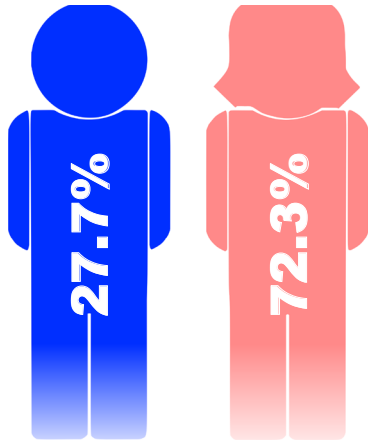




Client Satisfaction Survey

2016

49.9% identify as Māori 36.2% as Pākehā 14.9% as Other



72.3% of Te Korowai Hauora o Hauraki clients identified as being female
27.7% identified as being male

97% are happy "overall" with Te Korowai Hauora o Hauraki services

Quality of Service

rated most important followed by:

- Location
- Convenience
- Cost
- Consistency of Staff
- Availability of Appointments
- Access to Multiple Services

96.5% would recommend Te Korowai Hauora o Hauraki to others

35.1% of our clients are aged **65 years** and over
24.5% are between **56-64**
29.8% are between **25-55**
8.5% are **Under 17**

78.3% of our clients have been using our services for 2 years and more

Use of Services

Te Korowai Hauora o Hauraki also offers a range of other services through its Hinengaro (Mental Health) Oranga o te Tangata (Public Health) and Home Assist arms. (*Home Assist clients completed a separate survey*)

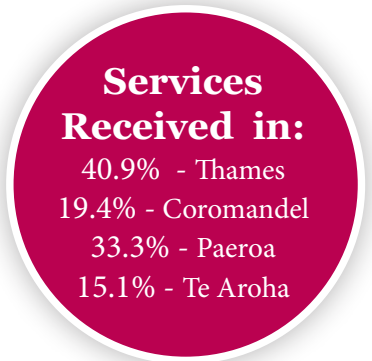
Of the 94 clients who participated in our survey, the following indicated they also used some of our other services, including:

Nursing services	65.6%
Kaumātua	16.1%
Mirimiri	12.9%
Mobile Nursing	6.5%
Kaiwhakaora Māori Healing	5.4%
Oranga Wairua - Palliative Care	4.3%

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

Te Korowai Hauora o Hauraki has **4** GP/nursing clinics in Hauraki rohe - Thames, Te Aroha, Paeroa and Coromandel - with an overall roll of 6782.

94 of Te Korowai Hauora o Hauraki clients completed this **Client Satisfaction Survey** in March-April 2016.



89.5% believe Te Korowai Hauora o Hauraki follows the holistic principles of **Te Whare Tapa Whā**, treating the "whole person" and not just the disease

40.9% receive services in Thames; **33.3%** in Paeroa; **19.4%** in Coromandel and **15.1%** in Te Aroha

* The statistics featured on this page are taken from the 94 clients who completed Te Korowai Hauora o Hauraki Client Satisfaction Survey in May-June 2016.