

Clinical - Mental Health  
Proactive Release : 03 October 2019

18 September 2019

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 21 August 2019. You requested the following information:

**I request information regarding complaints made to the DHB about its' mental health services, including Community Mental Health services (for adults and children), and its mental crisis phone lines (including after-hours).**

**For each complaint received between 1st January 2018 and 21st August 2019, I would like to know:**

- 1. The date**
- 2. The service being complained about**
- 3. A brief description of the complaint**
- 4. Whether the complainant was a child, or an adult**
- 5. The outcome of the complaint (if any).**

Before responding to your specific questions, we note for context that the Counties Manukau Health specialist Mental Health and Addiction Services serves our community of more than 564,000 people, in the ethnically diverse and socioeconomically challenging districts of Counties Manukau. We provide a range of child, youth and adult community-based mental health services, the hospital liaison psychiatry service, and two acute inpatient mental health units (one for adults, and one for older-adults), as well as a regional long-term rehabilitation facility for men. Community Alcohol and Drug Services, Forensic Mental Health Services, and specialist inpatient Youth Services are provided regionally by Waitemata and Auckland DHBs.

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

We have considered the public interest in this information, and the privacy and natural justice considerations of the parties involved, and have attempted to balance these considerations in our

response. Therefore, we are providing a summary table of complaints received by our Mental Health services for the period specified. This includes the number of complaints per month, and the broad themes identified in complaints, as per the categories in our DHB complaint repository system, as well as the complaint outcome (closed/ under investigation).

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, given the relatively small numbers per month, we have withheld the individual dates each complaint was received on, and instead provided monthly totals.

We acknowledge and respond to all feedback and complaints about services within 20 working days and following the DHB's organisational Policy. This includes investigating any issues raised, and providing apology and feedback where appropriate. We are committed to improving the service-user experience, and to learning from feedback, especially where this identifies recurring themes for resolution.

We have noted in the table the overall service (Adult or Child/Youth) that complaints related to, noting that adult service users are often interacting with both inpatient and community services through an episode of care, and that child/ youth services are all community-based. It would require manual review of each original complaint to confirm if the complainant was a child. In the main, we find complaints are made on behalf of a child/ young person by a family member, or relate to wider concerns by a relative or guardian.

In addition, confirming the details as to the nature/ range of outcomes to a complaint (more than noting if it is closed, or under investigation) would also require manual collation. This detail is not currently comprehensively electronically collated in our systems. We believe that that extent of manual review and collation would unreasonably divert a small team of quality facilitators from operational priorities related to currently open cases of feedback/ complaints resolution and investigations.

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**

**Official Information Act Response OIA 21082019 - WILLIAMS**  
**Mental Health Services Complaints – CM Health 2018-2019**

Date	Service	Complaint Category	Outcome
Jan-2018	7 Adult 3 Child	<ul style="list-style-type: none"> <li>• Accident/Injury</li> <li>• Attitude/ Courtesy</li> <li>• Care/ Treatment</li> <li>• Communication</li> <li>• Continuity of Care Information (Health Records)</li> <li>• Coordination</li> <li>• Patient Rights</li> </ul>	All closed
Feb-2018	8 Adult 1 Child	<ul style="list-style-type: none"> <li>• Accident/Injury</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care Information (Health Record)</li> <li>• Patient Rights</li> <li>• Safety</li> <li>• Other</li> </ul>	All Closed
Mar-2018	6 Adult 1 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Patient Rights</li> <li>• Safety</li> </ul>	All closed
Apr-2018	3 Adult 3 Child	<ul style="list-style-type: none"> <li>• Attitude/ Courtesy</li> <li>• Care/ Treatment</li> <li>• Communication Patient Rights</li> </ul>	All closed
May-2018	11 Adult 2 Child	<ul style="list-style-type: none"> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication Patient Rights Accessibility,</li> <li>• Safety</li> <li>• Other</li> </ul>	All closed
Jun-2018	8 Adult 0 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Patient Rights</li> <li>• Safety</li> </ul>	All closed
Jul-2018	13 Adult 0 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/ Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination, Continuity of Care</li> <li>• Patient Rights,</li> <li>• Safety</li> </ul>	All closed

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**Mental Health Services Complaints – CM Health 2018-2019**

Aug-2018	6 Adult 2 Child	<ul style="list-style-type: none"> <li>• Attitude/Courtesy</li> <li>• Communication</li> <li>• Patient Rights</li> <li>• Care/Treatment</li> <li>• Coordination and Continuity of Care</li> <li>• Accessibility</li> </ul>	All closed
Sep-2018	7 Adult 1 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Patient Rights</li> </ul>	All closed
Oct-2018	15 Adult 0 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Accident/Injury</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Environment</li> <li>• Patient Rights</li> <li>• Safety</li> </ul>	All closed
Nov-2018	3 Adult 1 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Dietary</li> <li>• Attitude/Courtesy</li> </ul>	All closed
Dec-2018	6 Adult 0 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Safety</li> </ul>	All closed
Jan-2019	7 Adult 0 Child	<ul style="list-style-type: none"> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Environment</li> <li>• Patient Rights</li> </ul>	All closed
Feb-2019	7 Adult 2 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Accident/Injury</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Environment</li> <li>• Patient Rights</li> <li>• Safety</li> </ul>	All closed
Mar-2019	6 Adult 1 Child	<ul style="list-style-type: none"> <li>• Attitude/Courtesy</li> <li>• Communication</li> </ul>	All closed

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**Mental Health Services Complaints – CM Health 2018-2019**

		<ul style="list-style-type: none"> <li>• Coordination and Continuity of Care</li> <li>• Information (Health Record)</li> <li>• Safety</li> </ul>	
Apr-2019	8 Adult 1 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Environment</li> <li>• Safety</li> </ul>	All closed
May-2019	7 Adult 0 Child	<ul style="list-style-type: none"> <li>• Accident/Injury</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Environment</li> <li>• Safety</li> </ul>	All closed
Jun-2019	3 Adult 0 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> </ul>	All closed
Jul-2019	6 Adult 1 Child	<ul style="list-style-type: none"> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Environment</li> <li>• Other</li> </ul>	All closed
Aug-2019	11 Adult 2 Child	<ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Attitude/Courtesy</li> <li>• Care/Treatment</li> <li>• Communication</li> <li>• Coordination and Continuity of Care</li> <li>• Information (Health Record)</li> <li>• Safety</li> <li>• Other</li> </ul>	9 Closed 4 under investigation

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