



22 March 2021

Ms Van Wey Lovatt

Email to fyi website as below

Dear Ms Van Wey Lovatt

INFORMATION REQUESTS: 21 JANUARY TO 1 MARCH 2021

The volume of requests and the manner in which you continue to pursue Waikato DHB and its staff and Commissioners has impacted significantly on the administrative and clinical resources of Waikato DHB. This diverts public health resources. As you know Waikato DHB is a public health agency tasked with delivering healthcare to the population it serves. We reiterate that Waikato DHB will only respond to information requests that are sent in compliance with the communication plan.

Our decisions on the requests between 25 January and 1 March 2021 follow.

1. On 25 January 2021 you requested via fyi-request-14524-62c94679@requests.fyi.org.nz

- 1) *Consumer Feedback and Complaint Policy;*
- 2) *Informed Consent Policy;*
- 3) *Disclosure of Health Information Policy; and*
- 4) *All policies pertaining to the Ministry of Health Standards, HISO 10029:2015 Health Information Security Framework, clause 8.2.*

We have decided to provide documents 1, 2 and 3.

Request 4 is not a valid request under the Official Information Act as it does not specify the information sought with due particularity.

2. On 29 January 2021 you requested via fyi-request-14569-07b33aa5@requests.fyi.org.nz

I am writing to request a list of all controlled documents at Waikato DHB which come under the Management of Policies and Guidelines (0102), Standing Orders – Process and Documentation procedure (2524) and Management of Lippincott Procedures policy (1236).

These documents are attached.



3. On 30 January 2021 you requested via fyi-request-14579-9b3def04@requests.fyi.org.nz

I am requesting ALL documents and policies which instruct Duty Nurse Managers as to the reasons for issuance of a Trespass Notice and the process that they must follow.

This is not a valid request under the Official Information Act as it does not specify the information sought with due particularity. Furthermore, we note that you hold a copy of the DHB's Security Policy, as this appears as an exhibit in proceedings you previously initiated.

4. On 1 February 2021 you requested via the FYI website - fyi-request-14588-1de45318@requests.fyi.org.nz

For the dates between 1 January 2016 and the present, I requests the following:

- 1) I request a copy of the "communications plan" policy which was in effect and which informed the decisions to go against MoH standards HISO 10029, clause 8.2.*
- 2) I request the IS department documentation for ticket/order/incident numbers 345436 and 342056, with the private details of the patient redacted. I request the names of the staff members who made the request for the interception or who allegedly authorized the interception to not be redacted, for the sake of transparency for the public good.*
- 3) I request a copy of the declaration used by Waikato DHB in the employment agreements which informed DHB employees that their communications may be intercepted without their expressed consent. To be clear, this is not the declaration that emails may be "monitored", "read", or "viewed" by a person in IT or their direct managers to ensure compliance with DHB policies.*
- 4) The number of individual email addresses in which emails sent from those addresses are/and were being intercepted by a third party at Waikato DHB.*
- 5) The number of individuals whose emails are being intercepted by a third party at Waikato DHB.*
- 6) The number of individuals who were not made aware that their communications would be intercepted prior to implementing the interception plan.*
- 7) I request the number of individuals who have become aware of the interception of their personal, private communications and have notified the DHB, Police, Privacy Commissioner, HDC, Ombudsman, MoH or any other investigative or legislative authority over Waikato DHB and the outcome of those investigations (if any were conducted).*

Our decisions on these requests are:

- 1) This is not a valid request under the Official Information Act as it does not specify the information sought with due particularity.
- 2) This request is refused pursuant to sections 9(2)(a) and 9(2)(g)(ii) which enables information to be withheld where it is necessary to protect the privacy of individuals and to maintain the effective conduct of public affairs through the protection of public officials from improper pressure or harassment. That is not outweighed by any public interest in disclosure.

- 3) This request is refused pursuant to sections 9(2)(a) and 9(2)(g)(ii) which enables information to be withheld where it is necessary to protect the privacy of individuals and to maintain the effective conduct of public affairs through the protection of public officials from improper pressure or harassment. That is not outweighed by any public interest in disclosure.
 - 4) This request is refused pursuant to section 18(e).
 - 5) This request is refused pursuant to section 18(e).
 - 6) This request is refused pursuant to section 18(e).
 - 7) This request is refused pursuant to section 18(e).
5. On 18 February 2021 you made two separate requests via the FYI website as follows:

(a) fyi-request-14709-ca3addfe@requests.fyi.org.nz

Dear Waikato District Health Board,

I am writing to you as a NZ Citizen.

According to the HardyGroup advertisement, Waikato DHB advertised for the role of a COO which closed in August 2019. According to Stuff magazine article dated 13 Sep 2019, Leena Singh was appointed to the role of COO and began in January 2020. According to a FYI.org.nz published response to an OIA request, Leena Singh's title on 20 April 2020 was Executive Director - Hospital and Community Services.

I request, the documents (minutes, press releases, etc.) which show the date that the role of COO was disestablished and the role of Executive Director - Hospital and Community Services was established. I request the documents (minutes, press release, etc.) which announced that Leena Singh would be moved from the role of COO (as advertised and appointed) to the role of Executive Director - Hospital and Community Services. I request the published advertisement for the role of Executive Director - Hospital and Community Services, to which Leena Singh subsequently became appointed.

I request documents in which anyone else was appointed Acting Executive Director - Hospital and Community Services or Acting COO between 1 July 2020 and the time that Leena Singh was reported to have resigned from Waikato DHB (January 2021).

I request these documents in searchable electronic form (not printed then scanned). I request these documents be supplied through FYI.org.nz. I request these documents be supplied by the appropriate individuals (i.e., OIA Team, HR

or Office of the CE). I do not give you or your staff permission to search the National Health Database to find my personal contact information or to see if I have been or am a patient at Waikato DHB.

(b) fyi-request-14710-f66f72eb@requests.fyi.org.nz

Dear Waikato District Health Board,

According to the Hardygroup published advertisement, Waikato DHB advertised for the role of COO which closed in August 2019. According to a Stuff magazine article, published 13 Sept 2019, Leena Singh was appointed to the advertised role of COO. In an OIA response dated 20 April 2020, and published on FYI.org.nz, Leena Singh held the title of Executive Director – Hospital and Community Services. This title was also used in subsequent meeting minutes throughout 2020.

I respectfully request the documents (minutes, press releases, etc.) for the following:

- (1) Documents which show the date in which the role of COO was disestablished at Waikato DHB and the role of Executive Director – Hospital and Community Services was established.
- (2) Documents which show the date in which Leena Singh was appointed to the role of Executive Director – Hospital and Community Services.
- (3) Documents associated with the published advertisement for the role of Executive Director – Hospital and Community Services, and if no advertisement was made public, the job description for the role of Executive Director – Hospital and Community Services.
- (4) Documents showing the dates and names of individuals who were appointed Acting COO or Acting Executive Director – Hospital and Community Services between 1 June 2020 and the date in which Leena Singh resigned (sometime in January 2021).

Yours faithfully,

A NZ Citizen

Our decisions on these requests are:

- 1) This request is refused pursuant to section 18(e).
- 2) This request is refused pursuant to section 18(d). We refer you to the links below as it is publically available

<https://www.stuff.co.nz/waikato-times/news/115770957/new-chief-operating-officer-for-waikato-dhb?rm=a>

[https://issuu.com/waikatodhb/docs/ce_update - 1 november 2019/s/10118506](https://issuu.com/waikatodhb/docs/ce_update_-_1_november_2019/s/10118506)

- 3) This request is refused pursuant to section 18(e). No document exists. There was a change in title from Chief Operating Officer to Executive Director

– Hospital and Community as a part of an Executive Team refresh in December 2019.

4) This request is refused pursuant to section 18(e).

Your rights

As advised on multiple occasions previously, if you have concerns about Waikato DHB's decisions you can contact the following agencies:

- For concerns relating to the privacy of your information you can contact the Office of the Privacy Commissioner at <https://www.privacy.org.nz/> or by writing to Office of the Privacy Commissioner, PO Box 10094, Wellington 6143.
- For concerns about the health care you have received, you can contact the Health & Disability Commissioner at <https://www.hdc.org.nz/> or by calling 0800 11 22 33.
- For concerns about your treatment by a government agency or our decisions on your requests for information, you can contact the Office of the Ombudsman at <http://www.ombudsman.parliament.nz/> or by writing to The Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Christine Chandler
Consumer Engagement Manager
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