

# tell us what you think

*To improve our service, we need your  
**compliments, comments or complaints.**  
Your comments will be passed on to the  
manager of the area, who may contact you  
for more information.*

*We welcome and appreciate receiving your  
**feedback.***

**Please complete.**

Your Name

Address

  

Telephone

Date of visit

Name of Ward/Department visited

Location of service

Patient

Family

Other

Staff

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**Nomination: Name**

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If you would like to nominate a staff member or department for recognition please write a supporting statement here \_\_\_\_\_

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**Please tell us the details**

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**Please rate our service**

Key: 1 Poor 2 Good 3 Excellent

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Interpersonal Skills – Communication:

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**Staff Presentation – Personal Grooming**

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Information:

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General Communication:

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**Other Comments:**

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# 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 & Research
- 10 Your Complaints Taken Seriously

If you would like to speak to someone regarding your concerns:

Call Centre ph  
**277-1660**

or Patient Advocacy ph  
**0800-555-050**

## values

### CARE AND RESPECT

Treating people with respect and dignity: valuing individual and cultural differences and diversity

### TEAMWORK

Achieving success by working together and valuing each other's skills and contributions

### PROFESSIONALISM

Acting with integrity and embracing the highest ethical standards

### INNOVATION

Constantly seeking and striving for new ideas and solutions

### RESPONSIBILITY

Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions

### PARTNERSHIP

Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

### Manukau SuperClinic™

Great South Road, between Kerrs Road  
and Browns Road, Manurewa  
Botany Downs SuperClinic™  
266 Botany Road, Howick

COUNTIES MANUKAU DISTRICT  
HEALTH BOARD

A Community Partnership

# Happy or Unhappy?

## CUSTOMER FEEDBACK FORM

Manukau SuperClinic™  
and  
Surgery Centre



COUNTIES MANUKAU DISTRICT  
HEALTH BOARD

A Community Partnership

Kia Ora - Fakalofa ia!hi atu - Kia Orama - Mālo e lelei - Ni sa bula vinaka - Taloha ni

Re-Order No. SUPC14 May 2004