



## Kia Ora

You may be wondering why you have been sent this survey, and do I **have** to do it?

The short answer is NO, you don't. This is by no means compulsory.

The long answer is, we would **love** to have as much input from our Maori and Pasifika patients as possible so we can find gaps in our service delivery and work with you better.

We are aware that Maori and Pasifika communities can experience barriers when accessing appropriate health and wellbeing services. This is something that we are actively trying to improve. We believe that the best people to ask about their experiences, and changes that they would like to see, are those who are enrolled with us.

We need your honest views about your experiences with us; these start from the moment you pick up the phone to call us, or the moment you walk through our door. We plan to build this into our ongoing quality improvement plan and review our progress throughout the year.

We do very much appreciate your time and your thoughts, experience, and knowledge.

We would appreciate receiving your completed survey by **6<sup>th</sup> of April 2021**. You can return it via email to [laura@ttmc.co.nz](mailto:laura@ttmc.co.nz) or, if you prefer to remain anonymous, you can post this back to us at PO BOX 10 184, Wellington.

Thank you in advance.

Nga Mihi Nui

The Terrace Medical Centre Team.

(Pictured above is our Taonga- Carved and gifted to us by one of our patients, which is now hung in our reception area.)