

Clinical : Service provision (ED, Gynaecology, Cardiology)
Proactive release 11 April 2020



07 April 2020

9(2)(a)

E-mail: 9(2)(a)

Dear 9(2)(a)

Official Information Act (1982) Request

I write in response to your Official Information Act request, dated 03 March 2020. You requested the following information:

1. **The total number of patients who have waited longer than six hours in the emergency department (ED) each month for the last five years (Jan 2015 - Dec 2019), with a breakdown by gender, ethnicity and age.**
2. **The total number of people prescribed painkillers after presenting to ED each month for the last five years (Jan 2015 -Dec 2019), with a breakdown by gender, ethnicity and age.**
3. **The shortest, average and longest wait time for a patient to be referred from the emergency department to the Gynaecology department each month for the last five years. (Jan 2015 – Dec 2019).**
4. **The shortest, average and longest wait time for a patient to be referred from the emergency department to the Cardiology department each month for the last five years. (Jan 2015- Dec 2019).**
5. **The shortest, average and longest wait time for a patient to be referred from the emergency department to the Urology department each month for the last five years (Jan 2015- Dec 2019).**
6. **The number of declined referrals from the emergency department each month for the last five years (Jan 2015 to Dec 2019), with a break down by gender, ethnicity and age.**
7. **The total number of complaints received by the DHB relating a referral to a mental health service, each month for the last five years (Jan 2015 - Dec 2019) with a breakdown by gender, ethnicity and age.**
 - a. **Also, with one sentence to explain what each complaint is about.**
8. **The total number of complaints received by the DHB relating undiagnosed symptoms or misdiagnosed conditions each month last year (Jan 2015 – Dec 2019), with a breakdown by gender, ethnicity and age.**
 - a. **Also, with one sentence to explain what each complaint is about, without naming or identifying anyone.**

The information sought in this request is to be used as part of a report by the New Zealand Herald into gender bias within the health system.

For context, CM Health Services provide health and support services to more than 569,400 people residing in South Auckland, both in hospitals and community settings, along with some regional and supra-regional specialist services (Burns, Plastics and Orthopaedics). Our services are delivered via hospital, outpatient/ ambulatory and community-based models of care. We employ more than 7,500 staff, and see more than 118,000 presentations at the Middlemore Hospital Emergency Department each year.

We note that use of this data as presented to compare DHB performance may be misleading, and should be interpreted with caution given the differences in DHB demographics, population size and the extent and capacity considerations for specialities.

Given your focus is on gender bias; we note that the current Counties Manukau population is a more youthful and ethnically diverse than the NZ total population, with Statistics NZ 2018 estimates were that there were more than 268,000 male and 271,000 females resident in Counties Manukau.

Our responses to each of your questions are below.

1. *The total number of patients who have waited longer than six hours in the emergency department (ED) each month for the last five years (Jan 2015 - Dec 2019), with a breakdown by gender, ethnicity and age.*

Please refer to **Appendix 1**. This data was extracted from clinical coding data, aligned to the 6-hour Target rules. It will not include those patients who arrived but before being seen, or those who were admitted directly to a Short Stay unit in the Emergency Department as their first location.

2. *The total number of people prescribed painkillers after presenting to ED each month for the last five years (Jan 2015 -Dec 2019), with a breakdown by gender, ethnicity and age.*

We have no comprehensive mechanism in place to extract this information – it would require significant cross-match of patient level data from pharmaceuticals dispensing and Emergency Care presentations. Given we see in excess of 118,000 presentations per annum, we are declining this element of your request at this time, due to the significant collation required to provide this analysis. If you wish to discuss a more focussed request on this matter with us, please contact us to discuss.

3. *The shortest, average and longest wait time for a patient to be referred from the emergency department to the Gynaecology department each month for the last five years. (Jan 2015 – Dec 2019).*
4. *The shortest, average and longest wait time for a patient to be referred from the emergency department to the Cardiology department each month for the last five years. (Jan 2015- Dec 2019).*
5. *The shortest, average and longest wait time for a patient to be referred from the emergency department to the Urology department each month for the last five years (Jan 2015- Dec 2019).*

Please refer to **Appendix 2**. This provides this information for Gynaecology and Cardiology referrals from the Emergency Department for ongoing acute care after an Emergency presentation, and split by age, gender, and ethnicity tables.

Note that this data is not a referral for planned/ outpatient care, which are generally initially initiated by Primary Care. In using this data, we note that the request asks for wait time (minimum/ maximum and average), and therefore doesn't reflect all volumes in the month. The time-frames also do not explain any individual clinical considerations or system capacity constraints that influenced outcomes.

Counties Manukau patients requiring acute specialist care for urology needs is provided by Auckland DHB, and patients are transferred there in agreement between the DHBs , so we do not hold urology referral wait times.

6. *The number of declined referrals from the emergency department each month for the last five years (Jan 2015 to Dec 2019), with a breakdown by gender, ethnicity and age.*

On arrival the Emergency Departments, all patients undergo a brief triage or screening to determine the nature and severity of the illness or injury. Those with more severe symptoms or injuries will be treated before those with less serious conditions. All patients referred to other specialties from the Emergency Department are seen and clinically reviewed in the Emergency Department or hospital by those specialty services, so there are no declined referrals.

7. *The total number of complaints received by the DHB relating a referral to a mental health service, each month for the last five years (Jan 2015 - Dec 2019) with a breakdown by gender, ethnicity and age.*
 - a. *Also, with one sentence to explain what each complaint is about.*

Please refer to **Appendix 3**. We note that the number of complaints received related to a mental health referral are very small, compared to the number of people who are referred to our Mental Health Service each year.

To provide this data, we needed to review all complaints logged as submitted under Mental Health in our Feedback System. This system uses assigned categories to note matters raised by the complainant. Complaints and feedback may arise from service users, family or advocates, and may cover a broad range of concerns, that require investigation and validation. We value all feedback, and work to achieve mutually beneficial outcomes.

For this request, we identified complaints that included categories of '*ability to obtain appointment after referral*' or '*waiting lists*' were manually extracted for this request. Given the small number of complaints, we have aggregated the details of age/ ethnicity and gender and are withholding further details, as this could enable identification of individuals.

8. *The total number of complaints received by the DHB relating undiagnosed symptoms or misdiagnosed conditions each month last year (Jan 2015 – Dec 2019), with a breakdown by gender, ethnicity and age.*
 - a. *Also, with one sentence to explain what each complaint is about, without naming or identifying anyone.*

Please refer to **Appendix 3**. We note that the number of complaints received related to a un/misdiagnosed condition are very small, compared to the number of people who are seen each year.

To provide this data, we needed to manually review all complaints logged in our Feedback System. For this request, any complaints within above timeframe assigned to category of '*Diagnosis*' and/or '*Care and Treatment*' were manually reviewed by an analyst and reviewed for inclusion as to un/misdiagnosis. Given the small number of complaints, we have aggregated the details of age/ ethnicity and gender, and are withholding further details, as we believe that detailing this could enable identification of individuals.

As noted above, this system uses assigned categories to note matters raised by the complainants, who can include service users, family or advocates, and cover a broad range of concerns, which require investigation and validation. We value all feedback, and work to achieve mutually beneficial outcomes.

As further context on this matter, the following detail may be useful to understand. Assigning a diagnosis is the clinical process of determining which disease or condition explains a person's symptoms and signs. Often this process will see one or more diagnostic options progressively narrowed down or confirmed using medical tests, but this doesn't always lead to an immediate definitive or absolute diagnosis. Information on cases where a mis/undiagnosed condition occurred may emerge subsequent to treatment or not at all, and application of these terms can be subjective.

We accept that cases of a misdiagnosis can occur for a range of reasons, and we fully acknowledge the potential severity of the impact for some people when this occurs. Our services maintain systems to fully investigate all patient/family complaints that may raise concerns on diagnosis (delays, incorrect), incidents and serious adverse events reported. We routinely use expert and peer review to check and confirm our clinical processes are appropriate.

The Health and Disability Commission has robust processes in place to investigate complaints, including those made by individuals who believe misdiagnosis has occurred. The Commission make their investigation findings and recommendations publicly available.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,



Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health



HEALTH INTELLIGENCE AND INFORMATICS

Date range 01/01/2015 to 31/12/2019

Data source: Data warehouse

Search criteria: Must meet 6 hour rule eligibility

Table 1: Emergency Presentations eligible for 6 hour rule by age group and whether met 6hr rule MMH Jan 2015-Dec 2019 by Month

Month	0_14			0_14 Total	15_64			15_64 Total	65 and Over			65 and Over Total	All Ages		
	Not Met	Met	% Met	Total	Not Met	Met	% Met	Total	Not Met	Met	% Met	Total	Total Met	% Met	Total
2015/01	32	1,745	98.2%	1,777	237	4,822	95.3%	5,059	84	1,450	94.5%	1,534	8,017	95.8%	8,370
2015/02	56	1,662	96.7%	1,718	220	4,241	95.1%	4,461	93	1,298	93.3%	1,391	7,201	95.1%	7,570
2015/03	49	1,926	97.5%	1,975	214	4,845	95.8%	5,059	66	1,415	95.5%	1,481	8,186	96.1%	8,515
2015/04	37	1,776	98.0%	1,813	175	4,571	96.3%	4,746	57	1,306	95.8%	1,363	7,653	96.6%	7,922
2015/05	36	2,006	98.2%	2,042	130	4,618	97.3%	4,748	84	1,376	94.2%	1,460	8,000	97.0%	8,250
2015/06	46	2,161	97.9%	2,207	192	4,408	95.8%	4,600	101	1,421	93.4%	1,522	7,990	95.9%	8,329
2015/07	51	2,377	97.9%	2,428	297	4,530	93.8%	4,827	113	1,503	93.0%	1,616	8,410	94.8%	8,871
2015/08	60	2,593	97.7%	2,653	314	4,531	93.5%	4,845	151	1,594	91.3%	1,745	8,718	94.3%	9,243
2015/09	45	2,307	98.1%	2,352	256	4,215	94.3%	4,471	126	1,440	92.0%	1,566	7,962	94.9%	8,389
2015/10	45	1,854	97.6%	1,899	214	4,326	95.3%	4,540	79	1,383	94.6%	1,462	7,563	95.7%	7,901
2015/11	42	1,856	97.8%	1,898	261	4,320	94.3%	4,581	86	1,366	94.1%	1,452	7,542	95.1%	7,931
2015/12	36	1,850	98.1%	1,886	242	4,493	94.9%	4,735	79	1,403	94.7%	1,482	7,746	95.6%	8,103
2016/01	16	1,746	99.1%	1,762	200	4,830	96.0%	5,030	73	1,355	94.9%	1,428	7,931	96.5%	8,220
2016/02	53	1,878	97.3%	1,931	291	4,550	94.0%	4,841	110	1,222	91.7%	1,332	7,650	94.4%	8,104
2016/03	35	2,052	98.3%	2,087	192	4,836	96.2%	5,028	80	1,382	94.5%	1,462	8,270	96.4%	8,577
2016/04	36	1,719	97.9%	1,755	236	4,469	95.0%	4,705	105	1,351	92.8%	1,456	7,539	95.2%	7,916
2016/05	30	1,959	98.5%	1,989	200	4,707	95.9%	4,907	94	1,372	93.6%	1,466	8,038	96.1%	8,362
2016/06	33	2,055	98.4%	2,088	188	4,502	96.0%	4,690	95	1,358	93.5%	1,453	7,915	96.2%	8,231
2016/07	25	2,280	98.9%	2,305	192	4,458	95.9%	4,650	96	1,517	94.0%	1,613	8,255	96.3%	8,568
2016/08	31	2,082	98.5%	2,113	209	4,592	95.6%	4,801	119	1,543	92.8%	1,662	8,217	95.8%	8,576
2016/09	20	2,079	99.0%	2,099	217	4,523	95.4%	4,740	114	1,433	92.6%	1,547	8,035	95.8%	8,386
2016/10	18	1,908	99.1%	1,926	193	4,484	95.9%	4,677	98	1,478	93.8%	1,576	7,870	96.2%	8,179
2016/11	26	1,800	98.6%	1,826	271	4,360	94.1%	4,631	107	1,394	92.9%	1,501	7,554	94.9%	7,958
2016/12	37	1,864	98.1%	1,901	248	4,544	94.8%	4,792	86	1,433	94.3%	1,519	7,841	95.5%	8,212
2017/01	16	1,495	98.9%	1,511	242	4,645	95.0%	4,887	115	1,417	92.5%	1,532	7,557	95.3%	7,930
2017/02	31	1,642	98.1%	1,673	312	4,180	93.1%	4,492	136	1,178	89.6%	1,314	7,000	93.6%	7,479
2017/03	32	1,705	98.2%	1,737	298	4,786	94.1%	5,084	86	1,453	94.4%	1,539	7,944	95.0%	8,360
2017/04	28	1,802	98.5%	1,830	406	4,382	91.5%	4,788	155	1,376	89.9%	1,531	7,560	92.8%	8,149
2017/05	48	1,825	97.4%	1,873	421	4,451	91.4%	4,872	139	1,415	91.1%	1,554	7,691	92.7%	8,299
2017/06	69	2,343	97.1%	2,412	525	4,337	89.2%	4,862	243	1,399	85.2%	1,642	8,079	90.6%	8,916
2017/07	91	2,206	96.0%	2,297	869	3,930	81.9%	4,799	445	1,367	75.4%	1,812	7,503	84.2%	8,908
2017/08	59	2,263	97.5%	2,322	625	4,213	87.1%	4,838	296	1,444	83.0%	1,740	7,920	89.0%	8,900
2017/09	71	1,936	96.5%	2,007	395	4,273	91.5%	4,668	168	1,396	89.3%	1,564	7,605	92.3%	8,239
2017/10	41	1,872	97.9%	1,913	475	4,447	90.3%	4,922	197	1,369	87.4%	1,566	7,688	91.5%	8,401
2017/11	86	1,871	95.6%	1,957	540	4,154	88.5%	4,694	200	1,324	86.9%	1,524	7,349	89.9%	8,175
2017/12	63	1,920	96.8%	1,983	571	4,536	88.8%	5,107	209	1,392	86.9%	1,601	7,848	90.3%	8,691
2018/01	53	1,740	97.0%	1,793	631	4,738	88.2%	5,369	216	1,366	86.3%	1,582	7,844	89.7%	8,744
2018/02	95	1,610	94.4%	1,705	612	4,163	87.2%	4,775	190	1,256	86.9%	1,446	7,029	88.7%	7,926
2018/03	61	1,820	96.8%	1,881	605	4,801	88.8%	5,406	179	1,407	88.7%	1,586	8,028	90.5%	8,873
2018/04	43	1,658	97.5%	1,701	533	4,470	89.3%	5,003	194	1,334	87.3%	1,528	7,462	90.6%	8,232
2018/05	57	1,914	97.1%	1,971	418	4,488	91.5%	4,906	172	1,409	89.1%	1,581	7,811	92.4%	8,458
2018/06	83	1,945	95.9%	2,028	610	4,248	87.4%	4,858	248	1,373	84.7%	1,621	7,566	88.9%	8,507

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Date range 01/01/2015 to 31/12/2019

Data source: Data warehouse

Search criteria: Must meet 6 hour rule eligibility

Table 1: Emergency Presentations eligible for 6 hour rule by age group and whether met 6hr rule MMH Jan 2015-Dec 2019 by Month

Month	0_14			0_14 Total	15_64			15_64 Total	65 and Over			65 and Over Total	All Ages		
	Not Met	Met	% Met	Total	Not Met	Met	% Met	Total	Not Met	Met	% Met	Total	Total Met	% Met	Total
2018/07	89	2,278	96.2%	2,367	910	4,153	82.0%	5,063	408	1,327	76.5%	1,735	7,758	84.6%	9,165
2018/08	145	2,307	94.1%	2,452	894	4,140	82.2%	5,034	424	1,389	76.6%	1,813	7,836	84.3%	9,299
2018/09	170	1,903	91.8%	2,073	952	3,656	79.3%	4,608	423	1,236	74.5%	1,659	6,795	81.5%	8,340
2018/10	69	1,793	96.3%	1,862	712	4,061	85.1%	4,773	261	1,444	84.7%	1,705	7,298	87.5%	8,340
2018/11	99	1,772	94.7%	1,871	834	3,862	82.2%	4,696	299	1,313	81.5%	1,612	6,947	84.9%	8,179
2018/12	55	1,710	96.9%	1,765	725	4,224	85.4%	4,949	294	1,359	82.2%	1,653	7,293	87.2%	8,367
2019/01	54	1,614	96.8%	1,668	699	4,252	85.9%	4,951	294	1,436	83.0%	1,730	7,302	87.5%	8,349
2019/02	69	1,616	95.9%	1,685	663	3,848	85.3%	4,511	245	1,233	83.4%	1,478	6,697	87.3%	7,674
2019/03	81	1,943	96.0%	2,024	1,030	3,993	79.5%	5,023	371	1,217	76.6%	1,588	7,153	82.8%	8,635
2019/04	108	1,870	94.5%	1,978	838	3,641	81.3%	4,479	371	1,216	76.6%	1,587	6,727	83.6%	8,044
2019/05	223	2,074	90.3%	2,297	985	3,856	79.7%	4,841	457	1,233	73.0%	1,690	7,163	81.1%	8,828
2019/06	266	2,120	88.9%	2,386	1,172	3,281	73.7%	4,453	527	1,184	69.2%	1,711	6,585	77.0%	8,550
2019/07	212	1,973	90.3%	2,185	1,473	2,909	66.4%	4,382	698	1,140	62.0%	1,838	6,022	71.6%	8,405
2019/08	197	1,958	90.9%	2,155	1,145	3,415	74.9%	4,560	507	1,177	69.9%	1,684	6,550	78.0%	8,399
2019/09	156	1,687	91.5%	1,843	1,078	3,467	76.3%	4,545	428	1,164	73.1%	1,592	6,318	79.2%	7,980
2019/10	109	1,670	93.9%	1,779	958	3,745	79.6%	4,703	402	1,274	76.0%	1,676	6,689	82.0%	8,158
2019/11	120	1,684	93.3%	1,804	971	3,548	78.5%	4,519	369	1,237	77.0%	1,606	6,469	81.6%	7,929
2019/12	115	1,721	93.7%	1,836	782	3,928	83.4%	4,710	313	1,372	81.4%	1,685	7,021	85.3%	8,231
Total	4,259	114,795	96.4%	119,054	31,298	255,996	89.1%	287,294	12,975	81,419	86.3%	94,394	452,210	90.3%	500,742

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Date range 01/01/2015 to 31/12/2019

Data source: Data warehouse

Search criteria: Must meet 6 hour rule eligibility

Table 2: Emergency Presentations eligible for 6 hour rule by prioritised ethnicity and whether met 6hr rule MMH Jan 2015-Dec 2019 by Month

Month	Maaori			Maaori Total	Pacific			Pacific Total	Asian			Asian Total	Other			Other Total	All ethnicities		
	Not Met	Met	% Met		Not Met	Met	% Met		Not Met	Met	% Met		Not Met	Met	% Met		All Met	% Met	Total
201501	71	1,446	95.3%	1,517	112	2,639	95.9%	2,751	44	1,032	95.9%	1,076	126	2,900	95.8%	3,026	8,017	95.8%	8,370
201502	68	1,245	94.8%	1,313	136	2,325	94.5%	2,461	41	1,040	96.2%	1,081	124	2,591	95.4%	2,715	7,201	95.1%	7,570
201503	67	1,447	95.6%	1,514	100	2,647	96.4%	2,747	32	1,161	97.3%	1,193	130	2,931	95.8%	3,061	8,186	96.1%	8,515
201504	54	1,364	96.2%	1,418	83	2,476	96.8%	2,559	37	1,090	96.7%	1,127	95	2,723	96.6%	2,818	7,653	96.6%	7,922
201505	50	1,461	96.7%	1,511	66	2,639	97.6%	2,705	31	1,102	97.3%	1,133	103	2,798	96.4%	2,901	8,000	97.0%	8,250
201506	64	1,484	95.9%	1,548	104	2,722	96.3%	2,826	44	1,141	96.3%	1,185	127	2,643	95.4%	2,770	7,990	95.9%	8,329
201507	74	1,525	95.4%	1,599	172	2,885	94.4%	3,057	57	1,197	95.5%	1,254	158	2,803	94.7%	2,961	8,410	94.8%	8,871
201508	102	1,545	93.8%	1,647	187	3,108	94.3%	3,295	50	1,245	96.1%	1,295	186	2,820	93.8%	3,006	8,718	94.3%	9,243
201509	74	1,465	95.2%	1,539	152	2,672	94.6%	2,824	54	1,196	95.7%	1,250	147	2,629	94.7%	2,776	7,962	94.9%	8,389
201510	52	1,419	96.5%	1,471	131	2,436	94.9%	2,567	40	1,108	96.5%	1,148	115	2,600	95.8%	2,715	7,563	95.7%	7,901
201511	107	1,347	92.6%	1,454	119	2,387	95.3%	2,506	44	1,118	96.2%	1,162	119	2,690	95.8%	2,809	7,542	95.1%	7,931
201512	66	1,352	95.3%	1,418	110	2,459	95.7%	2,569	46	1,160	96.2%	1,206	135	2,775	95.4%	2,910	7,746	95.6%	8,103
201601	47	1,384	96.7%	1,431	106	2,604	96.1%	2,710	40	1,215	96.8%	1,255	96	2,728	96.6%	2,824	7,931	96.5%	8,220
201602	94	1,428	93.8%	1,522	153	2,541	94.3%	2,694	65	1,118	94.5%	1,183	142	2,563	94.8%	2,705	7,650	94.4%	8,104
201603	55	1,483	96.4%	1,538	106	2,727	96.3%	2,833	48	1,250	96.3%	1,298	98	2,810	96.6%	2,908	8,270	96.4%	8,577
201604	58	1,319	95.8%	1,377	135	2,470	94.8%	2,605	55	1,079	95.1%	1,134	129	2,671	95.4%	2,800	7,539	95.2%	7,916
201605	61	1,491	96.1%	1,552	102	2,621	96.3%	2,723	44	1,258	96.6%	1,302	117	2,668	95.8%	2,785	8,038	96.1%	8,362
201606	55	1,501	96.5%	1,556	95	2,691	96.6%	2,786	37	1,145	96.9%	1,182	129	2,578	95.2%	2,707	7,915	96.2%	8,231
201607	50	1,514	96.8%	1,564	114	2,824	96.1%	2,938	42	1,199	96.6%	1,241	107	2,718	96.2%	2,825	8,255	96.3%	8,568
201608	76	1,525	95.3%	1,601	113	2,789	96.1%	2,902	44	1,191	96.4%	1,235	126	2,712	95.6%	2,838	8,217	95.8%	8,576
201609	65	1,427	95.6%	1,492	113	2,722	96.0%	2,835	39	1,299	97.1%	1,338	134	2,587	95.1%	2,721	8,035	95.8%	8,386
201610	60	1,425	96.0%	1,485	90	2,593	96.6%	2,683	46	1,220	96.4%	1,266	113	2,632	95.9%	2,745	7,870	96.2%	8,179
201611	81	1,385	94.5%	1,466	137	2,408	94.6%	2,545	53	1,201	95.8%	1,254	133	2,560	95.1%	2,693	7,554	94.9%	7,958
201612	78	1,390	94.7%	1,468	114	2,545	95.7%	2,659	37	1,221	97.1%	1,258	142	2,685	95.0%	2,827	7,841	95.5%	8,212
201701	71	1,374	95.1%	1,445	116	2,490	95.5%	2,606	49	1,172	96.0%	1,221	137	2,521	94.8%	2,658	7,557	95.3%	7,930
201702	82	1,293	94.0%	1,375	143	2,352	94.3%	2,495	78	1,046	93.1%	1,124	176	2,309	92.9%	2,485	7,000	93.6%	7,479
201703	78	1,498	95.1%	1,576	154	2,606	94.4%	2,760	55	1,175	95.5%	1,230	129	2,665	95.4%	2,794	7,944	95.0%	8,360
201704	105	1,417	93.1%	1,522	200	2,558	92.7%	2,758	75	1,118	93.7%	1,193	209	2,467	92.2%	2,676	7,560	92.8%	8,149
201705	133	1,447	91.6%	1,580	210	2,519	92.3%	2,729	64	1,146	94.7%	1,210	201	2,579	92.8%	2,780	7,691	92.7%	8,299
201706	162	1,446	89.9%	1,608	287	2,863	90.9%	3,150	119	1,243	91.3%	1,362	269	2,527	90.4%	2,796	8,079	90.6%	8,916
201707	245	1,401	85.1%	1,646	491	2,609	84.2%	3,100	154	1,111	87.8%	1,265	515	2,382	82.2%	2,897	7,503	84.2%	8,908
201708	192	1,420	88.1%	1,612	299	2,726	90.1%	3,025	130	1,268	90.7%	1,398	359	2,506	87.5%	2,865	7,920	89.0%	8,900
201709	124	1,408	91.9%	1,532	209	2,588	92.5%	2,797	81	1,166	93.5%	1,247	220	2,443	91.7%	2,663	7,605	92.3%	8,239
201710	147	1,450	90.8%	1,597	232	2,532	91.6%	2,764	107	1,229	92.0%	1,336	227	2,477	91.6%	2,704	7,688	91.5%	8,401
201711	131	1,359	91.2%	1,490	304	2,357	88.6%	2,661	107	1,224	92.0%	1,331	284	2,409	89.5%	2,693	7,349	89.9%	8,175

HEALTH INTELLIGENCE AND INFORMATICS

Date range 01/01/2015 to 31/12/2019

Data source: Data warehouse

Search criteria: Must meet 6 hour rule eligibility

Table 2: Emergency Presentations eligible for 6 hour rule by prioritised ethnicity and whether met 6hr rule MMH Jan 2015-Dec 2019 by Month

Month	Maaori			Maaori Total	Pacific			Pacific Total	Asian			Asian Total	Other			Other Total	All ethnicities		
	Not Met	Met	% Met		Not Met	Met	% Met		Not Met	Met	% Met		Not Met	Met	% Met		All Met	% Met	Total
201712	170	1,370	89.0%	1,540	305	2,658	89.7%	2,963	128	1,278	90.9%	1,406	240	2,542	91.4%	2,782	7,848	90.3%	8,691
201801	160	1,410	89.8%	1,570	327	2,671	89.1%	2,998	115	1,235	91.5%	1,350	298	2,528	89.5%	2,826	7,844	89.7%	8,744
201802	156	1,218	88.6%	1,374	326	2,384	88.0%	2,710	138	1,064	88.5%	1,202	277	2,363	89.5%	2,640	7,029	88.7%	7,926
201803	167	1,451	89.7%	1,618	278	2,633	90.5%	2,911	119	1,304	91.6%	1,423	281	2,640	90.4%	2,921	8,028	90.5%	8,873
201804	149	1,297	89.7%	1,446	273	2,461	90.0%	2,734	109	1,265	92.1%	1,374	239	2,439	91.1%	2,678	7,462	90.6%	8,232
201805	132	1,491	91.9%	1,623	229	2,595	91.9%	2,824	89	1,211	93.2%	1,300	197	2,514	92.7%	2,711	7,811	92.4%	8,458
201806	180	1,328	88.1%	1,508	302	2,640	89.7%	2,942	110	1,284	92.1%	1,394	349	2,314	86.9%	2,663	7,566	88.9%	8,507
201807	252	1,427	85.0%	1,679	493	2,792	85.0%	3,285	194	1,240	86.5%	1,434	468	2,299	83.1%	2,767	7,758	84.6%	9,165
201808	286	1,389	82.9%	1,675	522	2,734	84.0%	3,256	194	1,319	87.2%	1,513	461	2,394	83.9%	2,855	7,836	84.3%	9,299
201809	275	1,197	81.3%	1,472	539	2,321	81.2%	2,860	201	1,173	85.4%	1,374	530	2,104	79.9%	2,634	6,795	81.5%	8,340
201810	210	1,351	86.5%	1,561	352	2,361	87.0%	2,713	146	1,255	89.6%	1,401	334	2,331	87.5%	2,665	7,298	87.5%	8,340
201811	229	1,263	84.7%	1,492	413	2,252	84.5%	2,665	183	1,162	86.4%	1,345	407	2,270	84.8%	2,677	6,947	84.9%	8,179
201812	208	1,386	87.0%	1,594	323	2,499	88.6%	2,822	154	1,185	88.5%	1,339	389	2,223	85.1%	2,612	7,293	87.2%	8,367
201901	213	1,302	85.9%	1,515	348	2,419	87.4%	2,767	134	1,195	89.9%	1,329	352	2,386	87.1%	2,738	7,302	87.5%	8,349
201902	200	1,256	86.3%	1,456	333	2,140	86.5%	2,473	107	1,164	91.6%	1,271	337	2,137	86.4%	2,474	6,697	87.3%	7,674
201903	285	1,306	82.1%	1,591	478	2,373	83.2%	2,851	189	1,236	86.7%	1,425	530	2,238	80.9%	2,768	7,153	82.8%	8,635
201904	229	1,202	84.0%	1,431	442	2,392	84.4%	2,834	202	1,104	84.5%	1,306	444	2,029	82.0%	2,473	6,727	83.6%	8,044
201905	303	1,315	81.3%	1,618	585	2,599	81.6%	3,184	249	1,136	82.0%	1,385	528	2,113	80.0%	2,641	7,163	81.1%	8,828
201906	357	1,194	77.0%	1,551	758	2,369	75.8%	3,127	267	1,107	80.6%	1,374	583	1,915	76.7%	2,498	6,585	77.0%	8,550
201907	436	1,135	72.2%	1,571	804	2,170	73.0%	2,974	361	976	73.0%	1,337	782	1,741	69.0%	2,523	6,022	71.6%	8,405
201908	351	1,275	78.4%	1,626	673	2,339	77.7%	3,012	274	1,008	78.6%	1,282	551	1,928	77.8%	2,479	6,550	78.0%	8,399
201909	296	1,140	79.4%	1,436	593	2,254	79.2%	2,847	276	1,021	78.7%	1,297	497	1,903	79.3%	2,400	6,318	79.2%	7,980
201910	281	1,254	81.7%	1,535	466	2,281	83.0%	2,747	240	1,067	81.6%	1,307	482	2,087	81.2%	2,569	6,689	82.0%	8,158
201911	269	1,139	80.9%	1,408	501	2,113	80.8%	2,614	199	1,150	85.2%	1,349	491	2,067	80.8%	2,558	6,469	81.6%	7,929
201912	227	1,289	85.0%	1,516	409	2,306	84.9%	2,715	210	1,231	85.4%	1,441	364	2,195	85.8%	2,559	7,021	85.3%	8,231
Total	9,120	82,270	90.0%	91,390	16,567	151,886	90.2%	168,453	6,677	70,254	91.3%	76,931	16,168	147,800	90.1%	163,968	452,210	90.3%	500,742

HEALTH INTELLIGENCE AND INFORMATICS

Date range 01/01/2015 to 31/12/2019

Data source: Data warehouse

Search criteria: Must meet 6 hour rule eligibility

Table 3: Emergency Presentations eligible for 6 hour rule by gender and whether met 6hr rule MMH Jan 2015-Dec 2019 by Month

Month	Female			Female Total	Male			Male Total	Unknown/ not captured			Unknown Total	All genders		
	Not Met	Met	% Met		Not Met	Met	% Met		Not Met	Met	% Met		All Met	% Met	
201501	181	4,035	95.7%	4,216	172	3,982	95.9%	4,154					8,017	95.8%	8,370
201502	205	3,666	94.7%	3,871	164	3,535	95.6%	3,699					7,201	95.1%	7,570
201503	160	4,197	96.3%	4,357	169	3,989	95.9%	4,158					8,186	96.1%	8,515
201504	143	3,918	96.5%	4,061	126	3,735	96.7%	3,861					7,653	96.6%	7,922
201505	133	3,989	96.8%	4,122	117	4,011	97.2%	4,128					8,000	97.0%	8,250
201506	192	4,006	95.4%	4,198	147	3,984	96.4%	4,131					7,990	95.9%	8,329
201507	247	4,238	94.5%	4,485	214	4,172	95.1%	4,386					8,410	94.8%	8,871
201508	277	4,345	94.0%	4,622	248	4,373	94.6%	4,621					8,718	94.3%	9,243
201509	239	4,023	94.4%	4,262	188	3,937	95.4%	4,125		2	100.0%	2	7,962	94.9%	8,389
201510	193	3,869	95.2%	4,062	145	3,693	96.2%	3,838		1	100.0%	1	7,563	95.7%	7,901
201511	208	3,793	94.8%	4,001	181	3,749	95.4%	3,930					7,542	95.1%	7,931
201512	178	3,880	95.6%	4,058	179	3,866	95.6%	4,045					7,746	95.6%	8,103
201601	135	4,056	96.8%	4,191	154	3,874	96.2%	4,028		1	100.0%	1	7,931	96.5%	8,220
201602	247	3,933	94.1%	4,180	207	3,717	94.7%	3,924					7,650	94.4%	8,104
201603	172	4,077	96.0%	4,249	135	4,193	96.9%	4,328					8,270	96.4%	8,577
201604	197	3,885	95.2%	4,082	180	3,654	95.3%	3,834					7,539	95.2%	7,916
201605	181	4,078	95.8%	4,259	143	3,960	96.5%	4,103					8,038	96.1%	8,362
201606	172	3,999	95.9%	4,171	144	3,916	96.5%	4,060					7,915	96.2%	8,231
201607	144	4,169	96.7%	4,313	169	4,086	96.0%	4,255					8,255	96.3%	8,568
201608	184	4,162	95.8%	4,346	175	4,055	95.9%	4,230					8,217	95.8%	8,576
201609	192	4,169	95.6%	4,361	159	3,866	96.0%	4,025					8,035	95.8%	8,386
201610	155	4,002	96.3%	4,157	154	3,868	96.2%	4,022					7,870	96.2%	8,179
201611	214	3,862	94.7%	4,076	190	3,692	95.1%	3,882					7,554	94.9%	7,958
201612	193	3,936	95.3%	4,129	178	3,905	95.6%	4,083					7,841	95.5%	8,212
201701	197	3,810	95.1%	4,007	176	3,747	95.5%	3,923					7,557	95.3%	7,930
201702	261	3,591	93.2%	3,852	218	3,409	94.0%	3,627					7,000	93.6%	7,479
201703	186	4,051	95.6%	4,237	230	3,893	94.4%	4,123					7,944	95.0%	8,360
201704	305	3,875	92.7%	4,180	284	3,685	92.8%	3,969					7,560	92.8%	8,149
201705	314	3,904	92.6%	4,218	294	3,787	92.8%	4,081					7,691	92.7%	8,299
201706	475	4,151	89.7%	4,626	362	3,928	91.6%	4,290					8,079	90.6%	8,916
201707	758	3,792	83.3%	4,550	647	3,711	85.2%	4,358					7,503	84.2%	8,908
201708	533	3,999	88.2%	4,532	447	3,921	89.8%	4,368					7,920	89.0%	8,900
201709	335	3,901	92.1%	4,236	299	3,703	92.5%	4,002		1	100.0%	1	7,605	92.3%	8,239
201710	390	3,924	91.0%	4,314	323	3,764	92.1%	4,087					7,688	91.5%	8,401
201711	443	3,702	89.3%	4,145	383	3,647	90.5%	4,030					7,349	89.9%	8,175

HEALTH INTELLIGENCE AND INFORMATICS

Date range 01/01/2015 to 31/12/2019

Data source: Data warehouse

Search criteria: Must meet 6 hour rule eligibility

Table 3: Emergency Presentations eligible for 6 hour rule by gender and whether met 6hr rule MMH Jan 2015-Dec 2019 by Month

Month	Female			Female Total	Male			Male Total	Unknown/ not captured			Unknown Total	All genders		
	Not Met	Met	% Met		Not Met	Met	% Met		Not Met	Met	% Met		All Met	% Met	
201712	442	3,903	89.8%	4,345	401	3,944	90.8%	4,345		1	100.0%	1	7,848	90.3%	8,691
201801	465	4,008	89.6%	4,473	435	3,836	89.8%	4,271					7,844	89.7%	8,744
201802	462	3,584	88.6%	4,046	435	3,445	88.8%	3,880					7,029	88.7%	7,926
201803	429	4,079	90.5%	4,508	416	3,949	90.5%	4,365					8,028	90.5%	8,873
201804	414	3,821	90.2%	4,235	356	3,641	91.1%	3,997					7,462	90.6%	8,232
201805	365	4,043	91.7%	4,408	282	3,768	93.0%	4,050					7,811	92.4%	8,458
201806	477	3,965	89.3%	4,442	464	3,601	88.6%	4,065					7,566	88.9%	8,507
201807	770	3,979	83.8%	4,749	637	3,779	85.6%	4,416					7,758	84.6%	9,165
201808	779	4,049	83.9%	4,828	683	3,787	84.7%	4,470	1		0.0%	1	7,836	84.3%	9,299
201809	845	3,438	80.3%	4,283	700	3,357	82.7%	4,057					6,795	81.5%	8,340
201810	545	3,713	87.2%	4,258	497	3,585	87.8%	4,082					7,298	87.5%	8,340
201811	634	3,469	84.5%	4,103	598	3,478	85.3%	4,076					6,947	84.9%	8,179
201812	562	3,694	86.8%	4,256	512	3,599	87.5%	4,111					7,293	87.2%	8,367
201901	557	3,682	86.9%	4,239	490	3,618	88.1%	4,108		2	100.0%	2	7,302	87.5%	8,349
201902	525	3,342	86.4%	3,867	452	3,355	88.1%	3,807					6,697	87.3%	7,674
201903	779	3,616	82.3%	4,395	703	3,537	83.4%	4,240					7,153	82.8%	8,635
201904	690	3,387	83.1%	4,077	627	3,340	84.2%	3,967					6,727	83.6%	8,044
201905	876	3,631	80.6%	4,507	789	3,532	81.7%	4,321					7,163	81.1%	8,828
201906	1,102	3,264	74.8%	4,366	863	3,321	79.4%	4,184					6,585	77.0%	8,550
201907	1,328	2,950	69.0%	4,278	1,055	3,072	74.4%	4,127					6,022	71.6%	8,405
201908	1,036	3,203	75.6%	4,239	813	3,347	80.5%	4,160					6,550	78.0%	8,399
201909	935	3,146	77.1%	4,081	727	3,172	81.4%	3,899					6,318	79.2%	7,980
201910	836	3,445	80.5%	4,281	633	3,244	83.7%	3,877					6,689	82.0%	8,158
201911	812	3,278	80.1%	4,090	648	3,191	83.1%	3,839					6,469	81.6%	7,929
201912	624	3,509	84.9%	4,133	586	3,511	85.7%	4,097		1	100.0%	1	7,021	85.3%	8,231
Total	26,028	229,185	89.8%	255,213	22,503	223,016	90.8%	245,519	1	9	90.0%	10	452,210	90.3%	500,742



HEALTH INTELLIGENCE AND INFORMATICS

Date range : Arrived Jan 2015 to Dec 2019

Requested by: OIA

Data pulled: 9/03/2020

Data source: Data warehouse

Search criteria: Discharged from Emergency Care under Gynaecology

Patients that arrive at an Emergency Department [without seeing GP first] are seen by doctors who specialise in Emergency Medicine.

If the patients require more care/ admission into hospital ,they are referred to the appropriate specialty - whilst still in the Emergency Department.

Note: this doesn't reflect the number of cases referred, nor the other factors influencing capacity/ individual clinical circumstances for cases in each month.

The average time from Emergency Medicine Doctors referring a patient until 'to be seen' by gynaecology was 119 minutes between 2015 and 2019, as shown in Table 1.

Table 1: Time to be seen from Emergency Medicine referral to seen by Gynaecology (Minutes)

Gynaecology	Min Time (minutes)	Average Time (minutes)	Max Time (minutes)
5yrs	0	119	838

Table 2: Time to be seen from Emergency Medicine referral to seen by Gynaecology per month

Month	Min Time (minutes)	Average Time (minutes)	Max Time (minutes)
Jan-15	0	89	411
Feb-15	0	109	503
Mar-15	0	124	415
Apr-15	1	112	401
May-15	0	102	407
Jun-15	1	109	432
Jul-15	0	100	387
Aug-15	1	121	562
Sep-15	0	129	774
Oct-15	0	91	480
Nov-15	1	115	389
Dec-15	1	127	446
Jan-16	1	113	394
Feb-16	1	109	620
Mar-16	0	103	373
Apr-16	2	126	473
May-16	1	127	541
Jun-16	3	99	382
Jul-16	0	91	343
Aug-16	0	95	567
Sep-16	1	112	549
Oct-16	1	101	456
Nov-16	1	99	355
Dec-16	1	107	395
Jan-17	1	96	370
Feb-17	3	92	285
Mar-17	0	117	530
Apr-17	2	115	526
May-17	0	111	435
Jun-17	1	161	582
Jul-17	3	136	521
Aug-17	0	136	526
Sep-17	0	138	768

Month	Min Time (minutes)	Average Time (minutes)	Max Time (minutes)
Oct-17	1	105	590
Nov-17	0	125	554
Dec-17	1	101	589
Jan-18	1	117	570
Feb-18	2	101	340
Mar-18	0	130	572
Apr-18	3	114	513
May-18	0	105	519
Jun-18	0	131	464
Jul-18	0	110	457
Aug-18	5	115	470
Sep-18	0	149	631
Oct-18	0	130	598
Nov-18	0	140	694
Dec-18	0	106	453
Jan-19	0	113	470
Feb-19	4	119	450
Mar-19	1	147	493
Apr-19	0	119	717
May-19	1	134	543
Jun-19	1	135	766
Jul-19	0	155	572
Aug-19	0	127	523
Sep-19	0	145	603
Oct-19	0	135	710
Nov-19	6	174	642
Dec-19	0	133	838
5yrs	0	119	838

HEALTH INTELLIGENCE AND INFORMATICS

Date range : Arrived Jan 2015 to Dec 2019

Requested by: OIA

Data pulled: 29/04/2020

Data source: Data warehouse

Search criteria: Discharged from Emergency Department under Cardiology

Patients that arrive at an Emergency Department [without seeing GPs first] are seen by doctors who specialise in Emergency Medicine.
If the patients require more care/ admission into hospital ,they are referred to the appropriate specialty - whilst still in the Emergency Department.

Note: this doesn't reflect the number of cases referred, nor the other factors influencing capacity/ or individual clinical circumstances for cases in any month.

The average time it took Emergency Medicine doctors referring a patient to be seen by cardiology was 76 minutes between 2015 and 2019 as shown in Table 1.

Table 1: Time to be seen from Emergency Medicine referral to seen by Cardiology (minutes)

Cardiology	Min Time (minutes)	Average Time (minutes)	Max Time (minutes)
5yrs	0	76	1,249

Table 3: Time to be seen from Emergency Medicine referral to seen by Cardiology per month

Month	Min Time (minutes)	Average Time (minutes)	Max Time (minutes)
Jan-15	1	43	227
Feb-15	1	52	129
Mar-15	1	35	198
Apr-15	1	37	131
May-15	1	67	161
Jun-15	3	64	299
Jul-15	-	37	157
Aug-15	-	98	1,249
Sep-15	1	52	174
Oct-15	1	46	224
Nov-15	1	54	226
Dec-15	1	59	275
Jan-16	2	81	627
Feb-16	3	58	212
Mar-16	2	70	360
Apr-16	2	64	263
May-16	3	62	218
Jun-16	2	98	317
Jul-16	2	59	395
Aug-16	2	75	250
Sep-16	-	77	260
Oct-16	-	85	272
Nov-16	1	79	309
Dec-16	1	54	170
Jan-17	-	87	363
Feb-17	1	57	208
Mar-17	-	85	402
Apr-17	1	59	265
May-17	1	74	337
Jun-17	1	69	374

Month	Min Time (minutes)	Average Time (minutes)	Max Time (minutes)
Jul-17	-	87	599
Aug-17	-	83	526
Sep-17	-	77	481
Oct-17	4	69	337
Nov-17	-	76	387
Dec-17	-	70	248
Jan-18	2	96	595
Feb-18	-	77	351
Mar-18	-	56	275
Apr-18	3	53	215
May-18	-	69	244
Jun-18	-	59	336
Jul-18	1	76	382
Aug-18	-	81	339
Sep-18	4	94	405
Oct-18	-	84	387
Nov-18	-	83	596
Dec-18	3	69	242
Jan-19	1	109	385
Feb-19	-	68	325
Mar-19	-	93	539
Apr-19	3	100	373
May-19	1	111	425
Jun-19	-	104	342
Jul-19	2	82	330
Aug-19	-	87	440
Sep-19	4	103	494
Oct-19	-	88	347
Nov-19	-	113	362
Dec-19	1	77	221
5yrs	-	76	1,249

Table 2: Time to be seen from Emergency Medicine referral to seen by Cardiology per month by gender

Month	Female			Male		
	Min Time	Avg Time	Max Time	Min Time	Avg Time	Max Time
5yrs	0	76	596	0	76	1,249

Table 4: Time to be seen from Emergency Medicine referral to seen by Cardiology per month by gender

Month	Female			Male		
	Min Time	Avg Time	Max Time	Min Time	Avg Time	Max Time
Jan-15	15	63	176	1	33	227
Feb-15	1	23	52	5	72	129
Mar-15	1	48	198	1	27	91
Apr-15	2	47	80	1	34	131
May-15	1	69	161	9	66	138
Jun-15	3	27	91	5	80	299
Jul-15	-	35	122	1	38	157
Aug-15	-	64	93	-	102	1,249
Sep-15	4	73	173	1	29	95
Oct-15	1	53	135	1	44	224
Nov-15	15	69	138	1	44	226
Dec-15	1	52	217	1	64	275
Jan-16	2	35	104	10	96	627
Feb-16	3	48	125	3	62	212
Mar-16	2	75	252	5	67	360
Apr-16	3	56	147	2	68	263
May-16	3	47	177	3	68	218
Jun-16	2	99	317	2	98	288
Jul-16	6	43	224	2	65	395
Aug-16	15	76	226	2	75	250
Sep-16	12	56	109	-	82	260
Oct-16	1	92	272	-	82	259
Nov-16	1	74	162	1	80	309
Dec-16	3	33	71	1	66	170
Jan-17	1	101	363	-	82	300
Feb-17	1	56	208	3	58	139
Mar-17	5	87	245	-	84	402
Apr-17	1	40	160	3	84	265
May-17	13	72	170	1	75	337
Jun-17	3	63	231	1	72	374

Month	Min Time	Avg Time	Max Time	Min Time	Avg Time	Max Time
Jul-17	2	71	231	-	97	599
Aug-17	1	71	229	-	90	526
Sep-17	1	78	293	-	76	481
Oct-17	5	87	337	4	61	258
Nov-17	-	84	387	3	70	237
Dec-17	3	98	213	-	57	248
Jan-18	9	141	595	2	63	296
Feb-18	-	106	351	-	65	289
Mar-18	1	49	144	-	60	275
Apr-18	3	57	178	3	51	215
May-18	-	66	244	-	71	228
Jun-18	2	84	336	-	45	176
Jul-18	1	57	181	1	84	382
Aug-18	5	75	262	-	85	339
Sep-18	17	100	232	4	93	405
Oct-18	-	31	154	2	100	387
Nov-18	2	70	596	-	91	307
Dec-18	8	68	216	3	70	242
Jan-19	1	103	267	4	112	385
Feb-19	1	51	139	-	75	325
Mar-19	-	91	539	-	94	288
Apr-19	4	125	373	3	81	190
May-19	1	115	425	1	111	405
Jun-19	52	185	342	-	77	253
Jul-19	5	88	330	2	79	321
Aug-19	10	98	186	-	83	440
Sep-19	18	81	266	4	115	494
Oct-19	-	87	317	-	88	347
Nov-19	35	139	286	-	101	362
Dec-19	1	82	221	2	75	183
5yrs	-	76	596	-	76	1,249

Data from: Feedback Central -

Date: January 2015- December 2019

Complaints relating a referral to a mental health service

The age, gender and ethnicity provided relate to the patients' demographics (as opposed to the complainants' demographics)

Year	Month	No. of Complaints
2015	January	-
2015	February	-
2015	March	-
2015	April	-
2015	May	-
2015	June	-
2015	July	-
2015	August	-
2015	September	-
2015	October	-
2015	November	-
2015	December	-
2016	January	-
2016	February	-
2016	March	-
2016	April	-
2016	May	1
2016	June	-
2016	July	-
2016	August	1
2016	September	1
2016	October	-
2016	November	-
2016	December	-
2017	January	-
2017	February	-
2017	March	-
2017	April	-
2017	May	1
2017	June	-
2017	July	-
2017	August	-
2017	September	-
2017	October	-
2017	November	-
2017	December	-
2018	January	-
2018	February	-
2018	March	-
2018	April	-
2018	May	-
2018	June	-
2018	July	-
2018	August	-
2018	September	-
2018	October	1
2018	November	1
2018	December	-
2019	January	-
2019	February	-

Subject Gender	Total
Female	5
Male	5
Grand Total	10

Subject Age	Total
8 year(s)	1
11 year(s)	1
14 year(s)	1
15 year(s)	1
16 year(s)	1
20 year(s)	1
32 year(s)	1
47 year(s)	1
58 year(s)	1
79 year(s)	1
Grand Total	10

Subject Ethnicity	Total
not specified	1
Indian	1
NZ European / Pakeha	5
NZ Maori	1
Other European	2
Grand Total	10

Data from: Feedback Central -

Date: January 2015- December 2019

Complaints relating a referral to a mental health service

The age, gender and ethnicity provided relate to the patients' demographics (as opposed to the complainants' demographics)

Year	Month	No. of Complaints
2019	March	-
2019	April	-
2019	May	-
2019	June	-
2019	July	-
2019	August	1
2019	September	-
2019	October	-
2019	November	2
2019	December	1
Total		10

Data from: Feedback Central -

Date: January 2015- December 2019

Complaints relating to undiagnosed symptoms or misdiagnosed conditions

The age, gender and ethnicity provided relate to the patients' demographics (as opposed to the complainants' demographics)

Year	Month	No. of Complaints
2015	January	2
2015	February	2
2015	March	-
2015	April	1
2015	May	1
2015	June	-
2015	July	-
2015	August	1
2015	September	1
2015	October	-
2015	November	4
2015	December	1
2016	January	-
2016	February	-
2016	March	3
2016	April	3
2016	May	2
2016	June	-
2016	July	1
2016	August	1
2016	September	-
2016	October	1
2016	November	-
2016	December	1
2017	January	1
2017	February	-
2017	March	1
2017	April	-
2017	May	2
2017	June	2
2017	July	1
2017	August	-
2017	September	1
2017	October	-
2017	November	-
2017	December	1
2018	January	-
2018	February	-
2018	March	2
2018	April	1
2018	May	2
2018	June	-
2018	July	-
2018	August	1
2018	September	2
2018	October	-
2018	November	2
2018	December	-
2019	January	1
2019	February	4

Subject Gender	Total
Female	49
Male	19
Grand Total	68

Subject Age	Total
1 year(s)	2
6 year(s)	1
8 year(s)	1
11 year(s)	2
13 year(s)	1
16 year(s)	1
18 year(s)	2
19 year(s)	1
21 year(s)	3
22 year(s)	2
25 year(s)	3
28 year(s)	1
29 year(s)	2
30 year(s)	2
31 year(s)	1
32 year(s)	1
33 year(s)	1
35 year(s)	1
40 year(s)	4
45 year(s)	1
46 year(s)	1
48 year(s)	2
52 year(s)	1
54 year(s)	4
55 year(s)	1
59 year(s)	1
65 year(s)	4
66 year(s)	2
67 year(s)	2
68 year(s)	1
69 year(s)	3
70 year(s)	1
71 year(s)	2
72 year(s)	1
74 year(s)	2
75 year(s)	1
78 year(s)	1
79 year(s)	1
83 year(s)	2
86 year(s)	1
91 year(s)	1
Grand Total	68

Data from: Feedback Central -

Date: January 2015- December 2019

Complaints relating to undiagnosed symptoms or misdiagnosed conditions

The age, gender and ethnicity provided relate to the patients' demographics (as opposed to the complainants' demographics)

Year	Month	No. of Complaints
2019	March	3
2019	April	1
2019	May	1
2019	June	2
2019	July	4
2019	August	4
2019	September	1
2019	October	3
2019	November	-
2019	December	-
Total		68

Subject Ethnicity	Total
not specified	4
Chinese	3
European not further defined	1
Fijian	1
Indian	4
Niuean	1
NZ European / Pakeha	31
NZ Maori	9
Other Asian	1
Other European	8
Samoan	5
Grand Total	68