

OPEN DISCLOSURE STATEMENT

Open disclosure fosters an open and honest relationship between our patients and our GPs, Nurse Practitioners, Nurses, Primary Care Practice Assistants (PCPAs), administrators and management.

It provides opportunities to improve our service delivery and ensures we remain compliant to your rights under the Code of Health & Disability Services Consumers' Rights.

The full Code of Health & Disability Services Consumers' Rights can be found here
<https://www.hdc.org.nz/your-rights/the-code-and-your-rights/>

This statement covers information on the following Rights –

Right 1 – Right to be treated with respect

You have the right to be treated with respect, have your privacy respected, and to be provided with services that take into account your needs, cultural, religious and social values and beliefs.

Right 4 (1) – Right to have services of an appropriate standard

You have the right to have services provided with reasonable care and skill

Right 6 – Right to be fully informed

Right 6(1) You have the right to -

- An explanation of your condition;
- An explanation of the options available, including an assessment of expected risks, side effects, benefits, and costs of each option;
- Advice of the estimated time within which the services will be provided;
- Be notified of any proposed participation in teaching or research, including whether the research requires and has received ethical approval;
- Any other information required by legal, professional, ethical, and other relevant standards;
- The results of tests; and
- The results of procedures

See our Statement regarding Notification of Results

Right 6 (4)

You have the right to receive, on request, a written summary of information provided to third parties.

Right 8 - Right to support

You have the right to have one or more support persons in any consultation (except where safety may be compromised or another consumer's rights may be unreasonably infringed). You will also be offered a chaperone should you need to have a sensitive examination. *See the posters in our waiting & consult rooms regarding support, chaperones and interpretation services.*

Right 10 – Right to complain

You have the right to complain about any of our team, and any of our services. You can make this complaint directly to the provider who provided you with the service being complained about, to our Business Manager, or from the Feedback section on our website. You can also contact Health & Disability Advocacy services by calling 0800 555 050 or making a complaint directly to the Health & Disability Commissioner (www.hdc.org.nz).

We have a set of rules we need to comply with when dealing with complaints. This includes acknowledging the complaint in writing with five (5) working days, and if possible finalising the complaint within 10 working days – if we are unable to do this we will keep you informed and give you a reason as to why we need more time to investigate.

Should you wish to discuss our Open Disclosure Statement, please make contact with our Business Manager, Diane Leyten, by calling her direct dial number 04 550 5419