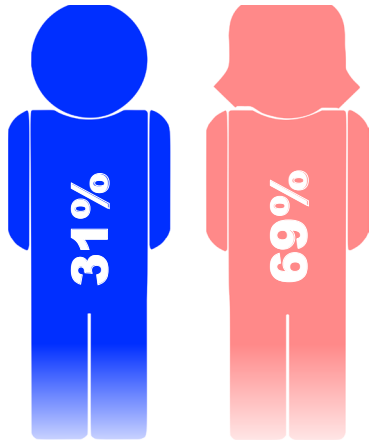




Client Satisfaction Survey 2018

Whānau Health Centres

44% identify as Māori 50% as NZ European 6% as Other



67% of Te Korowai Hauora o Hauraki clients identified as being female

32% identified as being male

1% identified as other

95% are happy "overall" with Te Korowai Hauora o Hauraki services

Quality of Service

rated most important

followed by:

- Convenience
- Professional Service/Confidentiality
- Quality of Service
- Availability of Appointments
- Ability to access multiple services
- Location
- Consistency of Staff

88% would recommend Te Korowai Hauora o Hauraki services to others

31% of our clients are aged **66 years** and over

14% are between **56-65**

23% are between **46-55**

13% are between **36-45**

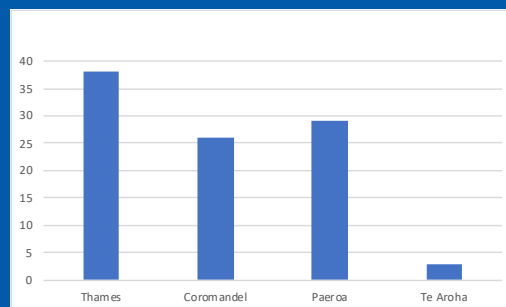
15% are between **25-35**

4% are between **0-16**

78%

of our clients have been using our services for 2 years and more

Services received in:



100%

of Clients rated:

- The Welcome they received
- The Service they Received
- Promptness with Queries
- Happiness with Overall Service as:

Excellent, Very Good or Good

89%

thought the Timing/Availability of Services was: Excellent, Very Good or Good

Thankyou to our clients who kindly took the time to complete this survey.

* The statistics featured on this page are taken from the 66 clients who completed Te Korowai Hauora o Hauraki Client Satisfaction Survey between September and December 2018

Te Korowai Hauora o Hauraki has



GP/nursing clinics in Hauraki rohe

- Thames
- Te Aroha
- Paeroa
- Coromandel

88

Te Korowai Hauora o Hauraki clients completed this **Client Satisfaction Survey** between September and November 2018

Use of Services

GP/Doctor services	42%
Nursing services	21%
Nurse Practitioner	33%
Foot Nurse	2%
Dietitian	1%
School Nursing	1%

97%

believe Te Korowai Hauora o Hauraki follows the holistic principles of **Te Whare Tapa Whā**, treating the "whole person" and not just the disease