



Waitematā

District Health Board

Best Care for Everyone

**SPECIALIST MENTAL HEALTH AND
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1 June 2021

Elodie Green

Via email: fyi-request-15257-bdd2eae4@requests.fyi.org.nz

Dear Elodie

Re: OIA request - Mental healthcare service-use

Thank you for your Official Information Act request received 23 April 2021 seeking information from Waitematā DHB about the provision of mental health services.

You requested the following information:

I am seeking information on the performance and service of DHBs for their provision of mental health services. I would like data for the following:

1. **For Community Mental Health; Child and Adolescent Mental Health; and (Te Haika) Mental Health Crisis response:**
 - **Number of distinct new entries/cases per month, by age group (five-year bands if possible*), 2015 – 2020 calendar year**
 - **Number of total new entries/cases per month, by age group (five-year bands), 2015 – 2020 calendar years**
 - **Number of distinct cases open at month-end, by age group (five-year bands), 2015 – 2020 calendar years**
 - **Number of distinct exits per month, by age group (five-year bands if possible*), 2015 – 2020 calendar year**
 - **Number of total new exits per month, by age group (five-year bands), 2015 – 2020 calendar years**
2. **For the DHB:**
 - **Number of hospitalisations for mental health per year, by age group (five-year bands), 2015 – 2020 calendar years**
 - **Number of people waitlisted to see a psychologist per year, by age group (five-year bands), 2015 – 2020 calendar year**
 - **Number of people seeing a psychologist, per year, by age group (five-year bands), 2015 – 2020 calendar year**
 - **Number of psychologists employed by the DHB at year end (split by part time, full time, contracted) by year, 2015 – 2020 calendar year**

**Five-year bands are ideally 0 – 5, 6 – 10, 11 -15, 16- 20, 21 – 25, 26 -30 years, etc. If there is too much suppression in those age bands can it please be in 10-year age bands?*

We contacted you on 29 April to clarify if you were happy for us to exclude the following areas:

- Addiction services - Community Alcohol and Drug Services (CADS)
- Forensic mental health (Mason Clinic)

- Mental Health Services for Older Adults - both community and inpatient services.

We clarified that this meant that we would be providing information for the following areas:

- Adult Community Mental Health
- Child and Adolescent Mental Health
- Adult Mental Health inpatient services.

On 5 May, we contacted you again to check on the above clarification. You responded on the same day to confirm that this was the information you were seeking.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,600 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services. We are the largest mental health service provider in New Zealand by volume of service-users seen.

In response to your request, we are able to provide the following information:

1. **New referrals, caseloads and discharges for the Community Mental Health Services, Child and Adolescent Mental Health Services and Mental Health Crisis Teams – specifically:**
 - number of distinct new entries/cases per month, by age group (five-year bands if possible*), 2015 – 2020 calendar year
 - number of total new entries/cases per month, by age group (five-year bands), 2015 – 2020 calendar year
 - number of distinct cases open at month-end, by age group (five-year bands), 2015 – 2020 calendar year
 - number of distinct exits per month, by age group (five-year bands if possible*), 2015 – 2020 calendar year
 - number of total new exits per month, by age group (five-year bands), 2015 – 2020 calendar years.

**Five-year bands are ideally 0 - 5, 6 - 10, 11 - 15, 16 - 20, 21 - 25, 26 – 30 years, etc. If there is too much suppression in those age bands can it please be in 10 year age bands.*

We have provided collated figures for adult mental health services and child and adolescent mental health as the Adult Community Mental Health teams provide out-of-hours crisis support across the age spectrum. This includes children, young people and older adults who have been referred through our crisis services also appear in our new referrals data).

It should be noted that our Maternal Mental Health Service and Early Psychosis Intervention Service (which predominantly provide care for people over 18 years) also sit within the Child and Youth Mental Health portfolio and referrals to these services come through the Adult Community Mental Health teams. We do not operate a separate Mental Health Crisis Team.

Instead, all acute interventions are recorded as a “crisis contact” by the acute components of our community mental health teams. Because of this, we have provided collated information for **all crisis referrals** separately (Attachment 6). To collate this data, we have counted all open cases

that have had at least one crisis contact. Please note these crisis contacts will also be counted in Tables 1-30 for the categories in the bullet-pointed list below.

As demonstrated in the attached tables, there has been growth in the number of new clients over the past five years. This is consistent with the population growth within our district and also reflects the increasing demand for specialist mental health services.

We have withheld numbers that are fewer than five to protect individual privacy under section 9(2)(a) of the Official Information Act 1982. We have considered whether the public's right to know outweighs the need for the privacy of individuals and have determined it does not.

We have interpreted your requests as follows:

- *Number of distinct new entries/cases* has been interpreted as:
 - new individual clients – see tables 1-6: **Attachment 1**
- *Total new entries/cases per month* has been interpreted as:
 - total new referrals – see tables 7 to 12: **Attachment 2**
- *Number of distinct cases open at month-end* has been interpreted as:
 - number of individual clients at month-end – see tables 13 to 18: **Attachment 3**
- *Number of distinct exits per month* has been interpreted as:
 - number of individual clients discharged – see tables 29 to 24: **Attachment 4**
- *Number of total new exits per months* has been interpreted as:
 - total number of discharges – see tables 25- 30: **Attachment 5**.

2. Number of hospitalisations for mental health per year, by age group for the period 2015-2020

Waitematā DHB has two adult acute mental health inpatient units – one on the North Shore Hospital campus (He Puna Waiora) and one on the Waitakere Hospital campus (Waiatarau). The table below shows the number of mental health hospitalisations to these two units by age group for each calendar year from 2015 to 2020.

Please note that while adult mental health services are generally for people aged 18 – 65 years, some people remain in the care of those services after turning 65 if there is not a specific age-related element to their condition.

Number of hospitalisations to He Puna Waiora and Waiatarau adult mental health inpatient units from 2015-2020

| Age at admission | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|------------------|------|------|------|------|------|------|
| 16-20 yrs | 123 | 107 | 109 | 102 | 95 | 105 |
| 21-25 yrs | 181 | 221 | 223 | 242 | 190 | 189 |
| 26-30 yrs | 126 | 141 | 170 | 176 | 163 | 163 |
| 31-35 yrs | 136 | 150 | 135 | 137 | 151 | 163 |
| 36-40 yrs | 111 | 94 | 112 | 113 | 111 | 96 |
| 41-45 yrs | 115 | 159 | 96 | 119 | 133 | 74 |
| 46-50 yrs | 125 | 125 | 142 | 132 | 117 | 96 |
| 51-55 yrs | 109 | 79 | 100 | 82 | 123 | 80 |
| 56-60 yrs | 54 | 64 | 64 | 85 | 73 | 54 |
| 61-65 yrs | 39 | 26 | 49 | 49 | 69 | 49 |
| 66-70 yrs | 22 | 12 | 10 | 10 | 13 | 15 |
| 71-75 yrs | <5 | <5 | <5 | 5 | 7 | 18 |
| 76-80 yrs | 0 | 0 | 0 | <5 | <5 | 0 |
| 81-85 yrs | 0 | 0 | <5 | 0 | 0 | 0 |

3. Number of people waitlisted to see a psychologist per year, by age group for the period 2015- 2020

Waitematā DHB employs clinical psychologists in all of our community mental health teams, including our cultural services. The table below details the number of people waitlisted to see a psychologist for the period from 2017 to 2020.

Please note, we are unable to provide data prior to 2017, as this information was not electronically recorded. To provide it would require the review of individual clinical records of patients. Due to the sensitivity of this information, frontline clinical staff would need to review individual clinical files and it would not be appropriate to use a contractor to review the records. This would take the frontline staff away from their clinical work and prejudice our ability to provide core clinical services.

We have considered whether charging or extending the timeframe for responding to this aspect of your request would assist us in managing this work and have concluded it would not. We have, therefore, determined to refuse this element of your request under Section 18(f) of the Official Information Act due to substantial collation and research.

The waitlisted data relates predominately to the Adult Community Mental Health Service and Moko Mental Health Services, the Māori kaupapa clinical team. Child and Youth Services have no waiting lists as they use the Choice and Partnership Approach (CAPA) model.

Number of people waitlisted to see a Waitematā DHB psychologist for the period from 2017 to 2020

| Age Group | 2017 | 2018 | 2019 | 2020 |
|-----------|------|------|------|------|
| 16-20 yrs | 20 | 37 | 32 | 36 |
| 21-25 yrs | 30 | 62 | 61 | 36 |
| 26-30 yrs | 17 | 54 | 31 | 39 |
| 31-35 yrs | 14 | 30 | 25 | 21 |
| 36-40 yrs | 16 | 33 | 34 | 17 |
| 41-45 yrs | 11 | 24 | 25 | 21 |
| 46-50 yrs | 8 | 30 | 17 | 16 |
| 51-55 yrs | 7 | 24 | 14 | 18 |
| 56-60 yrs | <5 | 18 | 13 | 11 |
| 61-65 yrs | 6 | 20 | 13 | <5 |
| 66-70 yrs | 0 | <5 | <5 | <5 |
| 71-75 yrs | <5 | 0 | 0 | <5 |

4. Number of people seeing a psychologist per year, by age group for the period 2015 - 2020

Clinical psychologists provide both individual and group therapy. The table below details the number of people who have been seen for either or both individual and group therapy. Furthermore, the data also includes psychology assessments, which could include neuropsychological, diagnostic clarifications or other.

Please note that the information provided may not capture all therapy contacts as there are various coding options available to staff, depending on the primary reason that clinicians determine for any particular session.

Number of people seen by clinical psychologists in individual or group therapy or for a psychology assessment from 2015 - 2020

| Age at contact start | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------------|------|------|------|------|------|------|
| 0-5 yrs | 0 | <5 | <5 | 0 | <5 | 0 |
| 6-10 yrs | <5 | 8 | 9 | 9 | 14 | <5 |
| 11-15 yrs | <5 | 10 | 9 | 6 | 8 | 7 |

| | | | | | | |
|-----------|-----|-----|-----|-----|-----|-----|
| 16-20 yrs | 76 | 93 | 89 | 73 | 76 | 83 |
| 21-25 yrs | 109 | 155 | 163 | 142 | 138 | 154 |
| 26-30 yrs | 107 | 127 | 136 | 110 | 113 | 107 |
| 31-35 yrs | 98 | 109 | 93 | 96 | 92 | 90 |
| 36-40 yrs | 75 | 99 | 100 | 80 | 69 | 91 |
| 41-45 yrs | 87 | 108 | 83 | 61 | 70 | 66 |
| 46-50 yrs | 64 | 99 | 72 | 65 | 63 | 50 |
| 51-55 yrs | 60 | 84 | 78 | 45 | 45 | 59 |
| 56-60 yrs | 38 | 45 | 36 | 38 | 28 | 27 |
| 61-65 yrs | 27 | 39 | 25 | 34 | 29 | 33 |
| 66-70 yrs | 7 | <5 | 6 | 7 | <5 | 8 |
| 71-75 yrs | 0 | 0 | <5 | <5 | <5 | <5 |

5. Number of psychologists employed by the DHB at year end (split by part-time, full-time, contracted)

The following information records the actual number of psychologists (headcount) employed in both full-time and part-time roles.

Number of psychologists employed by Waitematā DHB, within the Adult Mental Health Service, Child and Adolescent Mental Health Services and our Māori kaupapa clinical service.

| Psychologists | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Full-Time | 25 | 31 | 29 | 24 | 25 | 25 |
| Part Time | 40 | 37 | 31 | 44 | 50 | 46 |
| Total headcount | 65 | 68 | 60 | 68 | 75 | 71 |

You have the right to seek an investigation and review by the Ombudsman of the decisions made in providing this response. Information about how to seek a review is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

I trust that the information we have been able to provide is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



Dr Murray Patton
Director and Clinical Lead, Specialist Mental Health & Addiction Services
Waitematā District Health Board