

Media Release

From: Jill Stringer, Communications Advisor

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Subject: Patient Information now available

Wairarapa DHB has completed the first part of an Information Project to help patients and visitors access information more easily.

"We needed a consistent approach to the information we provide patients," says CEO David Meates.

"There are some key areas that everyone needs to be well informed about when they use health services. This includes basic information like how to find your way around, through to what your rights are, and how to give feedback on the services you use."

David is pictured showing the new information stands to Independent Advocate Betty Knott, from Advocacy Network Services.

"Advocacy Network Services is a completely separate organisation which supports people to give feedback on any health and disability services they receive," says Betty. "As an advocate, I need to be sure that the DHB is presenting information correctly, and in a way which is easy for people to use."

The Information Project has seen brochure holders and feedback boxes mounted on walls around the hospital, with the largest stand by the main entrance.

"We encourage people to give feedback," says Mr Meates. "It's an important part of maintaining the quality of the services we provide. We have a process for managing the feedback, including keeping informed of progress in resolving any issues."

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