**Hauora and you**

**Māori Healthcare**

**How we can support your health**

1. What aspects would you say are important to your hauora/health and wellbeing?

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|  | Whānau/family & friends |  | Other (please specify) |
|  | Church/spiritual beliefs | Please explain your choice/s: | |
|  | Rongoā/traditional Māori medicine |
|  | Kai/food |
|  | Exercise & sport |

1. How can we as a practice help you take care of your health better?   
   E.g. long-term conditions care, education sessions, follow-up calls, community group support, providing information sheets, marae or church visits, etc.

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|  | Help with long-term conditions |  | Other (please specify) |
|  | Education sessions | Please explain your choice/s: | |
|  | Group support |
|  | Providing written information at appointments |

1. We would like to know what barriers prevent you from doing any of the following:

* Seeking medical help
* Taking prescribed medications for your condition
* Doing tests as requested by the doctor or nurse (blood tests, x-rays, mammograms, etc.)
* Having immunisations/vaccines (flu vaccine, tetanus vaccine, measles/mumps/rubella vaccine, whooping cough vaccine, etc.)
* Coming in for appointments

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|  | Financial/cost |  | Other (please specify) |
|  | Transport | Please explain your choice/s: | |
|  | Uncertainty/ fear/embarrassment |
|  | Not understanding the information |
|  | Time |
|  | Personal/religious beliefs |

**Communication: how we communicate with you**

1. Please tell us about any **positive or negative** experiences you have had relating to how we communicate with you and your whānau:

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1. We want all of our patients to understand the health information we provide. What would help you feel more confident or comfortable to ask us questions about your healthcare? (whether it’s in an appointment or on the phone with a nurse or GP)

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1. How can we make it easier for you to feel you can speak up if you disagree with the nurse or GP’s advice or diagnosis, feel you have been misinterpreted or misunderstood, or feel that your concerns have not been heard?

E.g. a feedback form at reception or in the waiting room, ensuring the GPs or nurses ask you if you agree or disagree with their advice/diagnosis, information on our website about providing feedback, etc.

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**Emergency Department/After-Hours use**

**We know that many of our patients are going to the emergency department at hospitals instead of going to their doctor for non-emergency treatment.**

1. What would make you go to the emergency department for care for yourself or a family member when it is not life threatening or an emergency?

E.g. opening hours, work commitments, timing, cost, location, etc.

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**Information, resources, and environment**

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|  | I feel uncomfortable doing so in front of others |  | I would prefer taking them in the GP/nurse room |
|  | I can’t find what I want |  | Other (please specify) |
|  | Not relatable or in a language I speak | Please explain your choice/s: | |

1. What barriers stop you from taking pamphlets or resources in our waiting room, or from asking the GP or nurse for information to take home with you?
2. Visually or environmentally, what changes could we make in our practice that would make you feel more comfortable when visiting?  
     
   E.g. pamphlets/resources in te reo Māori, pamphlets/resources specific to Māori culture, more diverse artwork or music, etc.

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1. Are there any local programmes, organisations, or people that you would like us to connect with in order to better support yourself and your whānau?

This may be in order to, for example, refer you to them for a particular type of care, help you in better understanding your health condition/s, support you in a way that is culturally relevant, translate information for you, help you access care you are interested in, etc.

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1. Do you have any other comments, feedback, or suggestions to help us improve our services for you? Please note them down here.

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Ngā mihi for your time and feedback.