

16<sup>th</sup> December 2020



Dear 

**Official Information Act Request for – Psychologist Waiting List & Referrals**

I write in response to your Official Information Act request received by us 18<sup>th</sup> November 2020, you requested the following information:

- 1. How many non-Maori are currently on a waitlist for psychological intervention with a psychologist?**

**AND**

- 2. If Maori specific mental health services exist within the DHB MHAS:**

- a) What are the criteria for acceptance into these services?**
- b) How many referrals were made to these services between 1 July, 2019 and 30 June, 2020? Please provide numbers of referrals for each service where there is more than one service.**
- c) What psychiatric diagnoses did these people present with?**
- d) How many referrals were accepted by these services in the absence of a psychiatric diagnosis? Please provide numbers of referrals for each service.**
- e) How many of these referrals were declined?
  - i. What were the three most common reasons for a referral being declined?****

**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.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

1. **How many non-Maori are currently on a waitlist for psychological intervention with a psychologist?**

There are 109 service users who are non-Maori currently on our psychology waitlists.

2. **If Maori specific mental health services exist within the DHB MHAS:**

Individuals who are Maaori currently access all acute and community services within Counties Manukau Health's Mental Health & Addictions Services. Clinicians from all teams are trained in Maaori models of care and are supported by our Maaori liaison service, Rapua te Ao Waiora. As such, our responses to the questions below include Maaori individuals accessing any/all of our mental health services.

- a) **What are the criteria for acceptance into these services?**

Not applicable - as Maaori are accepted into all mental health services.

- b) **How many referrals were made to these services between 1 July, 2019 and 30 June, 2020? Please provide numbers of referrals for each service where there is more than one service.**

Please refer to the response in question 2 of this request.

Table 1 below reflects referrals made to Mental Health and Addition services between 1 July 2019 and 30 June 2020.

Fiscal year	Ethnicity	Referral status	Number
2020	Maaori	Accepted	2710

Table 1: Data sourced HealthCare Community (HCC) 07/12/2020

- c) **What psychiatric diagnoses did these people present with?**

In our last response to you in October 2020, we provided a list of the top 20 diagnoses of Maaori individuals who were referred to Mental Health & Addiction Services in the last fiscal year (1 July 2019 through 30 June 2020). Therefore, we are declining to answer this question under section 18(d) of the Official Information Act 1982 as the information requested is publicly available on our website.

- d) **How many referrals were accepted by these services in the absence of a psychiatric diagnosis? Please provide numbers of referrals for each service.**

Referrals in the last fiscal year, in which there was no diagnosis is reflected below in table 2. This information was also provided in our last response to you in October 2020 and is publicly available on our website.

Diagnosis	Referral Numbers
No Diagnosis on another Axis	854

Table 2: Data sourced HealthCare Community (HCC) 07/12/2020

- e) **How many of these referrals were declined?**

- II. **What were the three most common reasons for a referral being declined?**

All referrals to CM Health Mental Health & Addictions services are clinically reviewed following an evidence-based triage tool. All referrals are then entered into the electronic clinical record system. The treatment pathway is determined after sufficient information is collected through this triage process.

Some referrals are returned to the referrer. The top three reasons for this are:

- Person does not live within CM Health region.

- Person does not meet specialist service criteria.
- Person has been uncontactable since referral to service.

I trust that this information is helpful. 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 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



**Fepulea'i Margie Apa**  
**Chief Executive Officer**  
**Counties Manukau Health**