



**Our address is
500 Southland Road,
Hastings**

- 1 Hospital entrance from Prospect Road
- 2 Entrance to carpark from Prospect Road
- 3 Hospital carparks
- 4 Entrance to carpark from Southland Road

SPECIALISTS

- If your complaint concerns the services or care from your surgeon or anaesthetist, please lodge your complaint directly with them.
- Specialists are independent practitioners and are responsible to their professional associations and the Medical Council of New Zealand.

The Health and Disability Commissioner provides a free advocacy service. The local advocate can be contacted for an appointment at your home or their office.

**The telephone numbers are:
Napier (06) 835 1640, or 0800 555 050**

P +64 6 873 1111 **F** +64 6 873 1112
E hospital@royston.co.nz **W** www.royston.co.nz
 500 Southland Road, Hastings 4122, New Zealand



PATIENT INFORMATION

AS A PATIENT AT ROYSTON HOSPITAL YOU HAVE THE RIGHT TO

- Respect
- Fair treatment
- Dignity and independence
- Appropriate standards of service
- Effective communication
- Information
- Informed choice and consent
- Support
- Decline participating in teaching and research
- Complain

IF YOU WOULD LIKE TO MAKE A COMPLAINT ABOUT SOMETHING THAT HAPPENED TO YOU WHILE AT ROYSTON HOSPITAL

- You may do so yourself
- Your family/whanau or friends can do so on your behalf
- An independent advocate can do so on your behalf

YOU CAN MAKE THE COMPLAINT BY

Speaking to any of the following people:

- Your Nurse
- Ward and/or Theatre Services Manager
- General Manager
- Your Specialist

Providing written feedback:

- On our Complaints form, available from ward staff
- On our electronic patient survey emailed after your discharge
- By writing or emailing:
The General Manager
Royston Hospital
500 Southland Road
Hastings 4122
denisep@royston.co.nz

WHEN THE COMPLAINT HAS BEEN RECEIVED

- We will commence an investigation
- We will acknowledge your complaint in writing within 5 working days
- We will try to complete our investigation within 10 working days
- If it takes longer, we will keep you informed of progress

THE INVESTIGATION WILL BE CARRIED OUT BY A SENIOR STAFF MEMBER AND WILL INCLUDE

- Reviewing all your notes
- Checking the accuracy of all the information provided
- Talking with everyone concerned, including yourself
- Respecting your privacy
- Making every attempt to resolve the issue
- Helping you through the complaint process