

Waioha Consumer Feedback

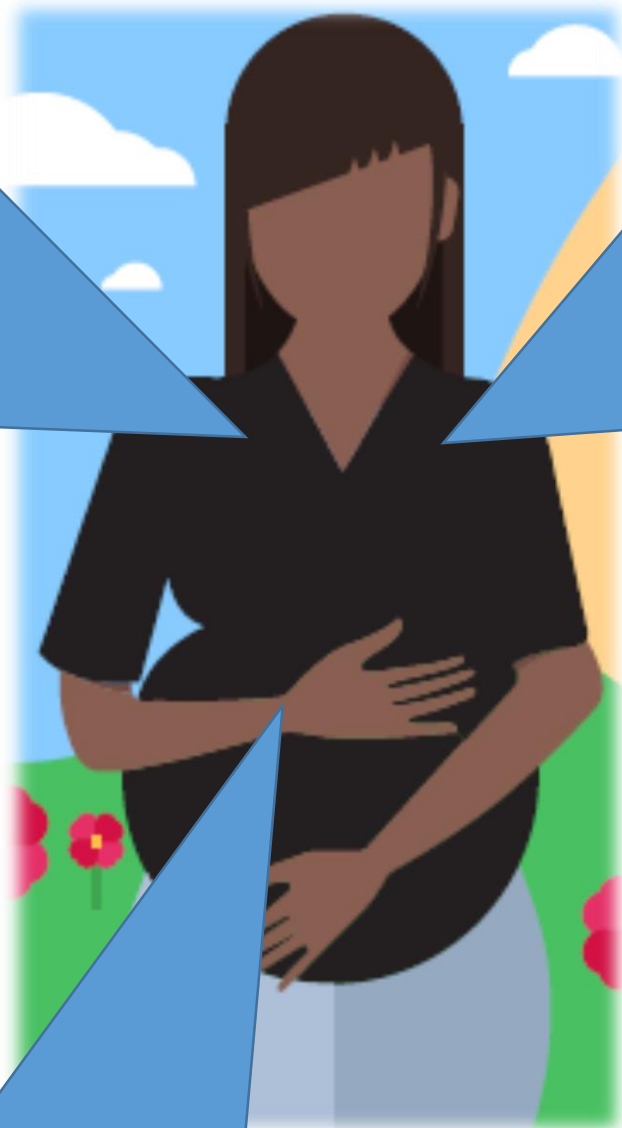
October - December 2017

Positives about Waioha

- 67% of consumers felt the staff were the best feature of Waioha
- Women appreciated that their support person could stay comfortably
- The rooms and being able to stay in one place were favourably reported

Consumer feedback

- “Staff and facilities were terrific, dad being able to stay, and staying in one place was excellent”
- “The midwives have been amazing in supporting me, physically and mentally – giving me that boost of confidence and reassurance that I’ve needed”
- “Nice, clean, relaxing vibe”



Dislikes about Waioha

- 65% of respondents had no dislikes about their stay in Waioha
- Parking was an issue, as was food
- This was the first time insufficient staffing was mentioned for Waioha

Consumer feedback

- “Seemed a bit short staffed – from the number of nurses/midwives on to cleaning staff”
- “Parking in the building vicinity seemed awkward”
- “Having to go to Ata Rangi without the option of coming here (induced)”

How could we improve our service?

- 59% of consumers did not think any improvements needed to be made
- Improve the quantity and quality of the food
- Provide the option for support people to purchase meals
- Have more staff available

Consumer feedback

- “Additional support staff in the form of midwives and nurses (they seem extremely busy and stretched very thin)”
- “Provide purchasable meals for dads, so they can stay with mum and bubs at meal times”
- “Better food”
- “The service provided was great and I was happy with everything”