

Health Centre Ltd  
Street  
P.O. Box Auckland 1  
Ph: 0. Fax: 0  
Website: www .co.nz

RECEIVED  
27 NOV 2012  
HDC AKLD

Debbie O'Flaherty  
Complaints Assessment Manager  
Health and Disability Commissioner  
PO Box 1791  
Auckland 1141

COPY

22 November 2012

Re:  
Mr Street

DOB:  
Your ref: C12HDC0

Dear Ms O'Flaherty,

in response to your request to respond to Mr's claim that I breached Right 5 - Right to Effective Communication.

I stress here that I saw Mr two and a half years ago and I do not have clear recall of having seen him however I make the following points:

- In all cases including his I give the reason why I have been asked to see them
- I check with them which benefit if any they are currently receiving
- I check with them who their GP is
- I then carefully go into their working and medical history
- I briefly ask about their social circumstances to get an impression of what they are capable of and the issues that they face.
- I explore the barriers to working.
- I ask their opinion regarding all of the above
- In most cases and his I explain that I request a Host Doctor Report from their own GP

In my report regarding Mr all these issues are clearly covered.

The fact that he has come for an interview at the request of WINZ is clear acceptance that he is willing to do this.

Far from being one sided my interviews are all patient-centred and I am very careful indeed to approach all cases in a standardised and non-judgemental manner

I believe that this is clear in my report to WINZ - a copy of which you have and I attach again

Yours sincerely,

NZMC:  
BSc, MBChB, , FRNZCGP