

CORPORATE OFFICE

Level 1
32 Oxford Terrace
Christchurch Central
CHRISTCHURCH 8011

Telephone: 0064 3 364 4160
Fax: 0064 3 364 4165

Ralph.LaSalle@cdhb.health.nz

4 September 2020

9(2)(a)

RE Official information request CDHB 10361

I refer to your email dated 22 July 2020 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

Please Note: The Canterbury DHB Safety 1st system does not hold complaint data for the years 2015-2017 (Jan-Oct 2017) and can only provide the data for complaints from November 2017 – July 2020.

- 1. The number of patient complaints made to the DHB about care a patient has received by the DHB and or its employees in the past five years, broken down by each year, 2015 to 2019. (Please include whether complaint referred to medical situation or general service).**

The number of complaints received relating to Patient/Staff Relationships (Excluding HDC complaints) = 744

- (November-December) 2017 = 22
- (January – December) 2018 = 367
- (January – December) 2019 = 358

In terms of whether the complaints were about service or a medical situation, we do not currently hold this information in an easily retrievable format. We are therefore declining a response to this part of this question pursuant to section 18(f) of the Official Information Act as to provide this information would take a substantial amount of time and resource.

- 2. Please state what number of the complaints were either upheld or disciplinary action or corrective measures were taken/introduced as a result of the complaints.**

We don't currently hold this information in an easily retrievable format i.e. in a central data system; we are therefore declining a response to this question pursuant to section 18(f) of the Official Information Act as to provide this information would take a substantial amount of time and resource.

3. Please state how many complaints in the same time frame were made to the HDC about the DHB or its employees, each year? How many complaints resulted in the DHB being found in breach of The Code of patient rights?

HDC Complaints total = 4

- (November-December) 2017 = 1
- (January – December) 2018 = 2
- (January – December) 2019 = 1

Please note: Safety 1st does not collect data if a staff member was found to be in breach of the Code of Patient Rights (declined pursuant to section 18(g) of the Official Information Act i.e. “... we do not hold this information”).

Please also note: This information excludes existing complaints where HDC sends a duplicate complaint already being investigated by the Canterbury DHB.

4. Please also state how many PGs were taken against the DHB in the same time frame, broken down by year.

We don't currently hold this information in an easily retrievable format i.e. in a central data system; we are therefore declining a response to this question pursuant to section 18(f) of the Official Information Act as to provide this information would take a substantial amount of time and resource.

5. Please state how much was paid out to staff who took PGs each year. And please note which types of staff took the PGs - e.g. doctor, nurse, allied health etc.

We don't currently hold this information in an easily retrievable format i.e. in a central data system; we are therefore declining a response to this question pursuant to section 18(f) of the Official Information Act as to provide this information would take a substantial amount of time and resource.

I trust 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



Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support