

16 May 2012

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Official Information
Act 1982 or the
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Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Dr Dale Bramley
Chief Executive Officer
Waitemata District Health Board
Private Bag 93503
Takapuna
NORTH SHORE CITY 0740

Dear Dr Bramley

Complaint

Our ref: C11HDC

I write further to Theo Baker's letter of 24 February 2012, advising that she had decided to take no further action on this complaint.

Mr [redacted] has since provided further correspondence in which he indicates that he considers the Deputy Commissioner's assessment of his complaint did not fully address the concerns raised by his complaint. As such, we have decided to request further information from Waitemata DHB.

One of the Commissioner's functions, as set out under section 14(1)(m) of the Health and Disability Commissioner Act 1994, is "to gather such information as in the Commissioner's opinion will assist the Commissioner in carrying out the Commissioner's functions under this Act."

To assist the Commissioner to decide what action, if any, to take on this matter, we would appreciate receiving a response that specifically addresses the following points:

- Mr [redacted] was not qualified to offer counseling for alcohol dependency, and should have offered Mr [redacted] a more competent alternative;
- Mr [redacted] failed to give Mr [redacted] the psychological, emotional and practical support he needed throughout recurrent episodes of serious crisis;
- Mr [redacted] failed to acknowledge that Mr [redacted] had been taking certain medications for most of the time he counselled him;
- Mr [redacted] incorrectly categorized Mr [redacted] as at a "low risk for self-harm" for several months, before realizing upon consulting other staff on 14 December 2009 that he should be considered at "medium risk for self-harm";
- [redacted] did not enter import details into Mr [redacted]'s client file, including instances where he had expressed "immense distress, disappointments, suicidal ideas and great misgivings about his treatment".

It would be most beneficial if the response could include comments from both Mr [redacted] and Mrs [redacted] personally.

Please provide this information by **8 June 2012**.

Once this information has been reviewed, and a decision made on what action to take, we will write to you again.

Thank you for your assistance.

Yours sincerely



Deborah O'Flaherty
Complaints Assessment Manager

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