

30 April 2021

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Dear ██████████

Re: OIA request – Complaints and feedback by division

Thank you for your Official Information Act request received 31 March seeking information from Waitematā District Health Board (DHB) about complaints and feedback received, broken down by division and year.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,600 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

Please provide information relating to your divisions on the following areas in relation to complaints/feedback. For all the below categories, I request breakdowns for each of the last two years (2019, 2020) and 2021 year to date.

- 1. The number of individual items of feedback received by division***
- 2. The number & percentage of complaints resolved by each feedback category***

In response to your request, we are able to provide the following information:

The figures provided in the attached document should be interpreted within the context of our large patient volumes. As noted above, Waitematā DHB is the largest DHB in the country, completing around 120,000 patient discharges each year and around 10,000 outpatient appointments per week – see **Attachment 1**.

In addition, we are the largest mental health service provider in the country, by volume of service-users seen.

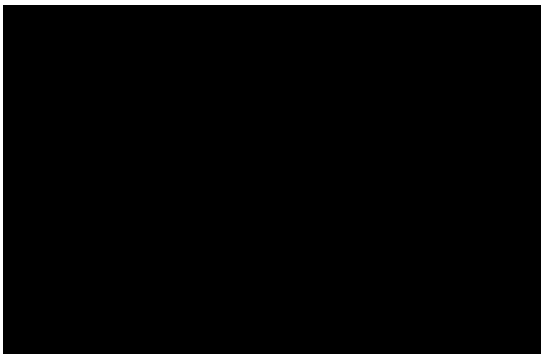
It should also be noted only the Health and Disability Commission (HDC) can close a HDC complaint; it remains open until their investigation is completed.

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**Chief Medical Officer
Waitematā District Health Board**

2019

Type of Feedback	Local complaints		HDC complaints			Compliments	Observations		Privacy Commissioner complaints		Human Rights Commission complaints		Requests		Inquiries**		Suggestions	
	Total	% Resolved	Total	%	Resolved Number closed		Total	Total	% Resolved	Total	% Resolved	Total	% Resolved	Total	% Resolved	Total	% Resolved	Total
Acute & Emergency Medicine	275	100%	17	94.00%	16	150	17	100%	-	-	-	-	53	100%	4	100%	5	100%
CEO	27	100%	6	100.00%	6	1	2	100%	-	-	-	-	2	100%	1	100%	-	-
Chief Medical Officer	1	100%	3	66.00%	2	1	-	-	-	-	-	-	2	100%	61	100%	-	-
Child, Women & Family	138	100%	13	100.00%	13	43	19	100%	-	-	-	-	28	100%	4	100%	7	100%
Clinical Support Services	30	100%	-	-	-	8	10	100%	-	-	-	-	1	100%	1	100%	6	100%
Corporate Services	32	100%	-	-	-	4	2	100%	-	-	-	-	12	100%	-	-	-	-
Deputy CEO	7	100%	-	-	-	2	6	100%	-	-	-	-	3	100%	1	100%	5	100%
Diagnostic Services	21	100%	-	-	-	9	2	100%	-	-	-	-	3	100%	-	-	-	-
Hospital Services	20	100%	1	100.00%	1	10	2	100%	-	-	-	-	1	100%	-	-	2	100%
Hospital Operations *	5	100%	-	-	-	1	1	100%	-	-	-	-	-	-	1	100%	1	100%
Specialty Mental Health & Addiction Services	149	100%	32	97.00%	31	10	4	100%	1	100%	-	-	13	100%	2	100%	-	-
Patient Experience	3	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Speciality Medicine & Health of Older People	96	100%	3	100.00%	3	41	3	100%	-	-	-	-	26	100%	1	100%	1	100%
Surgical & Ambulatory Services	195	100%	19	79.00%	15	109	10	100%	-	-	-	-	41	100%	3	100%	2	100%

* Note: Hospital Operations was closed as a division in 2019 and complaints categorised as either Diagnostic Services or Clinical Support

2020

Type of Feedback	Local complaints		HDC complaints			Compliments	Observations		Privacy Commissioner complaints		Human Rights Commission complaints		Requests		Inquiries**		Suggestions	
	Total	% Resolved	Total	%	Resolved Number closed		Total	Total	% Resolved	Total	% Resolved	Total	% Resolved	Total	% Resolved	Total	% Resolved	Total
Acute & Emergency Medicine	215	100%	30	50%	15	145	24	100%	-	-	-	-	37	100%	-	-	3	100%
CEO	23	100%	2	100%	2	-	-	-	-	-	-	-	1	100%	1	100%	1	100%
Chief Medical Officer	2	100%	-	-	-	4	2	100%	-	-	-	-	3	100%	39	100%	1	100%
Child, Women & Family	139	100%	16	69%	5	65	6	100%	-	-	-	-	20	100%	2	100%	-	-
Clinical Support Services	55	100%	1	-	-	9	5	100%	-	-	-	-	1	100%	3	100%	2	100%
Corporate Services	34	100%	1	100%	1	-	-	-	1	100%	-	-	7	100%	1	100%	-	-
Deputy CEO	8	100%	-	-	-	-	3	100%	-	-	-	-	4	100%	-	-	2	100%
Diagnostic Services	28	100%	-	-	-	6	1	100%	-	-	-	-	1	100%	-	-	1	100%
Hospital Services	20	100%	-	-	-	7	2	100%	-	-	-	-	1	100%	2	100%	-	-
Specialty Mental Health & Addiction Services	105	100%	24	92%	22	21	5	100%	-	-	1	100%	15	100%	2	100%	1	100%
Patient Experience	4	100%	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Speciality Medicine & Health of Older People	83	100%	6	50%	3	36	9	100%	-	-	-	-	22	100%	1	100%	1	100%
Surgical & Ambulatory Services	204	100%	18	72%	13	127	10	100%	-	-	-	-	50	100%	2	100%	1	100%

2021 - Jan to March

Type of Feedback	Local complaints			HDC complaints			Compliments	Observations			Privacy Commissioner complaints		Human Rights Commission complaints		Requests			Inquiries**			Suggestions	
	Total	% Resolved	Resolved Number closed	Total	% Resolved	Resolved Number closed		Total	Total	% Resolved	Resolved Number closed	Total	% Resolved	Total	% Resolved	Total	% Resolved	Resolved Number closed	Total	% Resolved	Resolved Number closed	Total
Acute & Emergency Medicine	52	92%	48	7	57%	3	18	7	86%	6	-	-	-	-	15	93%	12	-	-	-	-	-
CEO	3	66%	2	1	100%	1	-	1	100%	1	-	-	-	-	-	-	-	3	100%	3	-	-
Chief Medical Officer	1	100%	1	1	100%	1	-	1	100%	1	-	-	-	-	-	-	-	15	100%	15	-	-
Child, Women & Family	38	100%	38	2	50%	1	8	3	100%	3	-	-	-	-	1	100%	1	-	-	-	-	-
Clinical Support Services	9	89%	8	-	-	-	1	1	100%	1	-	-	-	-	-	-	-	-	-	-	-	-
Corporate Services	7	71%	5	-	-	-	-	-	-	1	100%	-	-	1	100%	1	1	100%	1	1	100%	1
Deputy CEO	3	100%	3	-	-	-	1	100%	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Services	6	100%	6	-	-	-	-	-	-	-	-	-	-	1	100%	1	-	-	-	-	-	-
Hospital Services	3	100%	3	-	-	-	1	-	-	-	-	-	-	1	100%	1	-	-	-	-	-	-

Specialty Mental Health & Addiction Services	21	95%	20	10	80%	7	1	4	100%	4	-	-	-	-	2	100%	2	-	-	-	-	-
Patient Experience	2	100%	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Speciality Medicine & Health of Older People	29	97%	28	3	66%	2	3	2	100%	2	-	-	-	-	8	75%	6	-	-	-	1	100%
Surgical & Ambulatory Services	46	96%	44	4	0%	0	6	3	100%	3	-	-	-	-	10	80%	8	2	50%	1	-	-

**Note for all tables that the figures recorded as "Inquires" under Chief Medical Officer are for feedback where we are waiting on further information or consent which have not been responded to. A record is kept in case these cases require further follow-up.