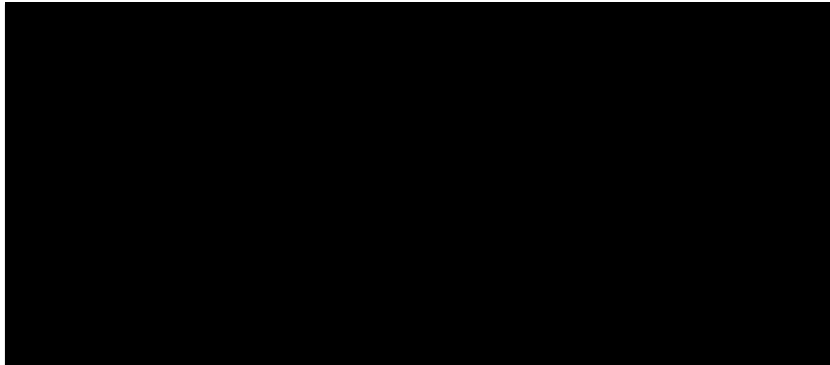


20 October 2020



Re: Official Information Request – mental health prescriptions

I refer to your official information request dated 5 October 2020 requesting the following information:

1. The number of antidepressant prescriptions handed out at the DHB each year for the last five years (January to December 2016 to January 2020 to YTD), broken down by each hospital if more than one under the DHB.
2. The number of people prescribed antidepressants under the DHB each year for the last five years (January to December 2016 to January 2020 to YTD), broken down by each hospital if more than one under the DHB.
3. The number of antipsychotic prescriptions handed out at the DHB each year for the last five years (January to December 2016 to January 2020 to YTD), broken down by each hospital if more than one under the DHB.
4. The number of people prescribed antipsychotic prescriptions under the DHB each year for the last five years (January to December 2016 to January 2020 to YTD), broken down by each hospital if more than one under the DHB.

Requests 1-4

It is Auckland DHBs understanding that your request pertains only to medications prescribed and administered within the Auckland DHB sites (inpatient data). Outpatient and community scripts, either prescribed by Auckland DHB prescribers or dispensed at Auckland DHB retail pharmacies, are excluded from this response.

Auckland DHB operates a predominantly paper prescribing and administration process using the National Medication Chart. For this reason we do not have electronic, coded records of the individual medications prescribed and administered to inpatients at Auckland DHB.

The Auckland DHB Pharmacy supply process involves both imprest (medications kept as ward stock) and individual patient dispensed items (issued for a named patient). For this reason pharmacy supply data does not provide the detail required for your information request regarding number of patients.

For the above stated reasons, Auckland DHB is unable to provide answers to requests 1-4. This task would be entirely impossible without hefty resource/FTE investment (clinical researchers) and a significantly extended timeframe.

For your interest, there is some publically available data from the Ministry of Health on community dispensing data covering the time period of 2015 to 2019. This data collection contains the number of prescriptions, dispensings, and people who have prescriptions dispensed at community pharmacies. This data can be searched for by medication classes (e.g. antidepressants and antipsychotics) and subsequently broken down by DHB region and year.

This might be a useful source of data which is consistently measured across the DHB regions. We wish to highlight that DHB inpatient prescribing is often a continuation of community prescribing, so if Auckland DHB were able to supply inpatient data this would likely in large part be a duplicate of the existing community data.

The Ministry of Health Pharmaceutical data web tool is available at <https://www.health.govt.nz/publication/pharmaceutical-data-web-tool>

- 5. The number of admissions to the adult mental health inpatient unit each year for the last five years (January to December 2016 to January 2020 to YTD), broken down by each hospital if more than one under the DHB.**

Inpatient Monthly Admit Lists		
BusinessUnitName	Year	CountOfAdmissions
Te Whetu Tawera	2020*	529
Te Whetu Tawera	2019	610
Te Whetu Tawera	2018	580
Te Whetu Tawera	2017	664
Te Whetu Tawera	2016	649

**2020 year to date, until end September 2020*

- 6. The total amount of DHB funds allocated to the adult mental health inpatient each year for the last five years (January - December 2016 to January 2020 - YTD), with brief detail of what the money was being spent on each year.**

Auckland DHB Inpatient Mental health Service: Te Whetu Tawera

	<u>Jan-Dec 2016</u>	<u>Jan-Dec 2017</u>	<u>Jan-Dec 2018</u>	<u>Jan-Dec 2019</u>	<u>Jan-Sep 2020 (9 months)</u>
Personnel costs	14,101,887	14,375,582	15,327,420	16,572,141	12,400,064
Clinical supplies and services	951,317	994,495	989,623	1,055,624	873,277
Nutrition costs	842,113	818,969	822,512	924,951	690,163
Infrastructure & Non-Clinical Supplies	6,308,810	6,273,386	5,866,106	5,607,115	4,241,417
Total actual DHB funds spent on Inpatient Mental Health Services	22,204,127	22,462,432	23,005,661	24,159,831	18,204,921

7. The number of complaints relating to mental health care each year for the last five years (January - December 2016 to January 2020 - YTD), with a brief description of each complaint. Also a breakdown of the number of these complaints that were investigated.

Please find below an overview of the complaints which Auckland DHBs Consumer Liaison Team have received in relation to the provision of mental health services in the past 5 years. The Consumer Liaison Teams role is to receive and facilitate a response to complaints received across all services provided by Auckland DHB.

Year	2016	2017	2018	2019	1/1/20 – 6/10/20
No. of complaints	75	50	50	67	43

Given that the above complaints reference personal health information about care provided to mental health service users, combined with the fact that it would be onerous for Auckland DHB to individualise, redact and/or summarise 285 complaint records, Auckland DHB is unable to provide you with a brief description of the complaints. As an alternative to this, please find attached a breakdown of each complaint and the related 'category' (Auckland DHBs classification) of the concern.

In regards to the number of complaints which were investigated, Auckland DHB reviews and individually responds to the concerns raised by patients and their whānau.

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 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

File ID	Year	Category
158056	2016	Safety
158090	2016	Communication Care/Treatment
158178	2016	Safety
158187	2016	Safety
158226	2016	Privacy
158313	2016	Privacy
158314	2016	Privacy
158343	2016	Care/Treatment
158806	2016	Coordination & Continuity of Care Communication
159338	2016	Attitude/Courtesy Communication Environment Safety
159345	2016	Communication Accessibility
159426	2016	Communication Care/Treatment
159632	2016	Privacy
159638	2016	Care/Treatment
159645	2016	Communication Attitude/Courtesy
159859	2016	Communication Accessibility
159926	2016	Care/Treatment
160202	2016	Care/Treatment

160617	2016	Attitude/Courtesy Communication
160841	2016	Attitude/Courtesy Care/Treatment Communication Coordination & Continuity of Care Patient Rights & Responsibilities
160917	2016	Communication
160975	2016	Communication
161417	2016	Accident/Injury
161583	2016	Accessibility Attitude/Courtesy Dietary
161591	2016	Accessibility Care/Treatment
161844	2016	Attitude/Courtesy Communication
162077	2016	Accident/Injury Attitude/Courtesy Care/Treatment Communication
162435	2016	Communication Care/Treatment
162958	2016	Attitude/Courtesy Care/Treatment Communication Coordination & Continuity of Care

163610	2016	Attitude/Courtesy Communication Discharge
163810	2016	Attitude/Courtesy Care/Treatment Communication
163814	2016	Attitude/Courtesy Communication
163889	2016	Privacy Care/Treatment
163955	2016	Discharge Privacy
164173	2016	Care/Treatment Communication Other Patient Rights & Responsibilities Safety
164473	2016	Accommodation Attitude/Courtesy Discharge Environment
164915	2016	Care/Treatment Communication
164940	2016	Care/Treatment Communication Loss Patient Rights & Responsibilities
165174	2016	Safety Care/Treatment

165581	2016	Communication Accessibility
166047	2016	Safety Accommodation
167050	2016	Accessibility Communication Coordination & Continuity of Care Patient Rights & Responsibilities
167135	2016	Accessibility Communication
167263	2016	Privacy
167337	2016	Care/Treatment Communication Patient Rights & Responsibilities
167540	2016	Attitude/Courtesy Communication Discharge
168288	2016	Privacy
168386	2016	Accessibility Attitude/Courtesy Communication
168873	2016	Patient Rights & Responsibilities Other
169482	2016	Attitude/Courtesy Care/Treatment Communication Other
169484	2016	Communication Privacy

169556	2016	Accessibility
169665	2016	Care/Treatment
170042	2016	Care/Treatment
170100	2016	Other
170545	2016	Communication Care/Treatment
170787	2016	Care/Treatment Attitude/Courtesy
170890	2016	Accessibility
171577	2016	Care/Treatment Communication
171578	2016	Loss Communication
171721	2016	Care/Treatment
172087	2016	Privacy
172617	2016	Care/Treatment
172621	2016	Accessibility Care/Treatment Communication Discharge Financial Other Safety
172681	2016	Accessibility Attitude/Courtesy Care/Treatment Coordination & Continuity of Care Other

172815	2016	Communication Care/Treatment
173305	2016	Attitude/Courtesy Care/Treatment
173413	2016	Care/Treatment Accessibility
173526	2016	Patient Rights & Responsibilities Care/Treatment
173619	2016	Care/Treatment Attitude/Courtesy Other Safety
173669	2016	Care/Treatment
173688	2016	Care/Treatment
173804	2016	Attitude/Courtesy Care/Treatment Communication
173970	2016	Accessibility Communication
174192	2016	Other

File ID	Year	Category
175410	2017	Privacy
175785	2017	Service Accessibility
175986	2017	Communication Discharge
176907	2017	Accessibility
177164	2017	Environment
177317	2017	Communication Care/Treatment
177479	2017	Accommodation Other
177509	2017	Attitude/Courtesy Care/Treatment Other Privacy
177579	2017	Care/Treatment Attitude/Courtesy
177614	2017	Privacy
178043	2017	Communication Care/Treatment
178368	2017	Communication
178370	2017	Communication Attitude/Courtesy
178766	2017	Attitude/Courtesy Care/Treatment Communication Environment

178880	2017	Accident/Injury Attitude/Courtesy Care/Treatment
178884	2017	Care/Treatment Accessibility
179000	2017	Communication Care/Treatment
179003	2017	Accessibility
179048	2017	Attitude/Courtesy
179068	2017	Attitude/Courtesy Care/Treatment
179085	2017	Communication
179110	2017	Attitude/Courtesy Communication
179170	2017	Care/Treatment
179176	2017	Accessibility Attitude/Courtesy Communication
179186	2017	Attitude/Courtesy Accessibility
179190	2017	Attitude/Courtesy
179255	2017	Communication Care/Treatment
179262	2017	Care/Treatment Accessibility
179270	2017	Privacy Care/Treatment
179296	2017	Communication Attitude/Courtesy

179340	2017	Safety
179450	2017	Communication
179475	2017	Attitude/Courtesy
179578	2017	Attitude/Courtesy Accessibility
179649	2017	Care/Treatment Communication Coordination & Continuity of Care
179663	2017	Attitude/Courtesy
179679	2017	Accessibility Attitude/Courtesy Communication
179706	2017	Care/Treatment
179730	2017	Accessibility
179739	2017	Patient Rights & Responsibilities Care/Treatment
179756	2017	Care/Treatment
179780	2017	Care/Treatment
179800	2017	Other
179844	2017	Care/Treatment
179934	2017	Attitude/Courtesy Care/Treatment
179947	2017	Attitude/Courtesy
179983	2017	Communication
180076	2017	Accommodation Attitude/Courtesy Care/Treatment
180094	2017	Care/Treatment Accessibility

180098	2017	Care/Treatment
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File ID	Year	Category
180131	2018	Communication
180138	2018	Care/Treatment
180167	2018	Attitude/Courtesy
180190	2018	Communication Attitude/Courtesy
180210	2018	Accessibility
180222	2018	Accessibility
180224	2018	Other
180243	2018	Care/Treatment
180291	2018	Communication Attitude/Courtesy
180302	2018	Accessibility Attitude/Courtesy Responsiveness Service
180418	2018	Care/Treatment
180431	2018	Communication Attitude/Courtesy
180441	2018	Discharge
180483	2018	Discharge Communication
180543	2018	Communication Care/Treatment
180570	2018	Communication Attitude/Courtesy
180590	2018	Communication Care/Treatment

180649	2018	Care/Treatment Communication Dietary Loss
180681	2018	Care/Treatment Other
180742	2018	Care/Treatment
180823	2018	Accessibility
180941	2018	Attitude/Courtesy
180976	2018	Attitude/Courtesy
180987	2018	Attitude/Courtesy
181012	2018	Other
181103	2018	Attitude/Courtesy Care/Treatment Dietary Other Service
181109	2018	Care/Treatment
181122	2018	Responsiveness Accessibility
181144	2018	Care/Treatment
181154	2018	Other
181197	2018	Accessibility
181222	2018	Coordination & Continuity of Care Communication
181244	2018	Care/Treatment
181246	2018	Communication Attitude/Courtesy

181248	2018	Accessibility Attitude/Courtesy Coordination & Continuity of Care
181251	2018	Care/Treatment
181261	2018	Attitude/Courtesy Care/Treatment Communication
181267	2018	Attitude/Courtesy
181269	2018	Attitude/Courtesy
181284	2018	Attitude/Courtesy
181299	2018	Accessibility Care/Treatment Communication
181307	2018	Accessibility
181333	2018	Communication Discharge
181351	2018	Care/Treatment
181363	2018	Discharge Care/Treatment
181364	2018	Patient Rights & Responsibilities
181383	2018	Other
181397	2018	Environment Communication
181400	2018	Care/Treatment
181411	2018	Other

File ID	Year	Category
181437	2019	Other
181441	2019	Attitude/Courtesy
181462	2019	Care/Treatment Accessibility
181493	2019	Care/Treatment Safety Service
181512	2019	Care/Treatment
181513	2019	Care/Treatment Attitude/Courtesy
181515	2019	Attitude/Courtesy
181620	2019	Accessibility Care/Treatment Communication
181635	2019	Attitude/Courtesy Accessibility
181649	2019	Communication
181650	2019	Attitude/Courtesy
181728	2019	Communication
181729	2019	Care/Treatment
181764	2019	Care/Treatment Communication
181768	2019	Care/Treatment
181790	2019	Attitude/Courtesy
181796	2019	Communication Care/Treatment
181813	2019	Privacy
181814	2019	Communication

181817	2019	Privacy
181912	2019	Care/Treatment
181924	2019	Care/Treatment
181939	2019	Other Care/Treatment
181988	2019	Discharge Communication
182030	2019	Attitude/Courtesy
182031	2019	Privacy
182035	2019	Care/Treatment
182070	2019	Care/Treatment Communication
182121	2019	Communication
182127	2019	Privacy
182144	2019	Communication Care/Treatment
182176	2019	Responsiveness
182228	2019	Care/Treatment
182346	2019	Attitude/Courtesy Care/Treatment Privacy
182359	2019	Privacy
182374	2019	Accessibility Attitude/Courtesy Communication
182389	2019	Accessibility
182424	2019	Attitude/Courtesy Care/Treatment
182427	2019	Accident/Injury

182441	2019	Care/Treatment
182464	2019	Attitude/Courtesy
182483	2019	Attitude/Courtesy
182493	2019	Care/Treatment Communication
182519	2019	Privacy
182521	2019	Care/Treatment
182541	2019	Accessibility
182552	2019	Attitude/Courtesy
182553	2019	Attitude/Courtesy Care/Treatment Communication Patient Rights & Responsibilities Privacy
182566	2019	Care/Treatment Communication
182574	2019	Attitude/Courtesy
182578	2019	Coordination & Continuity of Care Communication
182580	2019	Attitude/Courtesy Communication
182583	2019	Communication Accessibility
182593	2019	<Not Specified>
182597	2019	Care/Treatment Discharge Patient Rights & Responsibilities
182617	2019	Care/Treatment
182622	2019	Care/Treatment

182636	2019	Attitude/Courtesy Care/Treatment Communication
182642	2019	Loss
182665	2019	Safety
182679	2019	Attitude/Courtesy Privacy
182692	2019	Care/Treatment Patient Rights & Responsibilities Privacy
182710	2019	Accessibility Attitude/Courtesy Care/Treatment Communication
182813	2019	Accessibility Attitude/Courtesy Care/Treatment
182821	2019	Communication
182984	2019	Communication
183009	2019	Communication Discharge

File ID	Year	Category
183008	2020	Accessibility Care/Treatment
183135	2020	Communication Attitude/Courtesy
183165	2020	Care/Treatment Patient Rights & Responsibilities Safety
183206	2020	Care/Treatment Accessibility
183248	2020	Accessibility
183275	2020	Communication
183283	2020	Attitude/Courtesy Care/Treatment Communication Discharge
183314	2020	Accessibility Attitude/Courtesy Communication
183316	2020	Accessibility Attitude/Courtesy Communication
183330	2020	Accessibility
183339	2020	Care/Treatment
183371	2020	Accessibility
183383	2020	Communication Patient Rights & Responsibilities Privacy
183384	2020	Attitude/Courtesy

183511	2020	Covid-19 Accessibility
183545	2020	Attitude/Courtesy Care/Treatment Safety
183549	2020	Safety Dietary
183554	2020	Accessibility Care/Treatment Communication
183579	2020	Communication Attitude/Courtesy
183590	2020	Care/Treatment
183613	2020	Communication Attitude/Courtesy
183614	2020	Covid-19 Accessibility
183615	2020	Other
183632	2020	Care/Treatment
183662	2020	Attitude/Courtesy
183678	2020	Attitude/Courtesy
183679	2020	Accident/Injury Care/Treatment
183705	2020	Accessibility
183735	2020	Attitude/Courtesy
183737	2020	Care/Treatment Accessibility
183751	2020	Communication Care/Treatment

183755	2020	Care/Treatment Accessibility
183770	2020	Accessibility
183773	2020	Communication
183786	2020	Care/Treatment
183796	2020	Communication Care/Treatment
183856	2020	Attitude/Courtesy
183868	2020	Care/Treatment
183888	2020	Attitude/Courtesy
183913	2020	Patient Rights & Responsibilities Care/Treatment
183961	2020	Accessibility Communication Covid-19
183975	2020	Patient Rights & Responsibilities Attitude/Courtesy
184050	2020	Attitude/Courtesy Communication