

8 August 2022

9(2)(a)



RE Official information request ChChD 10929

I refer to your email dated 25 July 2022 requesting the following information under the Official Information Act from Waitaha Canterbury. Specifically:

- 1. The number of complaints made annually to Te Whatu Ora Waitaha (formerly Canterbury District Health Board) about care a patient has received while being treated or seen at Burwood Hospital in the past four years (Jan 1 2018 to 31 December 2021).**
 - a. Please include whether complaint referred to a medical situation or general service and which area the patient was being treated in (e.g. General Medical, Orthopaedics, etc.).**
 - 2. Please state how many of the complaints each year were upheld.**
 - 3. Please state what disciplinary action or corrective measures were taken or introduced as a result of each of the upheld complaints.**
 - 4. Please state the number of Te Whatu Ora Waitaha (formerly Canterbury District Health Board) staff who received disciplinary action in the past four years (Jan 1 2018 to 31 December 2021) because of a complaint received about them or the care they gave to patients while working at Burwood Hospital.**
1. A number of Te Whatu Ora Waitaha Canterbury services are based at Burwood Hospital, including Older Persons Mental Health, Older Persons Health including orthopaedic rehabilitation and stroke rehabilitation, Older Persons Health surgical service, Adult Rehabilitation service including neurological rehabilitation and spinal rehabilitation, and the Pain Management Service. Many other services utilise Burwood Hospital for their activity, including surgical activity, outpatient's activity, and minor surgery. Te Whatu Ora Waitaha Canterbury is currently experiencing significant demand across our health system with unplanned absences impacting all areas of our workforce. Provision of specific detail for each complaint would require substantial collation and research.

Te Whatu Ora Waitaha Canterbury (formerly Canterbury District Health Board) received 189 complaints about care a patient has received while being treated or seen at Burwood Hospital by Older Persons Health and Rehabilitation services between 1 January 2018 and 31 December 2021.

We are unable to provide a detailed breakdown in this response for each of these complaints regarding the situation or service each patient was being treated in, however these complaints related to care or treatment received in inpatient wards, outpatients' services, operating theatre and community teams.

2. It would require substantial collation and research to examine all complaints received during that period to confirm the outcome as 'upheld' or otherwise. All complaints are acknowledged and accepted, validating the lived experience of the complainant. *(declined pursuant to s18(f) of the Official Information Act).*
3. We are unable to cross-reference information about complaints with employment related records about disciplinary matters. We do not hold this information in an easily retrievable electronic data system and it would require substantial collation and research to provide the information requested regarding disciplinary action taken as a result of complaints (upheld or not). *(declined pursuant to s18(f) of the Official Information Act).*

Corrective actions arising from complaints through that period may have included; team meeting discussion, staff reflection on practice, completion of education, changes to policy and procedures, consumer information leaflets, signage changed, and change in products used with patients.

Some aspects of complaint resolution may have had input into specific changes in the inpatient setting aimed at improving communication with patients / whānau which have included piloting a new approach to involving the patient / whānau in discharge planning with interdisciplinary team meetings at the bedside, electronic device access for patients to communicate with loved ones, and introduction of flipcharts at the bedside with specific information for patients and their support person/family/whānau.

4. We are unable to state specifically the number of Te Whatu Ora Waitaha Canterbury staff who received disciplinary action in the past four years because of a complaint received about them or the care they gave to patients while working at Burwood Hospital. This is because, as above, many services utilise Burwood Hospital for their activity; and our employment records do not capture the reason for the disciplinary action or location of work as a searchable field. This would therefore require manual review of each case of disciplinary action over that time period; and review of all complaints to identify the outcome. *(declined pursuant to s18(f) of the Official Information Act).*

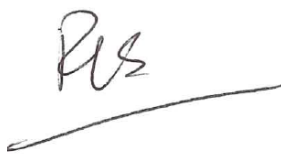
From consideration of all disciplinary action overseen by Older Persons Health and Rehabilitation division of Te Whatu Ora Waitaha Canterbury, five cases were the outcome of a complaint received. In these cases, the nature of the complaint received was regarding communication with patients / whānau rather than direct care provision.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. 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 Waitaha Canterbury website after your receipt of this response.

Ngā mihi / Yours sincerely,



Ralph La Salle
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TeWhatuOra.govt.nz

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