

If you have an issue that you need to discuss, you can talk to....

- Your nurse
- Your nurse manager or doctor
- The Quality and Risk team
 - Phone 343 7735
- The Hunga Manaaki team
 - Phone 348 1199 Extn 8806
- The Nationwide Health & Disability Consumer Advocacy Service
 - Phone 07 349 0182
 - Freephone 0800 555 050
- Health and Disability Commissioner
 - Freephone 0800 11 22 33
 - www.hdc.org.nz

Your rights

- Respect
- Fair treatment
- Dignity and independence
- Care that suits you
- Told things in a way you understand
- Told about your health
- Make choices about your care and support
- Right to support
- Rights when you are part of training, teaching or research
- To complain



Quality & Risk Manager
Lakes District Health Board
Private Bag 3023
Rotorua Mail Centre
ROTORUA 3046



FreePost Authority Number 101423



Tell Us What You Think About Our Services

*He aha ōu whakaāro
mō ā mātou ratonga?*

June 2012

Improving Care Through Patient Eyes

Please take time to tell us about your experience
He ōu whakaāro mō ā mātou ratonga

Was there anything particularly good – or anything that concerned you about your stay?
We welcome any examples you can provide us to help us understand your point of view.
We would like to hear your suggestions of what we could do differently.

Thank you for taking time to share your experience

Unless requested, we will not respond, however, we will use your feedback for ongoing service improvement

Feedback requested: Yes ☐ No ☐

Telephone (Wāea): _____

Name (Ingoa): _____

Email (Imēra): _____

Date of Birth (Tō rā whānau): _____

Date of Visit (Te rā i toro atu koe): _____