

25 June 2021

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Dear ██████

**Re: OIA request – Complaints received about palliative care-related issues**

Thank you for your Official Information Act request received 8 June 2021 seeking information from Waitematā District Health Board (DHB) regarding complaints received about palliative care-related issues.

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.

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

- 1. Total number of complaints received relating to decisions to move patients to palliative care and palliative treatment plans and all other palliative-related issues, for each of the years between 2010 - 2021**

From 2010 – 2021, there have been a total of 16 complaints received relating to patients receiving palliative care, palliative treatment plans and all other palliative-related issues.

It should be noted that “palliative care” is not a complaint category. We have sourced the information by searching our databases using the key phrase “palliative care”.

- 2. Total number of complaints, from people who identify as "Asian", received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative-related issues, for each of the years between 2010 - 2021 and**
- 3. Total number of complaints, from people who identify as "Chinese", received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative-related issues, for each of the years between 2010 - 2021**

Of the 16 cases noted in response to question 1, none have identified as Asian or Chinese. From 2015 - 2021, no ethnicity was given for two of the complaints.

The following points should be noted:

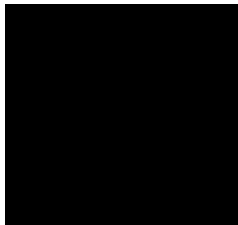
- a new reporting system was introduced in 2015. Prior to this date, information on ethnicity was not collected
- from 2015 onwards, although the new reporting system is able to capture ethnicity, people lodging a complaint are not required to provide it, particularly where the complaint is made by a third party (e.g., family member) on behalf of a patient.

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



**Associate Chief Medical Officer  
Waitematā District Health Board**