



21/08/2020



By way of email only: [Redacted]

Dear [Redacted]

Official Information Act request: Patient Complaints

Further to your letter dated 22 July 2020 made under the Official Information Act 1982.

Specifically, you requested:

- ***The number of patient complaints made to the DHB in the past five years, broken down by each year, 2015 to 2019.***

Year	Number of Patient Complaints
2015	1108
2016	1158
2017	1188
2018	1108
2019	1131

- ***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.***

	2015	2016	2017	2018	2019
Incidents upheld or partly upheld and/or corrective measures taken	Please refer to note below	334	396	665	809

Please note: We are not able to provide data for upheld incidents in 2015 as this information is from our old "Access" system and data was not captured in this way.

- ***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?***

Waikato DHB will not provide a response to this question as per section 18(d) of the Official Information Act 1982 because the information requested is publically available from the Health and Disability Commission Website. www.hdc.org.nz



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

We have assumed that you are asking for the number of PGs that were as a direct result of e.g. dismissal of a staff member after a patient complaint. To provide these numbers to you would require substantial collation involving the manual search of individual files to establish the reason for the PG. As we anticipate numbers that meet this criteria are likely to be low i.e. below 5 we would not be able to provide the information to you. We have therefore decided to refuse this part of your request relying on sections 18(a) and 9(2) (a) of the Official Information Act 1982, which enables information to be withheld if this is necessary to protect the privacy of natural persons and this is not outweighed by any public interest in its release.

- ***Please state how much was paid out to staff who took PGs each year. And please note which types of staff took the PGs - eg doctor, nurse, allied health etc.***

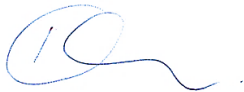
Waikato DHB will not provide a response to this question as per sections 18(a) and 9(2) (a) of the Official Information Act 1982, which enables information to be withheld if this is necessary to protect the privacy of natural persons and this is not outweighed by any public interest in its release

Waikato DHB supports the open disclosure of information to assist community understanding of how we are delivering publically funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

You have the right to seek an investigation and review of the Ombudsman of the decision to withhold information. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602

I trust this answers your query.

Yours sincerely



Kate Coley
Executive Director Organisational Support
Waikato District Health Board