

## Weekly summaries

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### Week 4

Last week focussed on two key areas. The first was expanding the ideas and opportunities that have come to the surface following those suggestions, experiences and stories shared in the space. The second was creating and testing prototypes for those ideas, including: mobile health hub, Wairarapa leadership model, integrating social isolation and loneliness check lists, staff wellbeing initiatives, partner with local medical centres to provide ECP model, and collaborate with community groups and organisations.

It has been great to see all sorts of insights and ideas develop over the last four weeks into tangible concepts and prototypes which have been well tested and refined.

The Pop-Up has now closed, as we gather all the information and insights we've learned and pull them together into a comprehensive report.

More information will be shared in December. To stay up to date email [popup@wfa.org.nz](mailto:popup@wfa.org.nz)

### Week 3

The Wairarapa Pop-Up continues to provoke curiosity of people from across Wairarapa. Our team, alongside PwC, have been using the collective input of those who have contributed to establish and detail ideas around how ambulance services can help build community resilience. Last week's workshops focused on idea creation and prototyping before testing those ideas with the community and the leadership team.

The concepts and prototypes include a local leadership model for the Wairarapa, integrating social isolation checklists and pathways into existing tools and processes, increasing diagnose-and-treat-at-point-of-care options for paramedics and patients using existing skills and technologies. Other ideas also included a 111 app that gives several more communication channels — video, text, as well as voice — and that provides a bunch of education and navigation and self-help options — plus lots, lots more.

It has been exciting seeing how different thinking about our service can potentially help address some of the major health issues facing the Wairarapa now and in the future.

### Week 2

It's been a little over a week since Wellington Free set up shop at the Wairarapa Pop-Up but already it has been a success. The focus of the space is to explore what matters, be it for yourself, your whānau or your community. From personal experiences, to service delivery expectations, it's been emboldening to hear people's honest stories.

### Week 1

Last week was the opening for the Wairarapa Ambulance Service Pop-Up and the first few days brought a number of incredible and insightful stories through the doors.

As well as those who have wandered in as they walked past the pop-up space or read about it in the newspaper, the team have been proactively talking with our health partners and social agencies. From Lake Ferry and Ngawi to District Councils and Aged Care facilities, we've been speaking with those who interact with our service and those

who don't. Together, we're exploring how ambulance services can help support community health, resilience and wellbeing in Wairarapa.

In three short days we are already learning that people have rich, deep stories, full of challenges and experiences and they are generous in sharing them. From personal experiences, to service delivery expectations, it's heart-warming to hear people's honesty.

The space is creative, safe and non-judgmental. We welcome people to come and play and enjoy the space. We encourage people to read the information and post it notes on the walls, and add their own post it notes too as they contribute their insights, problems, stories and solutions.

Join us this week as we understand what we learnt last week, reflecting on the communities contributions to date. Add to, modify and share your further thoughts.