



# LETTER TO PATIENTS — STRIKE ACTION

Dear patients and whānau

NZNO members are preparing for upcoming strike action that includes many of the nurses, midwives and health care assistants you would usually see caring for patients.

Why are we striking?

Our primary concern is safe staffing. Right now, we simply don't have enough staff to safely care for the volume and complexity of patients coming through the doors.

This isn't just a workplace issue — it's a public health issue.

When there aren't enough nurses:

- ▶ Patients may wait longer to be seen.
- ▶ Critical observations and treatments may be delayed.
- ▶ Errors are more likely, and outcomes can suffer.

While pay increases that keep up with inflation are part of our negotiations, this strike is not about money first. It's about ensuring that you, your whānau, and your community receive safe, timely, and effective care — every day of the year.

What this means for you

During the strike period, only life-preserving services will be maintained.

This means:

- ▶ You may experience longer wait times.
- ▶ Non-urgent care may be delayed or deferred.
- ▶ Some areas of the hospital may have restricted access or reduced staffing.

We understand that this can be frustrating. Please know that striking is not a decision we take lightly. We are deeply committed to our patients — and that's exactly why we are taking this action.

Concerned about your care?

If you believe your care has been impacted by the strike, you have the right to raise your concerns. You can ask to speak to a manager or senior staff member at the time, or contact Health New Zealand | Te Whatu Ora by email [customerservice@health.govt.nz](mailto:customerservice@health.govt.nz) or phone 0800 855 066.

From NZNO members on strike