

Glossary/definitions

<p>Access</p>	<p>Access refers to how people enter mental health and addiction services. This can be via any source, including GPs, inpatient care, self or family referral, or from external organisations, such as NGOs or Plunket. (Adult Mental Health Service Specifications, Ministry of Health National Service Framework 2017).</p> <p>Many people with a range of mental disorders are disadvantaged because of poor access to care. Barriers to access include limited availability and affordability of mental health care services, physical barriers and cultural/language barriers. In Aotearoa, this particularly impacts Māori, Pacific peoples, disabled people, rainbow communities, and those living in rural areas/isolated from health services. Improving access is essential to improving health outcomes for all.</p>
<p>Access & Choice</p>	<p>The intent of the Access and Choice programme is to provide free and immediate services for people with mild to moderate mental health and addiction needs.</p> <p>The programme is intended to change the way in which services are delivered, and to provide services and supports to anyone who needs them in a range of settings – Kaupapa Māori, Pacific, and youth settings, as well as in general practice (GP) and community settings. The services can be accessed for as long as they are needed, and people can return to the service whenever they need to.</p>
<p>Community</p>	<p>Community can refer to the physical location where a group of people live. It can also be a social group whose members have something in common, such as geographic location, culture, or heritage.</p> <p>The Local Specialist Mental Health & Addiction Service concept proposal aims to strengthen the emphasis on community-based care and recovery by delivering locally appropriate services that will meet the needs of our communities.</p>
<p>Community care</p>	<p>Care given in or near the home. The concept proposal works towards a broader definition, of support available either in the home or close to where people live, work and play, and care that is culturally safe and appropriate.</p>
<p>Community Hubs</p>	<p>A hub is intended to provide a safe space and a key connection point for people who are in mental distress. It will have the infrastructure to support service delivery, provide care coordination, and connect people to a wide variety of community supports that help to enhance wellbeing.</p> <p>A hub will be a physical place in the community, from which many different services and supports might operate.</p> <p>The decisions about leadership and partnership arrangements for each geographical area will vary according to local iwi, different local geographies, population needs and existing organisational configurations. Communities will determine what they need to meet the needs of that community.</p>

Community Mental Health Teams (CMHTs)	<p>Community Mental Health Teams (CMHTs) provide support to people experiencing moderate to severe mental health difficulties. The treatment is determined by specific, agreed and recovery focussed goals and team members work alongside tāngata whaiora and their whānau to support their recovery. Teams are based in community locations rather than hospitals.</p> <p>Made up of a multi-disciplinary team comprising psychiatrists, nurses, psychologists, social workers, occupational therapists, and alcohol and drug clinicians, as well as administration and support staff, CMHTs offer therapy, medication support, group work and more.</p>
Crisis café	<p>Originally established in the UK National Health Service, a crisis café is a 'safe welcoming place where people can go outside of normal working hours, instead of emergency departments or other urgent services, if they are feeling emotionally distressed or are in a 'mental health crisis.' Crisis cafés are usually peer-led/NGO supported and people do not need a formal referral to attend.</p>
Enabling Good Lives	<p>'Enabling Good Lives (EGL) is a new approach to supporting disabled people that offers greater choice and control over the supports they receive, so that they can plan for the lives they want'</p>
General Practitioner Liaison (GPL)	<p>A psychiatrist providing advice and support to GPs and Nurse Practitioners, to enhance care planning and supporting tāngata whaiora with mental health and addiction needs. This position generally sits in the PCL team. (See also: Primary Care Liaison).</p>
GP with a Special Interest (GPwSI)	<p>The term 'general practitioner with special interest (GPwSI)' refers to a GP who functions as a clinical intermediary between primary, secondary and tertiary care.</p> <p>A GP who is maintaining a primary care medical role but undertaking an activity that is beyond the scope of general practice and requires further training. Extended roles are typically undertaken within a contractor setting that distinguishes them from standard general practice and involve an activity offered for a fee outside the care provided to the registered practice population.</p>
Human rights model	<p>The human rights model of disability recognises the importance of impairment on the disabled person's life and determines that disabled people have the right to live independently in the community. This is different to the previous social model view, which viewed disability as a societal barrier and once removed a disabled person can still access services.</p>
Integrated care	<p>Integrated care is about the organisation and delivery of health services to provide seamless, coordinated, efficient and effective care that responds to all a person's health needs.</p> <p>The practice of integrated care involves collaboration and cooperation between providers and services and occurs across primary, secondary and tertiary care.</p>

Local Specialist Mental Health and Addiction Service	<p>The Local Specialist Mental Health & Addiction Service concept proposal is for a single specialist mental health and addiction service for adults with a focus on local delivery across the district. This service will provide culturally responsive care to tāngata whaiora at home, in the local community or in a location that best meets their needs, underpinned by safe, high-quality contemporary clinical practice.</p> <p>The service seeks to eliminate inequities experienced by Māori, Pacific peoples, disabled people and other groups, while circumventing the ‘postcode lottery’ and variation in treatment options across different geographical areas.</p>
Model of care	<p>A model of care is a multifaceted concept that broadly defines the way health services are delivered. It describes how services deliver best practice care by applying a set of principles across identified clinical streams and supporting pathways through care for people who access services. The model of care is the foundation that guides what we do and how we practice.</p>
NGO	<p>Non-governmental organisations (NGOs) deliver community-level care and treatment. Many are not-for-profit, and along with providing services to people often have close relationships with communities</p> <p>Working in partnership with NGOs and primary care providers will be key to realising the goal of integrated care.</p>
Porirua Locality Prototype	<p>As part of the Government’s Health System Reform, Porirua was selected as one of nine locations across Aotearoa to develop new ways of delivering health services.</p> <p>Te Rūnanga o Toa Rangatira were selected to lead and develop changes to the local health system in Porirua, in partnership with Tū Ora Compass Health, local health providers, Te Whatu Ora - Health NZ and local Pacific and Disability communities.</p> <p>Called the Porirua Locality Prototype, the intent of the kaupapa is to develop and test new ways of working to improve the health and wellbeing of all people living in Porirua, by people who live and work in Porirua. More information can be found on the Ora Toa website.</p>
Primary care	<p>Primary health care relates to professional health care provided in the community, usually from a general practitioner (GP), practice nurse, nurse practitioner, pharmacist or other health professional working within a general practice or Primary Health Organisation (PHO).</p> <p>The direction of travel nationally is to broaden this out to other community settings, such as churches and marae.</p>
Primary Care Liaison (PCL)	<p>This is a service that provides specialist advice to primary care practitioners supporting tāngata whaiora with moderate mental health and addiction needs.</p> <p>It offers early access to specialist assessment and treatment advice, with an aim to offer ongoing support to tāngata whaiora within the primary care setting. Once referred by the consulting GP, Nurse Practitioner or Practice Nurse, the Primary Care Liaison Clinician can develop a specialist guided treatment plan for tāngata whaiora alongside the primary care clinicians.</p>

	<p>The primary care liaison nurse will connect with primary care practices within their designated area or location of work. Ideally there will be capacity at the practice for the primary care liaison nurse to run regular clinics from the primary care practice.</p> <p>The service is also designed to enhance the pathways between primary and secondary mental health care.</p>
Rapid response	<p>The component of the Local Specialist Mental Health & Addiction Service concept that provides response to people who would traditionally be defined as being in crisis or are experiencing acute mental illness, although can also be beneficial to people who may not be defined as being in crisis using traditional measures.</p> <p>It is called rapid response (to denote how services need to respond and act - the service response that is required to support stabilisation and the ability to develop a pathway towards recovery) rather than crisis (which can be viewed as negative and representative of the person's situation).</p>
Recovery	<p>'Personal recovery' can mean that one is able to live a meaningful life. The meaning of personal recovery and how one starts on the road to it is individual.</p> <p>"Recovery means living well and staying in control of your life in the presence or absence of your mental health or addiction issues."</p>
Secondary services/care	<p>Secondary health care refers to specialist clinical level care, rather than that which is provided by a GP or other primary care provider. This may be delivered in the community, or in a hospital outpatient setting.</p>
Tangata whaiora/ Tāngata whaiora	<p>'Tangata whaiora' means 'a person seeking health' – acknowledgements to Professor Mason Durie. This term can also be used to refer to a person receiving assessment and treatment in mental health, addiction and intellectual disability services.</p> <p>Note this term has multiple spellings, we have used the term as defined in Te Pae Tata. It can also be spelt as tangata whai ora.</p> <p>Tāngata whaiora denotes the group/plural definition of tangata whaiora.</p>
Whānau	<p>Whānau can be multi-layered, flexible and dynamic. Whānau is based on a Te Ao Māori world view. The structure of whānau can vary from immediate family to much broader collectives, as defined by people themselves.</p>
Whānau Ora	<p>"Whānau Ora improves the wellbeing of whānau as a group while addressing individual needs, using a culturally grounded and holistic approach. It puts whānau at the centre of decision making about their wellbeing and supports them to identify and achieve their goals". It is important to acknowledge that the Whānau Ora approach operates through the whole health and social wellbeing system, from service delivery to commissioning.</p>