

1st December 2020

[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information Act Request for – Formal Complaints

I write in response to your Official Information Act request received by us 3rd November 2020, you requested the following information:

“I wish to receive information regarding the number of formal complaints which resulted in disciplinary action, went to the Health and Disability Commissioner or resulted in a review of hospital policy in the last three years.

Can this information be broken down by year, what the complaint was about, where it happened, and if and how it was resolved.”

Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 7,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 569,400 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

The table below identifies formal complaints from patients made through our Feedback Central team which have been investigated and had a resolution status as “resulting in disciplinary action” from November 2017 to November 2020. Due to privacy reasons we have provided only the year that the disciplinary action occurred, stating details of the complaint and how it was resolved may make the individuals identifiable. Withholding to protect the privacy of individuals is permitted under section 9(2)(a) of the Official Information Act 1982.

Year	Staff Disciplinary Action from Complaint
2018	2
2019	1

CM Health reviews and individually responds to concerns raised by patients and their whaanau, either directly with them or via the Health and Disability Commission. We welcome feedback at CM Health and view complaints as important learning opportunities to help us improve our services.

CM Health does not directly record information relating to reviews of hospital policies from complaints. All hospital policies are reviewed on a three-year cycle.

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 may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Fepulea'i Margie Apa', enclosed in a thin black rectangular border.

Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health