

Feedback

Your details

name

email address

medical centre you visited

are you enrolled at this practice?

date of visit

Making an appointment

Ease of reaching us by phone

Excellent Good Fair Poor

Helpfulness of booking staff

Excellent Good Fair Poor

Getting the appointment time you wanted

Excellent Good Fair Poor

Comments - reception experience

Your arrival

Friendliness of reception staff

Excellent Good Fair Poor

Waiting time

Excellent Good Fair Poor

Comments - reception staff

 the doctors



care+advice

We Value Your Thoughts



Provide feedback
Reward good service
Make a complaint

 the doctors

www.thedoctors.co.nz



At The Doctors we welcome all opportunities to improve our service

From time to time mistakes do happen, but when they do we will do our best to fix them as soon as we can and with as little interruption to your life as possible.

There are lots of ways you can share your thoughts with us.

- You can talk with any of our staff
- You can fill out the form in this leaflet
- You can go to our website and fill out the feedback form there
- You can send us a letter, email us or phone us
- You can also contact Health and Disability Consumers Advocacy
- You can contact the Health and Disability Commissioner

Our promise to you

All complaints will be acknowledged by phone or in writing within within five working days unless the complaint has been resolved to your satisfaction before then. If the problem has not been resolved within ten working days, we will send you a report outlining the actions we have taken to fix it.

As we work to resolve the problem we may need you to meet with us to talk about the problem. At these meetings you are welcome to bring a support person with you.

You have the right to ask the Health and Disability Commissioner to review our process.

We will always cooperate fully with the Commissioner, providing them with all the records and correspondence they need from us.

If you would like to make a comment or complain here's how

Fill out this feedback form ▶▶▶
Please fill it out and hand it in to our receptionist.

Talk to any of our staff

You can discuss the problem and they will write it down for you. They may ask you to speak to a senior staff member.

Go to our website

The **feedback form** is also available on our website: www.thedoctors.co.nz.

Write us a letter or give us a call

You can put your thoughts in writing and send them to the general manager or email them via the form online at www.thedoctors.co.nz.

You can telephone us on **09 571 9080**

Monday to Friday between 8.30am and 5pm.

This number is for comments and complaints only.

Contact the Health and Disability Advocacy

You can make contact with this free service through their website www.hdc.org.nz or by telephone:

0800 555 050 (Upper North Island)

0800 423 638 (Central and Lower North Island)

0800 377 766 (South Island)

Contact the Health and Disability Commissioner

You can make a complaint directly to the Commissioner. Their telephone number is **0800 11 22 33** or you can send them a fax on **09 373 3557**, or write to them at

**The Health and Disability Commissioner,
PO Box 179,
Auckland.**

Your Consultation

My consultation was with a

Doctor

Nurse

Respect and privacy in consultation

Excellent

Good

Fair

Poor

Amount of time spent with you

Excellent

Good

Fair

Poor

How well doctor/nurse communicated

Excellent

Good

Fair

Poor

Your understanding of the health issue

Excellent

Good

Fair

Poor

Do you understand how you'll get test results

Yes

No

Not sure

Not relevant

Comments - consultation

General

Sensitivity of our staff to your cultural values

Doctor

Nurse

Reasons for choosing our centre

Would you recommend us to friends

Yes

No

General comments