



# Te Nīkau Hospital & Health Centre Kaiatawhai team

## About our team

Our Kaiatawhai team provide a patient and whānau (family) support service at Greymouth's Te Nīkau Hospital & Health Centre. We tautoko (support) and awhi (care for, nurture) whānau using a Te Ao Māori approach focused on emotional and cultural support as well as equitable access to health care to improve health outcomes.

We put whānau first, allow for tino rangatiratanga (self-determination), provide manaaki (support and care) and help whānau navigate the health system. We can also assist patients to connect with their primary care team (GP, registered nurse/nurse practitioner) and support access to community services.

## Kaiatawhai support services

We provide a Whānau Ora – Korowai Whānau service as well as a Whānau Ora – Long Term Conditions Management service. During all interactions, we identify any issues preventing patients and whānau from accessing health care and where appropriate, will share this information with hospital and health centre staff and facilitate community referrals if needed.

## Whānau Ora – Korowai Whānau service

We work alongside the hospital's general ward team to connect with patients who will benefit from our services. We let patients know what we do and offer support while they are in the hospital and connect them to primary care services as needed.

This service is available Monday – Friday, 9am – 4pm.

## Whānau Ora – Long Term Conditions Management service

We engage with Māori and Pacific people who are overdue for a long-term conditions annual review. We can provide whānau with appointment times, meet with whānau before their appointment and attend, if needed as support. We provide on-going support to attend outpatient specialist appointments.

This service is available Monday – Thursday, 9am – 4pm.

## Referrals

Referrals can be made to and received from a wide range of services such as:

- CCCN (Complex Clinical Care Network)
- Social Workers
- Cultural Support
- Health Coaches
- Health Improvement Practitioners (HIPs)
- External kaupapa Māori providers
- External community services

## Follow up contact

As everyone's wellbeing is important to us, we will follow up as needed to ensure everything is going smoothly.

This is a great opportunity to hear about interactions with our care teams and how we can improve our service.

*"I really appreciated the service as the team made me feel very well looked after".*

*"I feel a lot better now as I just needed someone to talk to about what was going on".*

## Contact

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***E hara taku toa,  
I te toa takitahi, he toa takatini.***

***My strength is not  
as an individual, but as a collective.***