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

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

Feedback Form
Have your say
Tell us what you think
We would appreciate you taking the time to provide us with your feedback and we welcome your comments.

Please complete the details below.
(optional)

You are a:
☐ Patient    ☐ Visitor
☐ Family/Whaanau ☐ Other

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: ______________________

Please tell us about your experience and how it could be improved.

________________________________________

________________________________________

________________________________________

________________________________________

This is a:
☐ Compliment 😊
☐ Complaint 😞
☐ Comment / Suggestion ☀️
☐ Query 🤔