



**National Council of
Women of New Zealand**

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Wahine O Aotearoa

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**Submission to Standards New Zealand on
DZ 8151 Quality Standards for Accident and Medical Clinics**

The National Council of Women of New Zealand (NCWNZ) is an umbrella organisation representing 43 nationally organised societies. It has 34 branches spread throughout the country to which women from some 150 societies are affiliated.

Members of the Health Standing Committee and the nucleus group support safe and consistent delivery of health services. We agree strongly that the quality standards for accident and medical clinics are necessary particularly since members responding were all able to discuss differing experiences within these kinds of services.

1 Consumer Focussed Services

1.1 Consumer rights.

Members agree with this proposed standard and encourage all medical services to involve consumers in a consideration of it, and to be open and ready to receive feedback. Consumers must feel that they are able to comment both positively and negatively without fear of recrimination.

1.2 Treaty of Waitangi Obligations and

1.3 Cultural Safety.

Members agree with both of these standards as suggested.

2 Access

2.1 Physical Access and

2.2 Clinical Signage and Information

These two areas are very important and rural women have commented that they would expect the same standards in rural areas.

3. Consumer Assessment, Diagnosis, Treatment, and Follow-up

3.1 Triage of consumers.

Several of our members commented specifically on this point and wished to endorse strongly the idea that the consumer must be informed of what is happening both during and after triage. Expected timeframes for treatment must be discussed at the time of triage.

3.2 Providing Assessment, Diagnosis and follow-up information to the Consumer.

Members agree with this standard but it was felt that where the consumer was unable to be informed staff must inform family, whanau, and not use the Privacy Act as a shield.

3.3 Follow-up.

Agree





3.4 Transfer of Information to Other Providers. We agree with the criteria in 3.4.1 and 3.4.2 and believe that this should be adhered to, but it was thought that the consumer needs to sign a form to request the prevention of transfer of information if that is their wish.

3.5 Relationships and Links.

We agree with this.

3.6 Clinical Records.

We agree with this section of the report.

4.5.1 Clinical Requirements.

It is good to see this section included in the standards, as it is essential to have qualified and competent staff in an area such as Accident and Medical centres. This includes organisational management as well.

5.2.1 Quality and Risk Management System and Adverse Events

These are essential quality requirements

5.4.1 Information Management.

NCWNZ has commented in many health documents that all patient records must be protected and able to be retrieved as required under specified circumstances.

5.4.2 Complaint Management This is essential and must be transparent.

6 Standards Relating to Facilities. We agree with this section in its entirety.

Thank you for the opportunity to comment on this document. NCWNZ supports the importance of quality standards in health that reflect current best practice and promote the safety of consumers and staff. We look forward to the implementation of these standards for Accident and Medical centres.

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National President

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Convener, Health Standing Committee