What happens next?

If we did things well, thanks for letting us know. We will share with the area that it is about. If things could have been better we will be back in touch with you (if that is what you'd

like us to do).

Contact details

Email: feedback@hbdhb.govt.nz Online: www.hawkesbay.health.nz

Phone: 0800 000 443

or complaints advisor (06) 873 4877

Freepost: Fill in this form and freepost it to us.

Need further advice/support?

Hawke's Bay District Health Board

Consumer engagement 0800 000 443 Complaints advisor 06 873 4877 Maori Health Service 06 878 8109 ext 5779 Pacific Health Service 06 878 8109 ext 8251 or ext 8256

Independent, confidential, free services:

Nationwide Health & Disability Advocacy Service

06 835 1640 or free call 0800 555 050 PO Box 819, Napier 4140

Health and Disability Commissioner 0800 11 22 33. PO Box 1791, Auckland

For complaints involving health information:

Privacy Commissioner

0800 803 909 PO Box 466, Auckland



Please tape or glue here to seal

FREEPOST AUTHORITY 496

Hawke's Bay District Health Board Private Bag 9014 Engagement

Hastings 41





Tell us what matters to you

Feedback, compliments or complaints

He tino taonga ō whakaaro ki a mātou

We will listen to what you tell us and share themes with health professionals and consumer groups who can help make changes happen. If you have a problem you want sorted straight away, please talk with the staff caring for you or ask to speak with a manager in that area.



Please fill out the form below before sending.

Filling in your details below* will help us to understand what matters to the people in our community.

*optional

Name:
NHI number (if known):
Status: Patient Whānau Visitor
Ethnicity: NZ European NZ Māori
Pacific Asian Other:
If you have a disability, please let us know:
How should we contact you?
Mail Email Phone
I do not want to be contacted
Address:
Best contact number:
Email:
Date of visit: / /
Where did you receive your care (e.g. ward/service):
Location of service: (please tick)
Hastings Napier
Wairoa Central Hawke's Ray

Use the space provided to tell us what matters to you, then seal and freepost this form back to us. Alternatively send us an email or complete our online feedback form. Feedback type:

Comment Question SuggestionComplimentComplaint