



# *West Coast District Health Board*

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## *Te Poari Hauora a Rohe o Tai Poutini*

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16 December 2020

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### **RE Official information request WCDHB 9495**

I refer to your email dated 13 November 2020 requesting the following information under the Official Information Act from West Coast DHB. Specifically

- **Please may I see feedback received on the new hospital. We referred to this being collected in several stories around emergency-GP practise. I am interested in feedback from staff as well as patients.**

The West Coast District Health Board has received various feedback from our consumers and our staff regarding the new facility.

Of note the themes we have developed from this feedback for consumers have been:

- **Communication** – This may be in any form such as verbal, lack of signage and information. The West Coast DHB is continuously reviewing communication to provide more clarity around the new processes and technology communication tools.
- **Care/Treatment** – Consumers overall provided positive feedback regarding care and treatment within the new environment. Some issues were identified but these mainly related to the new systems. For some staff, the new facility meant new ways of working and any identified issues were, and continue to be, worked through.
- **Café** – The consumers provided us with feedback about the café specifically about the opening hours. There has been no feedback from staff regarding this.
- **Administration** – There has been some very valuable feedback provided by our consumers with regards to the Administration and main reception area of Te Nikau. Concerns were mainly from patients about where to go for their treatment, as well as the increased consumer flow. It was also a new way of working for the administration teams, and as above, the DHB is continuously reviewing communication and information.
- **Fees** - The general consensus was consumers referring to the way it was in the old hospital for Accident and Emergency. Consumers felt they were paying for ED care. We are working on processes to enable more clarity around what is ED care and what is unplanned care.
- **Management of consumer flow** staff discussed issues regarding the patient flow process for planned, unplanned and urgent care in the initial stages after migration. This has led to staff working within quality teams looking at continually improving the flow of people through the front entrance area.

- **Also, can I ask: have any changes been made as a result of feedback.**
  - The changes that have occurred since the opening of the new facility, have been supportive guidance by the area managers with staff regarding communication and new processes.
  - Improved signage incorporated in the rolling screen at reception.
  - Friends of the hospital provided by St John to help direct patients to the correct department.
  - Maps of the facility are at the reception desk at the main entrance for consumers.

I trust this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely



Ralph La Salle  
**Acting Executive Director**  
**Planning, Funding & Decision Support**