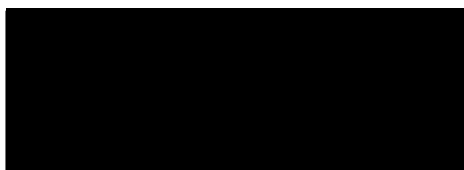


17 September 2019



Dear 

**Re: Official Information Act request – Mental health complaints**

Thank you for your Official Information Act request to Waitematā District Health Board (DHB), regarding mental health complaints for adults and children services and the 24-hour mental health crisis line, received 21 August 2019.

Before responding to your specific questions, it may be useful to provide some context about our services to assist your understanding. Waitematā DHB Specialist Mental Health and Addiction Services serves a population of 630,000 within the Waitematā District and is the largest service in the country by volume of service-users seen. Waitematā DHB Adult Mental Health Services operates from three community hubs, a hospital-based liaison psychiatry service and two acute mental health inpatient units. Waitematā DHB Child, Youth and Family (CYF) Mental Health services, including child and adolescent services, also operate from three community-based hubs. Waitematā DHB also operates Takanga a Fohe (Pacific mental health and addictions, including the Isa Lei clinical mental health team) and Whitiki Maurea (kaupapa Māori mental health and addictions, including the Moko clinical mental health team). The Community Alcohol and Drug Service (CADS) operates across the Auckland Region, as do all our addictions services. The Regional Forensic Psychiatry Service operated by Waitematā DHB serves the entire Northern Region of DHBs, with inpatient units based on the Mason Clinic site.

The mental health services we provide for adults and children had contact with a monthly average of more than 2990 people for the 19 months between 1 January 2018 and 31 July 2019. The number of contacts made during that period to these groups was more than 32,800 contacts. Please note these figures exclude inpatient services because of the way contacts are recorded for inpatient units.

In answer to your questions, please see the responses provided below.

*I request information regarding complaints made to the DHB about its mental health services (for adults and children) and the 24-hour mental health crisis line. For each complaint received between 1st January 2018 and 21st August 2019, I would like to know:*

- The date
- The service being complained about
- A brief description of the complaint

- Whether the complainant was a child or an adult

- The outcome of the complaint (if any)

In the table below, we have provided a brief summary of each complaint. Further detail that may serve to identify individuals has been withheld under Section 9(2)(a) of the Official Information Act to protect the privacy of natural persons. We do not have the consent of individual complainants to provide details of the concerns they have shared. On the same basis, we have withheld the individual dates each complaint was received on and instead provided monthly totals.

If you wish to seek an independent review of this decision, you have the right to contact the Office of the Ombudsman via [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

We can advise that all complaints received have been made by adults.

Date	Mental Health Service	Number of complaints	Nature of complaint	Outcome status
Jan 2018	Adult	3	<ul style="list-style-type: none"> <li>Access related to specialist or specialist services when a referral is made</li> <li>Communication, information and education</li> <li>Clinical care related to medication management</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
Feb 2018	Adult	1	<ul style="list-style-type: none"> <li>Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> </ul>
Mar 2018	Adult	8	<ul style="list-style-type: none"> <li>Clinical care related to treatment</li> <li>Communication information and education</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> </ul>
Apr 2018	Adult	3	<ul style="list-style-type: none"> <li>Clinical care related to treatment, diagnosis, medication management</li> <li>Communication, information and education</li> <li>Access related to specialist or specialist services when a referral is made</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
May 2018	Adult	7	<ul style="list-style-type: none"> <li>Clinical care related to medication management, nursing care</li> <li>Communication, information and education</li> <li>Environment related to physical comfort, privacy</li> <li>Continuity and transition of care related to discharge summary</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
	CYF	2	<ul style="list-style-type: none"> <li>Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
Jun 2018	Adult	7	<ul style="list-style-type: none"> <li>Communication, information and education</li> <li>Clinical care related to treatment</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> </ul>
Jul 2018	Adult	9	<ul style="list-style-type: none"> <li>Clinical care related to treatment, medication management</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>

Date	Mental Health Service	Number of complaints	Nature of complaint	Outcome status
			<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Financial &amp; legal related to funding of health services</li> </ul>	
	CYF	2	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to treatment</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
Aug 2018	Adult	8	<ul style="list-style-type: none"> <li>• Clinical care related to medication management,</li> <li>• Communication, information and education</li> <li>• Continuity and transition of care related to ongoing treatment and services after discharge</li> <li>• Environment related to hygiene</li> <li>• Access related to appointments</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to medication management</li> <li>• Coordination and integration of care related to integration of ancillary and support services</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
Sep 2018	Adult	6	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Access to specialists or specialists services when a referral is made</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
Oct 2018	Adult	6	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Continuity and transition of care related to ongoing treatment and services after discharge</li> <li>• Coordination and integration of care</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>• Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
Nov 2018	Adult	11	<ul style="list-style-type: none"> <li>• Clinical care related to medication management, nursing care, pain management, treatment</li> <li>• Communication, information and education</li> <li>• Environment related to physical comfort</li> <li>• Complaint of lost property</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
Dec 2018	Adult	6	<ul style="list-style-type: none"> <li>• Clinical care related to medication management</li> <li>• Communication, information and education</li> <li>• Access related to appointment availability</li> <li>• Environment related to physical comfort</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	CYF	2	<ul style="list-style-type: none"> <li>• Access related to appointment availability</li> <li>• Clinical care related to medical care</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>

Date	Mental Health Service	Number of complaints	Nature of complaint	Outcome status
Jan 2019	Adult	1	<ul style="list-style-type: none"> <li>• Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>• Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
Feb 2019	Adult	5	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to treatment, medical care, medication management</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>• Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
Mar 2019	Adult	4	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to medical care, treatment</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	CYF	5	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Access related to appointment availability, access to a specialist or specialist services when a referral is made</li> <li>• Clinical care related to treatment</li> <li>• Coordination &amp; integration of care related to integration of ancillary and support services</li> <li>• Involvement of friends &amp; family</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
Apr 2019	Adult	6	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to medication management</li> <li>• Environment related to telephonist services</li> <li>• Complaint of lost property</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	Moko	1	<ul style="list-style-type: none"> <li>• Clinical care related to treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
	CYF	2	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to treatment</li> <li>• Coordination and integration of care related to integration of ancillary and support services</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
May 2019	Adult	7	<ul style="list-style-type: none"> <li>• Communication, information and education</li> <li>• Clinical care related to medication management, treatment, medical care</li> <li>• Continuity and transition of care related to discharge planning</li> <li>• Environment related to hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>
	Isa Lei	1	<ul style="list-style-type: none"> <li>• Continuity and transition of care post-discharge</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>• Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>• Closed</li> </ul>
Jun 2019	Adult	10	<ul style="list-style-type: none"> <li>• Communication, information and</li> </ul>	<ul style="list-style-type: none"> <li>• All closed</li> </ul>

Date	Mental Health Service	Number of complaints	Nature of complaint	Outcome status
			<ul style="list-style-type: none"> <li>education</li> <li>Clinical care related to mediation management, treatment</li> <li>Continuity and transition of care post-discharge</li> </ul>	
	CYF	1	<ul style="list-style-type: none"> <li>Communication, information and education</li> <li>Access to specialist or specialist services when a referral is made</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
Jul 2019	Adult	3	<ul style="list-style-type: none"> <li>Communication, information and education</li> <li>Clinical care related to treatment</li> </ul>	<ul style="list-style-type: none"> <li>All closed</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>Coordination &amp; integration of care related to integration of ancillary and support services</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> </ul>
Aug 2019 (1-21 Aug)	Adult	4	<ul style="list-style-type: none"> <li>Communication, information and education</li> </ul>	<ul style="list-style-type: none"> <li>Two closed</li> <li>Two open investigations</li> </ul>
	CYF	1	<ul style="list-style-type: none"> <li>Access to appointments</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> </ul>

Waitematā DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's 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 feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely

Dr Murray Patton  
Acting Director  
Specialist Mental Health & Addictions Services  
**Waitematā District Health Board**