



Auckland DHB Chief Executive's Office Level 12 **Building 32 Auckland City Hospital** PO Box 92189 Victoria Street West Auckland 1142 Ph: (09) 630-9943 ext: 22342

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I refer to your Official Information Request dated 2 November 2020 requesting the following information:

I wish to receive information regarding the number of formal complaints which resulted in disciplinary action, went to the Health and Disability Commissioner or resulted in a review of hospital policy in the last three years.

Can this information be broken down by year, what the complaint was about, where it happened, and if and how it was resolved.

Please find below a summary table of the number of formal complaints which Auckland DHB has received that went to the Health and Disability Commissioner (HDC) or where one of the recorded complaint outcomes was disciplinary action for the year 2017, 2018 and 2019.

Year	Number of
	complaints
2017	140
2018	116
2019	108

Please note that Auckland DHB reviews and individually responds to the concerns raised by patients and their whānau, either directly with the patient / their whānau or via the HDC. Auckland DHB views complaints as an important learning mechanism that enables us to see how the care which we provide is viewed by patients and their whānau.

A breakdown of the information requested is attached. In regards to this, please note that Auckland DHB does not specifically record information relating to policy reviews. As such, we have provided information in regards to complaints which have resulted in a corrective action (change been made) and where a change in process / procedure has been identified.

You will note from the data provided that the outcome of complaints has been recorded in respect of some – but not all – complaints in the attached spreadsheet. Consequently, there are likely to be other complaints which have resulted in disciplinary action, corrective actions occurring or where a change in process or procedure has occurred in response to a complaint.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland District Health Boards website.

Yours faithfully

Ailsa Claire, OBE

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Chief Executive of Te Toka Tumai (Auckland District Health Board)

Information breakdown for OIA 702

File ID 174855	Submission Year 2017	Directorate ADULT COMMUNITY AND LTCS	Service COMMUNITY SERVICES	Complaint category Attitude/Courtesy; Care/Treatment; Care/Treatment; Communication, Coordination & Continuity of Care	Source of complaint Consumer	Resolution outcome Apology; Corrective Action Taken; Improved Care for Others
175078	2017	ADULT MEDICAL SERVICES	GASTROENTEROLOGY	Accident/Injury; Care/Treatment; Communication; Patient Rights & Responsibilities ; Communication	Health and Disability Commissioner	Apology; Explanation ; Apology; Explanation
175079	2017	CANCER AND BLOOD	HAEMATOLOGY	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Communication	Health and Disability Commissioner	<not specified=""></not>
175299	2017	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
175487		CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Attitude/Courtesy	Consumer	Apology; Disciplinary Action
175944		CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Communication; Environment	Health and Disability Commissioner	<not specified=""></not>
175969		ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Attitude/Courtesy; Attitude/Courtesy	Other	Apology; Disciplinary Action
175986	2017	MENTAL HEALTH	CHILD & FAMILY UNIT	Communication; Discharge; Discharge	Health and Disability Commissioner	Explanation
176448	2017	CARDIAC AND VASCULAR	GARDIOLOGY	Accommodation; Accommodation	Consumer	Apology; Corrective Action Taken
176558	2017	ADULT MEDICAL SERVICES	GRITICAL CARE	Communication	Health and Disability Commissioner	<not specified=""></not>
176732	2017	WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
176779	2017	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Attitude/Courtesy; Care/Treatment; Care/Treatment; Care/Treatment; Safety; Service; Other	Relative/friend on behalf of consumer	Apology, Disciplinary Action
176798	2017	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment; Care/Treatment; Care/Treatment; Communication ; Care/Treatment	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
178943	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC	Communication; Communication; Communication; Communication	Health and Disability Commissioner	Explanation
176969	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Communication; Communication; Communication; Other ; Communication; Communication; Communication		Apology; Explanation ; Apology; Explanation
177305	2017	CHILD HEALTH	PAEDIATRIC INTENSIVE	Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
177317		MENTAL HEALTH	CARE UNIT COMMUNITY MENTAL HEALTH SERVICES		Health and Disability Commissioner	<not specified=""></not>
177408	2017 /	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Privacy ; Care/Treatment; Care/Treatment; Care/Treatment; Care/Treatment; Altitude/Courtesy; Care/Treatment; Communication; Patient Rights & Responsibilities Patient Rights & Responsibilities Privacy		Explanation ; Explanation ; Explanation
177509	2017		ACUTE MENTAL HEALTH SERVICES	Attitude/Courtesy; Care/Treatment; Privacy; Other	Health and Disability Commissioner	<not specified=""></not>
177515	2017			Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
177567	2017	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
177582	2017 /	ADULT SURGICAL SERVICES		Accident/injury; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
177583	2017	ADULT MEDICAL SERVICES	CRITICAL CARE	Privacy	Health and Disability Commissioner	<not specified=""></not>
177610		CHILD HEALTH	PAEDIATRIC			<not specified="">; <not specified=""></not></not>
177755	2017 /	ADULT MEDICAL SERVICES		Communication	Health and Disability Commissioner	<not specified=""></not>

177892	2017 ADULT SURGICAL SERVICES		Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Gare/Treatment: Care/Treatment; Care/Treatment; Care/Treatment; Care/Treatment; Communication; Communication; Discharge ; Accessibility : Communication; Patient Rights & Responsibilities	Health and Disability Commissione:	<not specified=""> <not specified="">; <not specified=""></not></not></not>
177809	2017 CANCER AND BLOOD	RADIATION ONCOLOGY	Care/Freatment	Health and Disability Commissioner	<not specified=""></not>
177837	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment, Care/Treatment, Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
177891	2017 HUMAN RESOURCES	HUMAN RESOURCES	Privacy	Privacy Commissioner	Apology; Corrective Action Taken
178043	2017 MENTAL HEALTH	OLDER PERSON SPECIALIST MENTAL HEALTH SERVICES	Care/Treatment, Communication	Health and Disability Commissioner	<not specified=""></not>
178333	2017 CLINICAL SUPPORT SERVICES	ALLIED HEALTH	Care/Treatment; Care/Treatment; Care/Treatment	Other service provider	Apology; Change in Process/Procedure; Disciplinary Action
178335	2017 CLINICAL SUPPORT SERVICES	ALLIED HEALTH	Care/Treatment; Care/Treatment	Other service provider	Apology; Corrective Action Taken: Disciplinary Action
178749	2017 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
178841	2017 ADULT MEDICAL SERVICES	NEUROLOGY	Accessibility	Health and Disability Commissioner	<not specified=""></not>
178845	2017 CLINICAL SUPPORT SERVICES	RADIOLOGY	Care/Treatment	Health and Disability Commissioner	Explanation
178852 178853	2017 QUALITY 2017 ADULT SURGICAL SERVICE	QUALITY S ORTHOPAEDICS	<not specified=""> Attitude/Courtesy; Communication</not>	Health and Disability Commissioner Health and Disability Commissioner	<not specified=""> <not specified=""></not></not>
178854	2017 CLINICAL SUPPORT SERVICES	LABORATORIES	Accessibility	Health and Disability Commissioner	<not specified=""></not>
178860	2017 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Communication ; Privacy ; Care/Treatment	Health and Disability Commissioner	<not specified="">; <not specified="">; <not specified="">;</not></not></not>
178863	2017 CLINICAL SUPPORT SERVICES	LABORATORIES	Privacy; Other	Primary Healthcare Provider - GP	Change in Process/Procedure, Explanation
178882	2017 CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Other	Consumer	Apology: Corrective Action Taken
178895	2017 CLINICAL SUPPORT SERVICES	LABORATORIES	Accessibility	Health and Disability Commissioner	<not specified=""></not>
178g (5	2017 CHILO HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	Attitude/Courtesy: Care/Treatment: Care/Treatment: Care/Treatment: Care/Treatment: Communication: Communication Communication: Communication Communication: Communication Coordination & Continuity of Care	i	<not specifies=""></not>
178917	2017 WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation
178920	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Care/Treatment; Communication; Communication		Apology; Corrective Action Taken; Explanation
178942	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
178955	2017 COMMERCIAL SERVICES&NON CLINICAL	COMMERCIAL SERVICES	Environment; Environment; Environment	Consumer	Apology; Corrective Action Taken
178963	SUPPORT SERVICES 2017 ADULT MEDICAL SERVICES	RENAL MEDICINE	Accident/Injury; Attitude/Courtes; Care/Treatment	Consumer	Apology; Corrective Action Taken; Apology; Corrective Action Taken
178989	2017 ADULT MEDICAL SERVICES	B EMERGENCY MEDICINE	Access bill by	Health and Disability Commissioner	<not specified=""></not>
178992	2017 ADULT SURGICAL SERVICE	S ORL	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
170000	2017 ADULT SURGICAL SERVICE	S OPHTHALMOLOGY	Accident/Injury, Care/Treatment, Care/Treatment; Communication Communication; Patient Rights & Responsibilities	Health and Disability Commissioner	<no: specified=""></no:>
179023	2017 ADULT SURGICAL SERVICE	ES ORTHOPAEDICS	Care/Treatment; Care/Treatment Care/Treatment; Communication	; Health and Disability Commissioner	<not specified=""></not>
179024	2017 CHILD HEALTH	PAEDIATRIC ORL	Care/Treatment; Care/Treatment Communication	t; Health and Disability Commissioner	<not specified=""></not>
179026	2017 ADULT SURGICAL SERVICE	ES OPHTHALMOLOGY	Accessibility; Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	Apology
179033	2017 CHILD HEALTH	PAEDIATRIC HAEMATOLOG AND ONCOLOGY	Y Care/Treatment; Communication Communication	e: Health and Disability Commissioner	<not specified=""></not>

1907 2017 ADJAT SUBSICIAL SERVICES Conference Con	179047	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC	Environment ; Responsiveness ; Environment; Responsiveness	Consumer	Apology; Change in Process/Procedure : Apology; Change in Process/Procedure : Apology; Change in Process/Procedure
17921 207 FERNAL PRANTIS PLANNING A FLANDING OFFI 179210 2077 REPATAL PRAIL 11 MACRE MERTAL HEALTH Michel Reportance Medice and Dealthy Commissions Medice an	179073	2017		AMBULATORY SERVICES	Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation
17910 2017 MENTAL PERILTY 2017 STATEST AND FLANNING PLANNING A FINIDING 2017 CARTANE AND VASCULAR CONTROL A FINIDING 2017 ADULT BURDICAL SERVICES CRITTOPHAEDOS 2017 ADULT BURDICAL SERVICES	179077	2017		OPERATIONS	Accessibility	Consumer	
TRIVET 2917 STATITETY AND PLANNING FLYNNING & FUNDING Concentration Community	179081	2017	STRATEGY AND PLANNING	PLANNING & FUNDING	Other	Health and Disability Commissioner	<not specified=""></not>
179127 2017 ETRATECY AND PLANNING PLANNING A PACIDING Commissable Commissable Planning Commis	179110	2017	MENTAL HEALTH	MAORI MENTAL HEALTH		Health and Disability Commissioner	<not specified=""></not>
T99156 SOTT CARDIAC AND VASCULAR OARDOLOGY Accessibility Advantage. Communication Accessibility Accommendation. Accessibility Accommendation. Accessibility Accommendation. Communication. Accessibility Accommendation. Communication. Communi	179127	2017	STRATEGY AND PLANNING	PLANNING & FUNDING	Accessibility; Attitude/Courtesy;	Consumer	Apology; Corrective Action Taken
179156 2017 ADULT BURDICAL SERVICES ORTHOPAEDICS Accidentalitys Accommendation: Commissionality Commissionalit	179131	2017	CHILD HEALTH	PAEDIATRIC MULTI AGENCY	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
ACTIVITATION CONTINUENTS AND PROPERTY AND PR	179138	2017	CARDIAC AND VASCULAR		Attitude/Courtesy;	Consumer	Apology; Corrective Action Taken
179172 2917 WOMERS RELITY OR SERVICES OR DETERMINES CHEFT restricted. Certifications Countries and C	179139	2017	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Attitude/Courtesy; Communication; Communication;	Relative/friend on behalf of consumer	Apology; Corrective Action Taken
179272 2917 ADULT SURGICAL SERVICES DEUROSURGERY Commissioner Commissi	179170	2017	MENTAL HEALTH		Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179200 2017 ADULT SURGICAL SERVICES NEUROSURGERY Cereforment Control Telemonic Contr	179172	2017	WOMENS HEALTH				
Controlled					; Care/ reatment; Care/ reatment		; Explanation
ABILIA-DECOUNTERY, ACCESSIBILITY TWO THE MENTAL SERVICES ABDICLOGY TWO Specified Health and Disability Commissioner Apology; Change of appointment time or date	179208	2017	ADULT SURGICAL SERVICES	NEUROSURGERY	Care/Treatment; Care/Treatment; Care/Treatment;	Relative/friend on behalf of consumer	
179246 2017 CLINICAL SUPPORT RADIOLOGY Accessibility Health and Disability Commissioner SERVICES 2017 MENTAL HEALTH PAEDIATRIC SURGERY 4Not Specified> Health and Disability Commissioner Univer or date full record and commissioner Processors of the processors of th	179242	2017	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Attitude/Courtesy; Attitude/Courtesy;	Health and Disability Commissioner	<not specified=""></not>
SERVICES 179246 2017 CHILD HEALTH PAEDIATRIC SURGERY Alot Specified> Health and Disability Commissioner And Specified And Disability Commissioner And Disability Commissi	179244	2017	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179292 2017 MENTAL HEALTH COMMUNITY MENTAL HEALTH COMMUNITY MENTAL HEALTH SERVICES MEDITORS 179297 2017 ADULT SURGICAL SERVICES MEDITORS ACCORDING TO TRANSMIT AND REASON CONTROLL SURGERY 179280 2017 CARDIAG AND VASCULAR CARDIOLOGY Discharge Health and Disability Commissioner Apology; Explanation 179280 2017 ADULT DOMMUNITY AND REASCEMENT SERVICES ACCORDING TO THAT SERVICES ACCORDING TO THE ACCO	179245	2017		RADIOLOGY	Accessibility	Health and Disability Commissioner	
HEALTH SERVICES 179287 2017 MENTAL HEALTH COMMUNITY MENTAL HEALTH SERVICES 2017 ADULT SURGICAL SERVICES HEUROSURGERY CARBOLOGY 2017 ADULT OLIMANINTY AND LTCS 2017 CARDIAG AND VASCULAR 2017 CARDIAG AND VASCULAR 2017 COMMERCIAL SURPPORT SERVICES 2017 WOMEN HEALTH 2017 CARDIAG AND VASCULAR 2017 WOMENS HEALTH 2017 ADULT COMMUNITY AND LTCS 2017 WOMENS HEALTH 2017 ADULT COMMUNITY AND LTCS 2017 WOMENS HEALTH 2017 ADULT COMMUNITY AND REABLEMENT SERVICES 2017 ADULT COMMUNITY AND LTCS 2017 WOMENS HEALTH 2017 ADULT COMMUNITY AND LTCS 2017 CARDIAG AND VASCULAR 2017 CARDIAG AND VASCUL	179246	2017	CHILD HEALTH	PAEDIATRIC SURGERY	<not specified=""></not>	Health and Disability Commissioner	Nothing Specific
HEALTH SERVICES 170286 2017 ADULT SURGICAL SERVICES ACTION FOR THE PROPERTY CAPITY CA	179255	2017	MENTAL HEALTH		Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
176287 2017 ADULT SURGICAL SERVICES NEUROSURGERY Care/Treatment Health and Disability Commissioner Apology; Explanation	179262	2017	MENTAL HEALTH		Accessibility; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
2017 ADULT COMMUNITY AND LTGS 2017 ADULT COMMUNITY AND LTGS 2017 ADULT COMMUNITY AND LTGS 2017 ADULT COMMUNITY AND SERVICES Attitude/Courtesy; Actives/Tend on behalf of consumer Apology; Change in Process/Procedure Procedure Process/Procedure Procedure Process/Procedure Process/Proced	179267	2017	ADULT SURGICAL SERVICES		Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
Attitude/Courtesy; Attitude/Courtesy 179290 2017 COMMERCIAL SERVICES AND CLINICAL SERVICES AND CLINICAL SUPPORT SERVICES 2017 WOMENS HEALTH OYNAECOLOGY Accessibility Consumer Apology; Change in Process/Procedure Apology; Change in Process/Procedure Apology; Change in Process/Procedure Apology; Change in Process/Procedure Apology; Cornelive Action Taken 179311 2017 CARDIAC AND VASCULAR CARDIOTHORACIC Other Health and Disability Commissioner Health and Disability Commissioner Apology; Explanation Card/Teatment, Discharge; Discharge ; Accident/Injury; Care/Treatment Safety Care/Treatment 179372 2017 ADULT COMMUNITY AND REABLEMENT SERVICES ARE UNIT CARE UNIT	179268	2017	CARDIAC AND VASCULAR	CARDIOLOGY	Discharge	Health and Disability Commissioner	Apology; Explanation
SERVICES MANON CLINICAL SUPPORT SERVICES SUPPORT SERVICES (SUPPORT SERVICES) Accessibility Canaumer Apology; Corrective Action Taken 2017 WOMENS HEALTH CARDIOTHORACIC Other Health and Disability Commissioner Explanation Shot Specified (Safety) Specified (Safet	179280				Attitude/Courtesy;	Health and Disability Commissioner	<not specified=""></not>
2017 WOMENS HEALTH GYNAECOLOGY Accessibility Consumer Apology; Corrective Action Taken 179311 2017 CARDIAC AND VASCULAR CARDIOTHORACIC Other Health and Disability Commissioner Explanation 179322 2017 ADULT SURGICAL SERVICES UROLOGY Care/Treatment, Safety 179343 2017 WOMENS HEALTH GYNAECOLOGY Attiude/Courtesy; Accidentlylury; Care/Treatment, Safety 179372 2017 ADULT COMMUNITY AND LTCS 179373 2017 ADULT COMMUNITY AND LTCS 179395 2017 CHILD HEALTH PAEDIATRIC INTENSIVE CARE UNIT CARE UNIT CARE UNIT VASCULAR SURGERY 179399 2017 CARDIAC AND VASCULAR COMMUNITY SERVICES LTCS 179439 2017 ADULT COMMUNITY AND LTCS 179449 2017 ADULT SURGICAL SERVICES UROLOGY Care/Treatment LTCS 179449 2017 ADULT SURGICAL SERVICES UROLOGY Care/Treatment Health and Disability Commissioner Anot Specified Activation Courtesy; Attitude/Courtesy; Care/Treatment Health and Disability Commissioner Anot Specified Care for Patient 179449 2017 ADULT SURGICAL SERVICES UROLOGY Care/Treatment Health and Disability Commissioner Anot Specified Care for Patient 179450 2017 CARDIAC AND VASCULAR COMMUNITY MENTAL HEALTH COMMUNITY MENTAL HEALTH SERVICES GARDIOLOGY Financial F	179290		SERVICES&NON CLINICAL	NUTRITION	Dietary	Relative/friend on behalf of consumer	
2017 ADULT SURGICAL SERVICES UROLOGY Care/Treatment, Discharge; Discharge; Care/Treatment, Safety 2017 WOMENS HEALTH GYNAECOLOGY Attitude/Courtesy; Care/Treatment 179372 2017 ADULT COMMUNITY AND LTCS 179395 2017 CHILD HEALTH PAEDIATRIC INTENSIVE CARE UNIT CARE UNIT Care/Treatment Care/Treatment Care/Treatment Care/Treatment Care/Treatment Health and Disability Commissioner Apology; Explanation Abot Specified>; Alous abblity; Communication Abot Specified> Antitude/Courtesy; Care/Treatment Abot Specified> Antitude/Courtesy; Care/Treatment Abot Specified> Antitude/Courtesy; Care/Treatment Abot Specified> Altitude/Courtesy; Care/Treatment Abot Specified> Antitude/Courtesy; Care/Treatment Abot Specified> Antitude/Courtesy; Care/Treatment Abot Specified> Antitude/Courtesy Accessibility Accessibility Accessibility Accessibility Accessibility Accessibility Accessibility Accessibility	179300			GYNAECOLOGY	Accessibility	Consumer	Apology; Corrective Action Taken
Discharge Care/Treatment; Safety	179311	2017	CARDIAC AND VASCULAR	CARDIOTHORACIC	Other	Health and Disability Commissioner	Explanation
Care/Treatment 178372 2017 ADULT COMMUNITY AND REABLEMENT SERVICES Discharge Health and Disability Commissioner Anot Specified>; Accessibility; Communication Health and Disability Commissioner Anot Specified>; Anot Specified>; Accessibility; Communication Health and Disability Commissioner Anot Specified> Anot S	179322	2017	ADULT SURGICAL SERVICES		Discharge ; Accident/injury; Care/Treatment;	Health and Disabiäty Commissioner	<not specified="">; <not specified=""></not></not>
179395 2017 CHILD HEALTH PAEDIATRIC INTENSIVE CARE UNIT VASCULAR SURGERY Care/Treatment Health and Disability Commissioner Change in Process/Procedure; Explanation; Improved Care for Patient	179343	2017	WOMENS HEALTH			Health and Disability Commissioner	Apology; Explanation
CARE UNIT CARE UNIT VASCULAR SURGERY Care/Treatment Attitude/Courtesy; Attitude/Courtesy; Care/Treatment Care/Treatment Attitude/Courtesy; Care/Treatment Cane/Treatment Attitude/Courtesy; Care/Treatment Attitude/Courtesy Attitude/Courtesy; Care/Treatment Apology; Explanation Apology; Carective Action Taken	179372					Health and Disability Comπissioner	<not specified="">; <not specified=""></not></not>
2017 ADULT COMMUNITY AND LTCS Attitude/Courtsey; Attitude/Courtsey; Attitude/Courtsey; Attitude/Courtsey; Care/Treatment Attitude/Courtsey; Care/Treatment Attitude/Courtsey; Care/Treatment Attitude/Courtsey; Care/Treatment Attitude/Courtsey; Care/Treatment Attitude/Courtsey; Care/Treatment Attitude/Courtsey Attitude/Courtsey; Care/Treatment Attitude/Courtsey Attitude/Courtsey; Care/Treatment Attitude/Courtsey Attitude/Courtsey Attitude/Courtsey Attitude/Courtsey Attitude/Courtsey Apology; Explanation Apology; Corrective Action Taken	179395	2017			Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
LTCS Attlude/Courtesy; Explanation; Improved Care for Patient 179449 2017 ADULT SURGICAL SERVICES UROLOGY Care/Treatment Health and Disability Commissioner Patient 179450 2017 MENTAL HEALTH COMMUNITY MENTAL HEALTH SERVICES GARDIOLOGY Financial Communication Financial Communication; Financial C	179399	2017			Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179450 2017 MENTAL HEALTH COMMUNITY MENTAL HEALTH SERVICES GARDIOLOGY Financial Communication Health and Disability Commissioner Apology; Explanation (Apology; Explanation (Apo	1 79 439				Attitude/Courtesy;		Explanation; Improved Care for
HEALTH SERVICES GARDIOLOGY Financial 179470 2017 CARDIAC AND VASCULAR GARDIOLOGY Financial 179475 2017 MENTAL HEALTH SERVICES 179495 2017 CARDIAC AND VASCULAR CARDIOLOGY Financial 179476 F	179449	2017	ADULT SURGICAL SERVICES	UROLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179470 2017 CARDIAC AND VASCULAR CARDIOLOGY Financial : Communication; Fina	179450	2017			Communication	Health and Disability Commissioner	<not specified=""></not>
SERVICES 176495 2017 CARDIAC AND VASCULAR CARDIOLOGY Accessibility Consumer Apology; Corrective Action Taken	179470	2017		CARDIOLOGY			
	179475	2017			Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
179522 2017 ADULT SURGICAL SERVICES OPHTHALMOLOGY Care/Treatment, Care/Treatment Health and Disability Commissioner <not specified=""></not>	179495	2017			Accessibility	Consumer	Apology; Corrective Action Taken
	179522	2017	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>

179523	2017 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Accident/Injury; Care/Treatment; Cammunication; Care/Treatment	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
179525	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINÉ	Attitude/Courtesy; Care/Treatment; Communication ; Care/Treatment	Hearth and Disability Commissioner	<not specified="">; <not specified=""></not></not>
179571	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	Apology
179572	2017 CHILD HEALTH	PAEDIATRIC INTENSIVE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
170581	2017 WOMENS HEALTH	CARE UNIT CBSTETRICS	Attitude/Courtesy, Care/Treatment; Care/Treatment; Care/Treatment; Communication ; Attitude/Courtesy; Care/Treatment; Care/Treatment; Care/Treatment, Care/Treatment, Communication	Consumer	Apology, Explanation; Meeting; Report to Outside Agency(ACC, MoH-HOD) ; Apology: Explanation; Meeting; Report to Outside Agency(ACC, MoH; HOC)
179582	2017 CHILD HEALTH	PAEDIATRIC EMERGENCY DEPARTMENT	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179591	2017 CARDIAC AND VASCULAR	VASCULAR SURGERY	Care/Treatment	Health and Disability Commissione;	<not specified=""></not>
179599	2017 ADULT MEDICAL SERVICES	INFECTIOUS DISEASES	Care/Treatment	Health and Disability Commissioner	<not specifies=""></not>
179615	2017 CHILD HEALTH	PAEDIATRIC CARDIAC	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179627	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy:	Health and Disability Commissioner	<not specified=""></not>
	AAT ADMITMEDICAL PERMICES	NEUROLOGY	Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
179842	2017 ADULT MEDICAL SERVICES 2017 ADULT SURGICAL SERVICES		Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
179645	2017 ADOLT SURGICAL SERVICES	NEOROGOROERI	Od o frouthorn, output		
179649	2017 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment; Communication; Coordination & Continuity of Care	Health and Disability Commissioner	<not specified=""></not>
179663	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
179699	2017 CHILD HEALTH	NEWBORN SERVICES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179706	2017 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment; Care/Treatmen:	Health and Disability Commissioner	<not specified=""></not>
179713	2017 WOMENS HEALTH	OBSTETRICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179729	2017 CHILD HEALTH	PAEDIATRIC	Attitude/Courtesy;	Health and Disability Commissioner	<not specified=""></not>
(7070	2017 WOMENS HEALTH	ORTHOPAEDICS OBSTETRICS	Care/Treatment: Communication	; Health and Disability Commissioner	<not specified=""></not>
179759	2017 WOMENS REALTH	OBSTETRICS	Communication	, reduction blooms, y commonstrate	,
179800	2017 MENTAL HEALTH	CHILD & FAMILY UNIT	Other	Health and Disability Commissioner	<not specified=""></not>
179819	2017 WOMENS HEALTH	OBSTETRICS	Care/Treatment ; Care/Treatment; Care/Treatmen	Health and Disability Commissioner at	<not specified="">; <not specified=""></not></not>
179823	2017 WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179831	2017 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility	Health and Disability Commissioner	<not specified=""></not>
179866	2017 PATIENT MANAGEMENT	DAILY OPERATIONS	Attitude/Courtesy	Consumer	Apotogy; Disciplinary Action
179892	SERVICES 2017 ADULT SURGICAL SERVICE		Accessibility: Communication ; Care/Treatment: Communication; Communication	Relative/friend on penal/ of consumer	Corrective Action Taken. Explanation: Apology ; Corrective Action Taken; Explanation; Apology
179897	2017 ADULT MEDICAL SERVICES	B EMERGENCY MEDICINE	Communication; Coordination & Continuity of Care	Health and Disability Commissioner	Apology
179932	2017 ADULT SURGICAL SERVICE	ES OPHTHALMOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179934	2017 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179935	2617 ADULT SURGICAL SERVICE		Attitude/Courtesy, Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
179982	2017 WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy: Care/Treatment; Communication Communication	Health and Disability Commissioner	<not specified=""></not>
179088	2017 ADULT SURGICAL SERVIC	ES OPHTHALMOLOGY	Attitude/Courtesy; Attitude/Courtesy; Environment	Health and Disability Commissioner	<not specified=""></not>
179996	2017 WOMENS HEALTH	CBSTETRICS	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Care/Treatmen Coordination & Continuity of Care	Health and Disability Commissioner I;	<not specifies=""></not>
180001	2017 ADULT SURGICAL SERVIC	ES UROLOGY	Care/Trealment	Health and Disability Commissioner	<not specified=""></not>
180002	2017 ADULT MEDICAL SERVICE		Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180003	2017 WOMENS HEALTH	GYNAECOLOGY	Accessibility; Accessibility	Consumer	Apology; Change in Process/Procedure; Corrective Action Taken

180005	2017 ADULT SURGICA	AL SERVICES	GENERAL SURGERY	Care/Treatment ; Communication; Coordination of Continuity of Care Discharge	Health and Disability Commissioner &	Apology; Explanation ; Apology; Explanation
180009	2017 ADULT SURGICA	AL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<nat specified=""></nat>
180010	2017 ADULT MEDICAL	. SERVICES	GENERAL MEDICINE	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180021	2017 ADULT MEDICAL	SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180038	2017 PATIENT MANAG	SEMENT	DAILY OPERATIONS	Care/Treatment; Care/Treatment	; Health and Disability Commissioner	<not specified=""></not>
	SERVICES			Care/Treatment		
180055	2017 ADULT SURGICA	L SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180070	2017 CARDIAC AND V	ASCULAR	CARDIOLOGY	Care/Trealment	Consumer	Apology; Corrective Action Taken
180077	2017 CHILD HEALTH		PAEDIATRIC INTENSIVE	Care/Treatment	Health and Disability Commissioner	ebled Paradiants
180082	2017 ADULT SURGICA	L SERVICES	GARE UNIT	Accessibility	Health and Disability Commissioner	<not specified=""> Apalogy; Corrective Action Taken</not>
				· rososanny	Treater and Disability Commissioner	Apalogy, Corrective Acadil Taken
180086	2017 WOMENS HEALT	Ή	OBSTETRICS	Communication ; Patient Rights & Responsibilities	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
180091	2017 ADULT COMMUN	ITY AND	COMMUNITY SERVICES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180097	LTCS 2017 ADULT MEDICAL	SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
180100	2017 ADULT SURGICA	L SERVICES	GENERAL SURGERY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180104	2017 WOMENS HEALT	н	GYNAECOLOGY	Accessibility; Attitude/Courtesy; Other	Health and Disability Commissioner	<not specified=""></not>
180138	2016 CARDIAC AND VA	ASCULAR	CARDIOTHORACIC		Health and Disability Commissioner	Anglesy: Evalenation
				Communication	Total and Disability Commissioner	Apology; Explanation
180148	2018 WOMENS HEALT		OBSTETRICS	Accessibility; Accessibility	Health and Disability Commissioner	<not specified=""></not>
180153	2018 WOMENS HEALT	Н	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
180157	2018 CLINICAL SUPPO SERVICES	RT	PATIENT ADMINISTRATION SERVICE	Accessibility	Consumer	Apology; Corrective Action Taken
180166	2018 CLINICAL SUPPO SERVICES	RT	PATIENT ADMINISTRATION SERVICE	Accessibility; Attitude/Courtesy; Attitude/Courtesy ; Attitude/Courtesy	Consumer	Apology; Corrective Action Taken ; Apology; Corrective Action Taken
180188	2018 ADULT COMMUNI LTCS	TY AND	REABLEMENT SERVICES	Attitude/Courlesy; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
180187	2018 ADULT MEDICAL	SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180188	2018 CHILD HEALTH		PAEDIATRIC INTENSIVE	Care/Trealment	Health and Disability Commissioner	<nnt specified=""></nnt>
180189	2018 ADULT COMMUNI	TY AND	CARE UNIT REABLEMENT SERVICES	Care/Treatment; Patient Rights &	Health and Disability Commissioner	<not specified=""></not>
180217	LTCS 2018 WOMENS HEALTH		OBSTETRICS	Responsibilities Care/Treatment	Liverille and Principles	
180223	2018 CHILD HEALTH	1	PAFDIATRIC		Health and Disability Commissioner	<not specified=""></not>
180229	2018 WOMENS HEALTH	4	NEUROSERVICES OBSTETRICS	Attitude/Courtesy Gare/Treatment: Care/Treatment:	Health and Disability Commissioner Relative/friend on behalf of consumer	<not specified=""></not>
				Care/Treatment; Communication; Communication; Coordination & Continuity of Care Other	The state of the s	Apology; Change in Process/Procedure; Explanation
180240	2018 ADULT MEDICAL S	SERVICES	EMERGENCY MEDICINE	Communication; Environment ; Care/Treatment	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
180269	2018 PERIOPERATIVE		OR, ANAESTHESIA AND CSSD	Care/Treatment	Health and Disability Commissioner	Explanation
180277	2018 CARDIAC AND VA		CARDIOTHORACIC	Accessibility	Health and Disability Commissioner	Explanation
180280	2018 ADULT SURGICAL	SERVICES	OPHTHALMOLOGY	Accessibility; Coordination & Continuity of Care	Health and Disability Commissioner	<not specified=""></not>
180286	2018 ADULT SURGICAL		GENERAL SURGERY	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180295	2018 WOMENS HEALTH		GYNAECOLOGY	Accessibility	Health and Disability Commissioner	<not specified=""></not>
180298	2018 WOMENS HEALTH		GYNAECOLOGY	Accessibility; Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
180300	2018 CARDIAC AND VAS	SCULAR	CARDIOLOGY	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
180313	2018 CHILD HEALTH		PAEDIATRIC INTENSIVE CARE UNIT	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180325	2018 ADULT SURGICAL		ORL	Care/Treatment; Care/Treatment; Discharge	Health and Disability Commissioner	<not specified=""></not>
180327	2018 WOMENS HEALTH			Accessibility; Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180344	2018 CANCER AND BLO	OD I		Attitude/C ourles y; Attitude/C ourle sy; Care∕Treatment	Health and Disability Commissioner	<not specified=""></not>
180348	2018 CLINICAL SUPPOR SERVICES	т 1		Accessibility Accessibility; Accessibility	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
180354	2018 ADULT SURGICAL	SERVICES (Health and Disability Commissioner	<not specified=""></not>

190374	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Communication ; Care/Treatment; Communication	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
190381	2018 ADULT MEDICAL SERVICES	GASTROENTEROLOGY	Privacy ; Accessibility; Accessibility; Coordination & Continuity of Care	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
180392	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Communication ; Patient Rights & Responsibilities Patient Rights & Responsibilities Patient Rights & Responsibilities	Health and Disability Commissioner	<not specified="">; <no: specified=""></no:></not>
180400	2018 ADULT MEDICAL SERVICES	ADMISSION & PLANNING UNIT	Attitude/Courtesy: Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
180404	2018 WOMENS HEALTH	OBSTETRICS	Accident/Injury	Health and Disability Commissioner	<not specified=""></not>
180425	2018 ADULT SURGICAL SERVICES	ORAL HEALTH	Care Treatment	Health and Disability Commissioner	<not specified=""></not>
180426	2018 ADULT SURGICAL SERVICES	NEUROSURGERY	Communication	Health and Disability Commissioner	<not specified=""></not>
190434	2018 WOMENS HEALTH	OBSTETRIOS	Attitude/Courtesy, Attitude/Courtesy, Care/Treatment; Care/Treatment; Care/Treatment; Attitude/Courtesy; Communication	Health and Disability Commissioner	Apology : Apology
180444	2018 FINANCE	FACILITIES MANAGEMENT	Accident/Injury; Other	Other	Apology; Corrective Action Taken
180445	2018 WOMENS HEALTH	OBSTETRICS	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Care/Trealment; Communication Care/Treatment; Care/Treatment; Discharge	Consumer	Apology; Change in Process/Procedure ; Apology; Change in Process/Procedure
180452	2018 WOMENS HEALTH	CBSTETRICS	Care/Treatment; Communication ; Patient Rights & Responsibilities	Health and ⊡sability Commissioner	<not specified="">; <not specified=""></not></not>
180462	2018 CHILD HEALTH	PAEDIATRIC	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180504	2018 ADULT SURGICAL SERVICE	ORTHOPAEDICS S TRANSPLANTATION	Communication	Health and Disability Commissioner	<not specified=""></not>
180505	2018 ADULT SURGICAL SERVICE	S GENERAL SURGERY	Accessibility	Health and Disability Commissioner	<not specified=""></not>
180514	2018 ADULT SURGICAL SERVICE	S ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180529	2018 ADULT SURGICAL SERVICE	S ORTHOPAEDICS	Loss	Relative/friend on behalf of consumer	Corrective Action Taken: Reimbursement
189531	2018 ADULT MEDICAL SERVICES	RESPIRATORY MEDICINE	Care/Treatment; Care/Treatment Communication; Discharge	Health and Disability Commissioner	<not specified=""></not>
180548	2018 ADULT SURGICAL SERVICE	S GENERAL SURGERY	Care/Trealment, Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180559	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Discharge	Health and Disability Commissioner	<not specified=""></not>
180664	2018 CARDIAC AND VASCULAR	CARDIOLOGY	Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	Apology
180571	2018 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
180590	2018 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
180613	2018 ADULT SURGICAL SERVICE	S ORL	Accessibility	Health and Disability Commissioner	<not specified=""></not>
180617	2018 CARDIAC AND VASCULAR	CARDIOLOGY	Accident/Injury; Care/Treatment; Care/Treatment	Health and Disability Commissioner	Explanation
180628	2018 ADULT MEDICAL SERVICE	RENAL MEDICINE	Care/Treatment; Other	Health and Disability Commissioner	<not specified=""></not>
180637	2018 GLINICAL SUPPORT	RADIOLOGY	Attitude/Courtesy; Other	Health and Disability Commissioner	Clarification
180662	SERVICES 2018 THE AUCKLAND REGIONAL PUBLIC HEALTH SERVICE	FOOD SAFETY AND COMMUNICABLE DISEASE CONTROL	Care/Treatment; Communication Communication	; Health and Disability Commissioner	<not specified=""></not>
180 00 4	2018 WOMENS HEALTH	GYNAECOLOGY	Communication; Discharge	Health and Disability Commissioner	Explanation
180671	2018 WOMENS HEALTH	OBSTETRICS		n; Health and Disability Commissioner	<not specified=""></not>
			Communication; Discharge		
180872	2018 ADULT SURGICAL SERVIC	es general surgery	Care/Treatment; Care/Treatmen ; Attitude/Courtesy; Care/Treatment; Communication	t Health and Disebility Commissioner	<not specified="">: <not specified=""></not></not>
180677	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatmen Care/Treatment; Discharge ; Care/Treatment; Care/Treatment; Care/Treatmen	t; Realth and Disability Commissioner	<not specified="">; <not specified=""></not></not>
180678	2018 CHILD HEALTH	PAEDIATRIC MEDICAL SPECIALITIES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>

	180880	2018	ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	CareTreatment; CareTreatment; CareTreatment; Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; CareTreatment; Communication; Communication	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
	180581	2018	MENTAL HEALTH	CHILD & FAMILY UNIT	Care/Treatment; Care/Treatment; Care/Treatment; Other	Health and Disability Commissioner	<not specified=""></not>
	180683	2018	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
	180694	2018	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
	180699	2018	ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Trealment; Care/Trealment	Health and Disability Commissioner	<not specified=""></not>
1	180707	2018	CHILD HEALTH	PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	180722	2018	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessibility	Health and Disability Commissioner	<not specified=""></not>
1	180732	2018	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Communication; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
1	180733	2018	CHILD HEALTH	GENERAL PAEDIATRICS	Accessibility; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	180760	2018	ADULT MEDICAL SERVICES	INFECTIOUS DISEASES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	180788	2018	ADULT BURGICAL SERVICES	UROLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	80808	2018	ADULT SURGICAL SERVICES	ORL	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	180819	2018	ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	180822	2018	WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
1	180823	2018	MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Accessibility	Health and Disability Commissioner	<not specified=""></not>
1	180874	2018	WOMENS HEALTH	GYNAECOLOGY	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Patient Rights & Responsibilities Patient Rights & Responsibilities	Consumer	Apology; Corrective Action Taken
1	180877	2018	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Trealment	Health and Disability Commissioner	<not specified=""></not>
1	180911	2018	ADULT SURGICAL SERVICES	ORTHOPAEDICS	Accessibility	Health and Disability Commissioner	Nothing Specific
1	J80913	2018	WOMENS HEALTH	OBSTETRICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	180923	2018	CARDIAC AND VASCULAR	VASCULAR SURGERY	Accessibility, Communication; Communication; Communication; Communication ; Care/Treatment; Care/Treatment; Responsiveness	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
1	180924	2018	WOMENS HEALTH	OBSTETRICS	Patient Rights & Responsibilities	Health and Disability Commissioner	<not specified=""></not>
1	180943	2018	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Discharge ; Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
1	180970	2018	CHILD HEALTH	PAEDIATRIC NEUROSERVICES	Accessibility; Coordination & Continuity of Care	Health and Disability Commissioner	<not specified=""></not>
1	180979	2018	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	80987	2018		COMMUNITY MENTAL HEALTH SERVICES	Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
1	80002	2018	ADULT SURGICAL SERVICES		Accessibility	Health and Disability Commissioner	<not specified=""></not>
1	80993	2018	ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility	Consumer	Apology; Change in Process/Procedure
1	181002	2018		CARDIOTHORACIC & VASCULAR	Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
1	181013	2018	ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Privacy	Consumer	Apology; Disciplinary Action
1	181032	2018		PAEDIATRIC OPTHORAEDICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	81049	2018	ADULT SURGICAL SERVICES	ORTHOPAEDICS UROLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	181053	2018	CANCER AND BLOOD	MEDICAL ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	81065	2018	ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
1	181078	2018		PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	81080	2018	ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	81082	2018	WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	81109	2018			Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
1	181149	2018	CHILD HEALTH	HEALTH SERVICES PAEDIATRIC ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>

181174	2018 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
181184		GLINICAL DECISION UNIT	Care Treatment	Health and Disability Commissioner	<not specified=""></not>
181189	2018 ADULT SURGICAL SERVICES		Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181197		COMMUNITY MENTAL HEALTH SERVICES	Access bility	Health and Disability Commissioner	<not specified=""></not>
181242		LABORATORIES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181245	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Communication	Health and Disability Commissioner	<nat specified=""></nat>
181249	2018 ADULT SURGICAL SERVICES	GENERAL SURGERY	Accessibility; Privacy	Health and Disability Commissioner	<not specified=""></not>
181281	2018 MENTAL HEALTH	CHILD & FAMILY UNIT	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Communication	Healරා and Disability Commissioner	<not specified=""></not>
181262	2018 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Accessibility; Communication	Consumer	Apology; Change in Process/Procedure
181276	2018 ADULT SURGICAL SERVICES	TRANSPLANTATION	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Relative/friend on behalf of consumer	Change in Process/Procedure: Meeting
101004	2018 CHILD HEALTH	NEWBORN SERVICES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181294	2018 CHILD HEALTH			Health and Disability Commissioner	Meeting; Explanation
181302	2018 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES			weeting, Explanation
181305	2018 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Care/Treatment	Health and Disability Commissioner	Explanation
181337	2018 ADULT SURGICAL SERVICES	UROLOGY	Accessibility	Health and Disability Commissioner	<not specified=""></not>
181351	2018 MENTAL HEALTH	SPECIALIST MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181357	2018 CHILD HEALTH	PAEDIATRIC CARDIAC	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181391	2018 ADULT SURGICAL SERVICES	CRAL HEALTH	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<nct specified=""></nct>
181369	2018 CANCER AND BLOOD	MEDICAL ONCOLOGY	Accommodation	Health and Disability Commissioner	<not specified=""></not>
181400	2018 MENTAL HEALTH	KARI CENTRE	Care/Trealment	Health and Disability Commissioner	<not specified=""></not>
181407	2018 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Attitude/Courtesy; Treatment injury	Health and Disability Commissioner	<not specified=""></not>
181434	2019 CHILD HEALTH	PAEDIATRIC MULTI AGENCY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181447	2019 ADULT MEDICAL SERVICES	CENTRE NEUROLOGY	Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	Apology; Explanation
181448	2019 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
181460	2019 ADULT MEDICAL SERVICES	RESPIRATORY MEDICINE	<nat specified=""></nat>	Health and Disability Commissioner	<not specified=""></not>
181462	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH	Accessibility, Care/Treatment	Health and Disability Commissioner	<not spedfied=""></not>
181479	2019 WOMENS HEALTH	SERVICES GYNAECOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181481	2018 CARDIAC AND VASCULAR	VASCULAR SURGERY	Cere/Treatment	Health and Disability Commissioner	<not specified=""></not>
181489	2019 CHILD HEALTH	PAEDIATRIC CARDIAC	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
181547	2019 CARDIAC AND VASCULAR	CARDIOTHORACIC	Care/Treatment; Care/Treatment; Communication; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
181548	2019 ADULT MEDICAL SERVICES	RESPIRATORY MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181549	2019 ADULT MEDICAL SERVICES	GENERAL MEDICINE	CareTreatment	Health and Disability Commissioner	<not specified=""></not>
181551	2016 ADULT COMMUNITY AND	REABLEMENT SERVICES	Care/Treatment	Health and Disability Commissioner	<nat specified=""></nat>
181579	LTCS 2019 ABULT COMMUNITY AND	COMMUNITY SERVICES	Accessibility; Communication	Health and Disability Commissioner	<not specified=""></not>
181619 181630	2019 WOMENS HEALTH 2019 ADULT COMMUNITY AND	GYNAECOLOGY COMMUNITY SERVICES	<not specified=""> Care/Treatment</not>	Health and Disability Commissioner Health and Disability Commissioner	<not specified=""> <not specified=""></not></not>
181637	LTCS 2019 ADULT SURGICAL SERVICES		Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181649	2019 MENTAL HEALTH	COMMUNITY MENTAL	Communication	Health and Disability Commissioner	<not specified=""></not>
181669	2019 MENIAL HEALTH 2019 ADULT SURGICAL SERVICES	HEALTH SERVICES	Accessibility; Accessibility	Health and Disability Commissioner	Explanation
181678	2019 CHILD HEALTH	PAEDIATRIC	Care/Trealment	Hearth and Disability Commissioner	<not specified=""></not>
181691	2019 ADULT MEDICAL SERVICES	NEUROSERVICES NEUROLOGY	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
181692	2019 CANCER AND BLOOD	MEDICAL GNOCLOGY	Communication	Health and Disability Commissioner	<not specified=""></not>
181714	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment Care/Treatment; Care/Treatmen	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
181715	2019 ADULT SURGICAL SERVICES	S TRANSPI ANTATION	Care/Treatment	Health and Disability Commissioner	Apology; Explanation
181723	2019 ADULT MEDICAL SERVICES			Health and Disability Commissioner	<pre>Apology, Explanation </pre> <pre> Anot Specified>; <not specified=""> </not></pre>
181728	2019 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES		Health and Disability Commissioner	<not specified=""></not>
181726	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
		SERVICES			

181746	2019 ADULT SURGICAL SERVICES	B GENERAL SURGERY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181764	2019 MENTAL HEALTH	COMMUNITY MENTAL	Communication	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
181796	2019 MENTAL HEALTH	HEALTH SERVICES COMMUNITY MENTAL	; Care/Treatment Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
181813	2019 MENTAL HEALTH	HEALTH SERVICES COMMUNITY MENTAL	Privacy; Privacy	Health and Disability Commissioner	<not specified=""></not>
181814	2019 MENTAL HEALTH	HEALTH SERVICES COMMUNITY MENTAL	Communication	Health and Disability Commissioner	<not specified=""></not>
		HEALTH SERVICES ALLIED HEALTH	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181849	2019 CLINICAL SUPPORT SERVICES				•
181852	2019 ADULT SURGICAL SERVICES		Accessibility, Accessibility Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181859	2019 WOMENS HEALTH	GYNAECOLOGY		Health and Disability Commissioner	<not specified=""></not>
181894	2019 ADULT COMMUNITY AND LTCS	COMMUNITY SERVICES	Other	Health and Disability Commissioner	,
181898	2019 ADULT SURGICAL SERVICES		Communication	Health and Disability Commissioner	<not specified=""></not>
181900	2019 ADULT SURGICAL SERVICES		Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181908	2019 ADULT MEDICAL SERVICES		Discharge	Nationwide H&D Advocacy Service	Apology; Corrective Action Taken; Explanation
181912	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
181987	2019 CHILD HEALTH	PAEDIATRIC INTENSIVE CARE UNIT	<not specified=""></not>	Health and Disability Commissioner	<not specified=""></not>
181990	2019 WOMENS HEALTH	GYNAECOLOGY	Care/Treatment; Financial; Medical Misadventure Claim; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182028	2019 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182038	2019 CLINICAL SUPPORT	PATIENT ADMINISTRATION	Accessibility	Health and Disability Commissioner	<not specified=""></not>
182052	SERVICES 2019 ADULT MEDICAL SERVICES	SERVICE GENERAL MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182078	2019 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Communication	Health and Disability Commissioner	Apology; Explanation
182077	2019 WOMENS HEALTH	OBSTETRICS	Care/Treatment; Care/Treatment; Care/Treatment; Patient Rights & Responsibilities	Health and Disability Commissioner	<not specified=""></not>
182084	2019 CARDIAC AND VASCULAR	CARDIOTHORACIC &	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182087	2019 CANCER AND BLOOD	VASCULAR MEDICAL ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182114	2019 CANCER AND BLOOD	RADIATION ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182118	2019 ADULT SURGICAL SERVICES		Accessibility	Health and Disability Commissioner	<not specified=""></not>
182133	2019 CANCER AND BLOOD	HAEMATOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182141	2019 ADULT COMMUNITY AND	SEXUAL HEALTH	Accessibility	Health and Disability Commissioner	<not specified=""></not>
182142	LTCS 2019 WOMENS HEALTH	GYNAECOLOGY	Patient Rights &	Health and Disability Commissioner	<not specified=""></not>
102.142	2010 HOMEHOTENETT		Responsibilities	,	
182145	2019 ADULT COMMUNITY AND	COMMUNITY SERVICES	Care/Treatment; Other	Health and Disability Commissioner	Explanation
182149	LTCS 2019 CARDIAC AND VASCULAR	CARDIOTHORACIC &	Attitude/Courtesy;	Health and Disability Commissioner	<not specified=""></not>
102 149	2016 OARDING MIS WASSELIN	VASCULAR	Attitude/Courtesy; Care/Treatment		
182152	2019 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility; Care/Trealment	Health and Disability Commissioner	<not specified=""></not>
182216	2019 CANCER AND BLOOD	RADIATION ONCOLOGY	Accessibility; Accessibility	Health and Disability Commissioner	<not specified=""></not>
182263	2019 ADULT SURGICAL SERVICES	S ORTHOPAEDICS	Care/Treatment; Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
1B2270	2019 ADULT SURGICAL SERVICES	TRANSPLANTATION	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182292	2019 ADULT MEDICAL SERVICES	NEUROLOGY	Other	Health and Disability Commissioner	<not specified=""></not>
182296	2019 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Attitude/Gourtesy; Communication; Discharge	Health and Disability Commissioner	<not specified=""></not>
182333	2019 CARDIAC AND VASCULAR	CARDIOTHORACIC & VASCULAR	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182340	2019 ADULT SURGICAL SERVICES		Financial	Health and Disability Commissioner	<not specified=""></not>
182344 182346	2019 WOMENS HEALTH 2019 MENTAL HEALTH	OBSTETRICS ACUTE MENTAL HEALTH SERVICES	<not specified=""> Attitude/Courtesy; Attitude/Courtesy; Care/Treatment; Privacy</not>	Health and Disability Commissioner Health and Disability Commissioner	<not specified=""> <not specified=""></not></not>
182385	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Attitude/Courtesy; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182389	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	Accessibility	Health and Disability Commissioner	<not specified=""></not>
182407	2019 CLINICAL SUPPORT SERVICES	RADIOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182428	2019 ADULT SURGICAL SERVICES	GENERAL SURGERY	Care/Treatment; Care/Treatment; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
182447	2019 ADULT SURGICAL SERVICES		Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182469	2019 ADULT MEDICAL SERVICES	NEUROLOGY	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy	Health and Disability Commissioner	<not specified=""></not>
182485	2019 ADULT COMMUNITY AND LTCS	REABLEMENT SERVICES	Communication; Discharge ; Accessibility	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>

182487	2019 ADULT SURGICAL SERVICES	ORTHOPAEDICS	<not specified=""></not>	Health and Disability Commissioner	<nct specified=""></nct>
182490	2019 ADULT MEDICAL SERVICES		Accessibility	Health and Disability Commissioner	<not specified=""></not>
182494	2019 ADULT SURGICAL SERVICES		Care/Treatment, Communication; Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
182504	2019 PERICPERATIVE	OR, ANAESTHESIA AND	Care/Treatment	Relative/friend on behalf of consumer	Corrective Action Taken
182509	2019 ADULT SURGICAL SERVICES		Care/Treatment ; Care/Treatment; Care/Treatment; Care/Treatment; Loss	Health and Disability Commissioner	<not specified="">, <not specified=""></not></not>
182521	2019 MENTAL HEALTH	MAORI MENTAL HEALTH	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182528	2019 ADULT SURGICAL SERVICES		Care/Treatment; Care/Treatment; Communication; Communication	Health and Disability Commissioner	<not specifies=""></not>
			Communication, Communication		
182528	2019 CARDIAC AND VASCULAR	VASCULAR	Attitude/Courtesy: Care/Treatment; Communication; Communication; Coordination & Continuity of Care Discharge	Health and Disability Commissioner	<not specified=""></not>
182549	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Communication; Discharge	Health and Disability Commissioner	<not specified=""></not>
182545	2019 ADULT COMMUNITY AND LTCS	AMBULATORY SERVICES	Care/Treatment; Privacy	Health and Disability Commissioner	<not specified=""></not>
182564	2019 ADULT SURGICAL SERVICES	ORTHOPAEDICS	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182585	2019 CLINICAL SUPPORT SERVICES	PATIENT ADMINISTRATION SERVICE	Accessibility	Health and Disability Commissioner	<not specified=""></not>
182586	2019 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Care/Treatment: Communication ; Care/Treatment: Care/Treatment: Communication; Communication; Communication	Health and Disability Commissionar	<not specified="">; <not specified=""></not></not>
192578	2019 MENTAL HEALTH	SPECIALIST MENTAL HEALTH SERVICES	Communication; Coordination & Continuity of Care	Health and Disability Commissioner	Apology; Corrective Action Taken; Meeting
182589	2019 MENTAL HEALTH	SPECIALIST MENTAL HEALTH SERVICES	Attitude/Courtesy; Attitude/Courtesy; Attitude/Courtesy; Communication	Health and Disability Commissioner	<not specified=""></not>
182587	2019 ADULT MEDICAL SERVICES	NEUROLOGY	Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
182588	2019 ADULT SURGICAL SERVICES	UROLOGY	Accessibility; Accessibility; Communication	Health and Disability Commissioner	<not specified=""></not>
182593	2019 MENTAL HEALTH	ACUTE MENTAL HEALTH SERVICES	<not specified=""></not>	Health and Disability Commissioner	<not specified=""></not>
1B2624	2019 PERIOPERATIVE	OR, ANAESTHESIA AND CSSD	Care/Treatment: Communication	Health and Disability Commissioner	<not specified=""></not>
182634	2019 ADULT SURGICAL SERVICES	CROLOGY	Attitude/Courtesy; Care/Treatment: Communication ; Care/Treatment	Health and Disability Commissioner	<not specified="">, <not specified=""></not></not>
182637	2019 ADULT SURGICAL SERVICES	OPHTHALMOLOGY	Accessibility	Health and Disability Commissioner	<not specified=""></not>
182679	2019 MENTAL HEALTH	COMMUNITY MENTAL HEALTH SERVICES	Attitude/Courtesy; Privacy; Privacy	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
182690	2019 ADULT MEDICAL SERVICES			Health and Disability Commissioner	<not specified="">, <not specified=""></not></not>
182694	2019 WOMENS HEALTH	OBSTETRICS	Accessibility; Care/Treatment; Care/Treatment; Communication; Communication; Responsiveness		<not specified=""></not>
182708	2019 ADULT SURGICAL SERVICES	S ORTHOPAEDICS	Communication; Communication	Health and Disability Commissioner	<not specified=""></not>
182775	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182818	2019 CHILD HEALTH	PAEDIATRIC MULTI AGENCY CENTRE	Attitude/Courtesy; Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
182819	2019 CHILD HEALTH	PAEDIATRIC HAEMATOLOGY AND ONCOLOGY	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
182890	2019 CARDIAC AND VASCULAR	CARDIOLOGY	Care/Treatment; Communication	Health and Disability Commissioner	<not specified=""></not>
182935	2019 ADULT COMMUNITY AND LTGS	REABLEMENT SERVICES	Patient Rights & Responsibilities	Health and Disability Commissioner	<not specified=""></not>
183058	2019 ADULT MEDICAL SERVICES	GENERAL MEDICINE	Discharge; Discharge	Health and Disability Commissioner	<not specified=""></not>
183525	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Accessibility; Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
183603	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Care/Treatment	Health and Disability Commissioner	<not specified=""></not>
183631	2019 ADULT MEDICAL SERVICES	CRITICAL CARE	Care/Treatment ; Communication; Communication	Health and Disability Commissioner	<not specified="">; <not specified=""></not></not>
183834	2019 ADULT SURGICAL SERVICE	S ORL	Care/Trealment	Health and Disability Commissioner	<not specified=""></not>
183638	2019 ADULT MEDICAL SERVICES	EMERGENCY MEDICINE	Privacy	Health and Disability Commissioner	<not specified=""></not>