hub – Consultation Process and Findings**

#### **Purpose**

The purpose of this paper is to outline the process and findings of the Waitemata District Health Board Youth Health Review Consultation, undertaken by the Youth Health Funding Team in June/July 2010.

#### **Background**

In December 2009 the Waitemata District Health Board approved E Tu Taitamariki - Young People Stand Tall: Strategic Directions for Youth Health in Waitemata 2009-2014. The five strategic directions are:

1. Improve access to primary health care for the youth population, including enrolment in Primary Health Organisations (PHOs);
2. Deliver consistent, high quality, school-based health services;
3. Consider the need and potential for youth-specific community-based health services that are targeted to the most vulnerable populations e.g. a youth one-stop shop;
4. Ensure that young people are receiving a 'fair share' of health services and that services are configured in such a way as to improve health outcomes and reduce inequalities in health status;
5. Ensure that there is ongoing participation by young people in the design, delivery and evaluation of health services.

The review of youth health services was undertaken as the first step towards implementing the strategic directions for youth health in Waitemata in early 2010 (see Youth Health Review Findings Document for method and findings). The review phase included a programme review of 24 services and a literature review of the three service development priority areas (identified in the strategic directions).

#### **Consultation Process**

Initial findings were presented back to key stakeholders reviewed over a three week consultation period, Monday the 21<sup>st</sup> of June – Friday the 9<sup>th</sup> of July. Stakeholders were requested to provide written feedback via post, email, fax on hand delivered documents. A key stakeholder hui was held a Te Waitakere Marae in West Auckland, on Friday the 25<sup>th</sup> of June. All 24 service providers from services reviewed were invited to attend the consultation hui (see list of providers reviewed). The hui was attended by 55 service provider stakeholders. Initial findings of both the programme and literature reviews, along with consultation process information were collated and circulated to inform the consultation process (see youth review feedback document – appendix 1).

#### **Hui Format**

The consultation hui format included the following elements: Powhiri and official welcome from Waitemata District Health Board Maori health Staff. A young person was also engaged as an independent facilitator. Three main presentations were delivered, followed by a group workshop session and a question and answer session. The three presentations included: A summary of the programme review findings – Philip Grady, a summary of youth views (WDHB Youth Advisory Group Facilitator) – Ramon Narayan and a summary of literature review findings – Terry Fleming.

#### **Consultation Questions**

The following are the consultation questions Waitemata District health Board sought feedback on from the youth health sector:

1. The following components of the proposed model have been identified as priorities.

Do you agree/disagree with these priorities? Yes/ No? If not, why not?

- HUB/Sector development, including leadership, training, clinical governance, quality;
- HUB - 'door' for 'high risk', 'high needs', or 'underserved' young people;
- Consistent health services in targeted schools;
- Consistent and district wide access to youth-specific primary mental health

2. Do you agree with the model? Yes/ No? If not, why not?

3. Do you think this will work? Yes/ No? If not, why not?

4. Is this likely to contribute to reducing inequalities for Maori and Pacific? Yes/ No? If not, why not?

### Key Questions

The following is a summary of both themes and questions arising from consultation, via email and the consultation hui. In some instances information gathered through consultation related directly to the consultation questions put to stakeholders by WDHB, in other instances further questions and other related issues were raised by stakeholders during the consultation process.

Summary of stakeholder responses and questions emerging through consultation	WDHB Responses
<p><b>Hub Support</b></p> <ul style="list-style-type: none"> <li>• Support and endorsement of Hub.</li> <li>• General support for Hub and 'door' in North and West.</li> <li>• Assuming existing services remain.</li> </ul>	<ul style="list-style-type: none"> <li>• WDHB have committed to ensuring young people maintain an equitable share of funding for youth health services.</li> </ul>
<p><b>Locality Planning</b></p> <ul style="list-style-type: none"> <li>• Locality service provision related to the HUB needs to consider at least three 'doors'; West, North and Rodney.</li> <li>• Would need multiple 'doors'</li> <li>• In terms of targeting 'high risk' YP, need to consider Birkenhead and Northcote and current lack of services.</li> <li>• Outreach and satellite service provision essential, particularly in places where YP already hang out.</li> <li>• Need a stronger focus on unengaged young people.</li> <li>• Locality planning needs to take into account different local needs.</li> <li>• School decile ratings are a crude proxy for high and unmet need, suggest other measures for high and multiple risk groups: stand-downs, youth justice, truants, alternative education and older youth training institutes.</li> </ul>	<ul style="list-style-type: none"> <li>• Locality planning will be undertaken to ensure that services are targeted to wards the highest and most unmet health needs for young people.</li> <li>• It is envisaged that the Hub will have multiple doors.</li> <li>• It is envisaged that active outreach and satellite service provision will occur as a part of the Hub service delivery.</li> <li>• It is envisaged that the Hub model will focus specifically on unengaged young people.</li> <li>• A broad range of measures will be considered for locality planning.</li> </ul>
<p><b>Linkages and collaboration</b></p> <ul style="list-style-type: none"> <li>• HUB will allow for better and more organised collaboration.</li> <li>• Supports the HUB model as an approach</li> </ul>	<ul style="list-style-type: none"> <li>• The Hub service is intended to track tangible progress resulting from more organised collaboration and better service connections.</li> <li>• It is envisaged that Hub establishment will</li> </ul>

Summary of stakeholder responses and questions emerging through consultation	WDHB Responses
<p>for reducing inequalities as will provide better service connections from HUB.</p> <ul style="list-style-type: none"> <li>• Need good links with PHOs and other key providers MSD ect.</li> <li>• Concern about service linkages to General Practice, Public Health Nurses and other providers.</li> <li>• Suggest combining primary and secondary Hubs.</li> </ul>	<p>incorporate links with PHOs and MSD.</p> <ul style="list-style-type: none"> <li>• It is envisaged that the detail of linkages between General Practice and Public Health Nurses, along with a range of other service providers will need to be defined as the operational service model is defined in detail. This will occur as a part of the establishment and implementation process.</li> </ul>
<p><b>Maori Health</b></p> <ul style="list-style-type: none"> <li>• A concern voiced regarding the commitment to prioritising Maori health and ensuring that Maori youth needs are adequately addressed.</li> <li>• A concern voiced regarding the funding processes and decision making for youth-services targeted predominantly towards young Maori.</li> <li>• Need strong links to Ngati Whatua and Tainui for regional issues.</li> <li>• Model is lacking specificity regarding whanau ora.</li> </ul>	<ul style="list-style-type: none"> <li>• It is intended that the locality planning will adequately highlight Maori health needs and priority localities to target young Maori.</li> <li>• Appropriate Maori participation will be considered in the Hub development and implementation.</li> <li>• Whanau ora linkages for the Youth Hub will be determined as a part of the establishment and implementation process.</li> </ul>
<p><b>Evidence-base</b></p> <ul style="list-style-type: none"> <li>• Need to draw on Palmerston North example.</li> <li>• Unsure about Hub model, unsure what models were reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>• The Hub development has drawn extensively on YOSS literature, including information from Palmerston North example.</li> <li>• The literature review looked at all three service priority areas, including: general practice, school-based health services and community-based (youth health services and youth one stop shops).</li> </ul>
<p><b>Funding Constraints</b></p> <ul style="list-style-type: none"> <li>• Supportive of Hub Model, concerned re: sustainability and longevity.</li> <li>• Concern around the funding source and reconfiguration process for establishing the service.</li> <li>• Will the YOSS PBMA funding contribute towards the Hub establishment.</li> </ul>	<ul style="list-style-type: none"> <li>• The Waitemata District Health Board is responsible for sign off on funding decisions associated with the youth health Hub.</li> <li>• The PBMA YOSS project for scoping the development of a YOSS was aligned with the review processes.</li> </ul>
<p><b>Building on the strengths</b></p> <ul style="list-style-type: none"> <li>• Concern that any new services should build on the strengths of existing services and established relationships</li> <li>• Concern regarding the need to retain and develop the small youth-specific clinical workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• It is envisaged that the establishment process will need to give adequate consideration to service continuity and workforce retention.</li> </ul>
<p><b>Hub Detail</b></p> <ul style="list-style-type: none"> <li>• Extensive feedback was provided from Youth Specialist Physician Dr. John Newman at HealthWEST PHO covering the</li> </ul>	<ul style="list-style-type: none"> <li>• Please contact HealthWEST PHO to request a copy of these documents.</li> </ul>

Summary of stakeholder responses and questions emerging through consultation	WDHB Responses
<p>following areas:</p> <ul style="list-style-type: none"> <li>• Primary and secondary Hub functions, Governance, management, services, staffing relationships, costs, responsiveness to Rangatahi Maori, targeting of school-based health services and general practice for young people.</li> </ul>	

### Appendix 1 – Youth Health Review Feedback Document



Youth Health  
Review Feedback P..

### Appendix 2 – Youth Health Hui Agenda



Youth Health  
Review Feedback H..

### Appendix 3 – Youth Health Funder presentation: Philip Grady

- Overview
- Programme Review



Youth Health  
Review Feedback J..

### Appendix 4 – Presentation of Youth Views: Ramon Narayan



WDHB  
Presentation.ppt

### Appendix 5 – Presentation of Literature Review Findings: Terry Fleming



WDHB Youth Health  
Literature R...

### Appendix 6 – A list of written submissions received during consultation

<b>Name</b>	<b>Organisation</b>	<b>Date</b>	<b>Method</b>	<b>Description</b>
Valerie Williams	Whitiki Maurea	29/06/2010	Email	Questions regarding consultation document
Joshua Domican	Marinoto	30/06/2010	Email	Written submission response to consultation questions
Karl Snowden	Te Whanau o Waipareira Trust	25/06/2010 02/07/2010	Hui and Email	Written submission of further questions generated via consultation.
Rebecca Gordon	Child and Family North	08/07/2010	Email	Written submission of further questions generated via consultation.
Lorraine Symons	Te Whanau o Waipareira Trust	08/07/2010	Email	Written submission response to consultation questions.
Elsie Mann	Child Women and Family	08/07/2010	Email	Written submission response to consultation questions.
Aroha Hudson	HealthWEST	09/07/2010	Email	Written notification of process concerns.
Aroha Hudson	HealthWEST	09/07/2010	Email	Written submission and powerpoint presentation response to consultation questions.
Aroha Hudson	HealthWest	09/07/2010	Email	Request for extension of consultation timeframe to allow for supplementary written submission.
Aroha Hudson	HealthWest	09/07/2010	Email	Written submission response to consultation questions.
Lorelle George	Harbour Health	09/07/2010	Email	Written submission response to consultation questions.
Nancy Malloy	Coast to Coast	11/07/2010	Email	Request for extension of consultation timeframe.
Adrienne Powderley	Child Women and Family Services	12/07/2010	Email	Request for extension of consultation timeframe, due to technical error. Written submission response to consultation questions.