

Concerned about the health care service you have received?

*Speak to an independent
person about your options...*

HEALTH consumer service

coming closer together
kia piri kia tata

How We Help:

We are a group of trained, professional and approachable people who provide a **free and confidential** service for consumers who are concerned about the health care service they have received.

Our aims are to:

- Help you personally
- Improve the quality of health services

We:

- Listen
- Support
- Communicate
- Liaise

Sometimes talking to your health professional can be difficult. When you're unwell or concerned or even just confused it helps to have someone independent to call on.

Our service can help. We can write letters or make phone calls on your behalf, advise you about complaints procedures, we can come with you to meetings to support you with your complaint.

Making a difference to Health Services...

The Health Consumer Service is designed to assist you in communicating your concerns to your health provider.

- This ensures the health provider has the opportunity to address your concerns
- It may also result in changes that will benefit others

Health Services include:

- Medical
- Mother & Baby
- Dental
- Home help
- Resthomes
- Community Health Services
- Surgical
- Chemist
- Disability support
- Counselling
- Mental health

We work co-operatively with health providers.

Consumers and health providers can trust that we will be impartial.

We are independent trust contracted by the Midland District Health Boards.

If a consumer has a complaint regarding the service they have received from the Health Consumer Service Trust, they can contact the Trust's Chairman – Murray Loewenthal on 07 873 8738.

Consumers have the right to bring a support person to meetings.

Service available 24hrs per day, 7 days per week.

He panui mou

Mehemea he patai au he whakapae ranei, e pa ana ki nga kaimahi Hauora katoa, waea atu ki nga Health Consumer Services mangai o tou rohe.

The Service operates in the
Midland Region

There are three ways you can contacts us:

(1) FREEPHONE 0800 801 482 or Hamilton residents phone: 846 5552

(2) Telephone and ask your nearest representative to visit you and discuss the matter.
See below for contact details

(3) Write to Health Consumer Service,
PO Box 15019,
Dinsdale,
Hamilton 3243

Please include your full name,
address and a contact telephone number.

Contact Details:

**FREEPHONE
0800 801 482**

Or phone direct

Hamilton

Margaret Southgate	(07) 856 9522
Michelle Peat	(07) 848 1268
Lois Livingston	(07) 856 5433
Cary Douglas	(07) 850 5744

ADDRESS
Health Consumer Service,
PO Box 15019,
Dinsdale,
Hamilton 3243

EXECUTIVE OFFICER
Raewyn Edgar-Wolfe
Hamilton Office
(07) 846 5552