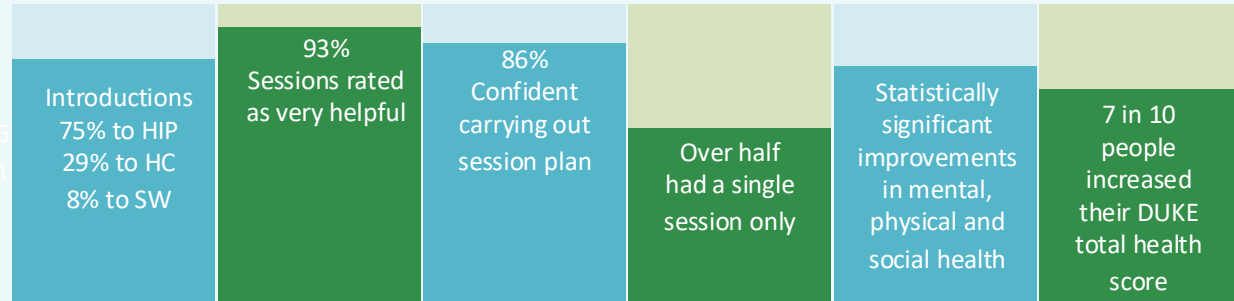


Summary of the evaluation of Tōku Oranga, WellSouth's Access and Choice programme

Consumer experience told by their numbers



Consumer experience told in their words

"I said I don't think I need to book in again. I felt like I was just at a place where, you know, things are good. And I've now got the toolkit to sort of respond to myself..." – HIP consumer

"...they don't actually teach you, they guide you... You can actually empower yourself. And it's important to empower yourself to actually become a healthier and better person... I took everything they could offer me. I soaked it up like a sponge." – HC consumer

"I got my benefit changed. I got my disability card sorted out. It was just awesome. I keep saying to her, 'You changed my life.' And she did, she changed my life." – SW consumer



Easy access to support with biopsychosocial needs



Felt heard, validated, supported and safe



Personalised response helped them learn how to make changes



Quickly saw and felt positive changes where it mattered



They can decide when to start and stop. It's a safety net

Tōku Oranga is WellSouth's Access & Choice programme that began in August 2020. The programme integrates the roles of Health Improvement Practitioners (HIPs), Health Coaches (HCs) and Support Workers (SWs) with general practice teams to create fast and easy access to effective support for those with mild to moderate mental health and addiction needs. At the time of the evaluation, 27 of WellSouth's 81 general practices were providing the programme.

Synergia was asked to inform the development of this roll out by building the local evidence base from a consumer perspective. This meant:

- Listening to consumers about their experiences, what was helpful and what could be improved
- Using anonymised data to understand how consumers were using and benefitting from the programme and if this was equitable
- Exploring changes in demand for other mental health and addictions support

We interviewed 12 consumers, used data from 13 of the most established integrated practice teams (Aug 21- Sep 22) and referral information from all WellSouth's general practices.

Thank you to those who took part or supported the evaluation.

Equity



11% Māori 7% non-Māori reached in 12 months
Experience and outcomes were equitable

System impact



39% mean reduction in referrals for counselling but practices made little change in referrals to secondary mental health services.

Improvements



Consumers said the only improvement was to tell more people it is available