

13 August 2020

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Re: Official Information Act Request

I refer to your Official Information Act request received on 23 July in which you specifically requested the following:

1. I request the number of patient complaints made to the DHB in the past five years, broken down by each year, 2015 to 2019.

2015	539 (Mar-Dec)
2016	661
2017	789
2018	863
2019	891

2. Please state what number of the complaints were either upheld or disciplinary action or corrective measures were taken/introduced as a result of the complaints.

Southern DHB regards all complaints as an opportunity for improvement. Those formally recorded for reporting purposes include categories such as **“Change in process/procedure, corrective action or review/develop policy or procedure, and education/training for staff”**. Between 2015- 2019 275 complaint files are recorded in these categories.

There have been 16 Disciplinary events (4 in 2016, 3 in 2017, 7 in 2018 & 2 in 2019), with 10 upheld.

3. Please state how many complaints in the same time frame were made to the HDC about the DHB or its employees, each year? How many complaints resulted in the DHB being found in breach of The Code of patient rights?

2015	65
2016	40
2017	86
2018	81

2019	66
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Of the complaints closed by the HDC during the past five years, 18 resulted in breaches of The Code. (Jul-15 – Dec-19)

4. Please also state how many PGs were taken against the DHB in the same time frame, broken down by year.

Between 2015- 2019 one personal grievance was taken against the DHB.

5. Please state how much was paid out to staff who took PGs each year. And please note which types of staff took the PGs - eg doctor, nurse, allied health etc.

There were nil pay-out's to staff who raised personal grievances. The category of staff who undertook PG's in the time period noted were Nursing staff.

You have the right to seek an investigation and review of our decision by the Ombudsman. The Ombudsman's Office can be contacted on 0800 802 602 or on-line at <http://www.ombudsman.parliament.nz/>.

Yours sincerely



Chris Fleming
Chief Executive Officer