

## Canterbury Hauora Coordination Hub – concepts for the future: frequently asked questions

### What is happening?

The Canterbury DHB has asked CCN to lead a project to capture lessons around the contribution the Canterbury Hauora Coordination Hub has provided through the COVID response, in particular, components of the approach that have supported the coordination of the health and wellbeing of people with COVID. This will be done through a series of engagements with people working at/ with the hub and will initially be used to shape a system-wide Winter response for people with a range of conditions. We expect this work will be completed by the end of May.

The longer-term goal is to carry out a co-design process (using the lessons capture) to create several options for expanding and strengthening a whole system approach to coordinated health and social sector care delivery, to support the wider population in the future. We expect this process to take 2-4 months, kicking off at the end of May/ early June.

### Who is CCN?

CCN is a collaborative of health professionals, mana whenua, consumers, and cross sector partners working collaboratively to improve the health and wellbeing of our communities from Kaikōura to Ashburton.

We bring people together in forums to design equitable health services and collectively make decisions about how, when and where services are delivered. We do this using a principles-based co-design framework that ensures that people and their family/ whānau are at the centre of designing equitable health services in a genuine and purposeful partnership. Find out more about CCN [here](#)

### How is this request being approached?

This summative evaluation will be done through a series of engagements with people working at/with the hub. The findings will contribute to the recommendations presented to the Executive Management Team (EMT) at the Canterbury DHB in late May to strengthen a system-wide Winter response.

### Who are we connecting with initially?

We are looking for collaborative champions and are asking them to engage with colleagues and their networks to gather feedback. This will initially start with:

- Teams currently working in the Hub
- Referrers to the Hub
- Mana Whenua ki Waitaha perspectives
- Equity leads from across the health and social sectors
- Staff currently working across health in the hospital, primary care, allied health
- Staff working across the social sector
- NGOs
- Consumers
- Staff currently working in navigation role/ service for example Whānau Ora and Partnership Care Workers (PCWs)

### Why is this happening now?

As the vision of Health NZ becomes clearer, we are tasked with creating an equitable, accessible, cohesive, and people-centred system that will improve the health and wellbeing of our communities. This vision includes:

- People-centred: a system that brings together the voice of all communities
- Equitable: a system that focuses on working in partnership with Māori and honouring Te Tiriti o Waitangi
- Accessible: a system that offers more equitable, convenient and integrated access to services for all New Zealanders
- Cohesive: a regional health system that delivers locally, supported by co-ordinated planning and oversight (ref <https://www.futureofhealth.govt.nz/>)

### What do we need from you?

Your reflections on the contribution the Canterbury Hauora Coordination Hub has provided through the COVID response, in particular, components of the approach that have supported the coordination of the health and wellbeing of people with COVID and how these can shape a system-wide Winter response.

### Who can I contact to find out more about this or to get involved?

**Heather Brunton** MHSc Integrated  
Services Programme Manager  
**M:** 0212452624  
**E:** [Heather.Brunton@ccn.health.nz](mailto:Heather.Brunton@ccn.health.nz)

**Victoria Leov**  
Senior Project Facilitator  
**M:** 022 017 2587  
**E:** [Victoria.leov@ccn.health.nz](mailto:Victoria.leov@ccn.health.nz)