

6 July 2018

Dear [REDACTED]

Official information request W18-224

I write following your recent official information request dated 29 June 2018 received at the Wairarapa DHB on 30 June 2018.

This letter addresses your OIA request. Your concerns, from your visit on 26 June 2018 to the Emergency Department, have been forwarded to the Patient Experience Coordinator who will respond directly to you.

Request:

Please provide me with advertising images that were coming up on the TV screen in ED during my visit on 26 June - I found them very distressing considering my lack of mental health services and the behaviour of the receptionist and first nurse. Hardly treating someone with a disability with dignity - leaving me to cry, tick and be upset in front of strangers. Who were much nicer to me than those two women.

Response:

The set of advertising slides that were on display in the Emergency Department on the Patient Information Screen are enclosed.

Please note that this response, or an edited version of this response, may be published on the Wairarapa District Health Board website no less than one week after the response has been provided to you. Any personal or identifying information will be redacted from any response published online. The DHB will endeavour to resolve any concerns you should raise but, subject to any legal grounds for withholding, ultimately reserves the right to publish any information.

If you wish to discuss this response with us, please feel free to contact:

Caroline van Deventer

Communications Administrator

Email: caroline.vanDeventer@wairarapa.dhb.org.nz

Ph: 06 946 9800, ext 5840

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Anna Cardno', with a stylized flourish at the end.

Anna Cardno

Communications Manager

Enclosed: Copy of the advertising images