

Tell us what you think

How to place feedback

The 24 Hour Surgery Team welcomes your feedback. If you have any concerns or compliments about your care or experience at the surgery, we would like to hear from you.

This will help us improve our services so your next visit is more positive. We also like to hear what we have done well, so this would be appreciated too.

You can do this by:-

- Filling out a feedback form available at the surgery and posting it in the drop box opposite the reception desk.
- Writing a letter or downloading our patient satisfaction survey (available at 24hoursurgery.co.nz/contact-us/feedback) and posting it to us at:
24 Hour Surgery
PO Box 3065
CHRISTCHURCH 8140
- Emailing your feedback to 24hrsfeedback@pegasus.org.nz (This email address is checked from 9am to 5pm, Monday to Friday.)
- Telephoning 365-7777 and asking to speak to our complaints officer.

We will try to get back to you on the same or following day. All feedback receives a written response within five working days.

We may need to access your patient information that was recorded by staff who were involved in your care.

What happens next?

Your feedback will be looked over by a senior clinical staff member and our clinical audit committee. The committee may contact the staff involved in your visit, view your treatment record and other relevant information.

They will then:

Contact you to discuss your concerns and talk over the outcome.

If you need help (advice or support in making your complaint), the Health and Disability Advocacy Service is available to you. This service is available free of charge.

Contact details:

377-7501 Christchurch Office
0800 555 050 Advocacy Nationwide
advocacy.hdc.org.nz

If you are unhappy with the result of our investigation you can contact the Health and Disability Commissioner, who may re-investigate your complaint.

Health and Disability Commissioner's Office
Phone: 0800 11 22 33
PO Box 11934
Wellington 6142
New Zealand
Website: www.hdc.org.nz

Your rights

The Code of Health and Disability Services Consumers' Rights (1996) applies to all health services and disability support services in New Zealand. The code of rights is available on the Health and Disability Commissioner website: www.hdc.org.nz

Frequently asked questions:

When is the best time to visit?

We are open 24 Hours a day, 7 days a week, 365 days a year, so you can visit any time.

We do recommend, however that you call your general practice team first. You can call 24/7 when you or someone in your family is sick. Even after hours a nurse is available to give free health advice. Just phone your usual general practice number.

We are always there if you are advised to get immediate treatment and your general practice is not available.

The best times to visit us (when we are usually less busy) are between:

- 8.00 - 9.00am
- 2.00 - 5.00pm
- after 8pm

If your condition cannot wait and your general practice team is not available, please come and see us immediately.

How long will I need to wait?

Waiting times vary greatly depending on the time of day you visit, how many other patients are waiting and also the severity of your problem.

You may notice that some patients who arrive after you are seen before you. We check each patient on arrival for life-threatening or urgent conditions and they get priority. You can be assured that when your turn comes, the doctor will give your problem the time it deserves.

You are welcome to call us on 365 7777 to ask what the estimated wait time is before you come in.

Continued from previous page...

Does it cost to visit the 24 Hour Surgery?

Yes, for most it does cost to visit us. We are a private, not-for-loss organisation that is owned by Pegasus Health Charitable Ltd. We receive some funding from the government, but this doesn't cover all our expenses and therefore like your general practice we need to charge you a fee.

We are ACC accredited and can therefore treat ACC cases. You may need to pay an ACC surcharge when you visit us for an accident related injury.

We offer free consultations for children under 13 years of age, but only if you visit after 6pm on weekdays and during the weekends.



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CHRISTCHURCH 8140

Email:
24hrsfeedback@pegasus.org.nz

Phone:
365-7777.



24 Hour Surgery feedback

