



MAY 23 2019

MR. SHANE THOMPSON  
MLA, NAHENDEH

**Oral Question 693-18(3): Positive Feedback for Health and Social Services**

This letter is in follow up to the Oral Question you raised on March 13, 2019 regarding some of the positive feedback you have heard about the health and social services system.

I appreciate you bringing this topic up in the House, and sharing some of the positive stories you have heard from residents about the staff and the services that they have received at hospitals and health centres. Too often all we hear about are the negative experiences, while the great service and care can go overlooked. We always encourage residents to voice any concerns or issues that they have with the services they receive, as this feedback can highlight gaps and helps staff make improvements to how they operate. The same goes for positive stories; it helps staff learn and also reaffirms that they are providing the best possible care for the clients. With this in mind, I shared the Hansard transcript from our Oral Question exchange with the Chief Operating Officer of the Northwest Territories Health and Social Services Authority – Dehcho region, Mr. Wilson Dimsdale, so that Mr. Dimsdale can share this positive feedback with his staff.

Thanks once again for bringing this positive feedback forward, and for continuing to be a voice for the residents of Nahendeh.

Thank you.

Glen Abernethy  
Minister of Health and Social Services

c Mr. Tim Mercer  
Clerk of the Legislative Assembly

Mr. David Hastings  
Legislative Coordinator, Executive