



West Coast District Health Board

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Te Poari Hauora a Rohe o Tai Poutini

25 February 2020

9(2)(a)

RE Official information request WCDHB 9385

I refer to your email dated 24 January 2020 requesting the following information under the Official Information Act from West Coast DHB regarding calls to the mental health crisis team. We note your clarification received 30 January as below.

1. I would like to obtain the number of phone* calls to the mental health crisis team over the past five years broken down by year.

The Crisis Team receives a wide variety of phone calls (triage calls, crisis calls/callouts, phone calls regarding the clinician's case management role) and general enquiries. These calls result in a wide range of actions, many of which require no formal documentation. The data below in **Table one** reflects recorded Crisis Call out contacts for both new and existing consumers within, and outside of, working hours.

Table one:

Year	Adult (includes afterhours)	Child and family	Crisis Call Outs
2015	1435	32	1,467
2016	1250	14	1,264
2017	1868	5	1,873
2018	1826	16	1,842
2019	1410	5	1,415 to August plus (152)*

Please note: Since September 2019, the West Coast DHB has contracted Homecare Medical to answer crisis services afterhours. *152 calls were answered by that service during the initial four months of this new service and may or may not have progressed to calls to specialist mental health services.

2. I would also like to obtain how many of these phone* calls were referred to police.
3. I would also like to obtain how many phone* calls were not answered.

We are declining a specific response to questions 2 and 3 pursuant to section 18(g) of the Official Information Act "i.e.... we do not hold this information"

There are instances in which the crisis service will advise the person to phone the police but once again we have no way to record specific instances.

We have a robust system in place to ensure that all calls are addressed. During office hours calls are either answered directly or a message is left, and the call is returned as soon as possible. When crisis workers leave the building during office hours Admin/Reception is notified and the crisis workers have pagers and cell phones to be contacted directly. Crisis staff carry pagers after hours.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. 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 West Coast DHB website after your receipt of this response.

Yours sincerely

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

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support