

What to tell us when you phone:

- The patient's name
- The patient's ward and bed number
- Your name and phone number



For more information:

View our website for more information:

www.southernhealth.nz/korero-mai

Kōrero Mai is an escalation pathway to help inpatients. It is not for general complaints. Please direct those to ward staff or email:

feedback@southerndhb.govt.nz

Contact Us:

southernhealth.nz

contactus@southerndhb.govt.nz

03 474 0999

Kōrero mai – Talk to me

We know that you know
your whānau best



If you're concerned that you or your family member is getting more unwell while in hospital - we want you to raise these concerns with us.

Southern has launched a new pathway for you to raise a concern about yourself or a family member becoming more unwell while in hospital. You will see posters with the 3 step process in our inpatient wards.

Kōrero mai process:

Step 1: If you are concerned that you or your family member is getting worse or not improving as expected,

talk to the nurse about your concerns

Step 2: If you are still worried that we haven't addressed your concerns and you or your family member has not improved,

go to the ward reception desk and ask to talk to the Nurse in charge

Step 3: If you have followed Step 1 and Step 2 and you are still concerned,

ask to phone our Patient At Risk Team and request a Kōrero mai independent review

Frequently Asked Questions

Q. Why are we doing this?

When we don't listen to whānau concerns, bad outcomes can happen. Family often know best about when their loved ones deteriorate. In 2019 this happened to a family when concerns were raised but not heard. Since then, we have worked very closely with that family, and other staff and consumers to create this pathway to make sure this doesn't happen again.

Q. What do you mean by "concerns"?

We know that family sometimes see signs that their loved one is becoming more unwell before our healthcare teams see it, because you know your whānau best. If you have a concern we want you to tell us, even if you are finding it hard to explain why you're worried. Don't wait to raise a concern - the sooner, the better.

Q. Is this process across the whole hospital?

Kōrero Mai is for our inpatient wards and Emergency Department at Southland Hospital and Dunedin Hospital. If your family member is an outpatient or in the community, we encourage you to raise your concerns with your doctor as you usually would.

Q. What will happen if we get to Step 3?

At Step 3, you can make a phone call (or ask our staff to do it for you) to our Patient At Risk Team. This team covers 24/7 across our hospital. They will come and assess the patient and hear your concerns, and take appropriate action.

Q. How much time does there have to be between the steps?

You can escalate between each step whenever you need to, if you feel that we haven't heard your concerns or you think things are getting worse. It is important that you go through each step before you progress to the next.

Q. I have a concern that isn't about my family member getting more unwell, can I still use this process?

This process is specifically for where there are concerns that the patient is becoming more unwell. If you have a different type of concern, please raise it with the ward team.

Q. Can I text the Patient At Risk team?

No, please only phone as texts may not be seen for many hours. If you need assistance to phone, please ask any of our staff.