

The Code of Rights

Means that you should have:

1. Respect and privacy
2. Fair treatment
3. Dignity and independence.
4. Proper standards
5. Effective communication
6. Information
7. Your choices and decisions
8. Support
9. Rights during teaching and research
10. Your complaints taken seriously

You can also use outside agencies to help you resolve your concerns. These organisations are independent of the hospital.

Health and Disability Advocacy

0800 55 50 50

www.advocacy.org.nz

Health and Disability Commissioner

0800 11 22 33

www.hdc.org.nz

Our values

We aspire to live and breathe our values every day as the foundation of our strategic actions:



Kind - Manaakitanga

Care for other people's wellbeing

Together - Kotahitanga

Include everyone as part of the team

Excellent - Rangatiratanga

Safe, professional, always improving

Valuing everyone - Whakawhanaungatanga

Make everyone feel welcome and valued



Customer service: 09 277 1660

feedbackcentral@middlemore.co.nz

100 Hospital Road, Otahuhu

Private Bag 93311 Otahuhu, Auckland 1640

countiesmanukau.health.nz



Feedback Form

Have your say



Whakahoki koorero

We would appreciate you taking the time to provide us with your feedback and we welcome your comments.

You are a:

- Your name: _____

Patient's name: (if on behalf of someone)

NHI: DOB:

Address / email:

Phone Number:

Date of visit: _____

Ward/Department Name: _____

Date form completed:_____

[illegible]

- ☐ Compliment
- ☐ Complaint
- ☐ Comment / Suggestion
- ☐ Query