

Your comments

Your response gives us the opportunity to continually assess and improve the services we provide. If you would like to provide feedback please contact:

Gary Coghlan
Corporate Office
Grey Base Hospital
PO Box 387
GREYMOUTH
Phone: 03 769 7400 ext 2802
Fax: 03 769 7791

For more information please visit the West Coast DHB website:
www.westcoastdhb.health.nz

Complaints

Comments can be made, orally or in writing to the staff member concerned.

We would suggest that you make contact with the staff member concerned in the first instance - it is quite possible that the problem can be resolved immediately.

Unresolved issues

If the issue is not resolved we would encourage you to write to:

The Chief Executive Officer
West Coast District Health Board
P O Box 387
GREYMOUTH

You will receive acknowledgement in writing within 3 working days for written complaints and all complaints will be investigated and resolved to your satisfaction, if possible, within 10 working days.



Kaiāwhina
Whānau Support
Greymouth Hospital

A professional and confidential service
for patients and their whānau

Whānau Support

Greymouth Hospital

Support during the time of your whānau member's inpatient stay and after discharge from hospital.

Although this service is targeted at Maori, it does not exclude anyone else.

Service Hours

Tuesday **8.30am to 5.00pm**
Thursday **8.30am to 5.00pm**

Contact

Airini Royal
Kaiāwhina Whānau Support Worker
Greymouth Hospital
Waterwalk Road, Greymouth
Ph: (03) 769 7400
Mobile Ph: 027 706 4249

Inpatients

* **Whānau (family) meetings / conferences**

Support and advocacy at whānau hui and meetings held within the hospital setting, with other agencies or in the home setting

* **Assist / facilitate clients to other services**

Information and advice about local agencies and support services for you and the development of your health and well-being

* **Whakaruru Hou Whānau House Accommodation**

Whakaruru Hou Whānau House is located on the Greymouth Hospital site. This house is available to inpatients and whānau residing outside the Grey District area.

* **Christchurch Hospital**

If you are transferred to Christchurch Hospital we can contact Canterbury DHB Maori health team on your behalf and arrange for some one to visit with you to ensure you and whānau are supported while you are there receiving treatment.

* **Professional cultural services**

Visits from local Kaumatua can be initiated on your behalf. Kaumatua are available to provide:

- Karakia
- Maori tikanga support
- Maori cultural guidance & support
- Guidance on issues of tapu
- Tangihana support

Outpatient

* **Outpatient Clinics**

Support is available to help you and your whānau to attend Outpatient care or care from other providers such as your GP, Physiotherapists, Resthomes, or Plunket.

* **Transport**

If this is part of your discharge plan, transport assistance can be provided where required and if necessary, to attend outpatient clinics or other healthcare appointments.

* **Information**

Please contact us if you need information about local primary health services, and support services offered by non-health sector agencies.

* **Free Maori health provider service**

A referral can be made to the West Coast Maori health provider to support you and your whānau at home after discharge from hospital. Please contact the Kaiāwhina if you would like more information or a referral to this service.