

21 June 2019

Mohamed Osman
87 London Street
Whanganui 4500

100 Heads Road, Private Bag 3003
Whanganui 4540, New Zealand

Via email: osmanmohamed85@gmail.com

Dear Osman

Official Information Act Request – Various Questions – Complaints, serious adverse events and number of beds.

On 26 May 2019, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

"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

It will be great to receive the information in excel sheet."

Whanganui District Health Board's response:

1. Total number of complaints (non-HDC) received concerning clinical staff.

There were forty complaints concerning named clinical staff during the dates identified.

2. Total number of complaints (HDC) received by DHBs concerning clinical staff.

There were two complaints concerning named clinical staff during the dates identified.

3. Average time taken for closing complaints

WDHB does not measure the time taken to complete individual complaint investigations. This can be calculated manually, however, it will take some days to collate this information and there will be a charge for this. Please advise if you would like WDHB staff to undertake this activity and invoice you accordingly.

4. The top 10 longest times and shortest times for closing

Please see response to item 3 above.

5. Serious Adverse events reported

There were twelve adverse events reported during the dates identified.

Please note, mental health events, including suicides, are not included in this data set and "always report" events are also not included.

6. Number of beds within DHB

There are 130 inpatient beds in WDHB. This does not include the Emergency Department or Acute Assessment Unit.

Table with data regarding responses 1, 2 and 5 is also attached.

Should you have any further queries about the above information, please contact our acting OIA co-ordinator Maree Langford at Maree.Langford@wdhb.org.nz.

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized 'R' followed by a series of loops and a trailing line.

Russell Simpson
Chief Executive

Table showing breakdown of information for the dates identified

	01/07/17 - 30/06/18	01/07/18 - 30/04/19
HDC complaints re named clinical staff	2	Nil
Other complaints re named clinical staff	25	15
Adverse events	1	11