



# ACCESS & CHOICE

## Wellbeing Support



**Access  
and Choice  
Wellbeing  
Support  
Collaborative**

**Supporting the  
health and wellbeing  
of our communities**

*Ko koe ki tēna, ko ahau ki tēnei  
kīwai o te kete: You at that, and  
I at this handle of the basket.  
By working together, we move  
forward.*

## Purpose and Vision

The Access and Choice Wellness Support service model is driven by a clear need for a primary health and wellbeing system that is more accessible, engaging, connected, delivered by motivated professionals and giving our community the right to live well. As a collective, we aim to do this by offering community health services which will:

- increase access and equity of access to health and wellness services for our local communities
- increase choice in addressing people's holistic needs
- reduce wait times
- improve wellbeing outcomes and equity of outcomes.

*Ko koe ki tēna, ko ahau ki tēnei kīwai o te kete:  
You at that, and I at this handle of the basket. By working together, we move forward*

# Background

We have a mental health epidemic in New Zealand. One in five people experience mental illness or significant mental distress each year; as many as three quarters of New Zealanders will experience some degree of mental distress or addiction challenges, or both, at some point in their lives.

There are significant social and cultural risk factors. Poverty and deprivation, poor housing, family violence or neglect, social isolation and ethnic background are key determinants of mental distress and addictions issues and of poorer outcomes.

He Ara Oranga, the Government inquiry into mental health and addictions and the subsequent Government response has set the direction for future services.

The \$1.9bn investment committed to mental health services in the 2019 'Wellbeing Budget' is allowing greater access to health services for people who need support, when they need it.

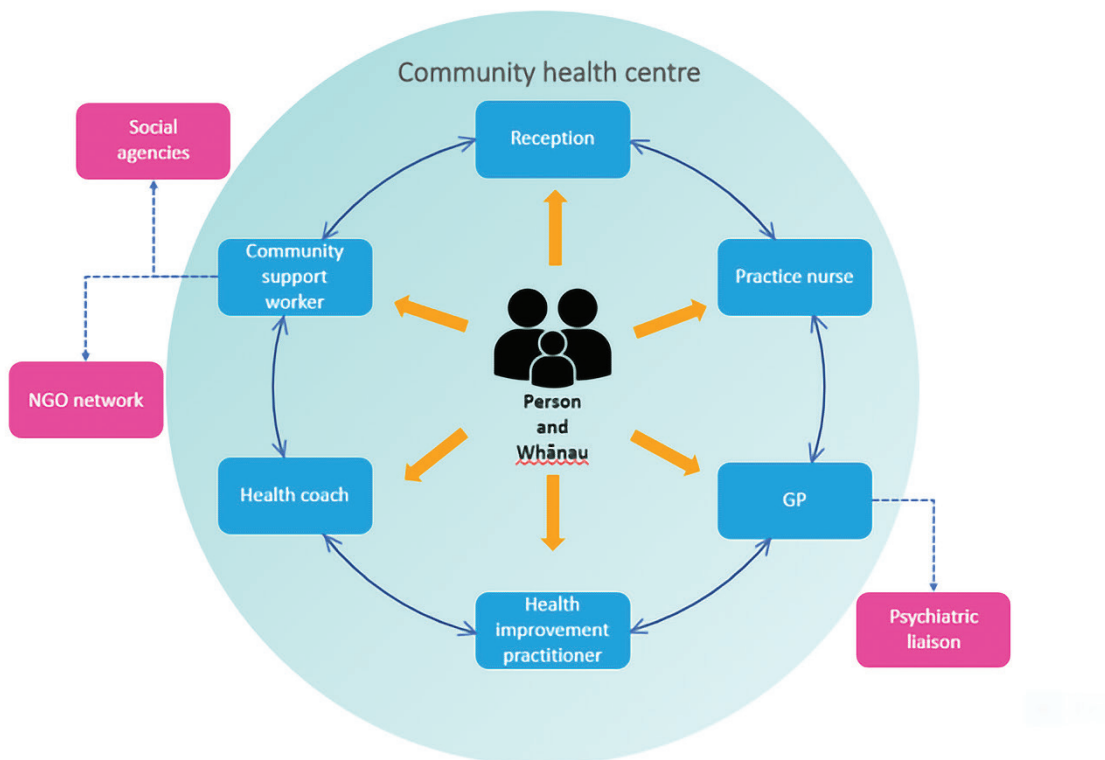
It includes investment of \$455m to develop new frontline primary mental health services which can be accessed through general practice, iwi health

providers and other community agencies over the next five years, providing support for an estimated 325,000 people by 2023/24

## Access and Choice Wellbeing Support for the Greater Wellington and Wairarapa regions

The Access and Choice Wellbeing Support service provides free support to people with emotional and wellbeing needs with a focus on priority populations including Maori, Pacifica and rangatahi. This range of services is available for people living in the Greater Wellington and Wairarapa regions,

Provided initially at a general practice level, Access and Choice is a flexible and person-centered service provided by Primary Health Organisations (PHOs) and NGOs specialising in wellbeing support services. Most Access and Choice supports will be initiated via a GP or Nurse Practitioner visit, the key aims being to navigate people to the appropriate professional as soon as possible, often with a warm hand-over.



*Ko koe ki tēna, ko ahau ki tēnei kiwai o te kete:  
You at that, and I at this handle of the basket. By working together, we move forward*

The support is intended as a brief intervention service and is provided through a partnership between General Practitioners (Medical Centres) working with Health Improvement Practitioners (HIP), Health Coaches (HC), and Community Support Workers (CSW). These supports may involve, brief intervention therapies, navigation of social services, advocacy, peer support, coaching, support to develop plans, budgeting, and housing support. It may support the person in gaining employment, and improving community or whānau connection, other supports may include:

- Emotional health & mental wellbeing
- Housing
- Social engagement
- Paid work
- WINZ
- Long term disability
- Money matters
- Family/whānau issues
- Managing drug use, drinking, or gambling

## Current Snapshot

General practices and supporting organisations are currently delivering these funded services in a phased roll-out to 29 practices throughout the region. Health Improvement Practitioners (HIPs) are currently providing support in 14 general practice settings with Health Coaches providing services in 8 practices"- and Community Support Workers providing support to 26 practices. In future most practices in the greater region will offer these services as part of a funded 2nd phase roll-out.



### A person's journey through Access and Choice

*"I needed to go on a benefit, I had nowhere to live with my kids and wasn't in the mental state to cope. I couldn't even talk without crying. I wasn't even capable of doing anything at that point. My Doctor walked me down the hall to meet the HIP. They held my hand and listened. They and got in touch with my Community Support Worker who helped me through areas of life I never thought I'd go through. If it hadn't been for these people helping me to pick up the pieces day by day, I really don't know where I'd be today."*

Person using Health Improvement Practitioner and Community Support Worker services to leave an abusive relationship

## Roles

Traditional General Practice GP and Nurse roles are strengthened as part of the Access and Choice Wellbeing Support programme, complemented by health coaching, Health Improvement Practitioners, NGO and community support workers; all aligned around an integrated and holistic primary and community approach to wellbeing.



ACCESS & CHOICE  
Wellbeing Support  
*Supporting the health and wellbeing of our communities*

*Ko koe ki tēna, ko ahau ki tēnei kīwai o te kete:  
You at that, and I at this handle of the basket. By working together, we move forward*

## Health Improvement Practitioner (HIP)



*"I've never had, or come across, anything like this before... I've never gone to a GP surgery and they've said, oh, we have someone that's onsite and that can help you."*  
Person supported by a HIP

- Provides clinical therapeutic behavioural interventions to support people to make changes in their lives to improve their wellbeing.
- Works as part of the practice team (person receives a warm-handover from the GP or Nurse Practitioner)
- Educates the general practice team to build their confidence and capability for addressing typical mental health challenges.
- Provide tools and techniques for supporting people who are stressed, grieving, anxious or depressed.

*"Personally I find it easier to talk to my health coach"*

*"My health coach has helped me to set healthy goals"*

*"The health coach helped me a lot by explaining everything about my problem before the doctor sees me"*

## Health Coach

- Provides self-management support that will assist people to achieve their goals for their own mental wellbeing. This includes emotional support and guidance, health education and navigating other services.
- Works as a member of the general practice team and can provide continuity of care and support.
  - Typically has half of the day unscheduled and available for people wanting same day appointments.



ACCESS & CHOICE  
Wellbeing Support  
*Supporting the health and wellbeing of our communities*

*Ko koe ki tēna, ko ahau ki tēnei kīwai o te kete:  
You at that, and I at this handle of the basket. By working together, we move forward*

## NGO Community Support Workers and Peers ...

Provide a community-based walk alongside support designed as brief intervention service of up to three months:



- Physical health or healthy lifestyle
- Emotional health & wellbeing
- Housing
- Social engagement
- Paid work
- WINZ
- Money matters
- Family/whānau issues
- Managing drug use, drinking or gambling
- Managing medications and medication planning

## GP Liaison Consultant Psychiatrist Service (MHAIDS)

The GP Liaison Consultant Psychiatrist service provides specialist mental health advice to General Practitioners and Nurse practitioners supporting patients with mental health needs. The service provides phone consultations for same-day advice and support about medication, treatment and diagnostic advice. The service is available for General Practitioners and Nurse Practitioners across Wellington, Hutt Valley and Wairarapa.

### Principles

- Access and Choice support network providers are guided by the following principles:
- Be in and of the place where you are working
- Be highly connected
- Give people informed choice including cultural choice in the services required
- This is a point in life
- An outcome focus
- Language matters: establish shared understanding and language
- This will take time and need a network of key people and relationships

### Governance

The Greater Wellington Wellbeing Collaborative (GWWC) is a collaborative network providing a way for the DHBs, PHOs and NGOs in the Capital and Coast, Hutt Valley and Wairarapa regions to work together to achieve the aims of the Integrated Primary Mental Health and Addiction Services.

The GWWC utilises the Central Region Equity Framework to provide guidance on strengthening commissioning to achieve equity.



ACCESS & CHOICE  
Wellbeing Support  
*Supporting the health and  
wellbeing of our communities*

*Ko koe ki tēna, ko ahau ki tēnei kīwai o te kete:  
You at that, and I at this handle of the basket. By working together, we move forward*

# Stakeholders

## 3 District Health Boards



## Primary Health Organisations



Ora Toa  
PHO



## Non-Government Organisations

- Atareira
- Emerge Aotearoa
- Kahungunu Whanau Services
- Maraeroa Marae Health Clinic
- MASH
- PACT
- Pathways
- Peer Zone
- Supporting Families NZ
- Taeaomanino Trust
- Te Hauora Runanga o Wairarapa
- Te Menenga Pai
- Te Paepae Arahi
- Te Waka Whaiora
- Vaka Tautua



*Ko koe ki tēna, ko ahau ki tēnei kīwai o te kete:  
You at that, and I at this handle of the basket. By working together, we move forward*