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9(2)(a)

RE Official Information Act request CDHB 10111

I refer to your email dated 26 May 2019 and received on 27 May 2019 requesting the information set out below under the Official Information Act from Canterbury DHB regarding complaints received non-HDC and HDC for financial year 2017/2018 and up until end of April 2019.

Please note: Under the relevant Canterbury DHB policy, a complaint is defined as:

Any expression of dissatisfaction with any aspect of a service which Canterbury DHB provide which has not been immediately resolved to the Complainants' satisfaction. This includes all complaints relating to the quality of care of an individual Consumer and their rights under the Code of Rights.

A complaint may be received verbally, in writing, online via the Canterbury DHB website or through a third party (with the Consumer's knowledge and consent if that Consumer has capacity to make this choice) including an advocate.

For the financial year 2017-18 and 2018 up till end of April 2019:

Please refer to **Table one** and **Table two** for **total** number of complaints (non-HDC) financial year 2017/18 and July 2018 up to April 2019.

Table one: 2017/2018

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Complaints													
Numerator	81	89	77	81	99	65	74	107	100	91	106	66	1,036

Table two: July 2018/ April 2019

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Complaints													
Numerator	96	79	81	107	113	92	105	113	98	88			972

Questions 1 and 2:

1. Total number of complaints (non-HDC) received concerning clinical staff?
2. Total number of complaints (HDC) received by DHBs concerning clinical staff?

Our complaints management system does not differentiate complaints concerning clinical staff. We receive, record and resolve complaints about any aspect of a service.

We are therefore unable to provide the total number of complaints (non-HDC and HDC) received **concerning clinical staff**. As per section 18(f) of the Act the information requested cannot be made available without substantial collation or research so we are declining to provide it to you.

As per the Complaints to the Office of the Health Disability Commissioner (HDC) report prepared for Canterbury DHB, (July 2017 to December 2018) please refer to **Table three** (below). **Note:** For the period January to April 2019 there are currently nine HDC complaints recorded on the Complaints Register.

Table three:

Canterbury DHB	Number of HDC complaints received*
July 2017 / June 2018	107
July 2018 / December 2018	39

***Note:** This information is all complaints as reported to the Office of the Health and Disability Commissioner. These are not separated identifying clinical staff.

3. Average time taken for closing complaints?

For the time period in question the average amount of time to resolve all complaints is 31 days.

4. The top 10 longest times and shortest times for closing?

All complaints recorded, inclusive of HDC complaints:

Of **all** complaints recorded the top ten longest times for closing a complaint are as follows:

1	-	357
2	-	357
3	-	298
4	-	227
5	-	190
6	-	190
7	-	180
8	-	169
9	-	169
10	-	169

The shortest times for closing a complaint shows ten files all closed in one day.

Please note that complaints dealt with by the Office of the Health Disability Commissioner (HDC) are subject to the time taken by the Office of the Health Disability Commissioner to assess responses from the Canterbury DHB, and request further information. As such, the time frames for closing these complaints are outside of the Canterbury DHB's control.

5. Serious Adverse events reported?

There were 82 reported Serious Adverse Events during 2017/2018. The public report can be found at: <https://www.cdhb.health.nz/about-us/document-library/canterbury-dhb-serious-adverse-events-report-2017-2018/>

The Adverse Events for 2018/2019 are under review and will be publicly released later this year.

6. Number of beds within DHB?

Table four (below) shows available inpatient beds across all our Canterbury DHB hospitals and other health facilities (Ashburton, Burwood, Christchurch, Darfield, Ellesmere, Hillmorton Hospital, Kaikoura, Lincoln, Oxford, Princess Margaret, Rangiora, Tuarangi Home, and Waikari). **Table five** (below) shows the number of additional inpatient spaces (including day stay beds, cots and chairs).

Table four: Inpatient beds Canterbury DHB

	No. Inpatient Beds
Maternity	71
Medical & Surgical	762
Mental Health	195
Older Persons	166
Grand Total	1194

Table five: Other Canterbury DHB inpatient spaces

	No. of Inpatient Spaces (Including Day stay Beds, Cots and Chairs)
Aged Residential	73
Day Stay Beds/Chairs	93
ED (Medical & Surgical only)	10
ICU	23
Maternity/Delivery Suites	31
Newborn Cots	100
NICU	41
Short Stay	70
Grand Total	441

I trust that this satisfies your interest in this matter.

If you disagree with our decision to withhold information you may, under section 28(3) of the Official Information Act, seek an investigation and review of our decision from 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



Carolyn Gullery
Executive Director
Planning, Funding & Decision Support