

NEW COMPLAINT (TRIAGE)

Form Completed by: Jo

Date received: 11 August 2011

Date Issue(s) occurred: February 2008 onwards

Referral/Other authority involvement:

Complainant/Consumer:
Previous complaints: 07/ - re programme provided by ADHB
Provider(s): (Waitemata DHB)
Previous complaints: no
Similar Facts:
Summary of complaint: <p>, who has , depression and anxiety, has been receiving treatment for his alcohol dependency at since 2008.</p> <p>Believes his counsellor, M. :</p> <ul style="list-style-type: none">• 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. <p>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.</p> <p>'s requests for errors in his client file to be corrected have not been met by</p>
Primary Issue: treatment
Complaint Key Words: inadequate treatment, accuracy of report, quality of records

Other information: (red flag, media, handling factors)

Date of Triage meeting: 8/8/2011

Triage Attendees: CAT SL, JZ, RG, KM

Invest

Adv Legal

Triage discussion / outcomes:	Codes breached / Jurisdiction
Referral to PCO + provide complainant with advocacy details, suggesting he work with an advocate to try to resolve the issues regarding his (ongoing) treatment	

Triage options:	Decision(s):
Advocacy: s37 formal / informal	
Advocacy: s14(1)(m)	
Mediation:	
Investigation:	
Further Information(s) s14(1)(m):	
Right 10: Response required: Y / N	
S34 referral (Agencies in H or-D sector):	
S36 referral (eg. PCO, HRC):	
Education Letter:	
No Action (s38):	
Outside Jurisdiction (s40):	
Consult with other Agency:	
Refer to Legal:	
File review:	
Preliminary expert advice:	

OTHER ACTION / COMMENTS

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Complaint C11HDC01
Status Open



Complaint
Printed Version

Summary

Status Information

Date Opened to Date Closed	12/08/2011 to
Assigned To	Auckland Assessment Team
Duration	4 days
File Current Stage	Under assessment
Complaint Type	Non Investigation

Complaint Details

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

Outcome Information

Overall Outcome
Outcome Details

Mediation Information

Date Started to Date Ended	to
Mediation Successful	

Provider Summary Information

Waitemata District Health Board

RELEASED UNDER THE OFFICIAL INFORMATION ACT