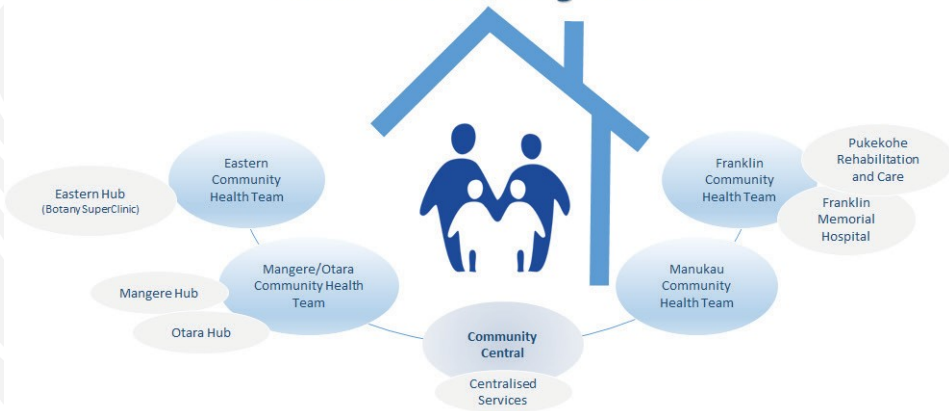




## WELCOME TO THE

### Community Health Service *Haoura Taiwhanga aa-iwi*



Franklin Community Health Team  
09 237 0650

*Community Health Service*




Franklin Community Health Team  
Pukekohe Hospital, Tuakau Road, Pukekohe






Alternatively, you can find us on Google Maps  
key in **"District Nurse Clinic Pukekohe"**

<b>Franklin Community Health Team</b>	
<b>Address:</b>	1, Tuakau Rd, Pukekohe
<b>Telephone:</b>	09-2370650 (Answer phone after hours) In an emergency call an Ambulance – Phone 111
<b>Hours:</b>	Monday – Friday; 8.00am – 4.30pm Saturday – Sunday; nursing only 8.00am – 4.30pm Evenings, weekend and public holidays has reduced staffing After Hours Contact your GP or after hours medical centre
<b>District Nurse Clinic</b>	An appointment time will be made with you. The Clinic is located through the Main Entrance of the Hospital – follow the Clinic signs to Clinic 2. There is free parking along the driveway

## Community Health Teams include

-  District Nurses, Dietitian's, Social Workers, Speech Language Therapists, Stomal Therapists, Physiotherapists; Occupational Therapists, Continence Nurse Specialist, Community Support Worker (Rheumatic Fever), Complex Case Management, Needs Assessors, Service Coordinators, Healthcare Assistants, and Nurse Practitioners.

## Services offered depending on individual need and assessment

-  We focus on working with patients and their whaanau in planning and providing the most suitable health care to meet individual needs. Care can be provided in a range of locations including within a patient's home, work place, school, or community clinic.
-  You are welcome to discuss anything that affects your health with any member of the Community Health Team.
-  We provide support to enable you to remain living at home and advice for your family/whaanau and caregivers where necessary.
-  Services may be provided by a range of professionals working within the Community Health Team.
-  Telephone and video appointments are now available if this suits your needs and is your choice. Your health professional may talk to you about these options.

**Our services are free to New Zealand residents**

## Your Responsibilities

**If you are unable to be home** when Community Health staff have arranged to visit **please phone before 9.00am on the day of the planned visit to cancel your visit.** Phone the number on the front of the booklet. It is important to notify the office as soon as possible. If you are not at home for two appointments when staff call; you may be discharged from our service and will need to visit your GP for further assistance.

### Non NZ Residents

Non NZ residents will be charged for services provided with the exception of ACC care.

### Staff Safety

Alternative health care arrangements may need to be made if staff need to leave the visit should they feel unsafe in your home.

For health and safety reasons staff do not remove their footwear on entering homes, however they can place shoe covers over their shoes if requested.

### Dogs

It is your responsibility to control your dog when our staff visit.

**Please** always tie up or fence in all dogs prior to health professionals visiting.

### Smoke-free

Our staff have the right to a smoke-free work environment and we would appreciate you not smoking when they visit.

### Advice on stopping smoking

We know how smoking can harmfully affect your health. We can offer you support to quit smoking or guide you to resources to help you quit.

## Family Violence

Family violence is a serious health issue, and can have long term health impacts on you and your children. Experiences of family violence are broad and can include behaviour that causes physical, emotional, sexual, economic abuse and coercion.

Family Violence is not ok. Everyone has the right to live free from violence.

Speak to your health professional or someone you trust about how or where you may be able to get support. If you are frightened or fear for your safety call 111 for immediate help. Further support can be accessed through the following:

0800 456 450 or [Areyouok.org.nz](http://Areyouok.org.nz)

## Acknowledgement of information received:

I have had the information in this booklet explained to me in a way I could understand and my questions have been answered.

Date: \_\_\_\_\_

Patient signature: \_\_\_\_\_

Staff signature: \_\_\_\_\_

## Your Privacy (Privacy Act 2020)

While we provide the health care you need we need to collect and record personal health information. Your information will be kept secure and will be available to you, should you wish to see it. You are also entitled to ask for corrections to be made as necessary.

### Shared Electronic Patient Information

- New electronic communication has made it possible for patients to access some of their information online. We may need to share your information with others such as your GP, or community health professional.

## Your Rights When Receiving A Health Or Disability Service

This is an outline of the rights guaranteed by the law known as the **Code of Health and Disability Service Consumers' Rights**. They apply to all health or disability services, whether you pay for them or not. A full copy of the Code of Rights is available from your health care provider, the Health and Disability Commissioner or Bennett's Government Bookshop. **If you need help, ask the person or organisation providing the service.**

The Health and Disability Commissioner can be reached on Auckland (09) 373 3556 or 0800 112233 or via [www.hdc.org.nz](http://www.hdc.org.nz) or Health Advocates Trust; Room 21, Whaiora Marae Green Building, 19 Otara Rd. Otara Ph. 09 273 9510 and 09 273 9549.

### 1. RESPECT

You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

### 2. FAIR TREATMENT

No-one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

3. DIGNITY AND INDEPENDENCE

Services should support you to live a dignified, independent life.

4. PROPER STANDARDS

You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.

5. COMMUNICATION

You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.

6. INFORMATION

You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any cost, risks, likely benefits and side effects. You can ask any questions to help you be fully informed.

7. IT'S YOUR DECISION

It is up to you to decide. You can say no or change your mind at any time.

8. SUPPORT

You have the right to have someone with you to give you support in most circumstances.

9. TEACHING AND RESEARCH

All these rights also apply when taking part in teaching and research.

10. COMPLAINTS

Your complaint helps improve our service and it will not have an adverse effect on the way you are treated.

## Discharge Information

On discharge from our service, your G.P or referrer will be sent a summary of the care you have received from the service and you may also receive a copy of this. Should you have any further problems contact your G.P to discuss care options.





My questions for my healthcare team, goals/things that are important to me:

### Feedback Procedures

We would appreciate both positive and negative feedback about our services. Although we work to provide the best possible care for you, at times you may be unhappy with some aspects of your or your relative's care. You can provide feedback by any of the following:

- Using our Feedback form: ask the person providing care for this
- Phoning the community health base and speaking with the Charge Nurse Manager
- Calling the Customer Service phone: 09 277 1660
- Emailing: [feedbackcentral@middlemore.co.nz](mailto:feedbackcentral@middlemore.co.nz)
- Writing to: Feedback Central, Private Bag 93311, Otahuhu 1640



## Patient Survey Questions Franklin Community Health Team

Date:

Age:

Ethnicity:

Gender:

Thank you for taking the time to complete these questions. Your comments are important to us and we welcome feedback that supports service improvement.

Q1. How satisfied are you that your therapist/nurse/paid carer listened to your needs while providing assessment and or care?



**Very satisfied**



**Satisfied**



**Dissatisfied**



**Very dissatisfied**

**N/A**

Q2. How satisfied are you that any new/modified equipment received during this service will meet your needs?



**Very satisfied**



**Satisfied**



**Dissatisfied**



**Very dissatisfied**

**N/A**

Q3. Were you satisfied that the C M Health therapist/nurse/paid carer kept you informed during the process?



**Very satisfied**



**Satisfied**



**Dissatisfied**



**Very dissatisfied**

**N/A**

Q4. How satisfied were you with the timeliness of the service provided to you?



**Very satisfied**



**Satisfied**



**Dissatisfied**



**Very dissatisfied**

**N/A**

Any other comments?

Thank you for your feedback please be reassured providing this will have no negative impact on your care.

Tear this off and give it to a staff member or if in a clinic place into the box provided, thank you.

# ***Counties Manukau Health Values***

***We aspire to live and breathe our values every day as the foundation of our strategic goal to achieve health equity for our community:***



**VALUING EVERYONE** – Make everyone feel welcome and valued

**KIND** – Care for other people’s wellbeing

**TOGETHER** – Include everyone as part of the team

**EXCELLENT** – Safe, professional, always improving

## ***The Code of Rights***

This means that you should have

- |                             |                                      |
|-----------------------------|--------------------------------------|
| 1. Respect and privacy      | 6. Information                       |
| 2. Fair treatment           | 7. Your choice and decisions         |
| 3. Dignity and independence | 8. Support                           |
| 4. Proper standards         | 9. Rights during teaching & research |
| 5. Effective communication  | 10. Your complaints taken seriously  |



[countiesmanukau.health.nz](https://countiesmanukau.health.nz)