

19 November 2018

For immediate release

**Innovative Kōrero Mai service co-designed by patients, families and whānau**

Better patient experience and outcomes lie at the very heart of an innovative service launched by the Waitemata DHB and supported by the Health Quality & Safety Commission (the Commission).

Kōrero Mai (Talk to Me) is an initiative designed to help patients and their families and whānau get the help they need if they feel concerned about a change in a patient's condition.

The service is being launched at the North Shore and Waitakere hospitals today after being successfully trialled at select wards earlier this year.

Waitemata DHB Director of Patient Experience David Price says Kōrero Mai is especially innovative because it was designed in partnership with the patients, families and whānau who use the DHB's services.

"They told us how much trust they put in our staff and how good communication is key to a positive patient experience," he says. "They also pointed out that people don't always feel confident to speak up or know where to turn if they are concerned about a change in a patient's condition. Kōrero Mai gives them three simple steps to follow to ensure they know who to turn to."

If a patient, or family or whānau member is concerned about a change in their condition, or the condition of the person they are caring for, they can:

- **ONE:** Press the call bell and talk to their nurse.

If they are not satisfied with the response, they can:

- **TWO:** Ask to talk to the nurse in charge.

If, after taking these first two steps, they are still concerned, they can:

- **THREE:** Call an 0800 number and ask for a review.

The 0800 number is staffed 24/7 by senior nurses who will talk with the patient, family or whānau about their concerns and work out a plan to resolve them.

"Kōrero Mai is designed to ensure that every one of our patients receives the absolute best level of care possible during their time in hospital," Mr Price says. "It's about making sure that everyone is heard and understood."

Other hospitals around the country are developing their own versions of Kōrero Mai in partnership with patients, family and whānau and with support from the Commission.

**Ends**

**For further information, contact:**

Waitemata DHB Media Line, ph. 4871276