

28 June 2021

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Re: Official Information Act request – Waiting list for psychiatric services including eating disorders services

I refer to your Official Information Act request dated 20 April 2021 to the Ministry of Health (MoH) and transfer from MoH to Auckland DHB on 31 May 2021 requesting the following information:

Can you please provide the number of people on the waiting list for psychiatric services, including eating disorder services, by DHB, as at 20 March 2021?

We subsequently contacted you to clarify your request, and you have clarified the question as:

Can you please provide the number of people who had open cases for psychiatric services, including eating disorder services, as at 20 March 2021 and who had not been seen yet face to face and how long they had been waiting for this face to face interaction.

As discussed with you for the purposes of clarifying your request, most teams and services in the Mental Health and Addictions Directorate at Auckland DHB do not have a formal waiting list, and service users are allocated to clinicians as they are triaged as needing services.

The data below is with regard to the community (outpatient) teams within the Directorate. Most of our inpatient units are acute units and so do not have a wait for beds which we are able to report on.

Please also note that for the data below, the service users referred will be at different stages and there will be different outcomes for them. Some referrals will just have been received; others will be in the process of triage; while others will be waiting for a face to face appointment. Some referrals will be actively managed without requiring a face to face appointment, and some may be awaiting administrative closure.

Some of those referred will end contact without a face to face meeting. This can be for a range of reasons including: they are declined following triage; they can be managed without face to face contact; the client may withdraw the referral; the client may move out of the DHB area; an offered appointment may not be attended.

Also please note that we have accepted a partial transfer of this OIA from both Counties Manukau and Waitemata DHBs for their adult eating disorder clients. This is because Auckland DHB runs the regional eating disorders service. Numbers of eating disorder clients in the data below are combined data and are not broken down by DHB of domicile.

The data below is as on 20 March 2021:

Service Group	Count - Referrals Open Not Seen F2F	Average Days Case Open Since Referral	Range - Minimum	Range - Maximum
Adult Community Mental Health Services	190	17	0	143
Child & Adolescent Community Mental Health Service	227	51	1	254
Older People Community Mental Health Service	53	21	0	133
Early Intervention Service	2	9	1	16
Maternal Mental Health Service	22	20	1	120
Eating Disorders Service	66	48	1	157
Liaison Service	27	37	0	124
Youth Forensic Services	24	15	2	98

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 DHB website.

Yours faithfully



Margaret Wilsher
Chief Medical Officer
Auckland District Health Board

Acting CE.

Ailsa Claire, OBE

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