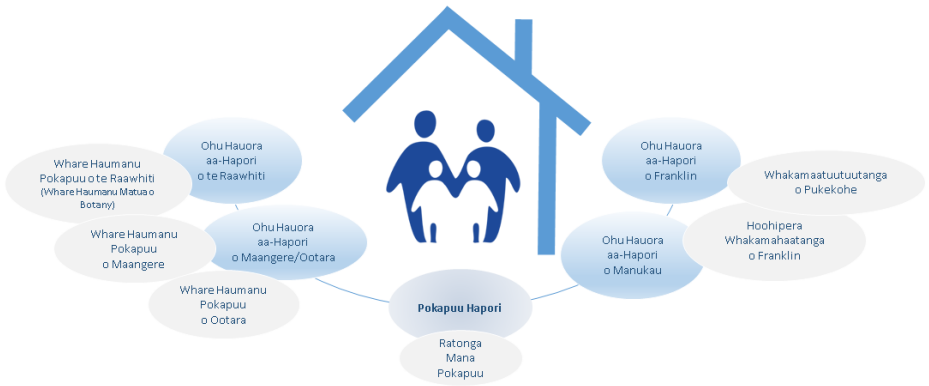


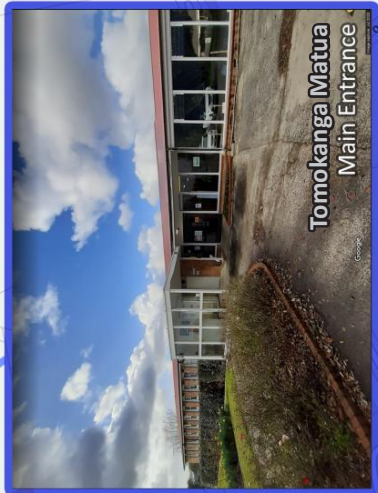


NAU MAI KI TE

Hauora Taiwhanga aa-iwi Community Health Service




Ohu Hauora aa-Hapori o Franklin
09 237 0650








Ohu Hauora aa-Hapori o Franklin
Pukekohe Hospital, Tuakau Road, Pukekohe
Ka taea raanei te rapu i a maatou i runga o
Google Maps. Patoa a "District Nurse Clinic
Pukekohe"

Ohu Hauora aa-Hapori o Franklin	
Waahitau:	1, Tuakau Rd, Pukekohe
Waea:	09-2370650 (Waea Whakautu i ngaa poo) I ngaa ohotata, waeahia atu te Waka Tuuroro – Waea ki 111
Haaora:	Raahina – Raamere; 8.00am – 4.30pm Raahoroi – Raatapu; Neehi anake 8.00am – 4.30pm Ngaa poo, raa whakataa me ngaa raa whakangaa tuumatanui he iti ake ngaa kaimahi. I ngaa Poo: Whakapaa atu ki too taakuta, too whare hauora poo raanei.
Whare Haumanu Neehi aa-Rohe	Ka whakaritea teetahi waa toronga maaui. Kei te Tomokanga Matua o te Hoohipera te Whare Haumanu - whaaia ngaa tohu Whare Haumanu ki te Whare Haumanu 2. He tuuranga waka kore utu kei te ara kuhunga.

Kei roto i ngaa Ohu Hauora aa-Hapori

 Neehi aa-Rohe, Maatanga Kai, Kaitauwhiro aa-Iwi, Kaihaumanu Reo Koorero, Kaihaumanu Poare, Kairomiromi; Kaituku Haumanu Ngangahau, Neehi Mimi Tuuturu, Kaitautoko aa-Hapori (Kirikaa Ruumaatiki), Whakahaere Keehi Matatini, Kaiarotake Matea, Kairuruku Ratonga, Kaiaawhina Hauora, me ngaa Neehi.

Ngaa ratonga ka tukuna i runga anoo i te aahua o ngaa matea me ngaa arotake takitahi

-  Ka aronui maatou ki te mahi tahi ki ngaa tuuroro me aa raatou whaanau ki te whakamahere me te whakarato i te maimoatanga hauora pai rawa maa ngaa matea takitahi. Ka taea te tuku maimoatanga i eetahi waahi huhua peeraa i te kaainga o te tuuroro, te waahi mahi, te kura, te whare haumanu hapori raanei.
-  E poowhiritia ana koe ki te koorero i ngaa paanga katoa ki too hauora ki teetahi mema o te Ohu Hauora aa-Hapori.
-  Ka whakarato maatou i te tautoko e aahei ai koe ki te noho tonu i te kaainga me te tuku tohutohu ki too whaanau me ngaa kaitiaki meenaa e hiahiatia ana.
-  Ka tukuna pea ngaa ratonga e ngaa momo maatanga katoa e mahi ana i roto i te Ohu Hauora aa-Hapori.
-  E waatea ana ngaa whakaritenga maa runga waea, maa runga ataata hoki, meenaa he pai ake teenei moou, aa, noou te whiringa. Ka koorero pea too maatanga hauora ki a koe moo eenei whiringa.

He kore utu aa maatou ratonga maa ngaa kainoho o Aotearoa

Aau ake Takohanga

Meenaa kaaore koe i te kaainga i te waa ka whakaritea teetahi toronga Kaimahi Hauora aa-Hapori **teenaa waea mai i mua o te 9.00am i te raa tonu o te toronga ki te whakakore.** Waeahia te nama kei mua o te puka. He whaitake tonu kia wawe te whakamoohio i te tari. Meenaa kaaore koe i te kaainga i ngaa waa toronga kaimahi e rua; teeraa pea ka tukuna koe mai i taa maatou ratonga, aa, ka mate koe ki te tiro i too taakuta moo eetahi atu aawhinatanga.

Ngaa Kainoho ehara noo Aotearoa

Ka mate ngaa kainoho ehara noo Aotearoa ki te utu moo ngaa ratonga ka tukuna, haaunga anoo te maimoatanga ACC.

Haumaru Kaimahi

Ka mate pea ki te whakarite i eetahi atu whakaritenga hauora meenaa ka wehe atu teetahi kaimahi naa te mea e kore ia e noho haumaru i roto i too whare.

Moo ngaa take hauora me te haumaru e kore e unuhia e ngaa kaimahi oo raatou huu i te kuhunga ki roo kaainga, engari ka taea te whakamau uhi huu ki te tonoa.

Kurii

Noou te haepapa ki te pupuri i too kurii i te waa ka toro atu aa maatou kaimahi. **Teenaa** me here i too kurii, me taiapa raanei i ngaa waa katoa i mua i te taenga atu o ngaa maatanga hauora.

Auahi Kore

Noo oo maatou kaimahi te mootika ki te mahi i teetahi taiao mahi auahi kore, aa, ka maioha maatou ki te kore koe e kai paipa i te waa ka toro atu raatou.

Kupu tohutohu moo te aukati kai paipa

E moohio ana maatou i ngaa paanga kino o te kai paipa ki too hauora. Ka taea e maatou te tuku tautoko ki a koe ki te whakamutu, ki te aarahi raanei i a koe ki ngaa rauemi hei aawhina i a koe ki te whakamutu.

Tuukino Whaanau

He take hauora nui maarika te tuukino whaanau, aa, he paanga hauora mauroa pea toona ki a koe me aa tamariki. He whaanui ngaa wheako tuukino whaanau, aa, ka uru pea ngaa whanonga tuukino aa-tinana, aa-puukare, aa-oohanga, aa-uruhi me te taitookai hoki.

Kaaore i pai te Tuukino Whaanau. Kei ia taangata te mana ki te oranga tuukino kore.

Koorero ki too maatanga hauora, ki teetahi tangata e whakapono ana koe raanei mee peehea te rapu tautoko, ki hea rapu ai hoki. Meenaa e matakū ana koe, e wehi ana raanei moo too haumarutanga waea ki 111 moo te aawhinatanga wawe.

Ka taea te tiki i eetahi atu tautokotanga i konei:

0800 456 450, Areyouok.org.nz raanei

He whakaetanga tuku korero:

I whakamaaramatia mai ki au ngaa moohiohio kei roto i teenei puka i teetahi reo i maarama ai ahau, aa, i whakautua katoa aku paatai.

Te Raa: _____

Waitohu Tuuroro: _____

Waitohu Kaimahi: _____

Too Mana Matatapu (Ture Matatapu 2020)

I te waa e whakarato ana maatou i te maimoatanga hauora ki a koe, me koe ki te kaitiaki, me hopu hoki i ngaa moohiohio hauora whaiaro. Ka haumaruru te pupuri i aau moohiohio aa ka waatea ki a koe ina hiahia koe ki te kite. E aaei ana hoki koe ki te tono kia whakatikaina i ngaa waa e hiahia ana.

Ngaa Moohiohio Tuuroro Matihiko Tohatoha

- o Naa ngaa whakawhiti matihiko hou kua aaei ngaa tuuroro ki te tiki i eeti o aa raatou moohiohio matihiko. Teeraa pea ka tukuna oo moohiohio ki eeti atu, peenei i too taakuta, too maatanga hauora aa-hapori raanei.

Oo Mootika i te Waa e Whiwhi ana i Teetahi Ratonga Hauora, Hauaatanga Raanei

He tirohanga whaanui teenei o ngaa mootika e oati ana e te ture e moohiotia nei ko te **Kawenata Mana Kaiwhakamahi Ratonga aa-Hauora, aa-Hauaatanga (Code of Health and Disability Services Consumers' Rights)**. Ka whaipaa eenei ki ngaa ratonga hauora, hauaatanga katoa, ahakoa ka utu koe, kaaore raanei. E waatea ana teetahi kape katoa o te Kawenata Mana mai i too kaiwhakarato hauora, te Toihau Hauora, Hauaatanga, te Toa Pukapuka Kaawanatanga o Bennetts raanei. **Ki te hiahia aawhina koe, paatai ki te tangata, te kaiwhakarato raanei.**

Ka taea te whakapaa atu ki te Toihau Hauora, Hauaatanga i Taamaki Makaurau (09) 373 3556, i 0800 112233 raanei, i www.hdc.org.nz, i Health Advocates Trust raanei; Ruuma 21, Whaiora Marae Whare Kaakaariki, 19 Ootara Rori. Ootara Waea 09 273 9510 me 09 273 9549.

1. WHAKAUTE

Me whakautetia koe i ngaa waa katoa. Ka whaipaa teenei ki too ahurea, oo tikanga me too whakapono, me too mana matatapu whaiaro.

2. TOOKEKE MATATIKA

Me kore koe e whakahaaweatia, e peehia raanei koe ki te mahi i teetahi mahi e kore koe e hiahia ana, me kore hoki koe e makihuhunutia.

3. RANGATIRATANGA

Me tautoko ngaa ratonga i too tauoranga kia rangatira ai.

4. PAEREWA TIKA

Noou te mootika kia aata maimoatia koe, me te whiwhi i ngaa ratonga e whakaata ana i oo matea. Me mahitahi katoa te hunga e whaipaanga ana ki too maimoatanga.

5. WHAKAWHITI KOORERO

Noou te mootika kia rongohia koe, kia maaramatia aau koorero, me te whiwhi moohiohio i runga i aau hiahia. I te waa e tika ana me waatea teetahi kaiwhakamaaori.

6. MOOHIOHIO

Noou te mootika kia whakamaaramatia too mate ki a koe me te whai moohio he aha ngaa whiringa. Kei roto i teenei ko te roa o te tatari, te aawhiwhi o ngaa utu, ngaa mooreareatanga, ngaa tuupono hua me ngaa paanga kino. Ka taea e koe te whiu paatai hei aawhina kia maarama tika ai koe.

7. NOOU TE WHAKATAU

Kei a koe te tikanga moo too whakataunga. Ka taea e koe te kii kao, te panoni i oo whakaaro raanei i te waa e hiahia ana koe.

8. TAUTOKO

Noou te mana kia noho teetahi i too taha hei tautoko i a koe i te nuinga o ngaa aahuatanga.

9. TE WHAKAAKO ME TE RANGAHAU

Ka whaipaanga eenei mootika katoa i te urunga ki ngaa mahi whakaako me te rangahau.

10. AMUAMU

Maa too amuamu e aawhina ki te whakapai i taa maatou ratonga, aa, e kore e whai paanga atu ki te aahua o too maimoatanga.

Nga Moohiohio Whakawaateatanga

I too whakawaateatanga mai i taa maatou ratonga, ka tukuna teetahi whakaraapopototanga o too tiakanga i te raatonga ki too taakuta, kaituku raanei, aa, teeraa pea ka whiwhi koe i teetahi kape o teenei. Meenaa he raruraru anoo aau whakapaa atu ki too taakuta ki te koorero i ngaa whiringa maimoatanga.



Aku paatai moo taku ohu hauora, ngaa whaainga/mea e whaitake ana ki ahau:

Ngaa Tukanga Whakahoki Koorero

E hiahia ana maatou i ngaa whakahoki koorero pai me te kino moo aa maatou ratonga. Ahakoa ka mahi maatou ki te whakarato i te maimoatanga pai rawa ki a koe, he waa anoo ka poouri pea koe ki eetahi aahuatanga o too maimoatanga, too too whanaunga raanei. Ka taea e koe te tuku koorero maa te:

- Whakamahi i taa maatou puka Whakahoki Koorero: paatai ki te kaiwhakarato moo teenei
- Waea atu ki te pokapuu hauora aa-hapori me te koorero ki te Kaiwhakahaere Neehi
- Waea atu ki te waea Ratonga Kiritaki: 09 277 1660
- Iimeera: feedbackcentral@middlemore.co.nz
- Tuhi ki: Feedback Central, Pouaka Motuhake 93311, Ootaahuhu 1640

Ngaa Paatai Uiui Tuuroro Ohu Hauora aa-Hapori o Franklin

Te Raa:

Te Pakeke: Maataawaka: Ira:

Ngaa mihi ki a koe moou i whai waahi ki te whakautu i eenei paatai. He whaitake oo koorero ki a maatou, aa, powhiri ana maatou i ngaa whakahoki koorero e tautoko ana i te whakapainga ratonga.

Q1. E peehea nei te pai ki a koe o te whakarongo a too kaihaumanu/neehee/kaitiaki whai utu ki oo hiahia i te waa e whakarato arotake ana, maimoatanga ana raanei?



He tino pai



He pai tonu



Kaaore i pai



Kore rawa i pai

N/A

Q2. E peehea nei too pai ki ngaa taputapu hou/urutau i whiwhi koe i te waa whakarato hei whakatutuki i oo hiahia?



He tino pai



He pai tonu



Kaaore i pai



Kore rawa i pai

N/A

Q3. I pai ki a koe too whai maaramatanga mai i te kaihaumanu/neehee/kaitiaki whai utu Hauora aa-Hapori i te roanga o te tukanga?



He tino pai



He pai tonu



Kaaore i pai



Kore rawa i pai

N/A

Q4. I peehea nei too pai ki te wawe o te ratonga i tukuna ki a koe?



He tino pai



He pai tonu



Kaaore i pai



Kore rawa i pai

N/A

He koorero anoo aau?

Ngaa mihi moo te whakahoki koorero mai, otiraa kia tau too noho i runga i te whakaaro e kore e whai paanga kino teenei ki too maimoatanga.

Tiihaea teenei wahanga ka tuku ki teetahi kaimahi, aa meenaa kei teetahi whare haumanu koe teenaa rau atu ki te pouaka, ngaa mihi.

Ngaa Uara Hauora o Counties Manukau

E whai ana maatou ki te whakatinana i oo maatou uara ia raa hei tuaapapa o too maatou whaainga rautaki o te eke ki te hauora taurite moo too maatou hapori:



HE MANA TOO TE KATOA - He manaaki i te katoa

ATAWHAI - Kia atawhai i te oranga o eetahi atu

KOTAHITANGA - Kia whai waahi te katoa i roto i te ohu

HIRANGA - He haumarū, he ngaio, he whanake tonu

Te Kawenata Mana

Ko te tikanga o teenei me whiwhi koe i te

- | | |
|----------------------------|---|
| 1. Whakaute me te matatapu | 7. Oo whiringa, oo whakataunga ake |
| 2. Tooheke matatika | 8. Tautoko |
| 3. Rangatiratanga | 9. Mootika i te waa whakaako me te rangahau |
| 4. Paerewa Tika | 10. Ka whai paanga nui oo amuamu |
| 5. Whakawhitinga tootika | |
| 6. Moohiohio | |



countiesmanukau.health.nz