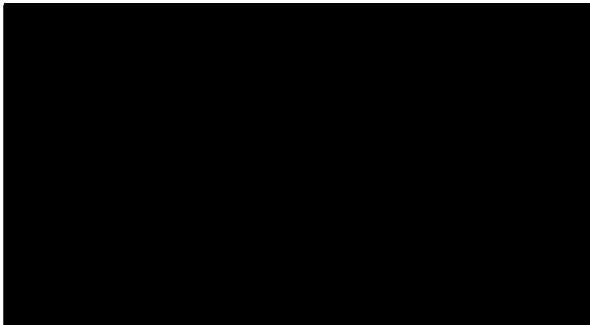


30 November 2020



I refer to your Official Information Request dated 2 November 2020 requesting the following information:

I wish to receive information regarding the number of formal complaints which resulted in disciplinary action, went to the Health and Disability Commissioner or resulted in a review of hospital policy in the last three years.

Can this information be broken down by year, what the complaint was about, where it happened, and if and how it was resolved.

Please find below a summary table of the number of formal complaints which Auckland DHB has received that went to the Health and Disability Commissioner (HDC) or where one of the recorded complaint outcomes was disciplinary action for the year 2017, 2018 and 2019.

Year	Number of complaints
2017	140
2018	116
2019	108

Please note that Auckland DHB reviews and individually responds to the concerns raised by patients and their whānau, either directly with the patient / their whānau or via the HDC. Auckland DHB views complaints as an important learning mechanism that enables us to see how the care which we provide is viewed by patients and their whānau.

A breakdown of the information requested is attached. In regards to this, please note that Auckland DHB does not specifically record information relating to policy reviews. As such, we have provided information in regards to complaints which have resulted in a corrective action (change been made) and where a change in process / procedure has been identified.

You will note from the data provided that the outcome of complaints has been recorded in respect of some – but not all – complaints in the attached spreadsheet. Consequently, there are likely to be other complaints which have resulted in disciplinary action, corrective actions occurring or where a change in process or procedure has occurred in response to a complaint.

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 District Health Boards website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive of Te Toka Tumai (Auckland District Health Board)

Information breakdown for OIA
702

File ID	Submission Year	Directorate	Service	Complaint category	Source of complaint	Resolution outcome
174855	2017	ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Attitude/Courtesy; Care/Treatment; Communication; Coordination & Continuity of Care	Consumer	Apology; Corrective Action Taken; Improved Care for Others
175078	2017	ADULT MEDICAL SERVICES	GASTROENTEROLOGY	Accident/Injury; Care/Treatment; Communication; Patient Rights & Responsibilities ; Communication	Health and Disability Commissioner	Apology; Explanation ; Apology; Explanation
175079	2017	CANCER AND BLOOD	HAEMATOLOGY	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Communication	Health and Disability Commissioner	<Not Specified>
175209	2017	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
175487	2017	CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Attitude/Courtesy	Consumer	Apology; Disciplinary Action
175944	2017	CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Communication; Environment	Health and Disability Commissioner	<Not Specified>
175909	2017	ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Attitude/Courtesy; Attitude/Courtesy	Other	Apology; Disciplinary Action
175986	2017	MENTAL HEALTH	CHILD & FAMILY UNIT	Communication; Discharge; Discharge	Health and Disability Commissioner	Explanation
176448	2017	CARDIAC AND VASCULAR	GARDIOLOGY	Accommodation; Accommodation	Consumer	Apology; Corrective Action Taken
176558	2017	ADULT MEDICAL SERVICES	CRITICAL CARE	Communication	Health and Disability Commissioner	<Not Specified>
176732	2017	WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
176770	2017	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Attitude/Courtesy; Care/Treatment; Care/Treatment; Care/Treatment; Safety; Service; Other	Relative/friend on behalf of consumer	Apology; Disciplinary Action
176798	2017	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment; Care/Treatment; Care/Treatment; Communication ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
176943	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC	Communication; Communication; Communication; Communication	Health and Disability Commissioner	Explanation
176969	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Communication; Communication; Communication; Other ; Communication; Communication; Communication	Health and Disability Commissioner	Apology; Explanation ; Apology; Explanation
177305	2017	CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
177317	2017	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
177408	2017	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Privacy ; Care/Treatment; Care/Treatment; Care/Treatment; Care/Treatment ; Attitude/Courtesy; Care/Treatment; Communication; Patient Rights & Responsibilities Patient Rights & Responsibilities Privacy	Health and Disability Commissioner	Explanation ; Explanation ; Explanation
177509	2017	MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Attitude/Courtesy; Care/Treatment; Privacy; Other	Health and Disability Commissioner	<Not Specified>
177516	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
177567	2017	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
177582	2017	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accident/Injury; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
177583	2017	ADULT MEDICAL SERVICES	CRITICAL CARE	Privacy	Health and Disability Commissioner	<Not Specified>
177610	2017	CHILD HEALTH	PAEDIATRIC NEUROSERVICES	Accessibility; Care/Treatment ; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
177755	2017	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Financial	Health and Disability Commissioner	<Not Specified>

177862	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Care/Treatment; Care/Treatment; Care/Treatment; Care/Treatment; Communication; Communication; Discharge; Accessibility; Communication; Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>; <Not Specified>; <Not Specified>
177809	2017 CANCER AND BLOOD	RADIATION ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
177837	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
177891	2017 HUMAN RESOURCES	HUMAN RESOURCES	Privacy	Privacy Commissioner	Apology; Corrective Action Taken
178043	2017 MENTAL HEALTH	OLDER PERSON SPECIALIST MENTAL HEALTH SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
178333	2017 CLINICAL SUPPORT SERVICES	ALLIED HEALTH	Care/Treatment; Care/Treatment; Care/Treatment	Other service provider	Apology; Change in Process/Procedure; Disciplinary Action
178335	2017 CLINICAL SUPPORT SERVICES	ALLIED HEALTH	Care/Treatment; Care/Treatment	Other service provider	Apology; Corrective Action Taken; Disciplinary Action
178749	2017 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
178841	2017 ADULT MEDICAL SERVICES	NEUROLOGY	Accessibility	Health and Disability Commissioner	<Not Specified>
178845	2017 CLINICAL SUPPORT SERVICES	RADIOLOGY	Care/Treatment	Health and Disability Commissioner	Explanation
178852	2017 QUALITY	QUALITY	<Not Specified>	Health and Disability Commissioner	<Not Specified>
178853	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Attitude/Courtesy; Communication	Health and Disability Commissioner	<Not Specified>
178854	2017 CLINICAL SUPPORT SERVICES	LABORATORIES	Accessibility	Health and Disability Commissioner	<Not Specified>
178860	2017 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Communication; Privacy; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>; <Not Specified>
178863	2017 CLINICAL SUPPORT SERVICES	LABORATORIES	Privacy; Other	Primary Healthcare Provider - GP	Change in Process/Procedure; Explanation
178882	2017 CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Other	Consumer	Apology; Corrective Action Taken
178895	2017 CLINICAL SUPPORT SERVICES	LABORATORIES	Accessibility	Health and Disability Commissioner	<Not Specified>
178915	2017 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Attitude/Courtesy; Care/Treatment; Care/Treatment; Care/Treatment; Communication; Communication; Communication; Communication; Coordination & Continuity of Care	Health and Disability Commissioner	<Not Specified>
178917	2017 WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation
178920	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Care/Treatment; Communication; Communication	ADHB Staff Member	Apology; Corrective Action Taken; Explanation
178942	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
178955	2017 COMMERCIAL SERVICES&NON CLINICAL SUPPORT SERVICES	COMMERCIAL SERVICES	Environment; Environment; Environment	Consumer	Apology; Corrective Action Taken
178963	2017 ADULT MEDICAL SERVICES	RENAL MEDICINE	Accident/Injury; Attitude/Courtesy; Care/Treatment	Consumer	Apology; Corrective Action Taken; Apology; Corrective Action Taken
178989	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility	Health and Disability Commissioner	<Not Specified>
178992	2017 ADULT SURGICAL SERVICES	ORL	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179009	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accident/Injury; Care/Treatment; Care/Treatment; Communication; Communication; Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>
179023	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
179024	2017 CHILD HEALTH	PAEDIATRIC ORL	Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
179026	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	Apology
179033	2017 CHILD HEALTH	PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>

179047	2017 CARDIAC AND VASCULAR	CARDIOTHORACIC	Environment ; Responsiveness ; Environment, Responsiveness	Consumer	Apology; Change in Process/Procedure ; Apology; Change in Process/Procedure ; Apology; Change in Process/Procedure
179073	2017 ADULT COMMUNITY AND LTCS	AMBULATORY SERVICES	Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation
179077	2017 CLINICAL SUPPORT SERVICES	OPERATIONS	Accessibility	Consumer	Apology; Change in Process/Procedure
179081	2017 STRATEGY AND PLANNING	PLANNING & FUNDING	Other	Health and Disability Commissioner	<Not Specified>
179110	2017 MENTAL HEALTH	MAORI MENTAL HEALTH	Attitude/Courtesy; Communication; Communication	Health and Disability Commissioner	<Not Specified>
179127	2017 STRATEGY AND PLANNING	PLANNING & FUNDING	Accessibility; Attitude/Courtesy; Communication	Consumer	Apology; Corrective Action Taken
179131	2017 CHILD HEALTH	PAEDIATRIC MULTI AGENCY CENTRE	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
179136	2017 CARDIAC AND VASCULAR	CARDIOLOGY	Accident/Injury; Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Consumer	Apology; Corrective Action Taken
179139	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessability; Accommodation; Attitude/Courtesy; Communication; Communication; Communication	Relative/friend on behalf of consumer	Apology; Corrective Action Taken
179170	2017 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179172	2017 WOMENS HEALTH	OBSTETRICS	Care/Treatment ; Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation ; Explanation
179200	2017 ADULT SURGICAL SERVICES	NEUROSURGERY	Care/Treatment; Care/Treatment; Care/Treatment; Care/Treatment ; Care/Treatment; Communication; Communication	Relative/friend on behalf of consumer	Corrective Action Taken ; Corrective Action Taken
179242	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
179244	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179245	2017 CLINICAL SUPPORT SERVICES	RADIOLOGY	Accessibility	Health and Disability Commissioner	Apology; Change of appointment time or date
179246	2017 CHILD HEALTH	PAEDIATRIC SURGERY	<Not Specified>	Health and Disability Commissioner	Nothing Specific
179255	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
179262	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
179267	2017 ADULT SURGICAL SERVICES	NEUROSURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179288	2017 CARDIAC AND VASCULAR	CARDIOLOGY	Discharge	Health and Disability Commissioner	Apology; Explanation
179280	2017 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
179290	2017 COMMERCIAL SERVICES&NON CLINICAL SUPPORT SERVICES	NUTRITION	Dietary	Relative/friend on behalf of consumer	Apology; Change in Process/Procedure
179300	2017 WOMENS HEALTH	GYNAECOLOGY	Accessibility	Consumer	Apology; Corrective Action Taken
179311	2017 CARDIAC AND VASCULAR	CARDIOTHORACIC	Other	Health and Disability Commissioner	Explanation
179322	2017 ADULT SURGICAL SERVICES	UROLOGY	Care/Treatment; Discharge; Discharge ; Accident/Injury; Care/Treatment; Safety	Health and Disability Commissioner	<Not Specified>; <Not Specified>
179343	2017 WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	Apology; Explanation
179372	2017 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Discharge ; Accessibility; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
179395	2017 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179399	2017 CARDIAC AND VASCULAR	VASCULAR SURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179439	2017 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Consumer	Change in Process/Procedure; Explanation; Improved Care for Patient
179440	2017 ADULT SURGICAL SERVICES	UROLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
179450	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Communication	Health and Disability Commissioner	<Not Specified>
179470	2017 CARDIAC AND VASCULAR	CARDIOLOGY	Financial ; Communication; Financial	Health and Disability Commissioner	Apology; Explanation ; Apology; Explanation
179475	2017 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
179495	2017 CARDIAC AND VASCULAR	CARDIOLOGY	Accessability	Consumer	Apology; Corrective Action Taken
179522	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>

170523	2017 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Accident/Injury; Care/Treatment; Communication ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
170525	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy; Care/Treatment; Communication ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
170571	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	Apology
170572	2017 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170581	2017 WOMENS HEALTH	OBSTETRICS	Attitude/Courtesy; Care/Treatment; Care/Treatment; Communication ; Attitude/Courtesy; Care/Treatment; Care/Treatment; Communication	Consumer	Apology; Explanation; Meeting; Report to Outside Agency(ACC, MoH, HDC) ; Apology; Explanation; Meeting; Report to Outside Agency(ACC, MoH, HDC)
170582	2017 CHILD HEALTH	PAEDIATRIC EMERGENCY DEPARTMENT	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
170591	2017 CARDIAC AND VASCULAR	VASCULAR SURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170599	2017 ADULT MEDICAL SERVICES	INFECTIOUS DISEASES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170615	2017 CHILD HEALTH	PAEDIATRIC CARDIAC	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170627	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
170642	2017 ADULT MEDICAL SERVICES	NEUROLOGY	Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
170645	2017 ADULT SURGICAL SERVICES	NEUROSURGERY	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
170646	2017 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment; Communication; Coordination & Continuity of Care	Health and Disability Commissioner	<Not Specified>
170663	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
170669	2017 CHILD HEALTH	NEWBORN SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170706	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
170713	2017 WOMENS HEALTH	OBSTETRICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170729	2017 CHILD HEALTH	PAEDIATRIC ORTHOPAEDICS	Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
170759	2017 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
170800	2017 MENTAL HEALTH	CHILD & FAMILY UNIT	Other	Health and Disability Commissioner	<Not Specified>
170819	2017 WOMENS HEALTH	OBSTETRICS	Care/Treatment ; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
170823	2017 WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
170831	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility	Health and Disability Commissioner	<Not Specified>
170866	2017 PATIENT MANAGEMENT SERVICES	DAILY OPERATIONS	Attitude/Courtesy	Consumer	Apology; Disciplinary Action
170892	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessibility; Communication ; Care/Treatment; Communication; Communication	Relative/friend on behalf of consumer	Corrective Action Taken; Explanation; Apology ; Corrective Action Taken; Explanation; Apology
170907	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Communication; Coordination & Continuity of Care	Health and Disability Commissioner	Apology
170932	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
170934	2017 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
170935	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
170982	2017 WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
170988	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Attitude/Courtesy; Attitude/Courtesy; Environment	Health and Disability Commissioner	<Not Specified>
170996	2017 WOMENS HEALTH	OBSTETRICS	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Care/Treatment; Coordination & Continuity of Care	Health and Disability Commissioner	<Not Specified>
180001	2017 ADULT SURGICAL SERVICES	UROLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180002	2017 ADULT MEDICAL SERVICES	ADMISSION & PLANNING UNIT	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180003	2017 WOMENS HEALTH	GYNAECOLOGY	Accessibility; Accessibility	Consumer	Apology; Change in Process/Procedure; Corrective Action Taken

180005	2017 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment ; Communication; Coordination & Continuity of Care Discharge	Health and Disability Commissioner	Apology; Explanation ; Apology; Explanation
180009	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180010	2017 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180021	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180038	2017 PATIENT MANAGEMENT SERVICES	DAILY OPERATIONS	Care/Treatment; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180055	2017 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180070	2017 CARDIAC AND VASCULAR	CARDIOLOGY	Care/Treatment	Consumer	Apology; Corrective Action Taken
180077	2017 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180082	2017 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility	Health and Disability Commissioner	Apology; Corrective Action Taken
180086	2017 WOMENS HEALTH	OBSTETRICS	Communication ; Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180091	2017 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180097	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
180100	2017 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180104	2017 WOMENS HEALTH	GYNAECOLOGY	Accessibility; Attitude/Courtesy; Other	Health and Disability Commissioner	<Not Specified>
180138	2018 CARDIAC AND VASCULAR	CARDIOTHORACIC	Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	Apology; Explanation
180148	2018 WOMENS HEALTH	OBSTETRICS	Accessibility; Accessibility	Health and Disability Commissioner	<Not Specified>
180153	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180157	2018 CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Accessibility	Consumer	Apology; Corrective Action Taken
180166	2018 CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Accessibility; Attitude/Courtesy; Attitude/Courtesy ; Attitude/Courtesy	Consumer	Apology; Corrective Action Taken ; Apology; Corrective Action Taken
180188	2018 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Attitude/Courtesy; Communication	Health and Disability Commissioner	<Not Specified>
180187	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180188	2018 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180189	2018 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Care/Treatment; Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>
180217	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180223	2018 CHILD HEALTH	PAEDIATRIC NEUROSERVICES	Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
180229	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment; Communication; Communication; Coordination & Continuity of Care Other	Relative/friend on behalf of consumer	Apology; Change in Process/Procedure; Explanation
180240	2018 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Communication; Environment ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180269	2018 PERIOPERATIVE	OR, ANAESTHESIA AND CSSD	Care/Treatment	Health and Disability Commissioner	Explanation
180277	2018 CARDIAC AND VASCULAR	CARDIOTHORACIC	Accessibility	Health and Disability Commissioner	Explanation
180280	2018 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Coordination & Continuity of Care	Health and Disability Commissioner	<Not Specified>
180286	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180295	2018 WOMENS HEALTH	GYNAECOLOGY	Accessibility	Health and Disability Commissioner	<Not Specified>
180298	2018 WOMENS HEALTH	GYNAECOLOGY	Accessibility; Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
180300	2018 CARDIAC AND VASCULAR	CARDIOLOGY	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
180313	2018 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180325	2018 ADULT SURGICAL SERVICES	ORL	Care/Treatment; Care/Treatment; Discharge	Health and Disability Commissioner	<Not Specified>
180327	2018 WOMENS HEALTH	OBSTETRICS	Accessibility; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180344	2018 CANCER AND BLOOD	MEDICAL ONCOLOGY	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180348	2018 CLINICAL SUPPORT SERVICES	INTERPRETER SERVICES	Accessibility ; Accessibility; Accessibility	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180354	2018 ADULT SURGICAL SERVICES	ORAL HEALTH	Accessibility; Communication	Health and Disability Commissioner	<Not Specified>

180374	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Communication ; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180381	2018 ADULT MEDICAL SERVICES	GASTROENTEROLOGY	Privacy ; Accessibility; Coordination & Continuity of Care	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180392	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Communication ; Patient Rights & Responsibilities Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180400	2018 ADULT MEDICAL SERVICES	ADMISSION & PLANNING UNIT	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
180404	2018 WOMENS HEALTH	OBSTETRICS	Accident/Injury	Health and Disability Commissioner	<Not Specified>
180425	2018 ADULT SURGICAL SERVICES	ORAL HEALTH	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180426	2018 ADULT SURGICAL SERVICES	NEUROSURGERY	Communication	Health and Disability Commissioner	<Not Specified>
180434	2018 WOMENS HEALTH	OBSTETRICS	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Care/Treatment; Attitude/Courtesy; Communication	Health and Disability Commissioner	Apology ; Apology
180444	2018 FINANCE	FACILITIES MANAGEMENT	Accident/Injury, Other	Other	Apology; Corrective Action Taken
180445	2018 WOMENS HEALTH	OBSTETRICS	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Communication ; Care/Treatment; Care/Treatment, Discharge	Consumer	Apology; Change in Process/Procedure ; Apology; Change in Process/Procedure
180452	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Communication ; Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180482	2018 CHILD HEALTH	PAEDIATRIC ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180504	2018 ADULT SURGICAL SERVICES	TRANSPLANTATION	Communication	Health and Disability Commissioner	<Not Specified>
180505	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Accessibility	Health and Disability Commissioner	<Not Specified>
180514	2018 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180529	2018 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Loss	Relative/friend on behalf of consumer	Corrective Action Taken; Reimbursement
180531	2018 ADULT MEDICAL SERVICES	RESPIRATORY MEDICINE	Care/Treatment; Care/Treatment; Communication; Discharge	Health and Disability Commissioner	<Not Specified>
180548	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180559	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Discharge	Health and Disability Commissioner	<Not Specified>
180664	2018 CARDIAC AND VASCULAR	CARDIOLOGY	Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	Apology
180671	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180690	2018 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
180613	2018 ADULT SURGICAL SERVICES	ORL	Accessibility	Health and Disability Commissioner	<Not Specified>
180617	2018 CARDIAC AND VASCULAR	CARDIOLOGY	Accident/Injury; Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation
180628	2018 ADULT MEDICAL SERVICES	RENAL MEDICINE	Care/Treatment; Other	Health and Disability Commissioner	<Not Specified>
180637	2018 CLINICAL SUPPORT SERVICES	RADIOLOGY	Attitude/Courtesy; Other	Health and Disability Commissioner	Clarification
180662	2018 THE AUCKLAND REGIONAL PUBLIC HEALTH SERVICE	FOOD SAFETY AND COMMUNICABLE DISEASE CONTROL	Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
180664	2018 WOMENS HEALTH	GYNACOLOGY	Communication; Discharge	Health and Disability Commissioner	Explanation
180671	2018 WOMENS HEALTH	OBSTETRICS	Communication; Communication; Communication; Discharge	Health and Disability Commissioner	<Not Specified>
180672	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment ; Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180677	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment; Discharge ; Care/Treatment; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180678	2018 CHILD HEALTH	PAEDIATRIC MEDICAL SPECIALITIES	Care/Treatment	Health and Disability Commissioner	<Not Specified>

180680	2018 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment; Care/Treatment; Care/Treatment ; Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180681	2018 MENTAL HEALTH	CHILD & FAMILY UNIT	Care/Treatment; Care/Treatment; Care/Treatment; Other	Health and Disability Commissioner	<Not Specified>
180683	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180694	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
180696	2018 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180707	2018 CHILD HEALTH	PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180722	2018 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessibility	Health and Disability Commissioner	<Not Specified>
180732	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Communication; Communication; Communication	Health and Disability Commissioner	<Not Specified>
180733	2018 CHILD HEALTH	GENERAL PAEDIATRICS	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180760	2018 ADULT MEDICAL SERVICES	INFECTIOUS DISEASES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180788	2018 ADULT SURGICAL SERVICES	UROLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180808	2018 ADULT SURGICAL SERVICES	ORL	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180819	2018 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180822	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
180823	2018 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Accessibility	Health and Disability Commissioner	<Not Specified>
180874	2018 WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Patient Rights & Responsibilities; Patient Rights & Responsibilities	Consumer	Apology; Corrective Action Taken
180877	2018 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180911	2018 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessibility	Health and Disability Commissioner	Nothing Specific
180913	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
180923	2018 CARDIAC AND VASCULAR	VASCULAR SURGERY	Accessibility; Communication; Communication; Communication; Communication ; Care/Treatment; Care/Treatment; Responsiveness	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180924	2018 WOMENS HEALTH	OBSTETRICS	Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>
180943	2018 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Discharge ; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
180970	2018 CHILD HEALTH	PAEDIATRIC NEUROSERVICES	Accessibility; Coordination & Continuity of Care	Health and Disability Commissioner	<Not Specified>
180976	2018 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
180987	2018 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
180992	2018 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility	Health and Disability Commissioner	<Not Specified>
180993	2018 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility	Consumer	Apology; Change in Process/Procedure
181002	2018 CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Communication; Communication	Health and Disability Commissioner	<Not Specified>
181013	2018 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Privacy	Consumer	Apology; Disciplinary Action
181032	2018 CHILD HEALTH	PAEDIATRIC ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181046	2018 ADULT SURGICAL SERVICES	UROLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181053	2018 CANCER AND BLOOD	MEDICAL ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181065	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
181078	2018 CHILD HEALTH	PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181080	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
181082	2018 WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
181106	2018 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181149	2018 CHILD HEALTH	PAEDIATRIC ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>

181174	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181184	2018 ADULT MEDICAL SERVICES	CLINICAL DECISION UNIT (CDU)	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181189	2018 ADULT SURGICAL SERVICES	NEUROSURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181197	2018 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Accessibility	Health and Disability Commissioner	<Not Specified>
181242	2018 CLINICAL SUPPORT SERVICES	LABORATORIES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181245	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181249	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Accessibility; Privacy	Health and Disability Commissioner	<Not Specified>
181281	2018 MENTAL HEALTH	CHILD & FAMILY UNIT	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181282	2018 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Accessibility; Communication	Consumer	Apology; Change in Process/Procedure
181276	2018 ADULT SURGICAL SERVICES	TRANSPLANTATION	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Relative/friend on behalf of consumer	Change in Process/Procedure; Meeting
181234	2018 CHILD HEALTH	NEWBORN SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181302	2018 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	Meeting; Explanation
181305	2018 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment	Health and Disability Commissioner	Explanation
181337	2018 ADULT SURGICAL SERVICES	UROLOGY	Accessibility	Health and Disability Commissioner	<Not Specified>
181351	2018 MENTAL HEALTH	SPECIALIST MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181357	2018 CHILD HEALTH	PAEDIATRIC CARDIAC	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181391	2018 ADULT SURGICAL SERVICES	ORAL HEALTH	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
181369	2018 CANCER AND BLOOD	MEDICAL ONCOLOGY	Accommodation	Health and Disability Commissioner	<Not Specified>
181400	2018 MENTAL HEALTH	KARI CENTRE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181407	2018 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Attitude/Courtesy; Treatment injury	Health and Disability Commissioner	<Not Specified>
181434	2019 CHILD HEALTH	PAEDIATRIC MULTI AGENCY CENTRE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181447	2019 ADULT MEDICAL SERVICES	NEUROLOGY	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	Apology; Explanation
181448	2019 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181480	2019 ADULT MEDICAL SERVICES	RESPIRATORY MEDICINE	<Not Specified>	Health and Disability Commissioner	<Not Specified>
181482	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
181479	2019 WOMENS HEALTH	GYNACEOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181481	2018 CARDIAC AND VASCULAR	VASCULAR SURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181486	2019 CHILD HEALTH	PAEDIATRIC CARDIAC	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181547	2019 CARDIAC AND VASCULAR	CARDIOTHORACIC	Care/Treatment; Care/Treatment; Communication; Communication; Communication	Health and Disability Commissioner	<Not Specified>
181548	2019 ADULT MEDICAL SERVICES	RESPIRATORY MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181549	2019 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181551	2019 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181570	2019 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Accessibility; Communication	Health and Disability Commissioner	<Not Specified>
181619	2019 WOMENS HEALTH	GYNACEOLOGY	<Not Specified>	Health and Disability Commissioner	<Not Specified>
181630	2019 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181637	2019 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181640	2019 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Communication	Health and Disability Commissioner	<Not Specified>
181660	2019 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessibility; Accessibility	Health and Disability Commissioner	Explanation
181678	2019 CHILD HEALTH	PAEDIATRIC NEUROSERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181691	2019 ADULT MEDICAL SERVICES	NEUROLOGY	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181662	2019 CANCER AND BLOOD	MEDICAL ONCOLOGY	Communication	Health and Disability Commissioner	<Not Specified>
181714	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment ; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
181715	2019 ADULT SURGICAL SERVICES	TRANSPLANTATION	Care/Treatment	Health and Disability Commissioner	Apology; Explanation
181723	2019 ADULT MEDICAL SERVICES	NEUROLOGY	Care/Treatment; Communication ; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
181728	2019 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Communication; Communication; Communication	Health and Disability Commissioner	<Not Specified>
181726	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>

181746	2019	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181784	2019	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Communication ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
181790	2019	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
181813	2019	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Privacy; Privacy	Health and Disability Commissioner	<Not Specified>
181814	2019	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Communication	Health and Disability Commissioner	<Not Specified>
181849	2019	CLINICAL SUPPORT SERVICES	ALLIED HEALTH	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181852	2019	ADULT SURGICAL SERVICES	GENERAL SURGERY	Accessibility; Accessibility	Health and Disability Commissioner	<Not Specified>
181859	2019	WOMENS HEALTH	GYNACCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181894	2019	ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Other	Health and Disability Commissioner	<Not Specified>
181898	2019	ADULT SURGICAL SERVICES	GENERAL SURGERY	Communication	Health and Disability Commissioner	<Not Specified>
181900	2019	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181908	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Communication; Discharge	Nationwide H&D Advocacy Service	Apology; Corrective Action Taken; Explanation
181912	2019	MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<Not Specified>
181997	2019	CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	<Not Specified>	Health and Disability Commissioner	<Not Specified>
181990	2019	WOMENS HEALTH	GYNACCOLOGY	Care/Treatment; Financial; Medical Misadventure Claim; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182028	2019	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182036	2019	CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Accessibility	Health and Disability Commissioner	<Not Specified>
182052	2019	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182076	2019	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Communication	Health and Disability Commissioner	Apology; Explanation
182077	2019	WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment; Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>
182084	2019	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182087	2019	CANCER AND BLOOD	MEDICAL ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182114	2019	CANCER AND BLOOD	RADIATION ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182118	2019	ADULT SURGICAL SERVICES	ORAL HEALTH	Accessibility	Health and Disability Commissioner	<Not Specified>
182133	2019	CANCER AND BLOOD	HAEMATOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182141	2019	ADULT COMMUNITY AND LTCS	SEXUAL HEALTH	Accessibility	Health and Disability Commissioner	<Not Specified>
182142	2019	WOMENS HEALTH	GYNACCOLOGY	Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>
182145	2019	ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment; Other	Health and Disability Commissioner	Explanation
182149	2019	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182152	2019	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182216	2019	CANCER AND BLOOD	RADIATION ONCOLOGY	Accessibility; Accessibility	Health and Disability Commissioner	<Not Specified>
182263	2019	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment; Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
182270	2019	ADULT SURGICAL SERVICES	TRANSPLANTATION	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182292	2019	ADULT MEDICAL SERVICES	NEUROLOGY	Other	Health and Disability Commissioner	<Not Specified>
182296	2019	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Attitude/Courtesy; Communication; Discharge	Health and Disability Commissioner	<Not Specified>
182333	2019	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182340	2019	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Financial	Health and Disability Commissioner	<Not Specified>
182344	2019	WOMENS HEALTH	OBSTETRICS	<Not Specified>	Health and Disability Commissioner	<Not Specified>
182346	2019	MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Privacy	Health and Disability Commissioner	<Not Specified>
182385	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182389	2019	MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Accessibility	Health and Disability Commissioner	<Not Specified>
182407	2019	CLINICAL SUPPORT SERVICES	RADIOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182428	2019	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
182447	2019	ADULT SURGICAL SERVICES	ORL	Care/Treatment; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182469	2019	ADULT MEDICAL SERVICES	NEUROLOGY	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<Not Specified>
182480	2019	ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Communication; Discharge ; Accessibility	Health and Disability Commissioner	<Not Specified>; <Not Specified>

182487	2019	ADULT SURGICAL SERVICES	ORTHOPAEDICS	<Not Specified>	Health and Disability Commissioner	<Not Specified>
182490	2019	ADULT MEDICAL SERVICES	NEUROLOGY	Accessibility	Health and Disability Commissioner	<Not Specified>
182494	2019	ADULT SURGICAL SERVICES	TRANSPLANTATION	Care/Treatment; Communication; Communication; Communication	Health and Disability Commissioner	<Not Specified>
182504	2019	PERIOPERATIVE	OR, ANAESTHESIA AND CSSD	Care/Treatment	Relative/friend on behalf of consumer	Corrective Action Taken
182509	2019	ADULT SURGICAL SERVICES	NEUROSURGERY	Care/Treatment ; Care/Treatment; Care/Treatment; Loss	Health and Disability Commissioner	<Not Specified>; <Not Specified>
182521	2019	MENTAL HEALTH	MAORI MENTAL HEALTH	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182526	2019	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>
182528	2019	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Attitude/Courtesy; Care/Treatment; Communication; Communication; Coordination & Continuity of Care Discharge	Health and Disability Commissioner	<Not Specified>
182543	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Communication; Discharge	Health and Disability Commissioner	<Not Specified>
182545	2019	ADULT COMMUNITY AND LTCS	AMBULATORY SERVICES	Care/Treatment; Privacy	Health and Disability Commissioner	<Not Specified>
182564	2019	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182566	2019	CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Accessibility	Health and Disability Commissioner	<Not Specified>
182566	2019	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment; Communication ; Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
182578	2019	MENTAL HEALTH	SPECIALIST MENTAL HEALTH SERVICES	Communication; Coordination & Continuity of Care	Health and Disability Commissioner	Apology; Corrective Action Taken; Meeting
182580	2019	MENTAL HEALTH	SPECIALIST MENTAL HEALTH SERVICES	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Communication	Health and Disability Commissioner	<Not Specified>
182587	2019	ADULT MEDICAL SERVICES	NEUROLOGY	Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
182588	2019	ADULT SURGICAL SERVICES	UROLOGY	Accessibility; Accessibility; Communication	Health and Disability Commissioner	<Not Specified>
182593	2019	MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	<Not Specified>	Health and Disability Commissioner	<Not Specified>
182624	2019	PERIOPERATIVE	OR, ANAESTHESIA AND CSSD	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
182634	2019	ADULT SURGICAL SERVICES	UROLOGY	Attitude/Courtesy; Care/Treatment; Communication ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
182637	2019	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility	Health and Disability Commissioner	<Not Specified>
182670	2019	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Attitude/Courtesy; Privacy ; Privacy	Health and Disability Commissioner	<Not Specified>; <Not Specified>
182690	2019	ADULT MEDICAL SERVICES	NEUROLOGY	Care/Treatment; Care/Treatment ; Care/Treatment	Health and Disability Commissioner	<Not Specified>; <Not Specified>
182694	2019	WOMENS HEALTH	OBSTETRICS	Accessibility; Care/Treatment; Care/Treatment; Communication; Communication; Responsiveness	Health and Disability Commissioner	<Not Specified>
182708	2019	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Communication; Communication	Health and Disability Commissioner	<Not Specified>
182775	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<Not Specified>
182818	2019	CHILD HEALTH	PAEDIATRIC MULTI AGENCY CENTRE	Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
182819	2019	CHILD HEALTH	PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<Not Specified>
182890	2019	CARDIAC AND VASCULAR	CARDIOLOGY	Care/Treatment; Communication	Health and Disability Commissioner	<Not Specified>
182935	2019	ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Patient Rights & Responsibilities	Health and Disability Commissioner	<Not Specified>
183058	2019	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Discharge; Discharge	Health and Disability Commissioner	<Not Specified>
183525	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility; Care/Treatment	Health and Disability Commissioner	<Not Specified>
183603	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<Not Specified>
183631	2019	ADULT MEDICAL SERVICES	CRITICAL CARE	Care/Treatment ; Communication; Communication	Health and Disability Commissioner	<Not Specified>; <Not Specified>
183634	2019	ADULT SURGICAL SERVICES	ORL	Care/Treatment	Health and Disability Commissioner	<Not Specified>
183838	2019	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Privacy	Health and Disability Commissioner	<Not Specified>