

Facilities : Hospital site Car Park/ Roads
Proactive Release: 03 October 2019



18 September 2019

9(2)(a)

E-mail: 9(2)(a)

Dear 9(2)(a)

Official Information Act (1982) Request

I write in response to your Official Information Act request dated 23 August 2019. You requested the following information:

I wish to receive access to data relating to complaints the Counties Manukau DHB has received about Hospital Rd and hospital car parks.

1. In the past three years (financial year 2016 to date, if this is how the DHB has recorded it, otherwise by calendar year), how many complaints have been received about Hospital Rd and hospital car parks? This includes information about poor road conditions, for example:

- i. melted/ wet tarmac*
- ii. potholes*
- iii. bumps*
- iv. loose road surfaces*
- v. subsidence*
- vi. or anything else, which could damage a car observing the road rules, or injure a person.*

- b. For each complaint, what action/s did the DHB take to address it?*
- c. What was the outcome of the complaint (e.g. pothole filed)?*

2. Any communications between the DHB, Auckland Transport, Auckland Council and the NZTA about the road and hospital car parks.

For context, the CM Health Services provide healthcare to over 569,000 people who reside in the Counties Manukau region, and has a workforce of more than 7,000 staff. We have multiple sites across Counties Manukau, however a significant number of people do travel to/from Middlemore Hospital each day. In the last year, there have been a number of changes to car-parking services, locations and facilities, due in part to new construction on our sites, and relocation of some designated spaces. We acknowledge this has affected access, and in some case the upkeep of access ways and roads.

CM Health retains responsibility for the upkeep of any land, roads/ access and grounds at our facilities. Currently, ACC holds the car-park concession agreement for the Middlemore site carparks. The day-to-day operations and management of the car parking facilities is by Secure Parking, who are contracted by ACC.

CM Health and ACC/ Secure Parking meet to address both car park capacity and safety issues. A number of actions have been implemented to improve public car parking, inform staff of available car-park spaces, and to improve safety and accessibility for both visitors and staff. Where appropriate, we encourage the use of alternative options to get to the Middlemore Hospital site, including use of public transport and car-sharing options for staff, to help manage access to the hospital site for emergency needs and patients.

We have searched our complaints register for the past 3 years, (i.e. mid-2016 till today), for relevant reports. We note that most of our complaints on access and car parks relate to cost and space availability, rather than the road surfaces / conditions.

We have completed a keyword search (e.g. 'road', 'tarmac', 'pothole', 'surface', 'subsidence', and 'uneven'). This has identified three complaints logged, as per the table 1 (**below**).

Submission Date	Short Description of Feedback	Outcome(s) of complaint
09/08/2019	<i>Complainant Concerns included:</i> Facilities: Road surface by parking boom gates, extremely rough, needs resurfacing.	Response letter due to be sent to complainant acknowledging issues. Letter signed by General Manager - Facilities. Notes that CM Health has plans for a road remediation project, scheduled for completion by the end of 2019.
23/01/2019	<i>Complainant Concerns included:</i> Car Park: Gates on side heading to car-park 3 & 4, surface rough, uneven long trench-hole right across road.	Response letter sent to complainant acknowledging issues. Letter signed by Operations Manager - Secure Parking NZ Ltd.
24/12/2018	<i>Complaint via Renal services included:</i> Complainant also not happy with the uneven surface at entrance of Middlemore Hospital Dialysis unit.	Response letter sent to complainant, acknowledging issues. Letter signed by the General Manager - Division of Medicine. The uneven surface area where the lip of the ramp meets the road has since been made even by the facilities services.

Table 1

We accept that there may have been other complaints, or dissatisfaction expressed in this period by visitors, staff or members of the public via other means, that have not been formally logged as a complaint. However, attempting to identify and retrieve these from across the entire CM Health organisation for the three-year period would require significant resource, that we do not believe is best use of available resources.

Any complaint received about any aspect of our services will result in a response letter being sent to the complainant, and where feasible, remedial actions will be considered and advised to the complainant. These actions will include consideration of site health and safety concerns, as well as

available resources to manage or mitigate risks, (for car parks, examples may include signage, temporary repairs etc.), if remediation is not immediately possible.

As noted in the response to the complaint received in August 2019, in early October CM Health expects to commence a remedial programme of works on the section of Hospital Road/ Middlemore entrances, which is all on CM Health property. This will see significant improvement in the surface, but not complete reseal. We anticipate this work will initially cost \$150,000,

2. Any communications between the DHB, Auckland Transport, Auckland Council, and the NZTA about the road and hospital car-parks.

Our Facilities Team advice is that, for the section of Hospital Road that belongs to us, we do not liaise with Auckland Council, or other agencies regarding the upkeep of the road and property. There are a range of discussions underway involving these agencies, which have recently focused on visitor/ staff security and the Middlemore Train Station. These discussions do not address specific individual complaints, and have not focussed on the maintenance and upkeep / condition of Hospital Rd and the Middlemore Hospital site car-parks.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,



Fepulea'i Margie Apa
Chief Executive