



16 December 2021



Dear [REDACTED]

Official Information Act Request

You have asked for information about DHB apologies.

- *The number of formal apologies, including apologies in writing, offered by senior management, including but not limited to the chief executive, deputy chief executive(s), executive managers and board members to:*
 - *Any DHB staff member*
 - *Any former DHB staff member*
 - *Anyone employed, contracted, or working in any capacity for the DHB*
 - *Any patient*
 - *Any former patient*
 - *Any family of a patient or former patient*
 - *Any member(s) of the public*
 - *Any other government agency*
 - *No date range – please provide information as far back as is reasonably practicable.*

Northland DHB does not maintain a database that records formal apologies provided to any of the parties you have listed above. In order to provide this information we would need to manually review the individual files of all complaints received from staff, former staff, contractors, patients, former patients, family members of patients or former patients, any member of the public and other government agencies. This would require staff in multiple teams across the organisation reviewing material including staff in the Quality, Finance, Human Resources and clinical Services teams. To give you a sense of the number of files requiring review, between 1 January and 30 June 2021 our Quality & Safety Unit received 411 complaints regarding services we provide (see the regular reports to the Board available publicly on our website). This does not include staff complaints or complaints received from any other source. Such a review would require significant resource and time.

In view of the resource and time required to obtain the information you have requested I have decided to withhold it in accordance with section 18(f) of the Official Information Act as providing it would require substantial collation and research. You have a right to complain to the Ombudsman about my decision.

Northland DHB supports the open disclosure of information to assist public understanding of how we deliver our services. This includes proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been provided to you. Personal or identifying information will be redacted from any response published online. If you consider there are good reasons why this response should not be publicly available we will consider your views.

If you have any questions regarding Northland DHB's response to your information request please contact Northland DHB's Communications Manager, in the first instance at communications@northlanddhb.org.nz .

Yours sincerely

A handwritten signature in black ink, appearing to read 'N Chamberlain', with a long, sweeping horizontal stroke extending to the right.

Dr Nick Chamberlain
Chief Executive