COUNTIES MANUKAU HEALTH

‘OKU TALITALI LELEI KOE KI HE



Timi Mo‘ui lelei ki he Komiunitī Franklin
09 237 0650

Sēvesi ki he Mo‘ui lelei ‘a e Komiunitī
Tongan



Timi Moʻui lelei ki he Komiunitī Franklin
Pukekohe Hospital, Tuakau Road, Pukekohe

Ko e founga ʻe taha´, te ke lava ʻo ʻiloʻi kimautolu mei he ngaahi Mape ʻi he Google. Taipeʻi ʻa e "**District Nurse Clinic Pukekohe**"

Timi Mo‘ui lelei Ki he Komiunitī Franklin	
Tu‘asila:	1, Tuakau Rd, Pukekohe
Telefoni:	09-2370650 (Tali ‘ae telefoni ‘i he tu‘a taimi´) ‘I ha fakatu‘utāmaki fakatu‘upakē telefoni ki he me‘alele ‘a e falemahaki (Ambulance) – Telefoni ki he 111
Taimi Ngāue:	Mōnite – Falaite: 8.00am – 4.30pm Tokonaki – Sāpate: kau neesi pē mei he 8.00am – 4.30pm. ‘Oku tokosi‘i ange ‘a e kau ngāue ‘i he ngaahi efiafi´, faka‘osinga ‘o e uike´ mo e ngaahi ‘aho mālōlō´ fakapule‘anga. Tu‘a Taimi: Fetu‘utaki ki ho‘o Toketā Fakafāmili pe ki he senitā fakafaito‘o ki he tu‘a taimi.
Neesi Fakavahe ki he Kilīniki´	‘E fetu‘utaki atu kiate koe ke ‘ai ho‘o taimi ‘aponimeni´. ‘Oku tu‘u ‘a e Kilīniki ‘i he tefito‘i Hū‘anga ki he Falemahaki – muimui ki he ngaahi faka‘ilonga ‘i he Kilīniki ki he Kilīniki 2. ‘Oku ‘i ai ‘a e tau‘anga me‘alele ta‘etotongi ‘i he tau‘anga me‘alele.

‘Oku kau ‘i he ngaahi timi Mo‘ui lelei ‘a e Komiunitī´ ‘a e kau

- Neesi Fakavahe, Mataotao ki he Me‘atokoni, Ngāue Fakasōsiale, Ngāue ki he palopalema ‘o e Lea, Ngāue ki he tokanga‘i ‘o e tiupi fakatafe mei he kete , Ngāue ki he fakamālohi‘i ‘o e sino, Ngāue tokoni‘i ke lava ‘a e ngāue faka‘aho, Neesi Makehe ki he palopalema tu‘uofi pe tu‘umama‘o, Kau Ngaue Tokoni ki he Komiunitī (Mofi Hui), Tokanga‘i ‘o e Ngaahi Keisi Faingata‘a, Sivi‘i ‘o e Ngaahi Fiema‘u, Fokotu‘utu‘u Ngāue, Ngāue Tokoni ki he kau Tauhi Mo‘ui lelei, Kau Neesi.

Ko e ngaahi sēvesi´ ‘oku fakatefito ‘i he fiema‘u mo e sivi fakafo‘ituitui´

- ‘Oku fakatefito ‘emau ngāue´ ki he kau mahaki´ mo honau fāmili´ ‘i hono palani mo ‘oatu ‘o e tauhi mo‘ui lelei ‘oku fe‘unga taha´ ke feau ‘a e ngaahi fiema‘u fakafo‘ituitui´. ‘E malava ke fakahoko ‘a e tauhi ko‘eni´ ‘i he ngaahi feitu‘u kehekehe ‘o kau ai ‘a e ‘api ‘o e mahaki´, ‘api ngāue´, ‘apiako´, pe kiliniki ki he komuinitī´.
- ‘E talitali lelei koe ki ha fetalano‘aki ki ha me‘a pē te ne uesia ho‘o mo‘ui lelei´ mo ha taha pe ‘i he Timi Mo‘ui lelei ki he Komiunitī´.
- Temau tokoni‘i koe ke ke lava ‘o nofo pe ‘i ‘api pea fale‘i ho‘o fāmili´/whanau mo e kau tauhi´ ‘i he taimi ‘e fiema‘u ai.
- ‘E malava ke fakahoko ‘a e ngaahi sēvesi´ ‘e he kau ngāue fakapalofesinale kehekehe ‘oku nau ngāue ‘i he loto‘i Timi Mo‘ui lelei ki he Komiunitī´.
- ‘Oku faingamālie ke fakahoko ‘a e ngaahi ‘apoinimeni´ telefoni mo e vitiō ‘o kapau ‘e fe‘unga mo ho‘o fiema‘u´, pea ko e fili pe ia ‘a ‘au. ‘E lava ke talanoa atu kiate koe ‘a ho‘o tokotaha ngāue fakapalofesinale ki he mo‘ui lelei´ fekau‘aki mo e ngaahi me‘a ni.

‘Oku ta‘etotongi ‘e mau ngaahi sēvesi´ ki he kau nofo fonua ‘i Nu‘usila

Ko hoʻo ngaahi Fatongia

Kapau ʻoku ʻikai malava ke keʻi ʻapi ʻi he taimi kuo ʻosi aleaʻi ke ʻaʻahi atu ai ʻa e tokotaha ngāue Moʻui lelei ki he Komiunitī´, **kataki telefoni kimuʻa ʻi he 9.00am ʻi he ʻaho kuo palani ke fakahoko ai ʻa e ʻaʻahi´ ke kaniseli ʻa hoʻo ʻaʻahi.** Telefoni ki he fika ʻi muʻa hoʻo tohi´. ʻOku mahuʻinga ke fakahā ki he ʻofisi´ ʻi he taimi faingamālie vave taha´. Kapau ʻe ʻikai te ke ʻi ʻapi ʻi ha foʻi ʻapoinimeni ʻe ua ʻi he taimi ʻe ʻaʻahi atu ai ʻa e tokotaha ngāue´; ʻe malava ke ʻikai te ke toe kau heʻemau ngāue´ pea ʻe fiemaʻu ke ke ʻalu ki hoʻo Toketā Fakafāmili´ ki ha toe tokoni.

Niʻihi ʻoku ʻIkai Nofo fonua ʻi Nuʻusila

ʻE totongi ʻa e ngaahi sēvesi ki he niʻihi ʻoku ʻikai nofo fonua Nuʻusila´ tukukehe ʻa kinautolu ʻoku tokangaʻi ʻe he ACC.

Malu ʻa e Kau Ngāue

ʻE lava ke ʻaleaʻi ha ngaahi tauhi moʻui lelei kehe kapau ʻe fiemaʻu ʻe he tokotaha ngāue ke tuku ʻa e ʻaʻahi´ ʻo kapau ʻe ʻikai ke ongoʻi malu ʻi hoʻo ʻapi´.

Ki he ngaahi ʻuhinga felāveʻi mo e moʻui lelei´ mo e malu tokotaha ngāue´ ʻe ʻikai ke vete ʻa e sū´ʻi he taimi ʻe hū ai ki ha fale, ka tenau lava ʻo tui ha meʻa ʻi tuʻa honau sū´ kapau ʻe fiemaʻu.

Fanga Kulī

Ko hoʻo fatongia ke mapuleʻi hoʻo kulī ʻi he taimi ʻe ʻaʻahi atu ai ʻemau tokotaha ngāue´. **Kataki** kae nonoʻo mau pe, pē tuku he lotoʻa´ hoʻo fanga kulī´ kimuʻa i he ʻaʻahi atu ʻa e kau ngāue fakapalofesinale ki he moʻui lelei.

ʻAtā – mei he ifi tapaka

ʻOku ʻi ai ʻa e totonu ʻa ʻemau tokotaha ngāue´ ki ha ʻatakai ngāue ʻoku ʻatā mei he ifi tapaka´ pea temau hounga'ia ʻo kapau ʻe ʻikai te ke ifi tapaka ʻi he taimi tenau ʻaʻahi atu ai´.

Faleʻi ki he taʻofi ʻo e ifi tapaka

ʻOku mau ʻiloʻi ʻa e founga ʻe lava maumauʻi ai ʻe he ifi tapaka ʻa hoʻo moʻui lelei´. Temau lava ke ʻoatu ha poupou ke tuku hoʻo ifi´ pē fakahinohinoʻi koe ki ha ngaahi maʻuʻanga tokoni ke tokoniʻi koe ke tuku hoʻo ifi tapaka´.

Fakamamahi ʻi he Fāmili

Ko e fakamamahi ʻi he fāmiliˊ ko e palopalema mamafa ki he moʻui leleiˊ, pea ʻe lava ke ʻi ai hono ngaahi ola kovi ʻi he taimi lōloaˊ kiate koe mo hoʻo fānauˊ. Ko e ngaahi aʻusia ʻo e fakamamahi ʻi he fāmiliˊ ʻoku lahi pea ʻe malava ke kau ai ʻae ngaahi ʻulungāanga te ne fakatupu ʻa e maumau fakasino, fakaeongo, fakasekisiale, fakaʻikonomika mo fakaēhaua. ʻOku ʻikai ke sai ʻa e fakamamahi ʻi he fāmiliˊ. ʻOku ʻi ai ʻa e totonu ʻa e tokotaha kotoa ke moʻui ʻataʻatā mei he fakamamahiˊ.

Talanoa ki hoʻo tokotaha ngāue fakapalofesinale ki he moʻui leleiˊ pē tokotaha te ke falala ki ai fekauʻaki mo e founga pē feituʻu te ke malava ke maʻu mei ai ha tokoni. Kapau ʻoku ke mahavahē pe ilifia ki hoʻo maluˊ telefoni ki he 111 ki ha tokoni fakavavevave. Ki ha toe poupou ʻe ala maʻu ʻi he ngaahi founga ni:
0800 456 450 pe Areyouok.org.nz

Fakahāaʻi ʻo e ngaahi fakamatala kuo maʻu:

Kuo ʻosi fakamatalaʻi kiate au ʻa e ngaahi fakamatala ʻi he tohiˊni ʻi he founga teu malava ai ʻo mahinoʻi pea kuo ʻosi tali kotoa ʻa ʻeku ngaahi fehuʻi.

ʻAho: _____

Fakamoʻoni tokotaha mahaki: _____

Fakamoʻoni tokotaha ngāue: _____

Ko hoʻo totonu fakafoʻituitui (Privacy Act 2020)

Lolotonga ʻemau tokongaʻi hoʻo ngaahi fiemaʻu ki hoʻo moʻui leleiˊ temau fiemaʻu ke tānaki pea lēkooti ʻa e ngaahi fakamatala fekauʻaki mo e moʻui lelei fakafoʻituituiˊ. Ko hoʻo fakamatalaˊ ʻe tauhi malu pea e ʻatā kiate koe, kapau te ke fakaʻamu ke ke sio ki ai. ʻOku ʻi ai foki mo hoʻo totonu ke kole ha ngaahi fakatonutonu ke ʻai ʻi hano fiemaʻu.

Vahevahe Fakaʻilekitulonika ʻa e Fakamatala ʻo ha tokotaha Mahaki

- Kuo hanga ʻe he ngaahi fetuʻutaki fakaʻilekitulonika foʻouˊ ʻo fakafaingamālieʻi ʻa e kau mahakiˊ kenau maʻu ʻi he ʻinitaneti ha konga ʻo ʻenau fakamatalaˊ. Mahalo temau fiemaʻu ke ʻoatu hoʻo fakamatalaˊ ki ha niʻihi hangē ko hoʻo Toketā Fakafāmiliˊ, pe kau ngāue fakapalofesinale ki he moʻui lelei ʻa e komiuniti.

Ko Hoʻo ngaahi Totonu Hoʻo Maʻu ha Sēvesi ki he Moʻui lelei pē Faingataʻaʻia fakasino

Ko e fokotuʻutuʻu ʻeni ʻo e ngaahi totonu kuo fakapapauʻi ʻe he lao ʻoku ʻiloa ko **e Code of Health and Disability Service Consumers' Rights.** ʻOku kaunga ki he ngaahi ngāue kotoa ki he moʻui lelei pē faingataʻaʻia fakasinoˊ, neongo pe te ke totongi pē ʻikai. Ko e tatau kakato ʻo e Code of Rights ʻe maʻu atu mei he tokotaha ʻoku ne tokangaʻi hoʻo moʻui leleiˊ, Komisiona ki he Moʻui lelei mo e Faingataʻaʻia Fakasino pē "Bennett's Government Bookshop". **Kapau te ke fiemaʻu tokoni, fetuʻutaki ki he tokotaha pē kautaha ʻoku nau fakahoko ʻa e sevesiˊ.**

ʻE lava ke fetuʻutaki ki he Komisiona ki he Moʻui lelei moe Faingataʻaʻia Fakasino i ʻOkalani ʻi he (09) 373 3556 pē 0800 112233 pe ʻi he www.hdc.org.nz or Health Advocates Trust; Loki 21, Whaiora Marae Green Building, 19 Otara Rd. Otara telefoni 09 273 9510 mo e 09 273 9549.

1. FAKAʻAPAʻAPA
   ʻOku totonu ke tauhi fakaʻapaʻapaʻi koe ʻi he taimi kotoa pe. ʻOku kau ki heni ʻa e fakaʻapaʻapaʻi hoʻo ʻulungāanga fakafonua, ngaahi meʻa ʻoku ke mahuʻingaʻia mo tui ki ai, pehē ki hoʻo totonu ki hoʻo ngaahi meʻa fakafoituitui.

2. FAINGAMĀLIE TATAU
   ʻOku ʻikai ke totonu ke fakamakehekeheʻi koe ʻe ha taha, fakapōpulaʻi koe ki ha meʻa ʻoku ʻikai te ke fiemaʻu pē kumi faingamālie ʻiate koe ʻi ha faʻahinga founga.

3. NGEIA MO E TAUʻATĀINA
   ʻOku totonu ke poupou kiate koe ʻa e ngaahi sēvesiʹ ke ke moʻui fakangeingeia mo tauʻatāina.

4. NGAAHI TUKUNGA TAAU/FEʻUNGA
   ʻOku ʻi ai hoʻo totonu ke tokangaʻi leleʻi mo tonu koe, pea ke maʻu ʻa e ngaahi sēvesi ʻoku ne fakahāaʻi hoʻo ngaahi fiemaʻuʹ. ʻOku totonu ke ngāue fakataha ʻa kinautolu kotoa ʻoku kaunga ki ho tauhiʹ.

5. FAKAFETUʻUTAKI
   ʻOku ʻi ai hoʻo totonu ke fanongo mai kiate koe, mahinoʻi pea maʻu atu ʻa e fakamatala ʻi ha faʻahinga founga pē ʻoku ke fiemaʻu. ʻOku totonu ke ʻi ai ha fakatonulea ʻi he taimi ʻe fiemaʻu mo faingamālie aiʹ.

6. FAKAMATALA
   ʻOku ʻi ai hoʻo totonu ke fakamatalaʻi atu kiate koe ʻa e tūkunga ʻoku ke ʻi aiʹpea fakahā atu mo e ngaahi meʻa ke ke fili mei aiʹ. ʻE kau heni ʻae lōloa ʻo e taimi te ke tatali aiʹ, fakafuofua ʻo e totongiʹ, ngaahi fakatuʻutāmakiʹ, ngaahi faingamālie mo e ngaahi ola koviʹ. ʻE lava ke ke ʻeke ha ngaahi fehuʻi ke tokoniʻi koe ke ke mahinoʻi ʻaupito.

7. KO HOʻO TUʻUTUʻUNI
   Ko e tuʻutuʻuni ʻe ʻaʻau pe ia. Te ke lava ʻo tali ʻikai pē liliu hoʻo fakakaukau ʻi ha taimi pe.

8. POUPOU
   ʻOku ʻi ai hoʻo totonu ke ʻi ai ha tokotaha mo koe ke poupou atu kiate koe ʻi he lahi taha ʻo e tūkanga ʻoku ke ʻi aiʹ.

9. FAIAKO MO E FAKATOTOLO
   Koe ngaahi totonu koʻeniʹ kotoa ʻoku toe kaunga foki ʻi he taimi ʻoku ke kau ai ʻi he akoʹ moe fekumiʹ.

10. NGAAHI LĀUNGA
    ʻE tokoni hoʻo lāungaʹ ke fakaleleʻi ʻa ʻemau sēvesiʹ pea ʻe ʻikai ke kaunga kovi ia ki he founga hono tokangaʻi koeʹ.

Fakamatala ki he fakaʻatā

ʻI hono fakaʻatā mei he ʻemau ngaahi sēvesiʹ, ʻe ʻoatu ki hoʻo Toketā Fakafāmiliʹ pe tokotaha naʻe ne ʻomai koeʹ, ʻa e fakamatala fakalukufua ʻo e tauhi naʻe fakahoko kiate koe mei he sēvesiʹ pea ʻe malava ke ʻoatu mo hoʻo tatau. Kapau ʻe toe ʻi ai haʻo palopalema, fetuʻutaki ki hoʻo Toketā Fakafāmiliʹ ke mo talanoa ki ha ngaahi founga tauhi kehe.



Ko ‘eku ngaahi fehu‘i ki he ‘eku tīmi ki he mo‘ui lelei,
ngaahi taumu‘a/ngaahi me‘a ‘oku mahu‘inga kiate au:

Founga ‘o e Fakamatala “Feedback”

‘E hounga kiate kimautolu ha ngaahi fakamatala lelei pe kovi fekau‘aki mo ‘emau ngaahi sēvesi´.
Neongo ‘oku mau ngāue ke ‘oatu ‘a e tauhi lelei taha ‘e ala malava´ kiate koe, kā ‘e ‘i ai ‘a e taimi ‘e malava ke ke ta‘efiemālie ki ha ngaahi me‘a ‘o ho tauhi´ pe tauhi ho kainga´. ‘E lava ke ke fakamatala mai ‘i he ngaahi founga ko‘eni:

- Ngāue‘aki ‘a e foomu feedback: ‘eke ki he tokotaha ‘oku ne tauhi koe ki he me‘a´ ni
- Telefoni ki he feitu‘u ‘oku tu‘u ai ‘a e ngāue‘anga ki he mo‘ui lelei ‘a e komiunitī´ ‘o talanoa mo e Neesi Pule´
- Telefoni ki he Sēvesi ki he Kasitomā: 09 277 1660
- ‘Imeili : feedbackcentral@middlemore.co.nz
- Tohi ki he: Feedback Central, Private Bag 93311, Otahuhu 1640

NGAAHI NOUTI:

Ngaahi Fehu‘i Savea kau Mahaki, Timi Mo‘ui lelei ki he Komiunitī Franklin

‘Aho:

Ta‘u: Matakali: Tangata pē Fefine:

Mālō ho‘o tuku taimi ke tali ‘a e ngaahi fehu‘i ko‘eni´. Ko ho‘o ngaahi fakamatala´ ‘oku mahu‘inga kiate kimautolu pea ‘oku mau tali lelei ha ngaahi fakamatala ‘e poupou ke fakalele‘i ‘a e sēvesi´.

Q1. ‘Oku ke fiemālie nai ‘e fanongo ‘a ho‘o tokotaha fakamālohisino/neesi/tauhi totongi´ ki ho‘o ngaahi fiema‘u ‘i he lolotonga ‘a ‘enau sivi pē tauhi koe?

   

Fu‘u fakafiemālie **Fakafiemālie** **‘Ikai fakafiemālie** **Fu‘u ta‘efakafiemālie** **N/A**

Q2. ‘Okú ke fiemālie nai ‘e feau ho‘o ngaahi fiema‘u´ ‘e ha fa‘ahinga me‘angāue fo‘ou/ fakalelei‘i ‘oku ma‘u mai lolotonga ‘a e sēvesi ko ‘ení?

   

Fu‘u fakafiemālie **Fakafiemālie** **‘Ikai fakafiemālie** **Fu‘u ta‘efakafiemālie** **N/A**

Q3. Na‘a ke fiemālie ki hono fakahā atu ‘e he tokotaha fakamālohisino/neesi/ tokotaha tauhi totongi´ ‘a e me‘a ‘oku lolotonga fakahoko?

   

Fu‘u fakafiemālie **Fakafiemālie** **‘Ikai fakafiemālie** **Fu‘u ta‘efakafiemālie** **N/A**

Q4. Na‘a ke fiemālie ki he taimi totonu ‘a e ngaahi sēvesi na‘e fakahoko kiate koe?

   

Fu‘u fakafiemālie **Fakafiemālie** **‘Ikai fakafiemālie** **Fu‘u ta‘efakafiemālie** **N/A**

‘I ai ha toe ngaahi fakamatala kehe?

Fakamālō atu ki ho‘o ngaahi fakamatala´, kataki ‘o fakatokanga‘i ange ko e ‘omai ‘o e ngaahi me‘a´ni ‘e ‘ikai lava ke ‘i ai ha‘ane kaunga kovi ki ho tokanga‘i.

Hae‘i ‘eni ‘o ‘ave ki ha tokotaha ‘o e kau ngāue´ pē kapau ‘oku ke ‘i ha kilīniki, fa‘o ki he puha´, mālō ‘aupito.

Ngaahi Me‘a Mahu‘inga (Values) ki he Mo‘ui lelei ‘a e Counties Manukau

‘Oku mau faka‘amu ke mo‘ui‘aki mo mānava/lea ‘aki ‘emau ngaahi me‘a mahu‘inga (values) ‘i he ‘aho kotoa ke hoko koe makatu‘unga ‘o ‘emau ngaahi taumu‘a ngāue ke ma‘u ha faingamālie tatau ki he mo‘ui lelei ma‘a homau komiunitī´:



FAKAMAHU‘INGA‘I ‘O E TOKOTAHA KOTOA – ‘Ai ke ongo‘i ‘e he tokotaha kotoa ‘oku talitali lelei pea mahu‘inga

ANGA‘OFA – Tokanga‘i ‘a e mo‘ui lelei ‘a e kakai kehe´

FAKATAHA – Fakakau ‘a e tokotaha kotoa koe konga ia ‘o e timi´

LELEI ‘AUPITO – Malu, fakapalofesinale, fakalakalaka ma‘u pe

Ko e Tu‘utu‘uni ki he Ngaahi Totonu

‘Oku ‘uhinga eni kuopau ke ke ma‘u ‘a e

1. Faka‘apa‘apa mo e fakafo‘ituitui
2. Faingamālie tatau
3. Ngeia mo e tau‘atāina
4. Ngaahi Tūkunga taau/fe‘unga
5. Fetu‘utaki ‘aonga/ola lelei
6. Fakamatala
7. Ko ho‘o ngaahi fili mo e tu‘utu‘uni
8. Poupou
9. Totonu lolotonga ‘a e faiako mo e fekumi
10. Tokanga mamafa ki ho‘o ngaahi lāunga´

COUNTIES MANUKAU HEALTH

countiesmanukau.health.nz