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RE Correction to response for Official information request CDHB 9860 and WCDHB 9135

We have recently reviewed the OIA response we provided to you in June 2018 and have determined that the question “*The number of sexual assault complaints made by DHB staff against patients*” has been misinterpreted by a staff member who read it as sexual abuse complaints made *about staff by patients*. This erroneous search then resulted in the submitted response of ‘no complaints made or incidents recorded’.

We apologise for the confusion resulting from this error, and for earlier providing incorrect information.

We have now revisited this question and can provide to you the following information:

Within Canterbury DHB, from 2015 to 17 August 2018, 137 incidents were recorded which involved patients behaving in a sexually abusive manner towards staff.

There was one incident recorded within West Coast DHB during this period.

Canterbury DHB and West Coast DHB use the electronic incident management system Safety 1st, which makes it easy for staff for report and enter valuable information about patient safety and risk.

When staff have entered an incident in Safety1st, the actions a manager takes is identified in Safety1st using a pick list. The actions selected would be determined by the impact of the event on the staff member.

These actions may include

- *Arrange support for the staff member. This would be providing a chance to talk, offering free confidential counselling through the DHB’s Employee Assistance Programme or Workplace Support who also provide confidential counselling or offering extra supervision or a debrief*
- *Discuss the event with staff*

- *Discuss practices with staff*
- *Identify if an external agency (e.g. police) has been involved*
- *Advise the senior leadership team*
- *Reassign the staff member to another area of work*

***Please note** - when a staff member enters an incident on Safety 1st this is not recorded as a complaint which is the wording used in the OIA requests.

Safety1st also has a Behaviour form which is about a consumer's behaviour, the codes that can be selected are assault sexual, assaulted sexually, sexual risk behaviour and threatening sexually.

A staff member doesn't use this form to report about themselves.

The information provided is used to review patients' treatment plans over time.

Please note that this corrected response, or an edited version of this response, will be published on the Canterbury DHB and West Coast DHB websites alongside the original response.

Yours sincerely



Carolyn Gullery
Executive Director
Planning, Funding & Decision Support