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19 July 2021

9(2)(a)

RE Official Information Act request CDHB 10629

I refer to your email dated 11 June 2021 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

1. **Te Tumu Waiora**
 - a. **for the financial year 2020-2021 how many people were patients were seen under the Te Tumu Waiora service in Canterbury? Can you break this down by those seen by HIPs, health coaches and support workers?**
 - b. **how many times did most patients see a HIP or a health coach?**

Please refer to **Table one** (below).

Table one:

	Number of people seen (1 July 2020-30 May 2021)	Total number of encounters (1 July 2020-30 May 2021)	Average number of times each person was seen
Health Improvement Practitioner	4,656	8,473	1.8
Health Coach/Support Worker	1,949	4,800	2.5

While processes were still being put in place to extract and collate data in the early stage of implementation, a small number of people/encounters may not have been included in the numbers above.

The support worker element is still a new component to the model, only starting in one practice early in 2021. Health coach and support worker data has been grouped together as in several practices one person is working flexibly across both roles.

Around 62 percent of people see a HIP only once, while around 37 percent of people see a Health Coach only once. Around 3 percent of people see a HIP more than five times, and around 10 percent of people see a Health Coach more than five times. This is in line with the brief intervention focus of the model, while also enabling those who need it to access more support.

c. what opportunities were patients given to provide feedback on this service? What form did the feedback take and can you please share that with me?

Patients always have the option of providing feedback to their general practice on the services they received.

Te Tumu Waioira Canterbury are just beginning a 12-month project to gather patient feedback on the service. This will be collected via online surveys, phone calls and in person interviews and will include a focus on patients who did not engage with the service. As the project progresses, feedback received will help to inform service improvement and give us an understanding of any changes needed, and what outcomes are being achieved.

Some patients have also been contacted as part of the Ministry of Health national evaluation of the model.

2. Brief intervention counselling:

a. in the 2020-2021 year how much funding was provided by the DHB for BIC in Canterbury?

In 2020-21, \$3,032,624 was provided by Canterbury DHB for Brief Intervention Counselling (BIC) services in primary care (general practice).

Canterbury DHB also provides funding for other aspects of primary mental health services, including clinical leadership, general practice liaison, and roles to support particular communities like rural mental health specialists.

BIC services are also a component of a number of other contracts with community-based providers to provide support to people who may not access general practice.

b. how many patients were referred for AND received BIC?

c. how many sessions of counselling did most patients attend?

Between 1 July 2020 and 31 March 2021, 6425 people received brief intervention counselling through one of the three Canterbury PHOs. There were 14,092 sessions undertaken, which is an average of 2.2 sessions per person.

Canterbury DHB does not collect information on the total number of referrals but has asked PHOs to provide information. While the PHOs have slightly different service models to meet the needs of their populations, they reported that around 40 percent of referrals to BIC do not receive counselling through this service. This occurs for a range of reasons, including:

- patient was triaged and referred to another service more aligned to their needs, or were already in the care of another provider
- patient was not contactable
- patient was triaged, but did not attend appointment
- patient declined the BIC appointment as they no longer felt they needed it

d. how many counsellors were available for BIC counselling under a contract with the DHB?

19.3 FTE of brief intervention counsellors are funded across the three Canterbury PHOs. Each PHO structures this service slightly differently to meet the needs of their community, and BIC sits alongside other primary mental health services including, GP Liaison, rural mental health specialists, as well as clinical leadership and triage services.

3. ED - mental health presentations

- a. How many presentations for mental health did Christchurch Hospital ED have in the 2020-2021 year?
Broken down by month.

- Of those:

- how many were admitted to an inpatient facility,
- how many were referred to specialist mental health outpatient service?
- How many were deemed to be not requiring any referral or immediate treatment, or follow up?

Please refer to **Appendix 1 Table one** (attached). **Note:** On occasion, people already under the care of Specialist Mental Health Services (SMHS) will attend ED for urgent support with their mental health. These individuals would not be referred to SMHS as they are already engaged with mental health services.

- b. How many people who presented for mental health said they were suicidal in the 2020-2021 year?
Broken down by month.

Of those,

- how many did not receive any referral, treatment or assessment by staff at ED?

- c. How many people who presented for mental health had attempted suicide, in the 2020-2021 year?
Broken down by month.

Of those,

- how many did not receive a psychiatric assessment while at ED?
- how many were brought to ED by police?

We do not hold information regarding attempted suicide in our data, however please refer to **Appendix 1 Table two** which captures the numbers of people who presented as suicidal or with suicidal thoughts.

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 Canterbury DHB website after your receipt of this response.

Yours sincerely



Tracey Maisey
Executive Director
Planning, Funding & Decision Support

Appendix 1

Table One: People presenting to ED with a SNOMED code for Mental Health

Month	Total ED Presentations with a SNOMED mental health code	Arrived with Police ¹	Admitted to ChCh hospital from ED ²	Admissions to Hillmorton Hospital within 12 hours of ED event ³	Admissions to PMH within 12 hours of ED event ³	Referred to Specialist Mental Health (Includes Seen by Mental Health at ED; Excludes those admitted to Chch hospital) ⁴	Not admitted to hospital and not referred to Specialist Mental Health
Jul 20	540	57	210	31	2	199	125
Aug 20	581	59	209	36	9	242	123
Sep 20	521	37	191	35	5	201	121
Oct 20	567	48	197	31	6	244	117
Nov 20	550	59	132	46	3	287	120
Dec 20	518	52	73	39	7	293	145
Jan 21	574	70	78	56	4	338	148
Feb 21	567	68	89	32	6	302	170
Mar 21	620	58	93	42	5	347	173
Apr 21	530	49	59	42	2	308	155
May 21	595	71	78	46	7	361	151
Jun 21	477	66	62	34	4	289	120
Total	6640	694¹	1471²	470³	60³	3411⁴	1668

Notes:

¹ 10% arrived with Police² 22% are admitted from ED to Christchurch Hospital³ 8% are admitted from ED to Specialist Mental Health Services⁴ 51% are referred to Specialist Mental Health Service

Please also note: people may appear in more than one column

APPENDIX 1:

Table Two: People presenting to ED with a SNOMED code of Suicidal or Complaint of Suicidal thoughts

Month	Total ED Presentations with a SMOMED suicidal code ⁵	Arrived with Police ⁶	Admitted to ChCh hospital from ED ⁷	Admissions to Hillmorton Hospital within 12 hours of ED event ⁸	Admissions to PMH within 12 hours of ED event ⁸	Referred to Specialist Mental Health (Includes Seen by Mental Health; Excludes those admitted to Chch hospital) ⁹	Not admitted to hospital and not referred to Specialist Mental Health
Jul 20	47	5	22	2	0	19	6
Aug 20	46	8	20	4	1	18	6
Sep 20	47	8	12	3	1	21	12
Oct 20	49	3	17	1	0	26	6
Nov 20	59	6	13	8	0	33	10
Dec 20	32	5	1	4	0	20	9
Jan 21	39	4	3	6	0	24	11
Feb 21	49	9	0	6	1	31	15
Mar 21	44	10	3	3	1	31	10
Apr 21	47	7	2	5	0	36	8
May 21	71	15	4	8	2	58	8
Jun 21	43	9	2	2	1	34	6
Total	573⁵	89⁶	99⁷	52⁸	7⁸	351⁹	107

Notes:

⁵ 9% of total (Table one) have suicidal codes

⁶ 16% of total (Table two) arrived with Police

⁷ 17% of total (Table two) are admitted from ED to Christchurch Hospital

⁸ 10% of total (Table two) are admitted from ED to Specialist Mental Health Services

⁹ 61% of total (Table two) are referred to Specialist Mental Health Service

Please also note: people may appear in more than one column