

Shay McGuinness

By email: fyi-request-12342-aa0acb2c@requests.fyi.org.nz  
Ref: H202000996

Dear Dr McGuinness

### Response to request for official information

Thank you for your request of 2 March 2020 to the Ministry of Health (the Ministry) under the Official Information Act 1982 (the Act) for:

*Please provide all information you hold related to the visit of the NASO Northern Region Helicopter Air Ambulance Assurance Team to Auckland District Health Board (ADHB) on the 28th Nov 2019 and any subsequent correspondence between ADHB and The National Ambulance Sector Office (NASO) and/or the Ministry of Health (MoH) that relates to this visit or any reports or further meetings that are related to this visit.*

*This request includes, but is not limited to:*

- 1. Agenda, minutes and any audio/video recording of the 28th Nov meeting.*
- 2. Any reports (interim and final) or Memos issued by NASO/MoH in response to this meeting*
- 3. Any emails or letters between ADHB senior staff and MoH/NASO staff in response to this meeting or subsequent reports. For the purpose of this request:*
  - a. ADHB senior staff means Pat Sneddon, Ailsa Claire and Jo Gibbs.*
  - b. MoH/NASO staff means David Clark, Ashley Bloomfield, Keriana Brooking, Monique Burrows, Kathy Rex, Carleine Receveur, Peter Whisker, Barry Woodmass.*
  - c. Emails include any sent, received or cc'd to and/or from any of the above named people.*
  - d. The inclusive dates for this request are 1st Nov 2019 to 1st March 2020.*

Twenty-five documents have been found in scope of your request and are itemised in Appendix A, which also lists the decisions on release. The corresponding documents are attached to this letter.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made in this response.

Yours sincerely



Clare Perry  
**Acting Deputy Director-General**  
**Health System Innovation and Improvement**

## Appendix A: Documents for Release

Doc	Date	Title	Decision on Release
1	25 November 2019	7:24pm: Fw: Assurance team experts available to talk with DHB Thursday afternoon	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
2	25 November 2019	7:27pm: Re: Assurance team experts available to talk with DHB Thursday afternoon	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
3	26 November 2019	5:41pm: RE: Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
4	26 November 2019	8:40pm: FW: Scope of the Assurance review  Attachment <ul style="list-style-type: none"> <li>NRHL Assurance Process – November 2019 (Document 4A)</li> </ul>	Released. Some information is withheld under the following sections of the Act: <ul style="list-style-type: none"> <li>9(2)(a) to protect the privacy of natural persons;</li> <li>9(2)(b)(ii) as it is commercially sensitive. The greater public interest is in protecting the commercial position of the person who is the subject of this information, or who provided this information.</li> </ul>
5	27 November 2019	7:21am: Re: Service delivery compromised due to ADHB tasking	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
6	27 November 2019	8:16am: Re: Scope of the Assurance Review	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
7	27 November 2019	2:19pm: Assurance review Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
8	27 November 2019	3:33pm: Request to discuss this afternoon – meeting with ADHB tomorrow	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
9	27 November 2019	4:40pm: Meeting with DHBs tomorrow	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.  An attachment deemed out of scope of the request has been removed.

10	27 November 2019	5:11pm: RE: Assurance review Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
11	27 November 2019	6:13pm: RE Assurance Review Thursday  Attachments: <ul style="list-style-type: none"> <li>• Agenda NASO review team NRHL 281119 (Document 11A)</li> <li>• 2019-09-18 NZ IHT for CICIM.PDF (Document 11B)</li> </ul>	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.  Attachment 11B has been removed as it is out of scope of this request.
12	28 November 2019	6:43am: RE: Assurance review Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
13	28 November 2019	7:26am: RE: Assurance review Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
14	28 November 2019	7:29am: RE: Assurance review Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
15	28 November 2019	11:58am: RE: Assurance review Thursday	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
16	29 November 2019	8:43pm: Fw: Fwd: Thursday meeting with Assurance Panel	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
17	30 November 2019	9:43am: Fwd: Thursday meeting with Assurance Panel	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
18	30 November 2019	9:49am: Re: Thursday meeting with Assurance Panel	Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
19	2 December 2019	1:05pm: Response and recommendation on sharing recording	Withheld in full under the following sections of the Act: <ul style="list-style-type: none"> <li>• 9(2)(ba)(i) as it was provided under an obligation of confidence. The release of this information would be likely to prejudice the provision of similar information in future and</li> </ul>

			<p>the greater public interest is in ensuring that such information continues to be provided.</p> <ul style="list-style-type: none"> <li>• 9(2)(a) of the Act, to protect the privacy of natural persons.</li> </ul>
20	2 December 2019	1:10pm: Fw: Response and recommendation on sharing recording	<p>Withheld in full under the following sections of the Act:</p> <ul style="list-style-type: none"> <li>• 9(2)(ba)(i) as it was provided under an obligation of confidence. The release of this information would be likely to prejudice the provision of similar information in future and the greater public interest is in ensuring that such information continues to be provided.</li> <li>• 9(2)(a) of the Act, to protect the privacy of natural persons.</li> </ul>
21	2 December 2019	1:29pm: Fw: Response and recommendation on sharing recording	<p>Withheld in full under the following sections of the Act:</p> <ul style="list-style-type: none"> <li>• 9(2)(ba)(i) as it was provided under an obligation of confidence. The release of this information would be likely to prejudice the provision of similar information in future and the greater public interest is in ensuring that such information continues to be provided.</li> <li>• 9(2)(a) of the Act, to protect the privacy of natural persons.</li> </ul>
22	2 December 2019	11:37pm: RE: Fwd: Thursday meeting with Assurance Panel	<p>Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.</p>
23	3 December 2019	7:49am: Fw: Request from ADHB for the zoom recorded meeting held with the assurance team on Thursday last week, to be shared with CAA.	<p>Withheld in full under the following sections of the Act:</p> <ul style="list-style-type: none"> <li>• 9(2)(ba)(i) as it was provided under an obligation of confidence. The release of this information would be likely to prejudice the provision of similar</li> </ul>

			<p>information in future and the greater public interest is in ensuring that such information continues to be provided.</p> <ul style="list-style-type: none"> <li>• 9(2)(a) of the Act, to protect the privacy of natural persons.</li> </ul>
24	3 December 2019	8:02am: Fws: Request from ADHB for the zoom recorded meeting held with the assurance team on Thursday last week, to be shared with CAA.	<p>Withheld in full under the following sections of the Act:</p> <ul style="list-style-type: none"> <li>• 9(2)(ba)(i) as it was provided under an obligation of confidence. The release of this information would be likely to prejudice the provision of similar information in future and the greater public interest is in ensuring that such information continues to be provided.</li> <li>• 9(2)(a) of the Act, to protect the privacy of natural persons.</li> </ul>
25	4 December 2019	12:45pm: RE: Aw 169 range	<p>Released. Some information is withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.</p> <p>Information deemed to be out of scope of this request has been withheld or removed.</p>