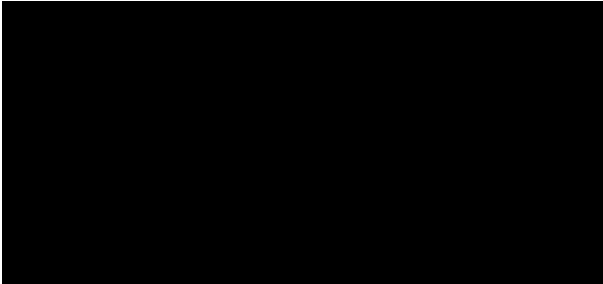


29 May 2019



Re Official Information Request for information about complaints about breastfeeding and formula feeding policies or practice in hospitals/birthing centres

I refer to your official information request of 29 April 2019 for the following information:

complaints that have been made to Auckland DHB regarding breastfeeding and formula feeding policies or practice in hospitals/birthing centres in the last 18 months

The information you have requested is enclosed below.

Auckland District Health Board (ADHB) is withholding the detail of actual complaints as they may contain both personal details and additional matters that are not the subject of your request.

Over the 18 month period covering this request we received eight complaints, relating to "breastfeeding and formula feeding policies or practice in hospitals. To provide a perspective for these eight complaints there were 9,752 births at Auckland City Hospital over the same period. The eight complaints covered the following themes:

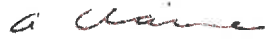
1. Feedback experienced as judgemental and upsetting for a patient experiencing severe nipple pain when attempting to feed her baby.
2. Inadequate information regarding breastfeeding
3. Preventable admissions for mastitis and difficulty breastfeeding which was believed to result from no treatment of a baby's tongue tie.
4. Lack of assistance with baby and expressing milk
5. Failure to involve patient in decisions about feeding her baby
6. Lack of adequate support to breastfeed
7. Patient allergy to cow's milk overlooked resulting in a reaction
8. Unsuccessful replacement of a feeding tube and lack of communication with patient

I trust this information answers your questions.

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

A handwritten signature in black ink, appearing to read 'Ailsa Claire'.

Ailsa Claire, OBE
Chief Executive