



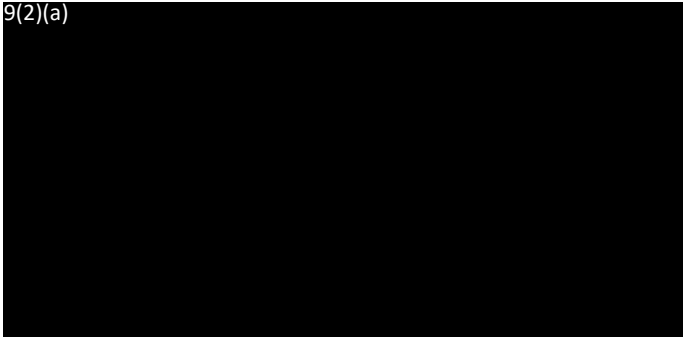
*West Coast District Health Board*  
*Te Poari Hauora a Rohe o Tai Poutini*

Corporate Office  
High Street, Greymouth 7840

Telephone 03 769-7400  
Fax 03 769-7791

24 December 2021

9(2)(a)



**RE Official Information Act request WCDHB 9636**

I refer to your email dated 17 November 2021 requesting the following information under the Official Information Act from West Coast DHB. Specifically:

- 1. Any correspondence between the DHB and the NZNO, ASMS or NZRDA in the past six months relating to staffing levels.**

Please find attached as **Appendix 1**, emails between West Coast DHB and NZNO relating to staffing levels. There is no correspondence with ASMS or NZRDA.

**Note:** We have redacted information pursuant to section 9(2)(a) of the Official Information Act to protect individual privacy.

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](http://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

Tracey Maisiey  
**Executive Director**  
**Planning, Funding & Decision Support**

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**From:** Sarah Gilsenan  
**Sent:** Wednesday, 15 September 2021 12:29 PM  
**To:** 9(2)(a)  
**Cc:** 9(2)(a)  
**Subject:** RE: CCU staffing

Thanks 9(2)

I will send an invite and outline of the meeting- that this is to discuss new team members' into CCU concerns about the orientation process and explore strategies that will be of benefit.

Kind Regards  
Sarah

Sarah Gilsenan *RN, MN*  
Nurse Director - Workforce Development, West Coast DHB  
Phone: 03 768 0499 Extn: 2656 Mobile: 9(2)(a)  
[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)

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**From:** 9(2)(a)  
**Sent:** Wednesday, 15 September 2021 12:27 PM  
**To:** Sarah Gilsenan <[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)>  
**Cc:** 9(2)(a)  
**Subject:** RE: CCU staffing

Thanks Sarah,

It will actually be 9(2)(a) as 9(2)(a) is on 9(2) only 1 day off then 9(2)(a) will be day DNM. 9(2) is also fully informed. I will see who of the staff is able to attend, but I would think there will be two of them, as they will feel a bit more supportive.

Regards,

9(2)

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**From:** Sarah Gilsenan <[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)>  
**Sent:** Wednesday, 15 September 2021 10:50 a.m.  
**To:** 9(2)(a)  
**Subject:** RE: CCU staffing

Yes sounds fine 9(2)(a) I'll send out an invite.  
9(2)(a) has agreed to scribe the meeting.

Kind Regards  
Sarah

Sarah Gilsenan *RN, MN*  
Nurse Director - Workforce Development, West Coast DHB  
Phone: 03 768 0499 Extn: 2656 Mobile: 9(2)(a)  
[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)

**From:** 9(2)(a)  
**Sent:** Monday, 13 September 2021 12:33 PM  
**To:** Sarah Gilsenan <[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)>  
**Subject:** Re: CCU staffing

Sorry, Sarah, 9(2)(a) .  
Maybe it's an option 9(2)(a) can fill in for me instead... 9(2) is on par with all issues.  
You want me to check with 9(2)  
It's probably best this happens rather sooner than later.

Let me know.

9(2)(a)

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**From:** Sarah Gilsenan <[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)>  
**Sent:** Monday, September 13, 2021 12:13:57 PM  
**To:** 9(2)(a) >  
**Subject:** RE: CCU staffing

Hello 9(2)  
Unfortunately late in the week next week was the only time I have clear calendar space.  
How does Monday 20<sup>th</sup> 11.30am sound? I can send a meeting invite.  
Invitees would be the ACNMs, you and I and one of the folk you have mentioned in your initial email.  
I will try and get someone to scribe for us as that is always easier.  
We can have a discussion around concerns and talk about strategies that may be of benefit

Regards  
Sarah

Sarah Gilsenan *RN, MN*  
Nurse Director - Workforce Development, West Coast DHB  
Phone: 03 768 0499 Extn: 2656 Mobile: 9(2)(a)  
[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)

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**From:** 9(2)(a)  
**Sent:** Saturday, 11 September 2021 12:07 PM  
**To:** Sarah Gilsenan <[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)>  
**Subject:** FW: CCU staffing

Hi Sarah,

If Wednesday would suit better for you, that's fine too...I don't start nights until Wednesday, so am available during the day.  
Preferably afternoon if possible please..

Thanks,

9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Friday, 10 September 2021 5:59 p.m.

**To:** Sarah Gilsonan <[sarah.gilsonan@wcdhb.health.nz](mailto:sarah.gilsonan@wcdhb.health.nz)>


**Subject:** RE: CCU staffing

Thanks for your reply Sarah. I appreciate the opportunity to meet up with you and ACNMs.

I will try to get in touch with concerned staff and see if they feel comfortable and willing to come along.

Unfortunately I am on nights later in the week, but am available on Monday (anytime) or Tuesday morning after 10 am if that would help? Let me know what suits best.

9(2)(a)

A large black rectangular redaction box covering several lines of text. The text "9(2)(a)" is visible at the top left of the redacted area.

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**From:** Sarah Gilsonan <[sarah.gilsonan@wcdhb.health.nz](mailto:sarah.gilsonan@wcdhb.health.nz)>

**Sent:** Friday, 10 September 2021 3:44 PM

**To:** 9(2)(a)

**Subject:** RE: CCU staffing

Hello 9(2)(a)

Thank-you for your email. I would value meeting with you and both ACNM's to discuss this further and work through the strategies that may be of support.

Would you like to bring one of the folk you have discussed who have been rostered into CCU? This would be a great opportunity for them to outline their concerns and discuss their ideas for the way forward. This will ensure that there are supports available that suit them and could be extended to others.

I think that this would be a great opportunity to meet and have a discussion, an update on the work that is being done and look at any strategies that may be of benefit.

Later next week would suit me, please let me know some days and times and I will arrange the meeting

Kind Regards

Sarah

Sarah Gilsonan *RN, MN*

Nurse Director - Workforce Development, West Coast DHB

Phone: 03 768 0499 Extn: 2656 Mobile: 9(2)(a)

[sarah.gilsonan@wcdhb.health.nz](mailto:sarah.gilsonan@wcdhb.health.nz)

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**From:** 9(2)(a)

**Sent:** Wednesday, 8 September 2021 12:36 PM

**To:** Sarah Gilsonan <[sarah.gilsonan@wcdhb.health.nz](mailto:sarah.gilsonan@wcdhb.health.nz)>

**Subject:** CCU staffing

Hi Sarah,



No doubt you are fully aware of the dire situation that CCU currently is in with the inability to cover their roster with trained (vent) CCU nurses. No doubt you are addressing this and providing support wherever possible and looking at solutions for the future. I do have the obligation though, to pass on the concerns that some staff have expressed to me, as delegate of NZNO.

These are mainly staff that are rostered to work in CCU, without completing a full CCU orientation. This in fact would mean they are working outside their scope, without guidance of other trained CCU staff, and they are scared.....At the end of the day, if something serious happens, they are afraid for their registration. As an experienced CCU nurse yourself, no doubt you understand the importance of a thorough orientation. I believe the concerns staff have are already relayed by them to ACNMs.

I am aware that some staff have approached the union, but no doubt they are already in the knowledge.

This situation is not a quick fix..it will take months to grow a CCU nurse....and I don't think there are spare CCU nurses in the country up for grabs.....

I wanted to touch base with you to see if there is a way to provide support and assurance to the current team that is trying to hold up this essential service.

What are your thoughts Sarah? What can we do for the team....?

Love to hear your thoughts,

Kind regards,

9(2)(a)



**From:** 9(2)(a)@nzno.org.nz>  
**Sent:** Monday, 1 November 2021 2:09 PM  
**To:** Philip Wheble; Sarah Gilsenan; Julie Lucas; Robin Rutter-Baumann  
**Cc:** Caro Findlay; Julie Bell  
**Subject:** RE: NZNO staffing concerns [EXTERNAL SENDER]

Kia ora koutou,

My apologies for having not realised earlier that our meeting tomorrow is over teams. The delegates preference is to meet in person with their managers to discuss their concerns about current staffing levels. Also, one of the delegates attending the meeting has had a roster change to cover sick leave so is unable to attend at the scheduled time.

Is there any possibility of moving the meeting to Friday am and for it to be scheduled in a physical venue at the DHB so the majority of participants can have an in person discussion?

If it is not possible to accommodate this, could we please look at the following Monday. If neither of these dates are possible, we will go ahead with tomorrow – though we will be limited in delegate representation.

I have copied Julie Bell in to this email as I see Louise is on leave.

Kind regards

Lynda

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**From:** 9(2)(a)  
**Sent:** Friday, 22 October 2021 11:55 am  
**To:** Philip Wheble <philip.wheble@wcdhb.health.nz>; Sarah Gilsenan <sarah.gilsenan@wcdhb.health.nz>; Julie Lucas <julie.lucas@wcdhb.health.nz>; Robin Rutter-Baumann <robin.rutter-baumann@wcdhb.health.nz>  
**Cc:** 9(2)(a)@nzno.org.nz>; Caro Findlay <caro.findlay@wcdhb.health.nz>  
**Subject:** NZNO staffing concerns

Kia ora koutou,

NZNO is writing to raise concerns about the current staffing situation at the West Coast DHB. Following site visits this week we are concerned to hear the extent of the staffing crisis. This concern is based on information shared during the CCDM meetings as well as meetings with delegates and members. Members have reported ongoing stress and pressure in the workplace. And many stated they felt unsafe in their nursing practise and were not comfortable that their registration was on the line for working in an unsafe environment or that patient care is compromised.

We believe there are a number of initiatives that could be taken immediately to alleviate some of the pressures nurses are currently experiencing. We would like to meet with you to discuss these as soon as is possible next week. Please let us know your availability. We will be as flexible as we can be to accommodate.

We would like the DHB in the meantime to reduce services so that the workload for the nursing team is reduced and achievable and to ensure quality patient outcomes.

We appreciate that resolving the current staffing crisis is challenging. And will take long term solutions to address. We do though believe there are immediate changes that could be made. We look forward to working with you to implement these. We would much prefer a collaborative approach then having to go down a health and safety pathway.

Please let us know your availability for a meeting next week.

Kind regards

9(2)(a)

[www.nzno.org.nz](http://www.nzno.org.nz)

New Zealand Nurses Organisation | PO Box 4102 | Christchurch 8140



9(2)(a)

[www.nzno.org.nz](http://www.nzno.org.nz)

New Zealand Nurses Organisation | PO Box 4102 | CHRISTCHURCH 8140

**I work Monday, Tuesday, Wednesday and Thursday each week**



Kathleen Smitheram

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**From:** 9(2)(a)@nzno.org.nz>  
**Sent:** Monday, 1 November 2021 4:37 PM  
**To:** Sarah Gilsenan  
**Subject:** RE: NZNO staffing concerns [EXTERNAL SENDER]

Thanks Sarah.

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**From:** Sarah Gilsenan <sarah.gilsenan@wcdhb.health.nz>  
**Sent:** Monday, 1 November 2021 4:18 pm  
**To:** 9(2)(a)@nzno.org.nz>  
**Subject:** RE: NZNO staffing concerns [EXTERNAL SENDER]

Hi 9(2)(a)  
Julie Bell should be sending another invite out today/tomorrow

Kind Regards  
Sarah

Sarah Gilsenan *RN, MN*  
Nurse Director - Workforce Development, West Coast DHB  
Phone: 03 768 0499 Extn: 2656 Mobile: 9(2)(a)  
[sarah.gilsenan@wcdhb.health.nz](mailto:sarah.gilsenan@wcdhb.health.nz)

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