

Complaint C11HDC
Status Closed



Complaint
Printed Version

Summary

Status Information

Date Opened to Date Closed 12/08/2011 to 27/02/2012
Assigned To A. L.
Duration 199 days
File Current Stage Closed
Complaint Type Non Investigation

Complaint Details

Primary Issue Treatment
Complaint Keywords Inadequate treatment, Accuracy of report/certificate, Quality of records

Outcome Information

Overall Outcome No action - s38(1)
Outcome Details Advised to go to Privacy Cmmr if further corrections required.

Mediation Information

Date Started to Date Ended to
Mediation Successful

Provider Summary Information

Waitemata District Health Board

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Contact Information

Mr (Consumer Complainant)

Phone	Correspondence
Phone (H) 09	Organisation
Phone (W)	Unit/Street Street
Mobile	Suburb
Fax	City Auckland
Email	Postcode 10
	Region Auckland

Provider Information

Waitemata District Health Board**Contact** Dr Dale Bramley(Chief Executive Officer)

Phone	Correspondence
Phone (H)	Organisation Waitemata DHB
Phone (W)	Unit/Street Private Bag 93503
Mobile	Suburb Takapuna
Fax	City North Shore City
Email	Postcode 0740
	Region Auckland

Information removed under section 9(2)(a) of the Official Information Act to protect the privacy of the individual concerned.

Details

Service Type	Health	Mode of Contact	Letter
Service Type Category	Mental health services	Referral Method	Not known
Complaint Period	01/02/2008	Source	Health consumer
	to	File Colleague	
		Hard File With	Auckland
		Delegation	
		Select Consumer Survey	No
		Select Provider Survey	No

Detailed Description

who has depression and anxiety, has been receiving treatment for his alcohol dependency al since 2008.

Believes his counsellor,
· refused to acknowledge and address his professional deficiencies,
· failed offer "a more competent alternative for counselling of alcohol dependency",
· failed to give the psychological, emotional and practical support he needed throughout recurrent episodes of serious crisis.
· failed to take into account s non-compliance with his medication regime when providing him with counselling;
· incorrectly categorised as "low risk for self harm"
· entered incorrect and biased details in s records, resulting in misinterpretation and inaccurate assessments of s condition by other health professionals who relied on Mr s observations.
is also concerned that that fill-in counsellor, L failed to document important details relating to his misgivings about his treatment and suicidal ideation on his client file.
s requests for errors in his client file to be corrected have not been met b.

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Information released under section 54(1) of the Official Information Act 1982 to promote the quality of the information contained in the records of the Department of Health.

Issues & Recommendations

Provider Outcomes

Waitemata District Health Board (DHB)

Code Right

Code Sub Right

Finding

Period to

Vicarious Liability No

Complaint Keywords

Provider Outcome No action - s38(1)

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