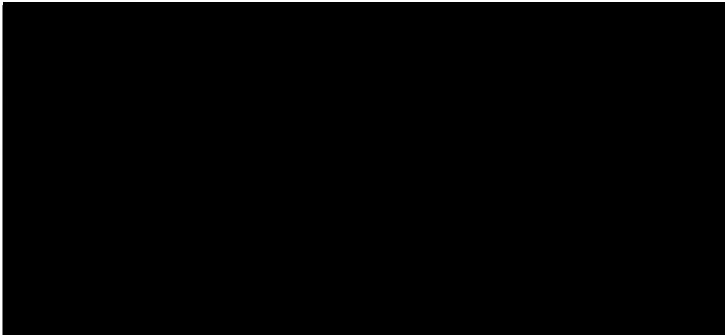


24 August 2020



Re Official Information Request – Complaints made to the DHB

I refer to your official information request dated 22 July 2020 requesting the following information:

I am writing to request the number of patient complaints made to the DHB in the past five years, broken down by each year, 2015 to 2019.

Year	No. Complaints
2015	882
2016	986
2017	917
2018	848
2019	887

Please note that the above table is for all formal complaints received, including those received via the HDC.

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.

Auckland DHB does not make decisions to uphold or dismiss complaints. Each complaint is individually reviewed and the concerns raised are responded to.

Auckland DHB is a learning organisation, which applies 'Just Culture' principles, where we focus on learning from feedback and ensuring that we have the right systems and processes in place to enable our staff to provide a high level of care. As such; we do not link complaints to disciplinary action.

Auckland DHB does not collect data in regards to corrective actions or service level improvements which have been made as a result as a complaint. Providing this information would require a manual review of each complaint, which would involve substantial collation and research. Therefore this section of your request is being declined under section 18(f) of the Official Information Act. We do not consider it possible to answer this question, even if the scope of the request is narrowed due to the volume of complaints received and the different processes for recording and implementing correcting actions or service level improvements.

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?

The data below is our record of complaints we have received via the HDC each year; complaints received via the HDC are almost invariably a referral to Auckland DHB to resolve.

Only a handful of these complaints result in the HDC undertaking an investigation to determine if a breach of the Code of Rights has occurred. We have provided data on those closed in a particular year – there may be several years between a complaint and the related incident and the outcome of any HDC investigation. The HDC publishes the outcomes of investigations; those involving Auckland DHB may be searched on the HDC website. Please note that not all closed investigations resulted in either Auckland DHB or one of its staff being found in breach of the Code of Rights, as shown in the table below:

Year	Complaints from HDC	Number of HDC investigations closed	Cases where Auckland DHB found in breach
2015	112	3	0
2016	106	3	3
2017	132	5	3
2018	137	8	2
2019	128	5	4

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

We have interpreted your question as asking if there have been any personal grievances taken against Auckland DHB by a DHB member of staff resulting from the manner or process used by the DHB to resolve a patient complaint in the last five years.

There have been no personal grievances taken against Auckland DHB by a DHB member of staff resulting from the manner or process used by the DHB to resolve a patient complaint in the last five years.

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 have interpreted your question to be asking how much was paid out to staff who took personal grievances against Auckland DHB from the manner or process used by the DHB to resolve a patient complaint in the last five years.

No compensation has been paid to any Auckland DHB staff member from personal grievances taken against Auckland DHB resulting from the manner or process used by the DHB to resolve a patient complaint in the last five years.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. 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 Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive

