



10 October 2012

MidCentral Health
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Alecia Bailey

By email: fyi-request-568-a3a7xxxx@xxxxxxxxx.xxx.xxx.xx

Dear Alecia

Official Information Act request – Complaints against Palmerston North Hospital

1. Complaints against Palmerston North Hospital in the last five years. *(Please note numbers include all of MidCentral Health services rather than just Palmerston North Hospital as in your question)*

October 2007 - September 2008	1141
October 2008 - September 2009	973
October 2009 - September 2010	625
October 2010 - September 2011	503
October 2011 - September 2012	501

2. What is the nature of these complaints?

Since October 2009 we have grouped complaints into 27 categories. Information prior to this date is not available. One complaint may have more than one issue raised therefore the category numbers do not equate to the total number of complaints received.

Category	Oct 2009 – Sept 2010	Oct 2010 – Sept 2011	Oct 2011 – Sept 2012	TOTAL
Appointment	42	35	40	117
Care	35	26	49	110
Clinical treatment	65	53	61	179
Communication	102	89	70	261
Conditions	28	15	7	50
Confidentiality	4	5	5	14
Cost	3	4	5	12
Cultural	1	1	2	4
Discharge planning	11	10	15	36
Documentation	10	7	12	29
Equipment	7	6	12	25
Education	2	-	-	2
Facilities	22	20	14	56
General treatment	59	63	62	184
Informed consent	1	-	2	3
Lost property	12	10	12	34
Meals	31	21	14	66

Patient Safety & Clinical Effectiveness

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Nursing Event	7	-	2	9
Parking	25	23	28	76
Privacy	8	10	5	23
Service	75	50	38	163
Staff attitude	104	107	99	310
Staff competency	4	4	8	16
Travel	2	-	-	2
Visitors	4	2	3	9
Waiting lists	21	12	15	48
Waiting times	32	27	21	80
Total of complaint categories	717	600	601	

3. What is the current status of complaints?

Forty one complaints were unresolved or remained open at the end of September 2012. This is a snapshot of one point in time as the status changes every day based on new complaints and resolved complaints.

4. Who were the staff involved?

The information on specific staff involved is unable to be provided as this generally is not explicit in complaints received and where it is explicit is confidential. Complaints may however be about one or more staff from any discipline or service within MDHB.

5. What is the procedure MDHB follows when receiving any complaint?

- The complaint is acknowledged within five working days in writing and the complaint is immediately forwarded to the relevant personnel to investigate and respond
- A written response is provided within 15 working days
- In some cases this timeframe cannot be met. Therefore a “more time required” letter is sent within the 15 working days that indicates another 20 working days is required.
- Thereafter if additional time is required a letter is sent every 20 working days.
- Where it is thought that a meeting would be beneficial or is requested then this is coordinated within timeframes that suit the complainant/ family and MDHB staff who need to be involved.

The timeframes and the need for written responses are based on the Code of Health and Disability Services Consumer’s Rights. The process above does not preclude phone communication and other avenues of working with complainants and families.

Please note that information regarding complaints is reported at MidCentral District Health Boards Hospital Advisory Committee every six months and was last reported in July 2012.

A handwritten signature in blue ink that reads "Muriel Hancock". The signature is written in a cursive style with a period at the end.

Muriel Hancock
Director
Patient Safety and Clinical Effectiveness