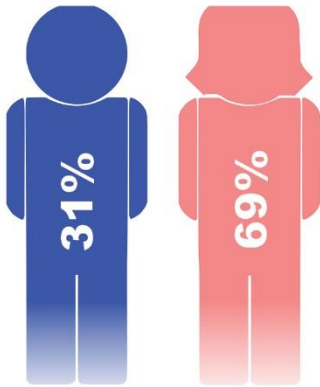




# Client Satisfaction Survey - Clinical Services

# 2017

**54% identify as Māori 43% as NZ European 3% as Other**



69% of Te Korowai Hauora o Hauraki clients identified as being female

31% identified as being male

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

**Quality of Service** rated most important followed by:

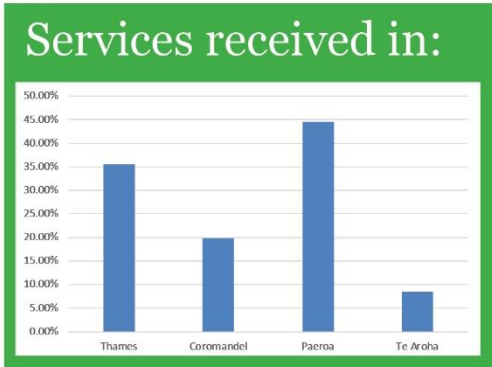
- Convenience
- Location
- Consistency of staff
- Cost
- Availability of appointments
- Ability to access multiple services

**95%** would recommend Te Korowai Hauora o Hauraki services to others



## 82.8%

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



**92%** believe Te Korowai Hauora o Hauraki follows the holistic principles of Te Whare Tapa Whā, treating the "whole person" and not just the disease

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

\* The statistics featured on this page are taken from the 222 clients who completed Te Korowai Hauora o Hauraki Client Satisfaction Survey in July-Sept 2017

## Te Korowai Hauora o Hauraki has

# 4

GP/nursing clinics in Hauraki rohe

- Thames
- Te Aroha
- Paeroa
- Coromandel

# 222

of Te Korowai Hauora o Hauraki clients completed this **Client Satisfaction Survey** in July-August 2017

## Use of Services

222 clients indicated they used the following services

GP/Doctor services	220
Nursing services	177
Whānau Ora Mobile/Chronic Disease	6
Foot Nurse services	25

