

22 December 2021

[REDACTED]

[REDACTED]

Tēnā koe [REDACTED]

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021160

I refer to your Official Information Act request dated 26 November 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

- ***The number of formal apologies, including apologies in writing, offered by senior management, including but not limited to the chief executive, deputy chief executive(s), executive managers and board members to:***
- ***Any DHB staff member***
- ***Any former DHB staff member***
- ***Anyone employed, contracted, or working in any capacity for the DHB***
- ***Any patient***
- ***Any former patient***
- ***Any family of a patient or former patient***
- ***Any member(s) of the public***
- ***Any other government agency***
- ***No date range – please provide information as far back as is reasonably practicable.***

On 9 December 2021 the request was amended to the following:

I'll amend this one to the last 5 years.

If it's helpful, I do not need information from, for instance, what we might call "auto-generated" apologies. By that, I mean if for example when someone complains on social media and the DHB replies with "Sorry for the inconvenience" type messages. That's not what I'm interested in.

I am interested in more serious cases, in which for example, a chief executive or senior manager has apologised to staff, former staff, or a member of the public, or another government agency, for any mistake or wrongdoing.

Amended OIA December 9 2021:

Under the Official Information Act, please provide information, including but not limited to emails, applications, reports, meeting minutes, memos, data, audiovisual materials and correspondence to/from the DHB about:

- **The number of formal apologies, including apologies in writing, offered by senior management, including but not limited to the chief executive, deputy chief executive(s), executive managers and board members relating to:**
- **Health and Disability Commission (HDC), Privacy Commission and Ombudsman’s complaints over the past 5 years**
- **Any DHB staff member**
- **Any former DHB staff member**
- **Anyone employed, contracted, or working in any capacity for the DHB**
- **Any patient**
- **Any former patient**
- **Any family of a patient or former patient**
- **Any member(s) of the public**
- **Any other government agency**

HBHDHB employs more than 3600 staff. It does not hold the information you seek in an easily accessible central record electronic format of an HR system. To find apologies given would require a manual assessment of individual records of past and present employees over the last five years.

Therefore, your request is declined under Section 18(f) of the Official Information Act relating to substantial collation or research.

In regards to consumer feedback and apologies issued to patients or former patients and their families or members of the public, please see the table below showing how many complaints HBDHB has received and processed over the last five years. It is HBDHB’s standard practice to apologise in response to all complaints to acknowledge the experience of the consumer in advance of a formal complaint’s process/investigation being undertaken.

Table 1

Total of Count of File ID	Date Received by HBDHB Year					Grand Total
	2017	2018	2019	2020	2021	
Complaint	432	473	568	642	643	2758
HDC Complaint	36	30	27	16	25	134
HRC Complaint	1	0	0	0	0	1
Privacy Complaint	1	0	1	9	11	22
Grand Total	470	503	596	667	679	2915

HDC refers to the Health and Disability Commission and HRC is the Health Research Council. Please also note, the DHB follows the HDC open disclosure policy as part of its event reporting system. Information about open disclosure can be viewed here: <https://www.hdc.org.nz/news-resources/search-resources/leaflets/guidance-on-open-disclosure-policies/>

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 HBDHB website after your receipt of this response.

Ngā manaakitanga

A handwritten signature in black ink, appearing to be 'ef'.

Emma Foster
Executive Director of Planning, Funding and Performance

cc: *Ministry of Health via email: SectorOIAs@moh.govt.nz*
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