All changed, changed utterly. A terrible beauty is born.

W B Yeats
“The focus of attention must shift from the doctor to the patient.”

“... health professionals need to listen to their patients, communicate with them, protect them, offer them the best health care within their resources, and bravely confront colleagues if standards slip. If this does not happen, then the kind of events disclosed during this Inquiry may well happen again.”

Cartwright Inquiry, 1988
The Cartwright Report resulted in:

- An overhaul of the health professional laws
- The Health and Disability Commissioner system
- State-appointed ethics committees to oversee research
- A renewed focus on informed consent

A patient’s rights in New Zealand

- Respect, dignity, non-exploitation
- Appropriate standard of care
- Effective communication, full information, and consent
- Support, complaint
Governance reforms

Built on a foundation of professional values and ethics

Self regulation
Separate professional bodies
Greater public involvement
Mechanisms to address power and information asymmetries
Transparency and accountability
Proactive quality assurance