

24 June 2019

Email: _____

Re: Official Information Act

Dear _____

I am responding on behalf of Hauora Tairāwhiti (Tairāwhiti DHB) to your OIA Request of 26th May 2019.

Our response to your request:

I would like to request information under OIA for the following:

For the financial year 2017-2018 and 2018 up till end of April 2019:

1. Total number of complaints (non-HDC) received concerning clinical staff.
2. Total number of complaints (HDC) received by DHBs concerning clinical staff.
3. Average time taken for closing complaints
4. The top 10 longest times and shortest times for closing
5. Serious Adverse events reported
6. Number of beds within DHB

Our serious adverse events information is located on our website. You can view this here:

<https://www.hauoratairawhiti.org.nz/assets/Uploads/Hauora-Tairawhiti-Annual-Adverse-Report-July-2017-June-2018.pdf>

	FY 2017-18	1/07/2018-31/4/2019
1. TOTAL NUMBER OF COMPLAINTS (NON-HDC) RECEIVED CONCERNING CLINICAL STAFF.	13 (CLINICAL STAFF = MEDICAL AND NURSING STAFF; CLINICAL STAFF NOTED FOR NAMELY RUDENESS TOWARDS PATIENT OR THEIR WHANAU)	9 (CLINICAL STAFF = MEDICAL AND NURSING STAFF; CLINICAL STAFF NOTED FOR NAMELY RUDENESS TOWARDS PATIENT OR THEIR WHANAU)
2. TOTAL NUMBER OF COMPLAINTS (HDC) RECEIVED BY DHBs CONCERNING CLINICAL STAFF.	1 (CLINICAL STAFF – MEDICAL AND NURSING STAFF; THE WAY PATIENT WAS SPOKEN TO)	2 (CLINICAL STAFF – MEDICAL AND NURSING STAFF; INVOLVED IN THE TREATMENT OF THE PATIENT)

3. AVERAGE TIME TAKEN FOR CLOSING COMPLAINTS	20 WORKING DAYS	18 WORKING DAYS NON-HDC COMPLAINTS
4. THE TOP 10 LONGEST TIMES AND SHORTEST TIMES FOR CLOSING	SHORTEST – 5 DAYS LONGEST	SHORTEST – 3 DAYS LONGEST
5. SERIOUS ADVERSE EVENTS REPORTED	REFER TO THE ABOVE LINK.	15 (6 INCLUDE MENTAL HEALTH SERVICES)
6. NUMBER OF BEDS WITHIN DHB	118	

If you are not satisfied with this response you may contact the Office of the Ombudsmen, phone 0800 802 602.

Please note this response, or an edited version of this response, may be published on the Hauora Tairāwhiti DHB website. Your personal/identifying information will be redacted from any responses published.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Ngā mihi,

Briar Hunter
 Communications Advisor
 Hauora Tairāwhiti