

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 an independent trust contracted by the Midland District Health Boards

He panui mou

Mehemea he patai au he whakapae ranei, e 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 contact us:*

1

**FREEPHONE
0800 801 482**

or Hamilton residents phone:
846 1991

2

**Telephone and ask your
nearest representative to visit
you and discuss the matter.**

See back page 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:

Taupo

Maurice Gianotti (07) 377 0992

Hamilton

Lois Livingston (07) 856 5433
Margaret Southgate (07) 856 9522
Cary Douglas (07) 850 5744

Taumarunui

Lorraine Edwards (07) 896 8754

Tauranga

Anne Burnett (07) 575 6906
Michelle Winters (07) 552 4584

Rotorua

Basil Johnson (07) 348 5266
Vivienne Chapman (07) 348 1257

Tokoroa

Gwen Robyns (07) 886 9594

Gisborne

Lee Adams (06) 862 7762
Nancy Sibley (06) 868 9652

Whakatane

Rineke Brosnahan (07) 312 4359

Whitianga

Rae Lalande (07) 866 0443

Taranaki

Ella Borrowes (06) 278 4838

Address
**PO Box 15019
Dinsdale
Hamilton 3243**

Executive Officer:
Raewyn Edgar-Wolfe
Hamilton Office
(07) 846 1991

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

