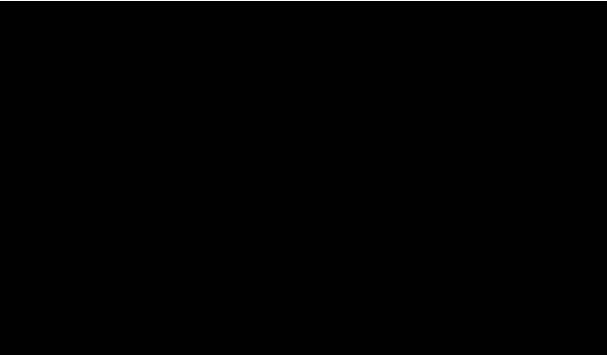


10 September 2019



Re: Official Information Act request – Complaints on mental health services

I refer to your Official Information Act request dated 21 August 2019 requesting the following information

This is a request under the Official Information Act 1982.

I request information regarding complaints made to the DHB about its mental health services, including Community 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).**

Please find appended a table which contains the information requested. For privacy reasons complaints have been grouped into months. The Complaint Category given is the classification system used by the ADHB Consumer Liaison department. One only complaint was made by a young person (August 2019), all other complaints regarding child/youth services were made by adults.

I trust this information answers your questions.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

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

Yours faithfully

A handwritten signature in blue ink, consisting of several loops and a long tail stroke, positioned to the right of the text 'Yours faithfully'.

Ailsa Claire, OBE
Chief Executive

Date	Service (Adult or Child/Youth)	Number of complaints	Complaint category	Brief Description of complaint	Outcomes (if any)
Jan 2018	Adult	4	<p>Communication</p> <p>Care/Treatment</p> <p>Attitude/Courtesy</p> <p>Attitude/Courtesy and Communication</p>	<p>Concerns about accuracy of information; professional boundaries</p> <p>Medication errors; staff manner</p> <p>Presence of a particular staff member; line of questioning</p> <p>Staff manner/behaviour</p>	<p>Apology for offence caused; process explained</p> <p>Explanation that medication appropriate</p> <p>Apology letter</p> <p>Apology for upsetting communication</p>
February 2018	Adult	4	<p>Accessibility</p> <p>Accessibility</p> <p>Other</p> <p>Care/Treatment</p>	<p>Insufficient support from CMHC</p> <p>Concern that physical health issues not addressed</p> <p>Different histories from patient and family</p> <p>Prescribing; testing without notice</p>	<p>Meeting with consultant to review concerns</p> <p>Explanation letter</p> <p>Explanation letter</p> <p>Explanation letter regarding prescribing; apology for lack of notice. Patients request to change doctor was met</p> <p>Explanation letter</p>
March 2018	Adult	4	Attitude/Courtesy and Communication	Concern about correctness of assessment	Explanation letter

			Accessibility/ Attitude and Courtesy/ Responsiveness	Lack of responsiveness of acute services	Meeting with manager and consultant; advanced directives discussed
			Care/Treatment	Lack of treatment; not reading family information	Mother invited to attend appointments; reassured family information was read Staff member wrote apology
			Attitude/ Courtesy and Communication	Concerns about staff attitudes and comments	
April 2018	Adult	3	Discharge	Patient wants to be discharged to GP	Treatment discussed with patient Meeting held with complainant Apology and explanation given
			Communication; Discharge	Landlord concerned about patients discharge back to accommodation	
			Care/Treatment; Communication	Inadequate follow-up and care	
May 2018	Adult	3	Attitude/Courtesy; Communication	Patient felt not listened to; lack of clinical continuity	Apology for lack of continuity; second opinion offered District Inspector involved
			Care/Treatment; Communication	Parents not consulted/ kept up to date	Letter of apology and explanation
			Care/Treatment; Communication; Dietary; Loss	Allegations of: mistreatment; theft; no or poor food; staff behaviour	
June 2018	Adult	1	Care/Treatment	Care provided; belongings missing	Letter of explanation
	Child/Youth	1	Care/Treatment; Other	Concerns regarding transfer	Transfer details sent to Health and Disability Commissioner

July 2018	Adult	1	Accessibility	Discharged from service and denied access to service	Letter of explanation
August 2018	Adult	4	Attitude/Courtesy	Manner of staff; no change to appointment	Letter of explanation; apology for distress Apology
			Attitude/ Courtesy	Manner of staff	
			Attitude/Courtesy	Manner of staff; accuracy of notes	
September 2018	Adult	2	Other	Lack of support following disclosure of physical and verbal abuse	No evidence to substantiate complaint Letter of apology
			Attitude/Courtesy; Care/Treatment; Dietary; Other	Bullied by staff; no food provided; distress at medication side effects	
October 2018	Adult	8	Care/Treatment	Medication prescribing	Explanation given No doctor of this ethnicity available; reassurance that physical symptoms not medication side effects Letter of explanation
			Accessibility; Responsiveness	Ethnically specific doctor requested; side effects of medication	
			Other	Historical medical certificate wanted	
			Accessibility	Medication prescribing; patient trespassed	
			Communication; Coordination and Continuity of Care	Pharmacy not alerted to blood test results	
			Care/Treatment	Caregiver not involved	
			Attitude/Courtesy; Communication	Manner of communication	
			Accessibility; Attitude/Courtesy;	Concerns about provision of care	
Written apology about poor communication					

			<p>Coordination and Continuity of Care</p> <p>Care/Treatment</p>	<p>Shared care model; student present with doctor</p>	<p>Shared care model confirmed; doctor informed patient does not want students present</p>
<p>November 2018</p>	<p>Child/Youth Adult</p>	<p>1 5</p>	<p>Care/Treatment Attitude/Courtesy</p> <p>Attitude/Courtesy</p> <p>Accessibility; Care/Treatment; Communication</p> <p>Accessibility</p> <p>Discharge; Communication</p>	<p>Unprofessional behaviour from staff</p> <p>Inappropriate language</p> <p>Staff communication</p> <p>Communication between teams; discharge option; staff communication</p> <p>Waiting time; care provided</p> <p>Coordination and communication</p> <p>Lack of nursing care; responsiveness to previous complaints</p> <p>Inappropriate questioning</p>	<p>Letter of apology</p> <p>Letter refuting language used; apology for distress</p> <p>Letter of explanation and apology for distress.</p> <p>Another staff member assigned</p> <p>Apology for perception of staff attitude</p> <p>Apology for delay; letter of explanation</p> <p>Letter of explanation; apology for lack of communication</p> <p>Letter of summary of care, apology that family did not feel supported.</p> <p>Meeting arranged</p> <p>Letter of explanation; apology for distress; different staff assigned</p>
	<p>Child/Youth</p>	<p>2</p>	<p>Attitude/Courtesy; Care/Treatment; Communication</p> <p>Attitude/Courtesy</p>		

December 2018	Adult	5	Care/Treatment	Care provided	Letter of explanation; apology Apologies for errors and poor experience Discussion with manager about experience Letter of explanation Discussion with clinical leader Letter of explanation
	Child/Youth	2	Care/Treatment; Discharge Communication; Environment Other Other Patient Rights and Responsibilities Care/Treatment	Leave for voluntary inpatient; delay in seeing doctor; lack of preparation; discharge arrangements Lack of communication; environment Restrictions on spending money Cancelled leave Questions being asked of young person and information passed to Oranga Tamariki Concern about negative influence of staff on young person	Letter of explanation to HDC; lack of consent Reassurance given
January 2019	Adult	6	Attitude/Courtesy Other Accessibility; Care/Treatment Care/Treatment; Safety Attitude/Courtesy; Care/Treatment Care/Treatment	Staff attitude/manner Concern about diagnosis, Mental Health Act, medication. Second opinion wanted Access to treatment Restraint procedure Concerns about various staff members Assessment; misdiagnosis Communication by staff	Explanation given. Second opinion offered Letter of explanation Letter of apology Letter of response; apology for delay in responding Letter of explanation Reassurance provided
	Child/Youth	1	Attitude/Courtesy	Communication by staff	

February 2019	Adult	4	Accessibility; Attitude/Courtesy	Service responsiveness	Letter of explanation
			Accessibility; Care/Treatment; Communication	Delay in appointment; poor communication	Communication from manager
			Attitude/Courtesy	Staff manner	Meeting between complainant and manager HDC decision to take no action
			Communication	Historical concerns about communication	
March 2019	Adult	9	Care/Treatment	Inpatient care- from HDC	No action required
			Communication	Advice given to family from crisis services	Letter of explanation
			Communication	Coordination of care- from HDC	Response sent to HDC
			Privacy	Withholding information	Letter of explanation to Privacy Commissioner Family meeting held
			Care/Treatment; Communication	Communication with family	
			Care/Treatment	Lack of understanding of diagnosis	Second opinion and mediation meeting offered. Complaint withdrawn Complaint withdrawn
			Care/Treatment; Communication	Care provided	
			Attitude/Courtesy	Communication by staff	Written apology
			Privacy	Content of clinical notes	Explanation provided;

						information provided for patient to correct notes
April 2019		Nil				
May 2019	Adult	7	Care/Treatment Care/Treatment Care/Treatment; Other Attitude/Courtesy Communication; Discharge Care/Treatment Privacy Privacy Communication	Assault; theft Physical deterioration Provision of care: diagnosis; notes; medication; psychiatrist Staff manner Discharge process; lack of support dealing with WINZ Staff hypnotised patient and embedded commands Release of information to third party Accuracy of information in clinical record Description of ethnicity Care provided Provision of care and communication with family/caregiver Lack of food and access to toiletries as an inpatient Historic diagnosis	Letter of explanation and process to HDC Explanation given Statement added to clinical notes; encouraged to discuss issues with team Meeting with management. Explanation given Letter of explanation Reassurance given Letter of explanation Letter of rebuttal sent Letter of apology Concerns acknowledged; information provided Letter of explanation for care provided Letter of apology and explanation. Meeting offered Explanation provided;	
June 2019	Child/Youth Adult	1 1	Care/Treatment; Communication			
July 2019	Adult	3	Care/Treatment; Communication Responsiveness Care/Treatment			

				apology about process	
August 2019	Adult	2	Attitude/Courtesy; Care/Treatment; Privacy	Access to psychologist; medication; privacy concerns; coordination	Response sent to HDC
			Accessibility; Attitude/Courtesy; Communication	Lack of service offered; staff manner	In progress
	Child/Youth	1	Privacy	Information not kept confidential from family	Investigation did not substantiate complaint