

Clinical : Mental Health
Proactive Release: 03 March 2020

24 February 2020

9(2)(a)

Email: 9(2)(a)

Dear 9(2)(a) ,

Official Information Act (1982) Request

I write in response to your Official Information Act request, received by us on 24th January 2020. You requested 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.
- I would also like to obtain how many of these calls were referred to Police.
- I would also like to obtain how many calls were not answered.

As context for this response, Counties Manukau Health (CM Health) provides health and support services to people living in the Counties Manukau region (approx. 569,400 people), as well as regional and supra-regional specialist services (Burns, Plastics and Orthopaedics). Our specialist mental health services are delivered via hospital, outpatient/ ambulatory and community-based models of care.

Responses for CM Health are below:

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

All referrals to the Mental Health crisis team occur through our CM Health Intake & Assessment Team. We do not collect or report on information relative to call volumes, as our reporting is based on referrals rather than calls. We report on referrals numbers, but do not specifically capture the source of the referral, or other contacts (e.g. phone calls) in this data repository.

Your request is declined under section 18(g) of the Act - this information is not held.

We note that we hold data (**table 1**) on the number of individuals seen per year for the last 5 years (unique individuals, rather than referrals). Some individuals may have multiple referrals per year.

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Unique NHI	19,143	19,412	19,718	20,824	20,740

Table 1 - Source: Mental Health Service

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

If an individual or referral matter is on-referred to the Police, this information is only captured within individual clinical notes. We do not collate this information for any other purpose, and as a result of the total number of referrals involved over the period of your request, it is not feasible for us to reasonably extract this information.

Your request is declined under section 18(f) of the Act – as collating this information would require substantial collation/ research across all cases seen in the last five years, and this would unduly divert mental health staff from delivery of services and operational priorities.

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

All phones calls are responded to immediately.

I trust this information goes some way towards satisfactorily answers to 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