

2 March 2021

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Re: Official Information Act request – Mental Health Services Available

I refer to your Official Information Act request dated 26 January 2021 requesting the following information:

Could you please tell me:

- 1. What mental health services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility, and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.**

Auckland DHB has six mental health inpatient units. As indicated below, some of these provide services for the local Auckland DHB population, and some for wider populations.

Unit name	Type	Location	Number of beds	Scope
Fraser McDonald Unit	Older adult acute inpatient	Auckland City Hospital campus, Grafton	15	Auckland DHB
Te Whetu Tawera	Adult acute inpatient	Auckland City Hospital campus, Grafton	58	Auckland DHB
Child and Family Unit	Child and adolescent acute inpatient	Starship Hospital, Auckland City Hospital campus, Grafton	18	Supra-regional (Northern region DHBs, plus Midland DHBs, excluding Tairāwhiti)
Mother and Baby Unit	Acute inpatient for mothers with babies	Co-located with Child and Family Unit	3 (can flex to 4)	Auckland metro DHBs (flex for Northland DHB)
Tupu Ora Residential	Eating disorder residential	Parnell	9	Supra-regional (Northern region DHBs, plus Midland DHB, excluding

				Tairāwhiti)
Buchanan Clinic	Rehabilitation	Pt Chevalier	40	Sub-regional (Auckland and Waitematā DHBs)

With regard to capacity, Te Whetu Tawera generally operates at or close to capacity. Buchanan Clinic is generally at capacity and has a waitlist for people to enter. The other inpatient/residential units generally have some capacity.

2. What addiction services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.

Regional addiction services are provided by Waitematā DHB. We understand that you have already submitted this question to Waitematā DHB as an OIA request and that they will be providing a response.

3. How many people do you treat on average every year in your mental health services? Please provide a breakdown by inpatient and outpatient services.

This question was clarified to a request for the average numbers seen per year, 1/1/15 to 31/12/20, broken down by inpatient and community services

For both inpatient and community (outpatient) services in the tables below, the data has been grouped by age band (0-19 years, 20-64 years, and 65+ years). These groupings align with the child and adolescent, adult, and older adult services, though at the boundaries of the age bands someone may access another service e.g. a 19 year old may in some instances access a child and youth service and in some instances may access an adult service. Also some individual services may provide care across the age span e.g. crisis services.

The data below is of unique individuals treated during each 12 month period, and not episodes of care. One individual may have had more than one admission to an inpatient service and may have had more than one episode of care in a community setting, or be seen by more than one community service, though that individual will only be counted once for that year. A person may also be counted in both the inpatient and the community data.

The age has been calculated as at 1 January in each year.

The definition used here of “treated” is having at least one overnight stay for inpatient services, or at least one face to face contact for community services.

Inpatient Units - number of distinct individuals treated per year

		2015	2016	2017	2018	2019	2020
Age Group	0-19Y	314	324	293	311	318	324
	20-64Y	578	605	658	625	627	692
	65Y+	118	122	123	133	136	117
	ALL Ages	1010	1051	1074	1069	1081	1133

Community Services - number of distinct individuals treated per year

		2015	2016	2017	2018	2019	2020
Age Group	0-19Y	2518	2566	2634	2590	2461	2375
	20-64Y	6395	6442	6357	6620	6880	6613
	65Y+	1197	1368	1329	1347	1427	1436
	ALL Ages	10110	10376	10320	10557	10768	10424

4. **How many people do you treat on average every year in your addiction services? Please provide a breakdown by inpatient and outpatient services.**

Regional addiction services are provided by Waitematā DHB. We understand that you have already submitted this question to Waitematā DHB as an OIA request and that they will be providing a response.

5. **How many people are currently waiting for mental health treatment after they have been through an initial triage process? What is the average wait time to access services? What is the longest time someone can wait? Please provide breakdown by inpatient/outpatient services.**

This question was clarified to how many people are waiting for their first appointment

Community Services:

The data for the table below is based on the wait from the time of referral to the point at which this data was extracted on 15 February 2021. No triage process has been considered in this analysis because the triage process differs from service to service and is not always identifiable from the available data. This waiting time data excludes referrals internal to Auckland DHBs Mental Health and Addictions Directorate, including referrals for service users who are currently inpatients. The age bands are based on age at the time of referral.

Please note that some referrals currently waiting may not proceed to a face to face appoint. Also, while waiting for a face to face appointment some service users can cancel or not attend scheduled appointments, thereby increasing the reported wait-time.

Community Services - numbers of open referrals yet to be seen face-to-face

		Count referrals "waiting"	Average Days "waiting"	Longest wait (in days)
Age Group	0-19Y	165	60.9	212
	20-64Y	148	28.0	171
	65Y+	55	17.0	93
	ALL Ages	368	41.1	212

The next two tables below show data for the previous 6 calendar years, broken down by age bands for the average number of days between referral and the first face to face contact, and also the longest time between referral and first face to face contact. As above, no triage process is used

because of the difficulties in reporting data against this, internal referrals are not included, and service users may have cancelled or not attended planned (earlier) appointments.

Community Services - Average Days between Referral and first Face-to-Face Contact

		2015	2016	2017	2018	2019	2020
Age Group	0-19Y	14.7	14.4	16.4	19.9	19.5	26.4
	20-64Y	8.5	8.1	8.8	8.4	7.3	6.7
	65Y+	17.9	18.1	15.7	14.2	15.6	13.4
	ALL Ages	11.3	11.6	12.2	12.6	11.8	12.4

Community Services - Longest Gap (in days) between Referral and first Face-to-Face contact

		2015	2016	2017	2018	2019	2020
Age Group	0-19Y	161	256	329	351	336	229
	20-64Y	300	224	494	187	287	252
	65Y+	224	244	256	275	254	186
	ALL Ages	300	256	494	351	336	252

Inpatient Services:

Due to the nature of our acute inpatient services and data recording, it is not possible to provide reliable data on waiting times for access to acute inpatient beds. We are however able to provide data on waiting time, and the longest time between referral and admission, to the sub-regional rehabilitation inpatient service. Please note that there are a complex range of factors which affect placement in the inpatient rehabilitation unit and therefore impacts on reported waiting times.

Adult Inpatient Rehabilitation Unit - Average Days between Referral and Admission

	2015	2016	2017	2018	2019	2020
	40	104	65	41	60	60

Adult Inpatient Rehabilitation Unit - Longest Gap (in days) between Referral and Admission

	2015	2016	2017	2018	2019	2020
	135	322	356	124	230	177

6. How many people are currently waiting for addiction treatment after they have been through an initial triage process? What is the average wait time to access services? What is the longest time someone can wait? Please provide breakdown by inpatient/outpatient services.

Regional addiction services are provided by Waitematā DHB. We understand that you have already submitted this question to Waitematā DHB as an OIA request and that they will be providing a response.

7. What is the process while patients wait to access addiction and/or mental health treatment?

For inpatient services, while a service user is waiting for an inpatient bed, where this occurs, the service user would be managed by their community or inpatient team and/or urgent services, until a bed was available.

8. How many patients died after they were triaged but before receiving addiction or mental health treatment in the last six years? Are you able to provide the cause of death for each person who died?

Between 2015 and 2020, 9 patients died after they were triaged but before their first assessment. Due to the patients possibly being identifiable, we are declining to provide the cause of death under section 9(2)(a) of the Official Information Act – to protect the privacy of natural persons, including that of deceased natural persons.

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 of Te Toka Tumai (Auckland District Health Board)

