

8 June 2022

NZ Health Justice

Email: fyi-request-18963-259001b2@requests.fyi.org.nz

Dear NZ Health Justice

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2022035

I refer to your Official Information Act request dated 25 March 2022 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

1. The dollar amount that HealthCare NZ Limited received in bulk funding for Home Based Support Services in the 2019/20, 2020/21 and 2021/22 financial year (or calendar years if funding is allocated on that basis).

The financial details for these contracts is commercially sensitive information. Therefore, this portion of your request is declined under s9(2)(b)(ii) of the Official Information Act, so as to not likely unreasonably prejudice the commercial position of the person who supplied or who is the subject of the information.

2. An explanation of the cost model calculation used to determine bulk funding for Home Based Support Services.

Hawke's Bay District Health Board's contracted Home Care Support Services (HCSS) are funded by a negotiated service price, then distributed between contracted service providers based on current service share split. When reviewing the service price, a component of this is the monitoring of each HCSS provider client volumes, including the delivered service hours and visits made by support workers.

3. The number of complaints Hawke's Bay DHB received in 2021 regarding the provision of Home Based Support Services by HealthCare NZ Limited.

In the 2021 calendar year, 22 complaints were received by HBDHB in relation to HealthCare NZ Limited.

4. Correspondence and records of meetings with HealthCare NZ Limited regarding concerns about service delivery in 2021.

Please see the attached PDF file that contains all correspondence between HBDHB and HealthCare NZ Ltd regarding concerns about service delivery in 2021.

Note that redacted text within the correspondence attached is redacted under s 9(2)(a) of the Act to protect individuals privacy, s 9(2)(b)(ii) of the Act which protects information that would likely unreasonably prejudice the commercial position of the subject of the information, or is outside the scope of the request.

5. The number of hours of Home Based Support Services (Health of the Older Person) that were undelivered by HealthCare NZ Limited in 2021, excluding clients in hospital and respite, schedule error, client death, or where client entitlement ceased, and extreme weather. Please note we are not asking for the number of "missed cares" reported by HealthCare NZ Limited to Hawke's Bay DHB in performance reviews; we are asking for the data that HealthCare NZ Limited holds and is readily accessible to it in the Power BI Report Server, which we believe to be official information.

Hawke's Bay DHB does not hold this information. Therefore, this portion of your request is declined under section 18 (g) of the Official Information Act relation to information not held.

6. Confirmation or otherwise that HealthCare NZ Limited does not reimburse Hawke's Bay DHB for undelivered care.

Hawke's Bay DHB uses a bulk funding methodology for its Home Based Support Services; the cost model calculation does not include funding missed visits. HealthCare NZ Ltd has a market share of a bulk funded amount.

I trust this information meets your needs. If you would like any further information or clarification please contact us via email. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely



Emma Foster
Executive Director
Te Puni Toha Ratonga – Planning Funding & Performance

cc: Ministry of Health via email: SectorOIA@moh.govt.nz
oa@hbdhb.govt.nz

[REDACTED]

From: [REDACTED]
Sent: Thursday, 7 October 2021 10:25 AM
To: [REDACTED]
Subject: FW: [REDACTED]

Morena

With [REDACTED] no longer in the [REDACTED], follow up regarding a discuss we had a few weeks ago. Can you please advise/copy me of the communication with the client regarding this complaint. Usually we are copied into a letter, in this case it's c/- and I am uncertain what has occurred.

[REDACTED]

[REDACTED] [REDACTED]
Te Puni Toha Ratonga | Planning, Funding & Performance Directorate
Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156
[REDACTED]
W: www.hawkesbay.health.nz www.ourhealthhb.nz
He kauanuanu Ākina Rāranga te tira Tauwhiro

From: [REDACTED]
Sent: Thursday, 23 September 2021 1:46 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Hi [REDACTED]

Did you want to discuss this, and [REDACTED] If so, this afternoon is best, on my mobile.

Ngā mihi

[REDACTED]

[REDACTED] [REDACTED]
Te Puni Toha Ratonga | Planning, Funding & Performance Directorate
Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156
[REDACTED]
W: www.hawkesbay.health.nz www.ourhealthhb.nz
He kauanuanu Ākina Rāranga te tira Tauwhiro

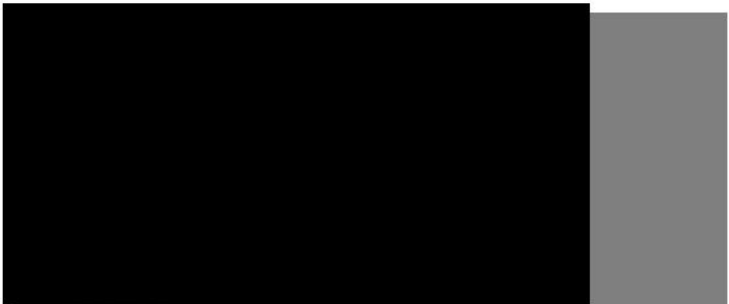
█

From: [REDACTED]
Sent: Tuesday, 21 September 2021 5:09 PM
To: [REDACTED] >
Subject: [REDACTED]

Hi [REDACTED]

Please find attached the response for [REDACTED]. I will give you a call to discuss this and progress with the [REDACTED] complaint tomorrow.

Kind regards
[REDACTED]





HealthCare
New Zealand
Healthcare | Supporting Health

27th August 2020

[REDACTED]
Hawkes Bay District Health Board

Dear [REDACTED]

Re: Concerns raised by [REDACTED]

Thank you for forwarding [REDACTED] concerns about the support Healthcare NZ provides to [REDACTED] to us to investigate and respond.

Firstly, I would like to apologise to [REDACTED] and [REDACTED] family for their experience. It is clear that the level of support, consistency of support and our communication has fallen well short of both their expectations and our own expected standards.

I have shared the concerns raised with our centralised service centre and we have checked over our records. Regrettably, we acknowledge that our own internal systems shows that supports have been late, support workers have had to rush their appointment with [REDACTED] in order to get to other appointments and at times supports have been missed.

As way of explanation, we can see that this stems back to a gap in our roster for [REDACTED] supports. This meant that without a permanent support worker rostered, our service centre staff were trying to fill these appointments as they arose with temporary staff. While from time to time, this does happen when we need to arrange cover for unplanned leave, this should be the exception.

We can confirm that [REDACTED] roster now has permanent support workers across all shifts. As a result we expect that [REDACTED] and [REDACTED] family should see an immediate improvement to the consistency of services provided.

We also acknowledged that our staff should not be asking [REDACTED] if [REDACTED] still requires a meal, especially given her medical condition. We have re-trained our staff to ensure that this does not happen again.

We also apologise for the difficulty [REDACTED] and her family had in contacting us. We had some problems with our phone system, and we are currently receiving much higher call volumes than expected. We have placed extra resources into a telephony teams, including at two other sites (Dunedin and Wellington) while we work to resolve these issues.

We have placed a note on [REDACTED] records to instruct our staff not to contact [REDACTED] directly and to be aware that her [REDACTED]

We are grateful that [REDACTED] family have chosen to remain with us and assure you we are working towards improving our systems and process to resolve these issues.

Once again, please accept my sincere apologies for [REDACTED] and [REDACTED] family's experience.

Your sincerely

[REDACTED]
Service Delivery Manager

23 February 2021

[REDACTED]
Contracts & Performance
Hawke's Bay DHB

Email [REDACTED]

Dear [REDACTED]

Re: HealthCare New Zealand Complaint Activity

I write as a follow up to our discussion on Friday regarding to recent complaint activity from the Hawke's Bay DHB in which HealthCare New Zealand have been delayed in investigating and providing written responses to our clients. On behalf of HealthCare New Zealand, we extend our sincere apologies that this has occurred and wish to provide reassurance that this is by no means deemed an acceptable practice on our end.

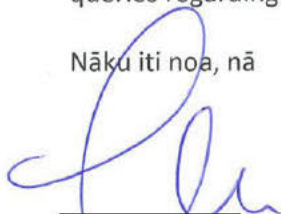
This situation has been escalated to our Senior Management Team. In response, HealthCare New Zealand have done the following to improve in this area:

- Implemented a system change which provides better oversight and accountability of where complaints lie within our new structure.
- Initiated a full review of our complaints workflow process, to provide clarity to all areas of our business as to responsibilities in investigating and responding to complaints.
- [REDACTED] will continue to be the point of contact when sending complaints to HCNZ
- I will oversee the escalation process and support the timely response to complaints regardless of who will be responding to the complaint
- HCNZ has moved to a portfolio model for rostering services, this will improve our line of communication and enable clients to contact their key facilitator directly
- I will make weekly contact with you to ensure our communication flow is working well

I would also like to express my gratitude for your patience with this situation, as I recognise your multiple conversations regarding this matter with myself, our local Service Delivery Manager, and our Service Centre Team Leader.

HealthCare New Zealand will continue to monitor this area closely. In the meantime, if you have any queries regarding this please do not hesitate to contact me directly.

Nāku iti noa, nā



Regional Manager
Healthcare New Zealand

cc: [REDACTED] National Quality, Safety & Risk Manager, HealthCare New Zealand
cc: [REDACTED] Operations Manager, HealthCare New Zealand

From: [REDACTED] on behalf of [Feedback](#)
To: [REDACTED]
Subject: FILES CLOSED: [REDACTED] AND [REDACTED] (via HD Advocacy Service)
Date: Wednesday, 3 March 2021 9:58:48 am

Hi [REDACTED]

Thank you – good to close 2 in 1!

Both closed.

Cheers

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 1 March 2021 16:30
To: [REDACTED] >
Subject: Complaints

Hi [REDACTED]

Please find attached the outcome letters for [REDACTED] and [REDACTED] from our Operations Manager [REDACTED]

[REDACTED] complaint also came via HDC Advocacy, therefore we will also send a copy on to advocacy.

[REDACTED]

[REDACTED]

From: [REDACTED] >

Sent: Thursday, 25 February 2021 1:04 PM

To: [REDACTED] >

Cc: [REDACTED]

[REDACTED]

Subject: Portfolio changes

Dear [REDACTED]

We would like to thank you for your support during 2020, a year that has seen a number of challenges for us all.

Because HealthCare NZ strive to be the best at everything we do, we constantly look for ways to improve our services. However, we realise the transformational change we embarked on earlier this year has not come without challenges. As such, we have recently reviewed our Service Centre and have made some modifications to structure and process to ensure a seamless delivery of service to our clients, support workers, and referrers.

The key modifications that are being implemented are as follows::

- Each Service Centre Facilitator will now be responsible for a portfolio of individuals in a specific geographical region, be it client or support worker.
- Service Facilitators will get to know the clients and support workers in their dedicated geographic areas, and build a real understanding of their needs and how we deliver services to them
- Our Onboarding Team (who receive newly loaded referrals and set up initial client rosters) have also been allocated geographical areas of responsibility. This will ensure that they too will be familiar with the relevant local contracts, making it easier for our referrers having to liaise with only one or two people.

I am pleased to advise that the Service Centre Facilitators have been assigned to their new portfolios of clients and support workers since Wednesday 10 February. To date, the move to a portfolio approach has gone smoothly and we are continuing to see improvements each day and improving day by day.

Contact details remain unchanged:

New Referrals& Related Queries:

Email: [Redacted]

Phone: [Redacted]

MCDHB region Onboarding Team Queries:

Email: [Redacted]

Existing Client Service Delivery Queries:

Email [Redacted]

Phone: [Redacted]

We appreciate your valued support as we continue to implement a new way of working and hope that the above changes remedy some of the key issues that have been raised with us

Local Contacts for HealthCare NZ Central Region:

[Redacted]
[Redacted]
[Redacted]

[Redacted]
[Redacted]
[Redacted]

[Redacted]
[Redacted]
[Redacted]

Yours faithfully

[Redacted]

Regional Manager - Central

Healthcare of New Zealand Limited

Mobile: [Redacted]

DDI: [Redacted]

187 Victoria Avenue, | PO Box 4270, Whanganui

www.healthcarenz.co.nz

23 August 2021

██████████
Portfolio Manager
Hawke's Bay District Health Board

STRICTLY CONFIDENTIAL

Email: ██████████

Dear ██████████,

I write further to your meeting with ██████████ on 5 August 2021. Thank you for giving us a further opportunity to respond to the volume and nature of complaints Hawke's Bay District Health Board has received about HealthCare New Zealand over the past 12 months.

You are concerned that the same issues are recurring. The broad themes you have identified are around call wait times, communication breakdown, late cover for leave and missed cares. On 21 July 2021 you provided us with details of four specific complaints, including two that had been reported by ██████████ and one from the ██████████. A fourth complaint was received directly from the family of a client who have previously raised concerns with HealthCare NZ.

We have undertaken a review of the individual complaints. Please find attached our responses to these. HealthCare NZ has also investigated the systemic issues raised and reviewed our service delivery in the Hawke's Bay region. I provide a response to these systemic issues below.

Background

In July 2021, HealthCare NZ was responsible for providing care to 1,471 Hawke's Bay DHB clients. In total we delivered nearly 20,000 hours of care. Only a small percentage of visits were cancelled or missed. We agree that no such margin is acceptable, and as always, our team are working hard every day to bring this number down. The sector has been suffering staffing shortages because of our closed borders and we have seen our levels of sick leave triple this year compared to last year before COVID. All these factors contribute to operating in a challenging environment to meet the increasing demands of clients needing to be cared for in the community.

Improvement

I refer to our Service Continuity Policy (attached) which makes clear our expectation that, "In no circumstances will a client's safety be compromised, and management will be advised when issues regarding support worker availability arise." This overarching principle informs all the decisions we make as a business and has been the focus of a concerted effort to streamline our processes and improve efficiency.

This time last year, HealthCare New Zealand had an average wait time of 2.5 hours across all callers. We now have an average wait time for June 2021 of 18 minutes. The Service Centre has also moved to a new portfolio model in the last six months. This enables our Service Centre staff to forge and strengthen direct relationships with clients and support workers. We know this takes time, and the process will be supported by upskilling for all Service Centre staff via focused and enhanced training.

At the start of this year, we evaluated the outcomes of the new structure implemented in 2019 and identified there were some further opportunities for improvement. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We have further embarked on an attraction and recruitment campaign with the Ministry of Social Development to retrain New Zealanders who have been displaced from COVID to enter the healthcare workforce and we are starting to see some improved pockets of successfully recruiting new support workers into the sector to better meet the demand.

Thank you for the opportunity to address complaints made by Hawke's Bay DHB clients. [REDACTED]

[REDACTED]

Please do not hesitate to contact me if you have any further questions or concerns.

Nāku iti noa, no



[REDACTED]
Group General Manager – Service Delivery
HealthCare New Zealand

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED] (including Advocacy) [REDACTED] complaints
Date: Thursday, 25 February 2021 7:58:00 am
Importance: High

Hi [REDACTED]

Just following up on the status of the following overdue complaints since we last spoke?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 11 February 2021 8:23 am
To: [REDACTED]
Subject: Follow Up: Complaint - [REDACTED]
Attachments: RE-OPENED Complaint - [REDACTED] - Due 10 February 2021

Importance: High

Hi [REDACTED]

Do you have any update regarding this complaint please?

Kind regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 2 February 2021 09:14
To: [REDACTED] >
Cc: [REDACTED] >
Subject: Complaint - [REDACTED] - another no-show - [REDACTED]
Importance: High

Hi both

Wondering whether the [REDACTED] complaint is close to being finalised.
An update would be appreciated.

Kind regards
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 January 2021 09:29
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT Complaint - [REDACTED] - Another no-show - [REDACTED]

Morning [REDACTED]

When I was talking to [REDACTED] last week [REDACTED] did inform me of the no show again so I have documented that in our complaint process to be investigated.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]



HealthCare New Zealand

Rehabilitation. Common to Health.

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From: [REDACTED] >
Sent: Tuesday, 19 January 2021 1:49 PM
To: [REDACTED] >
Subject: URGENT Complaint - [REDACTED] Another no-show - [REDACTED]

Apologies, [REDACTED] for not advising earlier but there has been another NO SHOW for the [REDACTED] and as you can see a letter has gone to the CEO again.

Please advise status and whether a carer can be assigned to the [REDACTED] asap?

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 18 February 2021 8:34 am
To: [REDACTED]
Cc: [REDACTED]
Subject: URGENT Complaint - [REDACTED] - [REDACTED] + Advocacy Complaint
Attachments: HD Adv Complaint - [REDACTED] 7-02-2021.pdf; Acknowledgment of your complaint; 0.1 Complaint - [REDACTED] - 06-01-2021.pdf

Importance: High
Follow Up Flag: Follow up
Due By: Friday, 19 February 2021 8:00 am
Flag Status: Flagged

Good morning [REDACTED]

I received a call from HCNZ (as requested) at the end of last week following a number of emails to HCNZ. I spoke with [REDACTED] who explained progress. I had expected a call from [REDACTED] however I asked [REDACTED] for closure and letters to be prepared to finalise complaints (for [REDACTED] and highlighted the [REDACTED] complaint was urgent also). I understood this was being done, however have received no communication since.

In summary [REDACTED] was due on 3 February; [REDACTED] (was due 10/2); and [REDACTED] (was due 16/2).

From the attached, the [REDACTED] have taken their concerns to HD Advocacy. Our Feedback team have acknowledged the Advocacy complaint and advised [REDACTED] that they should expect a response from HCNZ before 4 March 2021.

HCNZ do need to acknowledge receipt of this advocacy complaint, and also need to respond to the "original complaint" and this one (find attached). Your urgent attention to have this finalised would be most appreciated.

[REDACTED]

[REDACTED]

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[REDACTED]

Tauwhiro Rāranga te tira He kauanuanu Ākina

From: [REDACTED]
Sent: Thursday, 11 February 2021 09:16
To: [REDACTED]
Subject: URGENT Complaint - [REDACTED] - Due 1 February 2021

Hi [REDACTED]

Could you also please update me on this complaint as it is well overdue. If you wish to discuss please call on [REDACTED]

Many thanks and regards

Contracts & Performance
Hawke's Bay District Health Board



From: [REDACTED]
Sent: Thursday, 11 February 2021 08:37
To: [REDACTED]
Subject: RE: URGENT Complaint - [REDACTED] - Due 1 February 2021

Hi [REDACTED], probably best on [REDACTED]

Many thanks

From: [REDACTED]
Sent: Thursday, 11 February 2021 08:34
To: [REDACTED] >
Subject: RE: URGENT Complaint - [REDACTED] - Due 1 February 2021

Morning [REDACTED]

I will contact [REDACTED] and make sure that she gives you a ring.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

www.healthcarenz.co.nz



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From: [REDACTED] >
Sent: Thursday, 11 February 2021 8:19 AM

Subject: URGENT Complaint - [REDACTED] - Due 1 February 2021
Importance: High

Hi [REDACTED]

I will give you a call today, regarding this overdue complaint, or do I contact [REDACTED] directly?

Kind regards
[REDACTED]

From: [REDACTED]
Sent: Friday, 5 February 2021 08:08
To: [REDACTED]
Subject: FW: Complaint - [REDACTED] - Due 1 February 2021

Good morning [REDACTED]

Please advise regarding the resolution of this complaint as it is now overdue and remains open in our system.

Many thanks and regards
[REDACTED]

From: [REDACTED]
Sent: Friday, 8 January 2021 11:21
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] Due 1 February 2021

Happy New Year [REDACTED] The person is very much known to the branch. I will send it through to [REDACTED] for them to follow up.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]
[REDACTED]



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From: [REDACTED]
Sent: Friday, 8 January 2021 11:14 AM
To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 1 February 2021

Happy New Year [REDACTED]

Hope you are well and you enjoyed your Christmas and New Year?

Attached please find a complaint that the consumer feedback team received from [REDACTED]. Would you please investigate this matter and prepare/provide a response.

Note that [REDACTED] and [REDACTED] have complained before (twice in mid 2020), so will be known to HCNZ.

I am now in a new role but will continue to do complaints in the interim.

[REDACTED]

Contracts & Performance Analyst
Hawke's Bay District Health Board



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[Redacted]

From: [Redacted]
Sent: Thursday, 11 February 2021 9:11 am
To: [Redacted]
Subject: RE: Follow Up: Complaint - [Redacted]

Hi [Redacted]

Thanks for your email this morning. I will chase this investigation up with the team this morning and come back to you with an update.

Kind regards
[Redacted]

[Redacted]
[Regional Manager - Central](#)
Healthcare of New Zealand Limited

[Redacted]
187 Victoria Avenue, | PO Box 4270, Whanganui
www.healthcarenz.co.nz



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From: [Redacted] >
Sent: Thursday, 11 February 2021 8:23 AM
To: [Redacted] >
Subject: Follow Up: Complaint - [Redacted]
Importance: High

Hi [Redacted]

Do you have any update regarding this complaint please?

Kind regards
[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
Sent: Thursday, 14 January 2021 3:30 pm
To: [Redacted]
Subject: RE-OPENED Complaint - [Redacted] - Due 10 February 2021

H [Redacted]

Further to my earlier emails, please find attached an update on the [Redacted]

Hopefully the couple have already been contacted?

Regards

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 13 January 2021 11:57 am
To: [REDACTED]
Subject: RE: FYI Complaint [REDACTED] received 4 September 2020

Thanks [REDACTED] – I will make contact with them shortly

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



HealthCare New Zealand
Rehabilitation. Community Health.

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From: [REDACTED]
Sent: Wednesday, 13 January 2021 10:48 AM
To: [REDACTED]
Subject: FYI Complaint [REDACTED] received 4 September 2020
Importance: High

FYI

From: [REDACTED]
Sent: Wednesday, 11 November 2020 10:54
To: [REDACTED]
Subject: Complaint [REDACTED] received 4 September 2020
Importance: High

Hi [REDACTED]

I provided a copy of the letter sent to me, on to [REDACTED] and [REDACTED] advised it was the first he had received detail relating to [REDACTED] complaint.
Have the [REDACTED] been followed up. If so, are you able to provide surety that their service provision is as planned?

[REDACTED]

From: [REDACTED]
Sent: Friday, 16 October 2020 11:50
To: [REDACTED]
Cc: [REDACTED]
Subject: Complaint [REDACTED] received 4 September 2020
Importance: High

Hi [REDACTED]

Just received the email below from [REDACTED]. I am sure you can follow the email thread(s) there are TWO. I received the attached letter addressed to myself relating to [REDACTED]. At the time, this came with several other letters so I sought clarification that all had received their respective letters. Advised they had.

To close off the complaint I emailed the [REDACTED] (and the others) directly (see below), however it appears [REDACTED] never received a response from HealthcareNZ as advised. As you can see I have tried since 8 October to get some action via [REDACTED] and several emails to [REDACTED] with no responses received at all.

Personally I feel the [REDACTED] deserve a phone call and explanation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

What follows are the emails trying to get a response and action i.e., the letter referred to in red as having been sent to the [REDACTED] and which I based my response to them on, to close the loop and close this complaint from our perspective.

From: [REDACTED]
Sent: Tuesday, 13 October 2020 2:34 PM
To: [REDACTED]
Subject: URGENT Complaint Closure - [REDACTED]
Importance: High

Hi [REDACTED]

Would be pleased if you could advise if this complaint is being responded to so we can finalise. There appears to be a lot of confusion around this complaint.

Kind regards

[REDACTED]

[REDACTED]

Hawke's Bay District Health Board

From: [REDACTED]

Sent: Friday, 9 October 2020 15:05

To: [REDACTED]

Subject: URGENT Complaint Closure - [REDACTED]

Importance: High

Hi [REDACTED]

I have not received a response to both emails below. Are you able to assist please?

Kind regards

[REDACTED]

From: [REDACTED]

Sent: Thursday, 8 October 2020 15:19

To: [REDACTED]

Subject: URGENT Complaint Closure - [REDACTED]

Importance: High

Hi [REDACTED]

Keen to hear from you?

[REDACTED]

From [REDACTED]

Sent: Thursday, 8 October 2020 08:35

To: [REDACTED] >

Subject: Complaint Closure - [REDACTED]

Importance: High

Hi [REDACTED]

I have been on leave and just returned this morning. Please note below the comment from [REDACTED] on Saturday 3 October, asking "What letter of apology please"

- I understood the [REDACTED] received a letter from HCNZ. Please confirm that they have and email through a copy to me? If posted it may have been received after.
- Note, I have included the letter I received from [REDACTED] (on 29th Sept) which I assume would be similar to that sent to the [REDACTED]

Regards

[REDACTED]

Kind regards, [REDACTED]

[REDACTED]

[REDACTED]

ONE EMAIL THREAD

From: [REDACTED]
Sent: Thursday, 1 October 2020 20:05
To: [REDACTED]
Subject: RE: [REDACTED]

Hi [REDACTED]

Yes we did and also we contacted the client or NOK to talk through what we had put or were putting in place so they were aware of this as part of their current service delivery.
Is there any other outstanding information from client feedback you are still waiting for that I can help with?

Kind regards,
[REDACTED]

From: [REDACTED]
Sent: Thursday, 1 October 2020 10:20 AM
To: [REDACTED]
Subject: [REDACTED]

Thanks for your email [REDACTED]

Just a query, at the same time as [REDACTED] letter was received by [REDACTED] also emailed through letters regarding the following complaints: [REDACTED]. I am impressed with the calibre of the responses and investigations but keen to ascertain whether any of the above were emailed directly to the complainants?

Hear from you soon.

Thanks and regards
[REDACTED]

From: [REDACTED]
Sent: Thursday, 1 October 2020 00:27
To: [REDACTED]
Subject: RE: [REDACTED]

Morena [REDACTED]

Thanks for your email and apologies for the delay in responding.
Yes we have engaged with [REDACTED] and this is a copy of the documentation sent to her as an outcome of the investigation and actions we have taken.

Any further questions please contact me on the details below.

[REDACTED]

From: [REDACTED] >
Sent: Wednesday, 13 January 2021 11:47 am
To: [REDACTED]
Subject: RE: RE-OPENED Complaint - [REDACTED] - Due 10 February 2021

Thanks [REDACTED]

It will be a new complaint for HCNZ. I will promapp now and will make contact. Unfortunately it will go up to [REDACTED] to be investigated.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, 13 January 2021 10:45 AM
To: [REDACTED] >
Cc: [REDACTED] >
Subject: RE-OPENED Complaint - [REDACTED] - Due 10 February 2021

Dear [REDACTED]

Please find correspondence from [REDACTED] attached. This complaint has been reopened, and we would appreciate if you could initiate an investigation and prepare a response for the [REDACTED] please, prior to 10 February (with a copy to myself).

The original complaint response from Healthcare NZ, is attached for information. I had followed up with [REDACTED] following receipt of this letter, however [REDACTED] advised [REDACTED] had not received a personalised response from HCNZ. I forwarded my letter on to [REDACTED] which [REDACTED] was grateful for. It is ideal that HCNZ acknowledge and apologise to the complainant in writing. I had raised this with [REDACTED]

Ngā mihi
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 13 January 2021 10:45 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE-OPENED Complaint - [REDACTED] - Due 10 February 2021
Attachments: Re-Opened Complaint - [REDACTED] 11-01-2021.pdf; Complaint - [REDACTED] - 04-09-2020.pdf; Rsp ltr - [REDACTED] - 02-10-2020.pdf

Dear [REDACTED]

Please find correspondence from [REDACTED] attached. This complaint has been reopened, and we would appreciate if you could initiate an investigation and prepare a response for the [REDACTED] please, prior to 10 February (with a copy to myself).

The original complaint response from Healthcare NZ, is attached for information. I had followed up with [REDACTED], following receipt of this letter, however [REDACTED] advised [REDACTED] had not received a personalised response from HCNZ. I forwarded my letter on to [REDACTED] which [REDACTED] was grateful for. It is ideal that HCNZ acknowledge and apologise to the complainant in writing. I had raised this with [REDACTED].

Ngā mihi
[REDACTED]

[REDACTED]

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[REDACTED]

Tauwhiro Rāanga te tira He kauanuanu Ākina

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
Sent: Friday, 5 March 2021 11:44
To: [Redacted]
Subject: RE: CROSS-Service matter raised - [Redacted]

A promapp was generated on the 21st February regarding the clients missed care. The SC spoke to the NOK and apologised. Going forward there are permanent support workers in the clients roster.

Regards

[Redacted]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[Redacted]

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delete this email. Please consider the consequences before printing this email.

From: [Redacted]
Sent: Friday, 5 March 2021 10:38 AM
To: [Redacted]
Subject: CROSS-Service matter raised - [Redacted]

Hi [Redacted]

As discussed, find attached the feedback form (albiet hard to read). I would be grateful if you could provide some wording that I could pass over to the Hospital regarding this one.

Many thanks

[Redacted]

From: [REDACTED]
Sent: Thursday, 4 March 2021 13:57
To: [REDACTED]
Subject: RE: CROSS-Service matter raised - [REDACTED]

Client is receiving personal cares and home management weekly – appears to have missed support on the 21/2 as I see there has been a promapp (complaint) generated. Also looks like [REDACTED] missed home management 26th!!

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

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HealthCare New Zealand
Rehabilitation, Compassion by Health.

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From: [REDACTED] >
Sent: Wednesday, 3 March 2021 9:52 AM
To: [REDACTED]
Subject: CROSS-Service matter raised - [REDACTED]
Importance: High

Hi [REDACTED]

Find attached feedback I have been made aware of. Are you able to check in your system as to the services you may or may not be providing in this regard and advise please. I am only looking at the HCNZ comment and at this stage is not an official complaint, just an enquiry.

You may have received communications already.

Ngā mihi

[REDACTED]

From: [REDACTED]
Sent: Friday, 5 March 2021 10:38 am
To: [REDACTED]
Subject: CROSS-Service matter raised - [REDACTED]
Attachments: 01 Complaint - [REDACTED] - 05-02-2021.pdf

Hi [REDACTED]

As discussed, find attached the feedback form (albiet hard to read). I would be grateful if you could provide some wording that I could pass over to the Hospital regarding this one.

Many thanks
[REDACTED]

From: [REDACTED]
Sent: Thursday, 4 March 2021 13:57
To: [REDACTED]
Subject: RE: CROSS-Service matter raised - [REDACTED]

Client is receiving personal cares and home management weekly – appears to have missed support on the 21/2 as I see there has been a promapp (complaint) generated. Also looks like he missed home management 26th!!

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]
www.healthcarenz.co.nz



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From: [REDACTED]
Sent: Wednesday, 3 March 2021 9:52 AM
To: [REDACTED]
Subject: CROSS-Service matter raised - [REDACTED]
Importance: High

[REDACTED]

Find attached feedback I have been made aware of. Are you able to check in your system as to the services you may or may not be providing in this regard and advise please. I am only looking at the HCNZ comment and at this stage is not an official complaint, just an enquiry.

You may have received communications already.

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 March 2021 5:00 pm
To: [REDACTED]
Subject: RE: [REDACTED]

Hi [REDACTED]
You are so right. I had sent this back to add the CC note at the bottom, however I note I have sent you the same letter.
Please bear with me while I source the updated copy.

Regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 March 2021 12:39 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Hi [REDACTED]
Thank you for the letter.

I understood from our discussion that as HBDHB had received the complaint also, that we would be referenced in the body of the letter to close the loop for the client?

Kind regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 March 2021 12:23
To: [REDACTED] >
Subject: [REDACTED]

Hi [REDACTED]
Please find attached a copy of the response to the [REDACTED] complaint, which as been posted directly to the client.

Kind regards
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 March 2021 12:39 pm
To: [REDACTED]
Subject: RE: [REDACTED]

Hi [REDACTED]

Thank you for the letter.

I understood from our discussion that as HBDHB had received the complaint also, that we would be referenced in the body of the letter to close the loop for the client?

Kind regards

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 March 2021 12:23
To: [REDACTED]
Subject: [REDACTED]

Hi [REDACTED]

Please find attached a copy of the response to the [REDACTED] complaint, which as been posted directly to the client.

Kind regards

[REDACTED]

[Redacted]

From: [Redacted]
Sent: Thursday, 4 February 2021 11:01 am
To: [Redacted]
Subject: Complaint - [Redacted] - Due 4 March 2021
Attachments: Complaint - [Redacted] 01-02-2021.pdf

Hi [Redacted]

Hope this finds you well?

Attached please find a complaint that the consumer feedback team has received from [Redacted] who appears to be having ongoing issues.
Would you please look have this matter investigated and provide a response back directly to the complainant with a copy to myself. Note this is due on 4 March.

Ngā mihi
[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

From: [Redacted]
Sent: Tuesday, 19 January 2021 3:25 pm
To: [Redacted]
Subject: Complaint - [Redacted] Due 16 February 2021
Attachments: Connect with us feedback

Importance: High

Good afternoon [Redacted]

Please find attached a complaint from [Redacted] on behalf of [Redacted] regarding missed home cares. Could this please be investigated and [Redacted] contacted for reassurance whilst the complaint is being reviewed.

I assume this will be passed on to [Redacted] and wish to ensure a response is provided directly to [Redacted] with a copy to myself once sorted.

Kind regards

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED]

Sent: Thursday, 25 February 2021 7:59 am

To: [REDACTED]

Subject: [REDACTED]

(including Advocacy) [REDACTED]

Importance: High

Hi [REDACTED]

Just following up on the status of the following overdue complaints since we last spoke?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 25 February 2021 11:56
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] (including Advocacy) [REDACTED]

Hi [REDACTED]

Thank you for your patience. I was about to contact you today to provide an update for you.

Please see attached the response letter regarding the [REDACTED] complaint along with a summary from our conversation on Friday.

- [REDACTED] – first draft completed, final draft being reviewed – the expected completion date will be Monday
- [REDACTED] investigation still in progress, I will confirm expected completion date with you by close of business tomorrow.

Please note that the [REDACTED] complaint has also come to HCNZ via the HDC Advocacy Service.

While I will contact you again tomorrow, I will diary a call to you weekly to help with our

communication on progress with complaints.




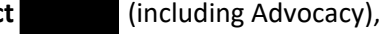
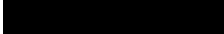
Thanks again for your patience.


Kind regards



Regional Manager - Central
Healthcare of New Zealand Limited


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From: 
Sent: Thursday, 25 February 2021 7:59 AM
To: 
Cc:  >
Subject:  (including Advocacy),  complaints
Importance: High

H 
Just following up on the status of the following overdue complaints since we last spoke?

[Redacted]

From: [Redacted] >
Sent: Wednesday, 7 April 2021 12:22 pm
To: [Redacted]
Subject: FW: client complaint- response [Redacted]
Attachments: Documents complaint [Redacted] March 2021.pdf

Hi [Redacted]

The response to this complaint from [Redacted] went directly back to the NASC as they had been given the concerns prior to my meeting with them last week. I'm not sure what you want me to do with this one from here?

Regards

[Redacted]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[Redacted]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED]
Sent: Monday, 29 March 2021 5:18 pm
To: [REDACTED]
Subject: [REDACTED]

Hi [REDACTED]

We have reviewed the [REDACTED] complaint.

As [REDACTED] letter is not directly addressed to HCNZ or the DHB, I thought I would summarise our findings for you to provide direction on how you would like this framed up.

A referral was received from the NASC for x 4 weeks ST HM support. HCNZ followed our standard engagement process with [REDACTED] which included service description, days and duration of support. We understand [REDACTED] may not have understood her service was limited for a 4 week period. We can confirm services were provided in line with allocation, as outlined below:

- 16/12 Welcome call made, [REDACTED] advised she would be away until 1/1/2021 – an agreement for services to start on her return
 - 17/12 RHP contacted [REDACTED] to discuss support arrangement – agreed to Monday/Tuesday or Frida support after 11am
 - 5/1 Support allocation booked – relief required – contact with [REDACTED] made – advised to cancel as [REDACTED] was busy
 - 15/1 HM appointment confirmed
 - 22/1 HM appointment confirmed
 - 29/1 HM appointment confirmed
 - 8/1 Service ended
- Contact note from [REDACTED] on 22/1 stating [REDACTED] no longer requires support and mentioned SW had not been turning up. This was like due to services ended 8 January.

I am happy to respond more formally if need be?

Kind regards
[REDACTED]

[Redacted]

From: [Redacted]
To: [Redacted]
Subject: RE: Complaint - [Redacted] - Due 14 April 2021

Good Morning [Redacted]

Thank you for your email. I have forwarded directly to [Redacted]

Kind regards

[Redacted]
[Branch Facilitator –Hawkes Bay](#)
 HealthCare New Zealand

[Redacted]

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From: [Redacted]
Sent: Tuesday, 16 March 2021 11:37 AM
To: [Redacted]
Cc: [Redacted]
Subject: Complaint - [Redacted] - Due 14 April 2021

Hi [Redacted]

Maybe this needs to be passed directly to [Redacted]. I will leave it with you.

Regards
[Redacted]

From: [Redacted]
Sent: Tuesday, 16 March 2021 11:34
To: [Redacted]
Subject: Complaint - [Redacted] - Due 14 April 2021

Hi [Redacted]

Great to see there has been a drop in complaints which is wonderful.

We have received this complaint forward on by [REDACTED] to our Feedback Team for investigation. The timing of the issues raised, commenced in early January.

In line with our discussions earlier in the month:

- Has this complaint already been received by HCNZ and responded to? Time has now passed and this may well have occurred.
- If not, please investigate as to what occurred at [REDACTED] time of need. We would appreciate if your final response could include reference as having been received from the HBDHB.
- Please note that our 20 day timeframe is 14 April – if there is a delay, please advise and an extension will be sought. For your information find attached HBDHB's acknowledgement letter.

Many thanks and regards

[REDACTED]

[REDACTED]

Hawke's Bay District Health Board

From: [REDACTED]
Sent: Monday, 15 March 2021 15:24
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] - Due 14 April 2021

Hi [REDACTED]

Provider is HCNZ. NASC received referral from SW A1 15/12/20 for Household management. Further info on referral was client going home for Christmas to start supports in the new year, no discharge date provided. Referral sent from NASC to HCNZ 16.12.20 with a referral risk category of 5 working days. The supports were for short term while she recovered from the initial admission to hospital. As per the referral – supports were for 4 weeks from commencement.

Regards

[REDACTED]

From: [REDACTED]
Sent: Monday, 15 March 2021 14:50
To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 14 April 2021

Hi [REDACTED]

Are you able to advise who this person's home care service provider is please and I will pass on for investigation? Anything else you can provide would be helpful.

Many thanks

[REDACTED]

From: [REDACTED]
Sent: [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 16 March 2021 11:37 am
To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 14 April 2021
Attachments: Complaint - [REDACTED] 09-03-2021.pdf; Acknowledgement of your Correspondence

Hi [REDACTED]

Maybe this needs to be passed directly to [REDACTED]. I will leave it with you.

Regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 16 March 2021 11:34
To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 14 April 2021

Hi [REDACTED]

Great to see there has been a drop in complaints which is wonderful.

We have received this complaint forward on by [REDACTED] to our Feedback Team for investigation. The timing of the issues raised, commenced in early January.

In line with our discussions earlier in the month:

- Has this complaint already been received by HCNZ and responded to? Time has now passed and this may well have occurred.
- If not, please investigate as to what occurred at [REDACTED] time of need. We would appreciate if your final response could include reference as having been received from the HBDHB.
- Please note that our 20 day timeframe is 14 April – if there is a delay, please advise and an extension will be sought. For your information find attached HBDHB's acknowledgement letter.

Many thanks and regards
[REDACTED]

[REDACTED]
[REDACTED]
Hawke's Bay District Health Board

From: [REDACTED]
Sent: Monday, 15 March 2021 15:24
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] - Due 14 April 2021

H [REDACTED]

Provider is HCNZ. NASC received referral from SW A1 15/12/20 for Household management. Further info on referral was client going home for Christmas to start supports in the new year, no discharge date provided. Referral sent

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, 19 March 2021 10:03 am
To: [REDACTED]
Subject: [REDACTED] comments following phone call

Hi [REDACTED]

I have spoken to [REDACTED] on behalf of his [REDACTED] and they are delighted with their support worker [REDACTED] who is extremely good. [REDACTED] did mention that he had suggested to HCNZ as had [REDACTED] on a number of occasions (given her wide area) that texts would be far more effective than phone calls. Thought I would pass this on to you for consideration.

Also [REDACTED] noted [REDACTED] had been given an extension number for [REDACTED] as their contact. Could you please check the detail around the contact please as am keen to ensure [REDACTED] has the correct numbers.

Other than this query, everything appears to be humming along. Thank you for all your efforts they are most appreciated.

Hope you both have an enjoyable weekend.

Kind regards

[REDACTED]

From: [REDACTED]
Sent: Thursday, 4 March 2021 12:50
To: [REDACTED]
Subject: RE: [REDACTED]) - Query re complaint against Healthcare NZ for non-performance

Afternoon [REDACTED]

This was sorted at our end, confirmation from the support worker who has picked up the client permanently and the NOK [REDACTED] informed.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

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HealthCare New Zealand

Rehabilitation, Commission by Health

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From: [REDACTED]
Sent: Wednesday, 3 March 2021 9:21 AM
To: [REDACTED]
Subject: [REDACTED] - Query re complaint against Healthcare NZ for non-performance

Good morning [REDACTED]

Checking whether you have received a complaint in relation to [REDACTED] as a complaint was made to our CEO. Could you please let me know the status.

Regards

From: [REDACTED]
To: [REDACTED]
Subject: Complaint against Healthcare NZ for non-performance

Hi [REDACTED],

Appears that NASC:

- Received a referral for on-going support once ACC finished on 10/02/21 – this referral was from GP on 20/01/2021.
- Assessment completed by [REDACTED] on 05/02/2021
- A referral form was completed by [REDACTED] on 05/02/2021 asking for supports to begin after the ACC ends. She copied in the email header into our Momentum system notes for that email and it is below:

Sent: Friday, 5 February 2021 14:11
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 4 March 2021 12:52 pm
To: [REDACTED]
Subject: RE: [REDACTED]) - Query re complaint against Healthcare NZ for non-performance

Thanks [REDACTED]

Keen to know when this occurred?

[REDACTED]

From: [REDACTED]
Sent: Thursday, 4 March 2021 12:50
To: [REDACTED] >
Subject: RE: [REDACTED] Query re complaint against Healthcare NZ for non-performance

Afternoon [REDACTED]

This was sorted at our end, confirmation from the support worker who has picked up the client permanently and the NOK son informed.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, 3 March 2021 9:21 AM
To: [REDACTED]
Subject: [REDACTED]) - Query re complaint against Healthcare NZ for non-performance

Good morning [REDACTED]

Checking whether you have received a complaint in relation to [REDACTED] as a complaint was made to our CEO. Could you please let me know the status.

Regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- | [REDACTED]
- | [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

From: [Redacted]
Sent: Friday, 19 March 2021 10:09 am
To: [Redacted]
Subject: FW: [Redacted]) comments following phone call

FYI

From: [Redacted]
Sent: Friday, 19 March 2021 10:09
To: [Redacted]
Subject: RE: [Redacted] comments following phone call

Hi [Redacted]

This is the only query I have following my phone call to [Redacted].
Everything is good from this end so probably no need for a call today.

Will keep in touch.

Many thanks

[Redacted]

From: [Redacted]
Sent: Friday, 19 March 2021 10:06
To: [Redacted]
Subject: RE: [Redacted]) comments following phone call

Hi [Redacted]

We don't have our meeting in our calendars, and seeing your email has prompted me to drop you a line.
Shall I give you a quick call? I will review this, however I don't believe we have any outstanding complaints at this time? Your thoughts?

Regards

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]]
Sent: Thursday, 4 March 2021 12:50
To: [REDACTED]
Subject: RE: [REDACTED]) - Query re complaint against Healthcare NZ for non-performance

Afternoon [REDACTED]

This was sorted at our end, confirmation from the support worker who has picked up the client permanently and the NOK [REDACTED] informed.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, 3 March 2021 9:21 AM
To: [REDACTED]
Subject: [REDACTED] - Query re complaint against Healthcare NZ for non-performance

Good morning [REDACTED]

Checking whether you have received a complaint in relation to [REDACTED] as a complaint was made to our CEO. Could you please let me know the status.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, 26 February 2021 7:54 am
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] (including Advocacy), [REDACTED]

Follow Up Flag: Follow up
Flag Status: Completed

Thank you for your email [REDACTED] and lovely to meet you both briefly last week.

Most appreciated that we can soon put this behind us and move forward. Happy to have weekly calls until things settle, maybe starting later next week.

Kind regards

[REDACTED]

Ngā mihi

[REDACTED]

[REDACTED]

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 25 February 2021 11:56
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] (including Advocacy), [REDACTED] complaints

Hi [REDACTED]

Thank you for your patience. I was about to contact you today to provide an update for you.

Please see attached the response letter regarding the [REDACTED] complaint along with a summary from our conversation on Friday.

- [REDACTED] – first draft completed, final draft being reviewed – the expected completion date will be Monday
- [REDACTED] investigation still in progress, I will confirm expected completion date with you by close of business tomorrow.

Please note that the [REDACTED] complaint has also come to HCNZ via the HDC Advocacy Service.

While I will contact you again tomorrow, I will diary a call to you weekly to help with our communication on progress with complaints.

Thanks again for your patience.

Kind regards

Regional Manager - Central

Healthcare of New Zealand Limited

187 Victoria Avenue, | PO Box 4270, Whanganui

www.healthcarenz.co.nz



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From: [REDACTED]
Sent: Thursday, 25 February 2021 7:59 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED] (including Advocacy), [REDACTED] complaints
Importance: High

Hi [REDACTED]

Just following up on the status of the following overdue complaints since we last spoke?

[Redacted]

From: [Redacted]
Sent: Friday, 26 February 2021 7:54 am
To: [Redacted]
Cc: [Redacted]
Subject: RE: [Redacted] (including Advocacy), [Redacted] complaints

Follow Up Flag: Follow up
Flag Status: Completed

Thank you for your email [Redacted] and lovely to meet you both briefly last week.

Most appreciated that we can soon put this behind us and move forward. Happy to have weekly calls until things settle, maybe starting later next week.

Kind regards

[Redacted]

Ngā mihi

[Redacted]

[Redacted]

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[Redacted]

[Redacted]

[Redacted]

Hi [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Ngā mihi

[REDACTED]

[REDACTED]

Te Puni Toha Ratonga | Planning, Funding & Performance

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[REDACTED]

Tauwhiro Rāranga te tira He kauanuanu Ākina

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 21 July 2021 10:38 am
To: [REDACTED]
Subject: FW: Complaint HBDHB R [REDACTED]

Mōrena [REDACTED]

Thank you for speaking with me today regarding the four client complaints and issues regarding telephone system and flexing of hours. Below is a copy of the email regarding one of the complaints I will forward the others on to you as well.

Appreciate an update next week regarding how these are progressing.

Ngā mihi
[REDACTED]

[REDACTED] [REDACTED]
Te Puni Toha Ratonga | Planning, Funding & Performance Directorate
Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[REDACTED]
W: www.hawkesbay.health.nz www.ourhealthhb.nz
He kauanuanu Ākina Rāranga te tira Tauwhiro

From: [REDACTED]
Sent: Monday, 28 June 2021 12:47
To: [REDACTED]
Subject: FW: Complaint HBDHB [REDACTED]

Hi [REDACTED]

Can you confirm if Healthcare NZ is aware of this complaint?

Once an investigation has been completed, could you please provide the response addressed to [REDACTED], for HBDHB review as a formal complaint with Hawke's Bay DHB has been made. Our timing has a due date of 9th July 2021, please advise us as early as possible if seeking an extension due to the complexity of the investigation and response.

[REDACTED]

[REDACTED] [REDACTED]
Te Puni Toha Ratonga | Planning, Funding & Performance Directorate
Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[REDACTED]
W: www.hawkesbay.health.nz www.ourhealthhb.nz
He kauanuanu Ākina Rāranga te tira Tauwhiro

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 26 January 2022 10:58 am
To: [REDACTED]
Subject: RE: Query regarding an old complaint
Attachments: FW: Complaint HBDHB [REDACTED] 10 Complaint Response.msg

Good morning, [REDACTED],

I hope this email find you well in times of peril.

I did manage to dig up from our achieve records.

Attached is the initial email complaint which was brought to our attention from HBDHB and the response HCNZ provided to [REDACTED], for the concerns [REDACTED] had raised.

I hope this is what you are looking after and helps you with closing the concerns raised from your side.

Please feel free to let me know if any further assistance in needed.

Have a wonderful day,

- [REDACTED]

From: [REDACTED]
Sent: Wednesday, 26 January 2022 10:04 AM
To: [REDACTED]
Subject: Query regarding an old complaint

Good morning [REDACTED],

I'm wondering if you're able to help me with an old complaint. Last year in June 2021, [REDACTED] lodged a complaint with us regarding the service she was receiving from HealthCare NZ. This was apparently forwarded to HealthCare NZ and a response resolving the matter was sent by HCNZ to [REDACTED] (no date given when).

I have searched our records and can find no correspondence (emails or letters) at all. I can't find any record of us sending the original complaint to you (I'm guessing it would have been by email) and I have no copy of your response to [REDACTED].

[REDACTED] has requested closure from us regarding this complaint (which I am currently doing). To help me do this are you able to search your records and send me:

- A copy of the email from us sending the complaint to you, and
- A copy of the response you sent to [REDACTED].

Your help in this matter would be greatly appreciated.

Cheers,
[REDACTED]
[REDACTED]

[Redacted]

From: [Redacted]
Sent: Wednesday, 12 May 2021 3:15 pm
To: [Redacted]
Subject: Complaint - [Redacted] - Due 10 June 2021

Hi [Redacted]

Thanks for confirming this complaint is being investigated. Once the investigation has been completed, could you please provide HCNZ's response addressed to the complainant for HBDHB to send off as this was provided via our CEO's office. Our timing has a due date of 10 June, if it goes beyond this, please advise and we will seek an extension.

I gather in the interim you will be communicating with [Redacted] and [Redacted] until my replacement is found.

I finish tomorrow afternoon (Thursday) and have enjoyed working you [Redacted]. I will email [Redacted] also.

Take care

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
Sent: Monday, 19 October 2020 8:22 am
To: [Redacted]
Cc: Feedback
Subject: Complaint - [Redacted] RE-OPENED

Good morning [Redacted]

Hope you had an enjoyable weekend.

This is not a new complaint but detail provided in addition to the email sent to you on Friday. I was blind copied by [Redacted] (on Saturday), noting ongoing issues with care for [Redacted].

I would be pleased if you could give this complaint priority as it has been over a long period of time.

Many thanks & regards

[Redacted]

[Redacted]

TePuni Aro Putea - Planning and Funding
Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 24 August 2020 11:36
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] Due 18 August 2020

Morning [REDACTED] – the complaint is being investigated now by HO so a reply should be back to you this week.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 19 August 2020 16:50
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] - Due 18 August 2020

Hi [REDACTED]

I dropped the ball with this one – I do not remember receiving it I will investigate tomorrow and send you a reply

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

[REDACTED]
Sent: Wednesday, 19 August 2020 16:29

To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 18 August 2020

Hi [REDACTED]

Wondering if you have an update on progress as it remains open in our system?

Take care
[REDACTED]

From: [REDACTED]

Sent: Tuesday, 28 July 2020 16:51

To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 18 August 2020

Good afternoon [REDACTED]

Attached find a complaint that our consumer feedback team received from [REDACTED].
[REDACTED] Could you please look into this matter and prepare a response. Please ensure all staff involved are made aware of the complaint, and are given the opportunity to provide comment in response.

We haven't requested consent from [REDACTED], as we believe this complaint can be answered without sharing her medical information with [REDACTED].

Would appreciate an investigation and response [REDACTED] by 18 August. If you have any queries, please do not hesitate to call.

Kind regards
[REDACTED]

[REDACTED]

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From [REDACTED]
Sent: Tuesday, 20 April 2021 08:09

To: [REDACTED]

Cc: [REDACTED] >

Subject: FW: [REDACTED]

Importance: High

[REDACTED]

Please see email below which I have forwarded to our Feedback dept as it clearly states it is a complaint which appears to have followed several previous complaints directly to HCNZ.

In the meantime, [REDACTED] can I suggest you contact [REDACTED] directly to see what can be done, and can this please be discussed at the weekly Zoom meeting.

[REDACTED] please ensure this is documented on the spreadsheet and the situation actively followed up by one of our Needs Assessors.

I shall be responding directly to [REDACTED] to advise of above.

Regards

[REDACTED]
Older Persons, Allied Health and NASC Hawke's Bay
Hawke's Bay District Health Board
Private Bag 9014 Hastings 4156

[REDACTED]

Tauwhiro Rāanga te tira He kauanuanu Ākina

From: [REDACTED]

Sent: Monday, 19 April 2021 16:42

To: [REDACTED]

Subject: [REDACTED]

[Redacted]

From: [Redacted]
Sent: Tuesday, 4 May 2021 9:01 am
To: [Redacted]
Cc: [Redacted]
Subject: B [Redacted] - Due 31 May 2021

Hi [Redacted]

How are you?

I understand NASC have been in contact to ensure support is going in for [Redacted], [Redacted] as required.

You will be aware of the situation and am sure you have this in hand. However as this has now been lodged officially as a Complaint I now seek a letter from HCNZ for the client (following investigation).

Contrary to our earlier discussions around complaint responses to clients (direct by HCNZ) with a copy to HBDHB, I have been asked change this and to receive letters (addressed to the client from contracted service) and provide letters/responses directly from the HBDHB in future. I have copied [Redacted] in on this email also to let her know.

My close off date for this response is 31st May.

Ngā mihi

[Redacted]

[Redacted]

Hawke's Bay District Health Board
Private Bag 9014, Hastings 4156

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
Sent: Tuesday, 13 April 2021 7:38 am
To: [Redacted]
Cc: [Redacted]
Subject: Complaint - [Redacted] - Due 27 April 2021
Attachments: 00 Complaint - [Redacted].pdf; [Redacted].pdf; Response from [Redacted].pdf

Hi [Redacted]

I thought the response provided would close this complaint, however that was not to be.

Could I ask that you please investigate and look into [Redacted] comments about [Redacted] emailed to me around 6.30pm last evening (refer below). It appears others in the [Redacted] may be experiencing problems with them also.

I will leave this with you to work through and advise.

Unfortunately this was messy one as [Redacted] initiated a response from [Redacted] which was not the intent, as they contract to yourselves.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
Sent: Wednesday, 21 April 2021 8:46 am
To: [Redacted]
Subject: FW: Complaint- [Redacted] Due 27 April 2021
Attachments: [Redacted] concerns re cover April 2021- [Redacted].docx

Good morning [Redacted]

Regarding the ongoing concerns re. the above complaint I have asked [Redacted] for a contingency plan re coverage for the [Redacted] area.

Regards

[Redacted]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[Redacted]
[Redacted]



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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted] [co.nz](#)



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From: [Redacted]
Sent: Wednesday, 14 April 2021 8:17 AM
To: [Redacted]
Cc: [Redacted]
Subject: [Redacted] - Due 27 April 2021

Hi [Redacted]

A further email received from [Redacted] just after midnight today. Let me know what time suits and I will give you a call.

Kind regards

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 1 April 2021 10:47 am
To: [REDACTED]
Subject: Complaint - [REDACTED] - Due 27 April 2021
Attachments: FW: client complaint- response [REDACTED]

Hi [REDACTED]

I looked back and note that original complaint (received by the DHB) had been copied to [REDACTED] who has conducted an investigation. [REDACTED] Please find attached detail provided by [REDACTED]

As [REDACTED] contract to HCNZ, it would appear appropriate that following your investigation, the client receives ONE response prepared by HCNZ but acknowledging HBDHB within the letter as having received the complaint.

I apologise for the confusion with this one.

Kind regards
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 30 March 2021 08:54
To: [REDACTED]
Subject: RE: Complaint - [REDACTED] - Due 27 April 2021

Thanks [REDACTED] – I have a meeting with the manager tomorrow to discuss.

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]
[REDACTED]



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From: [REDACTED]
Sent: Tuesday, 30 March 2021 8:15 AM

To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Complaint - [REDACTED] - Due 27 April 2021

My apologies, I have only just circulated it today.

From: [REDACTED]
Sent: Tuesday, 30 March 2021 08:10
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Complaint - [REDACTED] - Due 27 April 2021

Good morning [REDACTED]

This is the first I have heard of this complaint – did it go elsewhere when I was on annual leave to be investigated?

Regards

[REDACTED]
Service Delivery Manager Hawke's Bay
HealthCare New Zealand

[REDACTED]

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From: [REDACTED]
Sent: Tuesday, 30 March 2021 7:17 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Complaint - [REDACTED] - Due 27 April 2021

Hi [REDACTED]

After checking with [REDACTED], I have been advised this services were provided for this client by [REDACTED] ([REDACTED]), [REDACTED] a Kaupapa Māori approach is felt to be best for the client.

If you are not already progressing a complaint on behalf of this client, please ensure this is investigated and that in any response acknowledge receipt of the complaint from HBDHB?

I apologise for the delay in getting this to you. It would be helpful if this timeframe due 27 April could be the target for resolution however am aware this may not be able to be met in this instance.

Ngā mihi

[Redacted]

From: [Redacted]
Sent: Thursday, 18 November 2021 8:58 am
To: [Redacted]
Cc: [Redacted]
Subject: Complaints re [Redacted] and [Redacted]

Good morning Quality Team,

I am following up on your progress regarding these 2 complaints which you are investigating.

1. Regarding [Redacted], can you please let me know the status of this complaint? If a response to [Redacted] has been sent, can we have a copy so that we can close at our end. Our deadline date of the 8th of Nov. has passed, if you need us to extend that date please let me know by reply email.
2. Regarding [Redacted], can you please let me know where you are at with this complaint? (Our deadline date is today, the 18th of Nov.) If you have responded to [Redacted] on behalf of [Redacted], we would appreciate a copy of the letter sent so we can close off this complaint.

[Redacted]

[Redacted]
Planning & Performance Coordinator
Te Puni Toha Ratonga | Planning, Funding & Performance
Hawke's Bay District Health Board

[Redacted]

He Kauaununu | Respect
Ākina | Improvement
Raranga Te Tira | Partnership
Tauwhiro | Care

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 19 October 2021 4:35 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Complaint [REDACTED], Careplan - [REDACTED]

Good afternoon [REDACTED]

My name is [REDACTED] and I've taken over the handling of complaints from [REDACTED]. [REDACTED]

A complaint for [REDACTED] has been sent to NASC by [REDACTED] dated 11 Oct 2021. [REDACTED] has forwarded it to us on the 11th. I note that [REDACTED] left a message for the HCNZ Regional Manager and also spoke to your local Complex Client Coordinator who promised she would look into the complaint immediately and contact [REDACTED]. Can you let me know if this has been done and what the outcome was (i.e. has the complaint been closed)?

[REDACTED] complaint is at the bottom of this email. If it is still open I would be grateful if HCNZ could investigate this matter and prepare a response for [REDACTED] [REDACTED] regarding [REDACTED]. Can you please cc us in on your reply thank you. Also if there are any supplementary details not included in the letter but you think will help provide context, we would welcome that.

I look forward to hearing from you and also working with you.

Regards,
[REDACTED]

[Redacted]

From: [Redacted]
Sent: Wednesday, 12 May 2021 2:52 pm
To: [Redacted]
Subject: [Redacted]

Importance: High

Hi [Redacted]

Are you investigating a complaint re [Redacted] by any chance? Please advise either way.
If not I will send it through. [Redacted] feels she has seen this complaint before, however this time it has come via our CEO's Office.

For your information, it will be my last day tomorrow Thursday 13th May and I will be on leave, pending a new job start in early June.

Ngā mihi

[Redacted]

[Redacted]
TePuni Toha Ratonga – Planning, Funding & Performance

Hawke's Bay District Health Board

[Redacted]
[Redacted]
[Redacted]