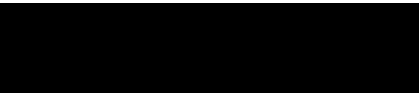




Waitematā
District Health Board
Best Care for Everyone

Specialist Mental Health & Addiction Services
Level 3, 44 Taharoto Road
Private Bag 93-503, Takapuna
Auckland 0622
Telephone: (09) 487-1500
Freephone: 0800 80 9342
Facsimile: (09) 487-1333
Visit: www.waitematadhb.govt.nz

17 February 2020



Dear 

Re: OIA request – Crisis team calls

Thank you for your Official Information Act request received on 24 January seeking information from Waitematā District Health Board (DHB) about the number of calls to crisis teams.

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

Waitematā DHB serves a population of more than 630,000 across the North Shore, Waitakere and Rodney areas, the largest and one of the most rapidly growing DHBs in the country. We are the largest employer in the district, employing around 7,500 people across more than 80 different locations.

Our community mental health crisis service is operated by our Adult Mental Health Services (AMHS) and is provided from three hubs in Takapuna, Henderson and Whangaparaoa. After business hours, the crisis service receives calls related to people under the care of AMHS and all other specialist mental health services, across all ages.

As well as the crisis service, AMHS provide adult community mental health services at:

- the three hubs in Takapuna, Henderson and Whangaparaoa
- two satellite sites at Helensville and Warkworth
- liaison psychiatry
- an ED response team at Waitakere and North Shore hospitals
- two acute inpatient units also based at the two hospital sites.

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

I would like to obtain the number of calls to the mental health crisis team over the past five years broken down by year.

After-hours calls are diverted to either on-call staff or our inpatient units. It is not possible to differentiate between crisis calls and other calls to these phone lines.

Further, there is no differentiation in the clinical coding applied to incoming or outgoing calls. Therefore, a review of individual clinical records of patients who have had phone contact with our crisis teams would be needed to provide this information.

Due to the sensitivity of the information, frontline clinical staff would need to review patient files and it would not be appropriate to use a contractor to review the records. This would take the frontline staff away from their clinical work and prejudice our ability to provide core clinical services.

We have considered whether charging or extending the timeframe for responding would assist us in managing this work and have concluded it would not. Therefore, we have determined to refuse this element of your request under Section 18(f) of the Official Information Act due to substantial collation or research.

However, we can provide some information on the total incoming call volumes to crisis team phone lines, as below.

Please note that these figures are from a system primarily used for internal cost coding purposes and to provide some general traffic information and, therefore, the information is not retained long-term.

Number of incoming calls to crisis team phones		
Area	2018	2019
West Auckland	19144	20407
Rodney	Data no longer available	8256*
North Shore	Data no longer available	8579*

*This information is available from 17/04/19 onwards only.

I would also like to obtain how many of these calls were referred to police.

Waitematā DHB does not routinely collect information about calls referred to the police in a reportable format.

As above, to provide an answer to this question would require the review of individual clinical records.

Therefore, we are refusing your request under s18 (f) of the Official Information Act 1982 due to substantial collation and research.

I would also like to obtain how many calls were not answered.

Waitematā DHB is unable to answer this question as our phone records do not facilitate the collection of this information.

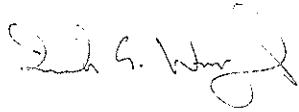
Therefore, we are refusing this element of your request under Section 18(e) of the Act, as the information requested does not exist.

You have the right to seek an independent review of the decisions taken in providing this response by contacting the Office of the Ombudsman via www.ombudsman.parliament.nz.

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

A handwritten signature in black ink, appearing to read 'Derek Wright', written in a cursive style.

Derek Wright
Specialist Mental Health & Addiction Services Lead
Waitematā District Health Board