

Tell us
what you think



FreePost Authority Number 118079



Consumer Experience Co-ordinator
MidCentral Health
Private Bag 11036
Manawatu Mail Centre
Palmerston North 4442

Please tape closed here when sending back via post

WHAT HAPPENS NOW?

We will send acknowledgment of your feedback within five working days. If you have not heard from us, feel free to contact our Consumer Experience Team on (06) 350 8980.

If your feedback is a concern or complaint, we will investigate and let you know the outcome.

NEED MORE HELP?

If you are unsatisfied with the outcome, or wish to use an independent advocate, you can contact the following services:

Health & Disability Advocacy

P (06) 353 7236 or 0800 55 50 50
E advocacy@hdc.org.nz

Health & Disability Commissioner

P (04) 494 7900 or 0800 11 22 33
E hdc@hdc.org.nz
PO Box 11934
Wellington 6142

PRIVACY ACT 1993

If you are providing feedback on behalf of another person, we may need to get his/her permission to provide you with a response. *Information you share will be treated in confidence within MidCentral District Health Board.*

HELP US, HELP YOU

Providing quality health care services is what we do – and we want to hear your feedback to find out what we are doing right and what we can improve. To give feedback you can:



TALK TO US

You can give feedback to the person providing your care, or ask to speak to the person in charge



EMAIL US

Get in contact with our Consumer Experience Team by sending us an email customer@midcentraldhb.govt.nz



GIVE US A CALL

Talk to our friendly Consumer Experience Team
(06) 350 8980



GO ONLINE

Fill out our online feedback form www.midcentraldhb.govt.nz



WRITE TO US

Write us a letter or send us this form
Consumer Experience
PO Box 2056
Palmerston North 4440

TELL US THE DETAILS

Compliment Concern Query Suggestion

Please feel free to add extra pages if you need to.

Name:

Address:

Phone: Date of visit: No response required

Email: I am: Patient Family Visitor

Name of ward/department/service:

Location of service (eg Palmerston North Hospital):

You can give this form to a staff member, drop it in one of the boxes at hospital exits or post it to us externally - postage is free.