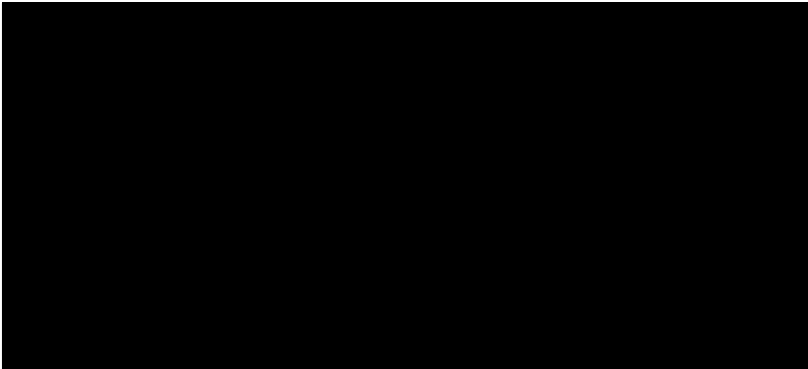


22 May 2020



Re Official Information Request – Mental health during COVID-19

I refer to your official information request dated 1 May 2020 requesting the following information:

*I believe you were looking into some similar statistics around mental health team capacities for a colleague of mine - Lydia Lewis.*

*I am looking into a potential story around mental health and the supports available to people in what many expect to be a heightened period of mental health concerns in the near future as a result of the Covid-19 pandemic.*

*I was wondering if it was possible to request access to these figures at all or would this need to be submitted via the OIA process?*

1. How many people were seen by the Urgent Response Service (F2F and by phone) broken down over a week by week figure in each category from March 17th 2020 to the current day inclusive?

The following table provides the data for Questions 1 and 2. Note that an individual seen Face to Face (F2F) may also have had phone contacts. Those included as being “seen” by phone have not had any F2F contacts.

Urgent Response Service										
2019	Weekending	17-Mar	24-Mar	31-Mar	07-Apr	14-Apr	21-Apr	28-Apr	05-May	12-May
	F2F	49	52	39	59	46	32	35	32	47
2020	Weekending	15-Mar	22-Mar	29-Mar	05-Apr	12-Apr	19-Apr	26-Apr	03-May	10-May
	F2F	41	34	15	25	23	15	26	26	32
2019	Weekending	17-Mar	24-Mar	31-Mar	07-Apr	14-Apr	21-Apr	28-Apr	05-May	12-May
	Phone	65	52	64	74	66	44	63	62	69
2020	Weekending	15-Mar	22-Mar	29-Mar	05-Apr	12-Apr	19-Apr	26-Apr	03-May	10-May
	Phone	66	44	43	59	66	75	79	69	75

2. How many people were seen by the Urgent Response Service (F2F and by phone) in the period of March 2019 through to May 2019 broken down over a week by week figure in each category?

See table at Q1

3. What was the average caseload (number of patients) per staff member in March 2019 to the end of May 2019? What was the average caseload (number of patients) per staff member in March 2020 to the current day?

See table below. The average caseload is calculated as the daily average of people "seen" F2F and by phone, per month, divided by the 24 hour staffing model. This staffing model does not include medical staff or the service coordinator because these staff numbers are not consistent over the 7 day roster.

Urgent Response Service	March		April		May (to 10th)	
	2019	2020	2019	2020	2019	2020
Average daily counts of people "seen" via F2F or Phone	20.7	19.0	20.1	18.5	22.0	21.6
Staffing (non-medical, across 24 hr period)	9.0	12.5	9.0	12.5	9.0	12.5
Average "caseload"	2.1	1.5	2.0	1.5	2.2	1.7

4. What was the occupancy rates for the adult acute inpatient unit in March 2020 through to the current day?

Te Whetu Tawera												
2020	Weekending	01-Mar	08-Mar	15-Mar	22-Mar	29-Mar	05-Apr	12-Apr	19-Apr	26-Apr	03-May	10-May
	Occupancy		95%	95%	95%	96%	87%	80%	78%	75%	73%	82%

5. What was the referral rates for maternal mental health service in January 2019 through to the end of May 2019. What was the referral rates for maternal mental health service in January 2020 through to the present day

The tables below provide the number of new referrals per week for the Maternal Mental Health service for the dates indicated:

Aronui Ora- Maternal Mental Health												
2019	Weekending	06-Jan	13-Jan	20-Jan	27-Jan	03-Feb	10-Feb	17-Feb	24-Feb	03-Mar	10-Mar	17-Mar
	New Referrals		4	7	6	10	10	9	10	7	14	11

Aronui Ora- Maternal Mental Health									
2019 cont'd	Weekending	24-Mar	31-Mar	07-Apr	14-Apr	21-Apr	28-Apr	05-May	12-May
	New Referrals		18	14	13	13	17	6	11

Aronui Ora- Maternal Mental Health												
2020	Weekending	05-Jan	12-Jan	19-Jan	26-Jan	02-Feb	09-Feb	16-Feb	23-Feb	01-Mar	08-Mar	15-Mar
	New Referrals		3	11	9	11	7	12	17	12	10	16

Aronui Ora- Maternal Mental Health									
2020 cont'd	Weekending	22-Mar	29-Mar	05-Apr	12-Apr	19-Apr	26-Apr	03-May	10-May
	New Referrals		11	3	5	5	6	7	7

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](http://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