

HE WAKA EKE NOA

Co-creating primary care that  
works for whānau Māori

# Moemoeā o Ngā Whānau

Findings from the  
Dream Phase





## He Waka Eke Noa: co-creating primary care that works for whānau Māori

The research aims to bring together the voices of whānau and primary health care staff at Gonville health to support the early diagnosis of cancer among Māori.

This *Moemoeā o Ngā Whānau* booklet outlines what you and your whānau told us about your dreams for your own future wellbeing and for Gonville Health. We talked about these dreams in interviews with the same six whānau who took part in earlier Discovery Phase interviews. Discovery Phase interview results are included in the *Whānau Kōrero* booklet.

On the next page of this *Moemoeā o Ngā Whānau* Dream Phase booklet, all four phases (Discovery, Dream, Design and Destiny) of He Waka Eke Noa research are mapped. *Moemoeā o Ngā Whānau* is divided into two parts. Tuatahi – Whānau Pūrākau captures the dreams you talked about with us in a story format. Tuarua – What You Told Us covers our shared understandings of the main topics you raised.





# A research project using Kaupapa Māori and Appreciative Inquiry.

## Discovery Phase (Phase One)

2022 – 2023

Identify what gives life.  
Appreciate the best of  
what is.

## Dream Phase (Phase Two)

2023 – 2024

Identify what might be.  
What we want to see  
(our dreams).

## Design Phase (Phase Three)

2024 – 2025

Identify the ideal.  
Together design a model  
for the future.

## Destiny Phase (Phase Four)

2025 – 2026

Empower, learn and  
improvise.  
Make the design a reality.

# Tuatahi: Whānau Pūrākau

I'm in my late 60s now and I live in a small community where everyone knows each other – which is good most of the time except when they have their noses in your business. As I get a bit older, my eyes and ears are not working as well as I'd like. I tend to feel the cold more, be less active, need less sleep and less food.

Middle of last year, my whānau told me I was getting a bit skinny, but I put it down to getting older. It wasn't until the end of last year, when my siblings ganged up on me and made me make an appointment with the doctor, that I realised how serious things were. I love my whānau and could have done it by myself, but I was grateful my sissy came along with me.



We are close, and when I talked with other members of our whānau about our brother and Dad slowly getting skinnier and skinnier, we knew we had to do something. That's just what whānau do.

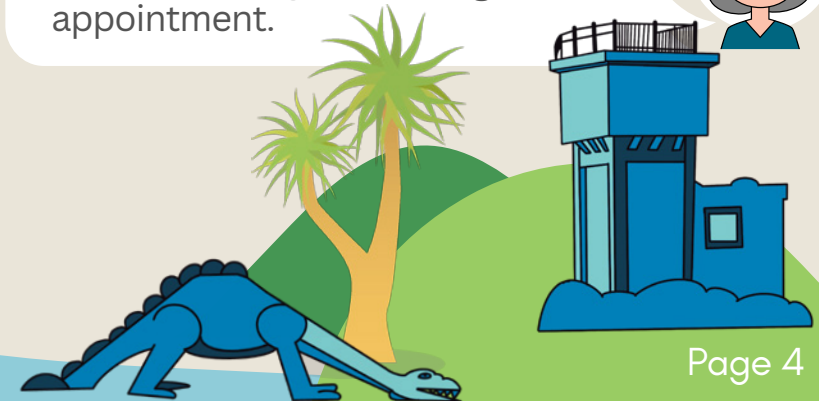


I hadn't been to the doctor for a while. Hadn't really needed to. Besides, I didn't want to waste their time and have to tell my story to a different person every time I go. It's a hōhā.

One of the receptionists there acts like I'm a nuisance half the time and barely cracks a smile most days. There is one young Māori girl there - I think she does admin - and I really like it when she's there because she always greets me with "kia ora, kei te pehea koe"?

Anyway, we had to see the nurse first, triage I think they call it. She was wonderful, called me by my name. Spoke to me like a person. She wrote down every little detail, and I felt reassured that she had listened to me. I went in to see the doctor and after he read the nurse's notes, he sent me to have tests. It was good having my sissy there, although she kept asking all these off the radar questions. It was about two weeks after the tests when I found out I was seriously ill. My whānau decided that I needed to move closer to them where I could get the treatment services I needed.

Yep, I was **volun-told** to go and advocate at the appointment with the doctor. I would have gone anyway because the whānau was getting really worried by then...and of course I asked questions. I had strict instructions to let the rest of them know what the haps was. I even had the older sister on the 'phone as well so she could hear what was being said during the appointment.





It was a frustrating time for us. No one gave us any information about who was dealing with the treatment. We didn't have a GP ...we were at the end of our tether and worried as hell. In the end, I rang my cousin who used to work in health and knows how to get things done. It was such a relief when Gonville Health enrolled him. I mean we know what our whānau need. What we don't know is how to navigate the health system. That's what we needed help with.



Tanya was great. One time she even brought me a flower out of her garden. She'd ring us all the time...we don't have a car so when my son or moko couldn't drive us she'd visit us at home. She even helped us to co-ordinate the medication with the pharmacy. Its those things that make a difference and make you feel comfortable dealing with the health system.



I moved in with the sissy and she tried to find a GP who would take me on. Nothing. Not a dicky bird. No one was taking on new patients and I didn't know if I was Arthur or Martha. In the end, Sissy 'phoned one of our cousins who got her daughter-in-law to come and see us. She was wonderful. She connected me to a whole lot of services, got me some resources and I finally enrolled at Gonville Health.

The medical staff at Gonville Health were fantastic, especially the nurses. The doctors were good too but most of the time you saw a different one every time you went. I really liked Tanya, the nurse who deals with patients with cancer and does home visits.

I think I had gone to school with one of her brothers, so we caught up with what he was doing while she asked me all these questions about my illness. What I like about her was every visit she'd give me a hug, ask how I was and ask what my cat had been up to, the rascal. I love my cat. If anything was wrong, she'd make sure things happened straight away to put it right. She made me feel like a person not just someone who was ill.



While most of the staff at Gonville Health were wonderful, there's one receptionist who never remembers my name even though she's been there the whole time I've been coming, over 10 years. There's a hardcase male receptionist who makes you feel relaxed, I think he's from the Islands or something and some of the young receptionists will say "kia ora" or "mōrena". As a Māori, it's those things that you remember when you're feeling scared or don't understand what's happening. Little do they know I recite a karakia every time I go. I'm very spiritual although God can only do so much. You have to take responsibility for your own health.

The waiting room at Gonville Health doesn't help you feel cheerful either; it's very sterile and colourless with mis-matched chairs that look like they came out of an old nursing home. The brochures on the wall are depressing, talking about every illness under the sun. It doesn't help when I'm already worried about a million things.

I am proud to be Māori but when I go in there I don't feel as though staff recognise that I am Māori unless they're on to it or are Māori themselves. We like to go everywhere together so having a room – a whānau room – would be great and less noisy for them too! If they were really on to it, they'd invest in a gym that patients could use so everything we need for good health is in the one place.

I think Gonville Health could make the effort and take the time to make it more homely and comfortable...like...offer those waiting a cup of tea, have some plants, put art on the walls, maybe have a fish tank. The river and the moon are important to us as Māori so pictures of those things would make the space more welcoming. You could even use Te Awa Tupua as a theme throughout the place. Our culture is important to us but doesn't seem to be important to Gonville Health.





## Tuarua:

**You told us that you dream that  
at Gonville Health, you will feel:**

**Welcome... Seen... Heard... Valued... Supported...  
Comfortable  
'The warmth of manaakitanga'**

**You told us that your dream for  
Gonville Health could become a  
reality if it was easier for you:**

**(1) To get the information and find the services  
that you need for your hauora.**

Knowing where to go to  
for what you need ....how  
to get into the system  
when you've dropped  
through gaps.



...access to the  
information for support is  
what you're wanting. How  
do you connect it? It  
would have to be various  
avenues or mediums to  
inform [us] about [what]  
is available.





## **(2) To talk with staff who use language you understand and relate to you in ways you are comfortable with.**

What is good is when they can explain to the family, "This is what's happening. This is the situation. This is what the options might be." ....

Those things that may be a bit costly in terms of time, but ...make a whole lot of difference in terms of how that person feels and probably in terms of their recovery as well.



... have empathy with the fact that some of your patients don't find it easy coming in here. They're scared because they're not sure what you're going to find or they don't know what you're talking about. You're using terms that they don't know. So can you talk about it when you mention something. Just give a little bit of an explanation with it so that I know what you're talking about, and just make it easy for me to ask you the dumb questions really.



## **(3) To get appointments where you can kōrero about your hauora both as a whānau and as individuals.**

...an opportunity at times to meet with whānau, to actually have a space rather than to go into their consulting room. To have a whānau meeting place that is comfortable...



... some elderly people find it hard to go to the doctors because they haven't got the transport. They have to go looking for a ride or catching a bus. I'd like to see someone advocate ...to get them to their appointment.



#### **(4) To have access to key Gonville Health people who help you to get all the services that you need for your hauora.**

Navigators are an important part of that connection from primary to secondary. If you don't have the navigator there to help connect you up, it just makes that personal journey a bit more of a struggle.



...[have] a key worker or something. Like one key person working with the whānau, and then that person helping them to navigate and coordinate all the other services and things.



You need an emergency stop...coordinator... able to connect us with all the different sectors.



#### **(5) To access lots of different wellness services 'on site' at Gonville Health, such as a gym and fitness sessions, to help you stay well.**

One thing i do know is that your access to medication for whatever you may need, the more loaded in your pockets then the better access you've got to high quality and better quality medication.



I'd like to see one of those health centres where you come and go as you please... private trainer and open 24 hours.



My dream is a gym- I'd have a person there to master that area and a canteen with people out there with the patient giving them a bit of a talk over their medical history and that sort of thing... and weighing machines because that's important.

#### **(6) To have fair access to healthcare that you can afford.**

It will be around money. That's the reason I don't really go... We do the home remedy thing where we would just go to the supermarket and buy stuff...





**You told us that your dream for Gonville Health includes it being a place where Māori identity is visible and important.**

**Friendliness means everything.** I think for a lot of us, and maybe it's especially Māori and Pasifika, we feel really comfortable when you have people who are like that.



...especially the Māori girls that have been there [at reception], because **they know our family** [and that puts me at ease].

... something **nice to look at** and look into, not just these public notices and stuff.... It's really artwork for me. And to see **Pasifika artwork** represented. It is important for me.... **It actually helps me to connect.** I kind of feel a sense of being in the right place.



...[have] **Māori art.... Colourful and inviting carvings** ... you could walk in there as sick as a dog, but you want to walk in there thinking, 'Shit this is nice.' You feel comfortable, you feel relaxed, you feel good to see these things.



# You told us too that you want to feel 'safe and at home' at Gonville Health.

I think have it more a homely feel towards it .... pot plants, they're all flowering... pictures on the wall ...an inviting sort of relaxing sort of area .... Decent seating .... **Bring the atmosphere.** It makes you feel more welcome to walk down the hallways there, to whatever doctor you've got to go and see .... Feel more at home. Make you feel more welcoming.

a ... **welcoming culture** .... to see somebody who he would give you a smile and make a little comment, rather than just say, "Go sit over [there]," sort of stuff.

...just friendly... **you walk in and you have aroha.**

I would like to walk in there feeling free and easy. **Put a smile everywhere I can. Say hello** and all that. Sit down and talk.... **"Here's a cup of tea, here's a cup of coffee. Help yourself."** That sort of service.... friendly receptionists. I think just good communication.

...you go in and they say "giddyay." **They give you a cup of tea.** You can sit down, There's lots of greenery. There's beautiful things on the wall in there.

Have values and understand what [those values] mean.... **treat people as you want to be treated**, and that comes down to core values and respect.





## Acknowledgements

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The He Waka Eke Noa research team is a collaboration between Whakauae Research Services (Whanganui) and Gonville Health primary health care general practice (Whanganui). The team includes academic lead Dr Heather Gifford, Gill Potaka-Osborne and Lynley Cvitanovic (Whakauae), Dr John McMenamin and Lucia Gribble (Gonville Health) and Dr Pat Neuwelt (independent researcher).

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**The Pātiki Pattern used in this booklet:** The kōwhaiwhai pattern is of the pātiki and was designed by Honor McCorkindale for Ngāti Hauiti to reflect one of the mōkai left by Tamatea Pōkai Whenua in the Rangitikei district. Pātiki may still be found in the Rangitikei River.

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## More about the He Waka Eke Noa research project

He Waka Eke Noa is one of four projects included in the collaborative five-year Kia Puāwai Ake Ngā Uri Whakatupu: flourishing future generations programme of research being carried out by Whakauae Research.

A short video explaining the aim of He Waka Eke Noa is available at:  
<https://www.youtube.com/watch?v=gX77JAHZFes>

More information about He Waka Eke Noa is available on our Kia Puāwai website at:  
<https://kia-puawai.whakauae.co.nz/projects/project-3-he-waka-eke-noa>

Articles about He Waka Eke Noa are also available on our Kia Puāwai website at:  
<https://kia-puawai.whakauae.co.nz/latest-news/cohesiveness-caring-and-diverse-capabilities-three-wins-for-he-waka-eke-noa>

<https://kia-puawai.whakauae.co.nz/latest-news/achievements-and-learnings-from-the-second-year-of-our-study>

Our first He Waka Eke Noa academic publication explores the Kaupapa Māori and Appreciative Inquiry approach the study is using. The paper is available at:  
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