

24 March 2021

(name and contact details redacted)

Dear (name redacted)

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021018

I refer to your Official Information Act request dated 22 February 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

I wish to receive information regarding the number of Health and Disability Commissioner complaints which resulted in disciplinary action or resulted in a review of hospital policy at Hawke's Bay District Health Board 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.

We do not currently hold any information on complaints that resulted in a review of hospital policy in an easily accessible electronic system. However, some information has been manually extracted for complaints where HDC had made a decision from 2019 to the present (complaint may originally have been made in an earlier year).

Key issues raised in complaints which resulted in a review or change to policy, process or procedure:

Key issue	2019	2020	2021 YTD
Care and treatment	1	1	2
Communication and information	2	1	
Informed choice / consent		1	

We do not hold information regarding disciplinary action in a central electronic data system and to provide the information requested would take substantial time, resource and collation. We are therefore declining this part of your request under section 18(f) of the Official Information Act.

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

Robin Whyman

CHIEF MEDICAL AND DENTAL OFFICER

cc: Ministry of Health via email: SectorOIA@moh.govt.nz oia@hbdhb.govt.nz