

3 March 2020

[REDACTED]

Dear [REDACTED]

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2020014

I refer to your Official Information Act request dated 14 February 2020 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

I would like to obtain the number of calls to the mental health crisis team over the past five years broken down by year.

Hawke's Bay DHB is able to provide information relating to calls made to the DHB's dedicated Crisis Mental Health 0800 service (0800 112 334), refer to Table 1 below. Please note however that not all calls to the Crisis Mental Health Team are made through the 0800 number. For example contact is also made with the Emergency Mental Health Team through the DHB's call centre, call transfer from another DHB staff member etc.

Table 1: Calls to 0800 112 334 – HBDHB's Crisis Mental Health freephone line

Period	Total Calls to the dedicated 0800 number
2015	7238 (data unavailable for 01 Jan to 31 Mar)
2016	11205
2017	12386
2018	14464
2019	14552

Callers to the 0800 number are provided three options:

- 1 If this is a crisis or emergency mental health matter - be put through to the emergency mental health team. The call is put through to the first on call mobile phone, if that is busy, it goes to the second on call mobile phone if that is busy, it goes to the third on call mobile phone, if that is busy, the call is put on hold until one the phones becomes available. (these calls are answered 24/7).
- 2 If a general non-urgent mental health matter - be put through to the duty worker for mental health (outside of business hours this call is answered by voicemail).
- 3 If a general non-urgent addictions matter - be put through to the duty worker for addictions (outside of business hours this call is answered by voicemail).

I would also like to obtain how many of these calls were referred to police.

This information is not held electronically, therefore HBDHB is unable to provide the data as it would require the retrieval and review of every patient record. This part of your information request is declined under section 18 (f) of the Act relating to substantial collation.

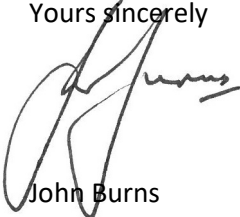
I would also like to obtain how many calls were not answered.

All emergency mental health service calls to the 0800 number are answered, please refer to the response provided to question 1 above.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely



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