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9(2)(a)

RE Official Information Act request CDHB 10570

I refer to your email dated 22 March 2021 requesting the following information under the Official Information Act from Canterbury DHB. Specifically:

I am seeking information to look at the establishment of a new mental health service in Christchurch. Can you please tell me:

1. Approximately how many people are seen by Crisis Resolution Services each year in Canterbury?

An average of 3020 people are seen (i.e. face-to-face contact) by Crisis Resolution Services (CR) each year in Canterbury.

Please note that as well as face-to-face contacts (in homes, the hospital emergency dept or other locations), Crisis Resolution (CR) activity also involves clinical activity such as telephone triage/follow up, liaison with family/informal supports and interface with other agencies (e.g. police and NGO providers). These contacts are not included in the numbers above.

It is also worth noting that data on the number of 'individuals' who are seen does not take into account those individuals who re-present to CR more than once within a given time period.

2. Approximately how many calls does Crisis Resolution Receive per year?

The information is not coded in a way which enables us to answer this question.

There are various types of calls to CR. Many calls will result in a new CR 'case', others will be part of ongoing follow up for an existing case. Other calls to CR will be to provide general advice or support only.

In May 2019, we introduced an after-hours mental health triage line to respond to telephone calls to Specialist Mental Health services between the hours of 1630 and 0000 each day. This service is provided by a specialist tele-health agency to provide support and advice to non-acute callers and timely onward referral to CR if needed. This change has resulted in a reduction in the overall calls to CR after-hours to enable a focus on people with acute care needs.

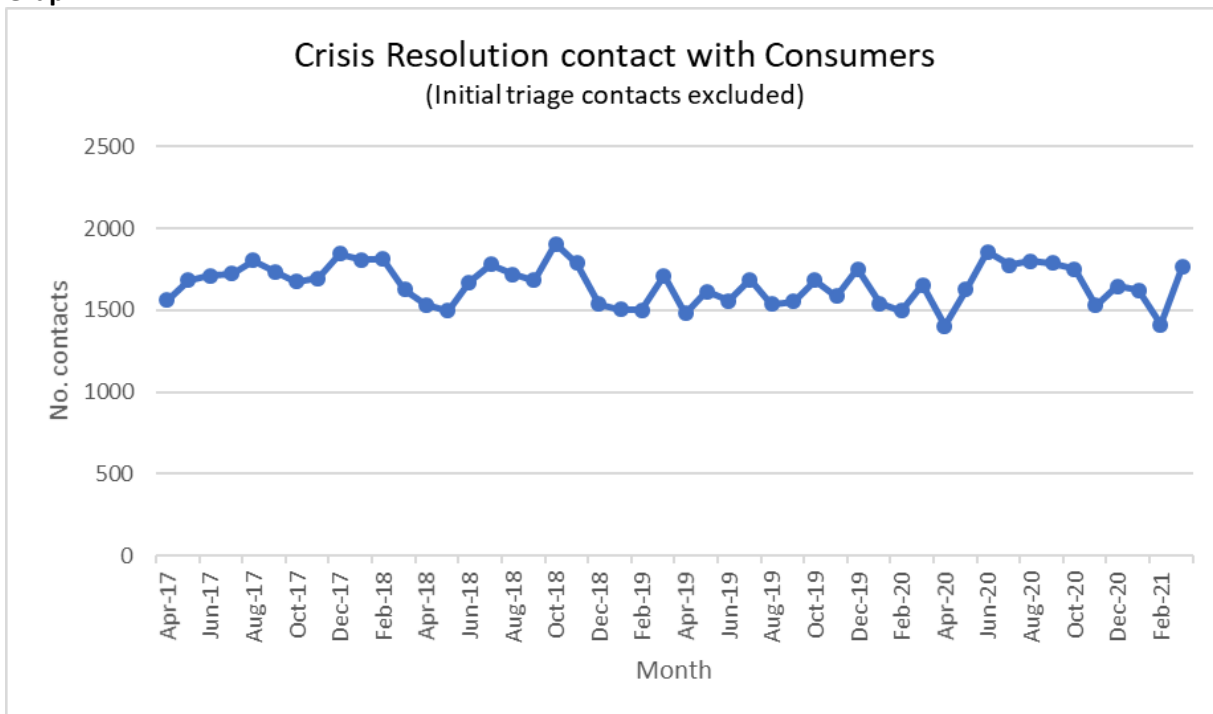
3. Can you please tell me the approximate increases since 2018?

Since 2018, the data shows a slight decrease in the number of individual people seen face to face. It is important to note however that a decrease in the number of people seen by CR does not necessarily indicate a decrease in CR activity. (See **Graph 1** (below) for number of contacts per month).

- 3166 individuals were seen face to face in 2018.
- 3100 individuals were seen in 2019.
- 2794 individuals were seen in 2020*

**Note: Level 3 and 4 COVID 19 restrictions during 2020 resulted in a decrease in face to face contact; some of this activity was replaced by virtual telehealth modes of activity.*

Graph 1:



I trust this satisfies your interest in this matter.

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
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