



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

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Reference HQSC145-2020

Dear [REDACTED]

Official information request on mental health facilities

I refer to your official information request dated 16 October for research that the Health Quality & Safety Commission (the Commission) has completed on Consumers or service users of adult and adolescent acute mental health facilities or staff that work on those services.

You requested all research that the Commission has completed on the following:

- Consumers or service users in adult and adolescent acute mental health facilities (in the past 10 years)
- Consumers or service users in adolescent acute mental health facilities (in the past 10 years)
- Staff in adult acute mental health facilities
- Staff in adolescent mental health facilities

After further clarification, you stated you are interested in what users want and think about acute mental health care services that they have been provided and their service provision in the acute mental health wards. You have stated that given the recovery orientation is the prevailing philosophy underpinning mental health care in NZ and elsewhere, and that this means the service user experience should be the centre of mental health care.

The Commission's Ngā Pouama consumer, family & whānau experience survey ran in 2019 and included a sample of people who had recently been discharged from any mental health or addiction (MHA) service provided by a District Health Board (DHB). There were 93 participants who had used an inpatient MHA service (however note this is not necessarily limited to crisis services). We have attached the national report from this survey, which contains some results specific to the inpatient consumers. [REDACTED]

The Commission has run one iteration of that survey. You can find the link to it here:

<https://www.hqsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/survey-of-mental-health-and-addiction-consumers-family-and-whanau/>

There is a staff quality & safety culture survey from 2018 and includes staff from inpatient MHA service. Information and reports about this survey are located in this link

<https://www.hqsc.govt.nz/our-programmes/mental-health-and-addiction-quality-improvement/projects/quality-in-context/>

The Commission's two other patient experience surveys do not capture people's experience of MHA inpatient services.

Please note that the Commission publishes some of its OIA responses on its website, after the response is sent to the requester. The responses published are those that are considered to have a high level of public interest. We will not publish your name, address or contact details.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact info@hqsc.govt.nz.

Nākū nā



Janice Wilson
Chief Executive