

Kevin Rowlatt

From: [REDACTED]
Sent: Wednesday, 3 October 2018 4:47 PM
To: Kevin Rowlatt; [REDACTED]
Cc: Pam Thorburn
Subject: Re: patient complaint

Thanks kevin. We will respond accordingly.

[REDACTED]

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Kevin Rowlatt [REDACTED]
Date: 3/10/2018 16:37 (GMT+12:00)
To: [REDACTED]

Cc: Pam Thorburn [REDACTED]
Subject: RE: patient complaint

Hi [REDACTED]
Firstly thank you so much for bringing this to our attention.

I have checked our waiting time for routine GP appointments. At no time during the course of this year has there been a six week wait. During the past several months the wait for routine appointments has been static at 10 working days. Currently it is 9.

We reserve approximately 35% of our appointments for acute same day requests by students wishing to see a GP. Requests for on the day appointments are triaged by our nurses and appointments are made on the basis of medical need. Students who are acutely unwell are always seen on the day. Comprehensive advice on how to manage illness is always provided by those seeking it over the phone by our nurses.

We have a duty Doctor rostered each day who sees only acute patients via the nurse triage system. In addition we have introduced a Liaison GP who assists with nurse led clinics when complexity arises and the issue is outside of the nursing scope of practice. Nurses do use standing orders and we have a prescribing nurse who has her own clinic. ***There is currently no wait time to see a nurse.***

Unfortunately, despite reminding students of upcoming appointments by text and/or email we have a significant non- attendance rate which adds around 4 -5 working days to our wait time for routine appointments. We are working with the University and Student representatives to reduce this DNA rate.

It is difficult for us to respond to anonymous complaints of this sort, it would be best to be able to address their concerns directly and offer medical support if required.

Ngā mihi nui

Kevin Rowlatt | General Manager | Student Health | Victoria University of Wellington

From: [REDACTED]
Sent: Wednesday, 3 October 2018 10:59 a.m.
To: Kevin Rowlatt [REDACTED]
Subject: RE: patient complaint

You are a legend! Thanks

From: Kevin Rowlatt [REDACTED]
Sent: Wednesday, 3 October 2018 10:55 AM
To: [REDACTED]
Subject: RE: patient complaint

Hi [REDACTED]
We will have a response later today or first thing tomorrow.
Cheers Kevin

From: [REDACTED]
Sent: Tuesday, 2 October 2018 11:43 a.m.
To: Kevin Rowlatt [REDACTED]
Cc: [REDACTED]
Subject: patient complaint

Hi Kevin,

Hope you are well. We have received via the Ministry of Health, the following patient complaint which we need to respond too by next week. I wonder if you could investigate and report back to me so we can formulate a response to the Ministry;

"When making an appointment with student health, on average students (if not lucky enough to catch a cancellation appointment) will wait around the 6 week time frame to even see a doctor.

Students who need to see a doctor for common sicknesses, that can further develop into issues if not treated are having to wait weeks before they can talk to a doctor. When approaching student health and explaining my symptoms, I was told my appointment would be in six weeks. I live in Otago, and it was easier for me to see my doctor by travelling home, then it was to see a doctor on campus. Without being able to see a doctor, I was left to suffer without seeing a doctor, no medications nor advise to get better, which impacted my studies as I was not fully focused on class, yet my health. This issue is a point on whether our student health practises are meeting standards of efficiency"

We have not been given any patient details, so I think just your feedback on how you manage wait times and your process for dealing with the issues the patient has raised around medical advice and medication etc. Note their last comment

Thanks Kevin

Ngā mihi

[REDACTED]

[REDACTED]

Level 4, The Willeston Centre, 22 -28 Willeston Street, Te Aro, Wellington 6011

Tū Ora Compass Health

"Better health through great primary care"

Kevin Rowlatt

From: [REDACTED]
Sent: Thursday, 4 October 2018 7:07 AM
To: Kevin Rowlatt
Subject: RE: patient complaint

Good morning Kevin,

Just wanted to say (as we so rarely hear good feedback) that's a great response. Thorough but not defensive. As a writer of many a complaint response in my time I think this is excellent.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
Tū Ora Compass Health
www.compasshealth.org.nz

[REDACTED]
Level 4, Willeston Street, Wellington 6011, New Zealand
PO Box 27 380, Marion Square, Wellington 6141, New Zealand

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From: Kevin Rowlatt [REDACTED]
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nursing scope of practice. Nurses do use standing orders and we have a prescribing nurse who has her own clinic. *There is currently no wait time to see a nurse.*

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Ngā mihi nui

Kevin Rowlatt | General Manager | Student Health | Victoria University of Wellington

Te Whare Wananga o te Upoko o te Ika a Maui | Mauri Ora | Level 1 | Student Union Building | Gate 1, Kelburn Parade | Kelburn | PO Box 600 | Wellington

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Thanks Kevin

Ngā mihi

[Redacted]

[Redacted]

Level 4, The Willeston Centre, 22 -28 Willeston Street, Te Aro, Wellington 6011

Tū Ora Compass Health

“Better health through great primary care”

Kevin Rowlatt

From: Kevin Rowlatt
Sent: Thursday, 4 October 2018 10:46 AM
To: [REDACTED]
Subject: RE: Patient Complaint Student Health Services Victoria University

Hi [REDACTED]
Very happy to have the student contact me directly. My main concern as the exam period approaches is for their health and if we can allay any concerns and provide any medical care to them – we can make this happen.

Thanks for the nice words about my response I was worried it sounded defensive! Thanks for your help with this [REDACTED]
Kevin

From: [REDACTED]
Sent: Thursday, 4 October 2018 8:49 a.m.
To: Kevin Rowlatt [REDACTED]
Subject: FW: Patient Complaint Student Health Services Victoria University

Hi Kevin,

Response from [REDACTED] I agree and should have said sorry, but your response was awesome as [REDACTED] said! Balanced and honest. Are you ok to be the contact for the patient if they want to discuss further? Sort f makes sense as you will then have the patients details and be able to look into it.

[REDACTED]
From: [REDACTED]
Sent: Thursday, 4 October 2018 8:40 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Patient Complaint Student Health Services Victoria University

Thank you [REDACTED] for following up and getting this response.

I will add this information to our response. Would you mind if I gave yours, or Kevin Rowlatts, contact to the complainant to contact should they wish to discuss their case in more depth?

[REDACTED]
[REDACTED]
[REDACTED] | <http://www.health.govt.nz> | [mailto:\[REDACTED\]](mailto:[REDACTED])



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 04/10/2018 08:25 a.m.
Subject: Patient Complaint Student Health Services Victoria University

Good morning [REDACTED]

Thank you for bringing this complaint to our attention. We have contacted the General Manager at the University, Kevin Rowlett, and he has responded with the following:

"I have checked our waiting time for routine GP appointments. At no time during the course of this year has there been a six week wait. During the past several months the wait for routine appointments has been static at 10 working days. Currently it is 9.

We reserve approximately 35% of our appointments for acute same day requests by students wishing to see a GP. Requests for on the day appointments are triaged by our nurses and appointments are made on the basis of medical need. Students who are acutely unwell are always seen on the day. Comprehensive advice on how to manage illness is always provided by those seeking it over the phone by our nurses.

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It is difficult for us to respond to anonymous complaints of this sort, it would be best to be able to address their concerns directly and offer medical support if required".

Please let me know if you require any further information.

Ngā mihi

[REDACTED]

[REDACTED]

Level 4, The Willeston Centre, 22 -28 Willeston Street, Te Aro, Wellington 6011

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Kevin Rowlatt

From: [REDACTED]
Sent: Friday, 5 October 2018 9:52 AM
To: [REDACTED]
Cc: [REDACTED] Kevin Rowlatt
Subject: RE: Patient Complaint Student Health Services Victoria University

Hi [REDACTED]

Just to confirm that Kevin Rowlatt the General Manager at Victoria University is happy to be contacted should the patient have any further questions. His details are;

Kevin Rowlatt | General Manager | Student Health | Victoria University of Wellington

Te Whare Wananga o te Upoko o te Ika a Maui | Mauri Ora | Level 1 | Student Union Building | Gate 1, Kelburn Parade | Kelburn | PO Box 600 | Wellington

Kind regards

[REDACTED]

From: [REDACTED]
Sent: Thursday, 4 October 2018 8:40 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]

Subject: Re: Patient Complaint Student Health Services Victoria University

Thank you [REDACTED] for following up and getting this response.

I will add this information to our response. Would you mind if I gave yours, or Kevin Rowlatts, contact to the complainant to contact should they wish to discuss their case in more depth?

[REDACTED]

[REDACTED]

[REDACTED] | <http://www.health.govt.nz> | [mailto:\[REDACTED\]](mailto:[REDACTED])



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To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

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Ngā mihi

[REDACTED]

[REDACTED]

Level 4, The Willeston Centre, 22 -28 Willeston Street, Te Aro, Wellington 6011

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