

18 March 2020

Shay McGuinness

By email to: [fyi-request-12423-3ef4d91@requests.fyi.org.nz](mailto:fyi-request-12423-3ef4d91@requests.fyi.org.nz)

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Dear Shay

**Re Official Information Request – Incidents in the transport of patients by helicopter air ambulance**

I refer to your official information request dated 10 March 2020 requesting the following information.

**The contract for supply of helicopter air ambulance services changed on the 1st April 2019.**

**For the period 1/4/19 to 10/3/20 can you please provide:**

- 1. The number of untoward incidents recorded on the DHB Safety Management System("DATIX") related to the transport of patients by helicopter air ambulance.**
- 2. A summary of each incident (de-identified) and the action taken by ADHB to address issues identified**

**In addition please provide the total number of untoward incidents related to the transport of patients by helicopter air ambulance recorded in the period 1/4/18 to 10/3/19 for comparison purposes**

See attached spreadsheet. I trust this information answers your questions.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE  
Chief Executive