

22 May 2019

C106404

Misha  
[fyi-request-9900-f2c4d711@requests.fyi.org.nz](mailto:fyi-request-9900-f2c4d711@requests.fyi.org.nz)

Tēnā koe Misha

Thank you for your email of 21 March 2019, to the Minister of Corrections, requesting information relating to the Whanganui Prison OPCAT report. Your request was transferred to the Department of Corrections on 25 March 2019. Your request has been considered under the Official Information Act 1982 (OIA).

As you are aware, the Ombudsman undertook an independent assessment of Whanganui Prison last year, under the United Nations Optional Protocol to the Convention against Torture (OPCAT).

The inspection took place in March 2018 – around the same time that the prison population peaked at more than 10,800 prisoners. This unforeseen rise in the number of prisoners being managed put pressure on our facilities, our operations and our people.

You requested:

*Please may I have a copy of this template. A second request is for this template with the recorded up to date data from July 2018 until todays date.*

Please find the template attached. We are unable to provide you with the version the Office of the Ombudsman received as the Health Needs Assessment contains the health information of prisoners at Whanganui Prison. Corrections is statutorily obligated to protect all private information that we hold, including information relating to offenders. We are unable to release the details you have requested as doing so would contravene our obligations under the OIA and the Privacy Act. Therefore, this part of your request is withheld under section 9(2)(a) of the OIA, to protect the privacy of natural persons.

The Health Needs Assessment has not yet been updated. Therefore, your second request is declined under section 18(e) of the OIA, as the document alleged to contain the information requested does not exist or cannot be found.

You also requested:

*Please inform me what these onsite enhancements are at Whanganui Prison and please provide me with any corresponding or correlating data, templates, and new procedures were put in place by the end of July 2018 or are now in place following on from this statement.*

There have been a number of enhancements made to the delivery of health services at Whanganui Prison since the OPCAT inspection was undertaken between 12 February 2018 and 19 February 2018.

There is now a patient presence at Whanganui Prison's Clinical Governance meetings. Patients provide feedback to support a patient focussed approach to health strategy at the prison.

Improving Mental Health clinicians are now fully embedded at Whanganui Prison. These professionals work directly with individuals to support them to manage their mental health needs. They also provide mental health education to Corrections staff. Clinicians may also refer offenders to appropriate community service agencies that can help facilitate a successful reintegration with their families and communities and increase the engagement of prisoners in rehabilitation and reintegration programmes in prisons.

In 2017/18, offenders received an average of six mental health sessions, and an analysis of records indicated that 75 percent of individuals experienced improvement after receiving the service.

The Health Centre is fully staffed at present and an additional nurse has been recruited to provide cover as required.

*What is the current process for prisoner complaints at Wanganui Prison relating to health complaints?*

We encourage prisoners to discuss their complaints with staff in the first instance. Prisoners are also able to use the standard PC01 prisoner complaint process to make a complaint about health care. These complaints are answered but no health information is provided in the response, as all staff can view complaints on the IOMS (Integrated Offender Management System) database.

If a prisoner feels that their complaint has not been adequately handled by prison staff, they can contact the Complaints Response Desk (CRD) to escalate their concerns. If CRD are unable to resolve the complaint to their satisfaction, they can then approach the Office of the Inspectorate.

The process for complaints through either a Health and Disability Advocate or the Health and Disability Commissioner is as follows:

- within 5 days, an acknowledgment letter is sent to complainant to acknowledge that we have received their request and we will look into the complaint,
- within 20 working days, the response letter is completed and copies are sent to the patient and the Advocate/Commissioner, and
- if the patient is happy with the outcome, the complaint will be closed.

I trust the information provided is of assistance. Should you have any concerns with this response, I would encourage you to raise these with Corrections. Alternatively you are advised of your right to also raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi nui

A handwritten signature in blue ink, consisting of a stylized, flowing line that starts with a small loop and ends with a long, horizontal tail.

Rachel Leota  
National Commissioner

# Whanganui Health Needs Assessment date 2019

## Corrections Health Services

### DOCUMENT CONTROL

|                     |  |
|---------------------|--|
| Document reference: | <a href="#">Click here to enter text.</a>    |
| Version:            | <a href="#">[click and insert version #]</a> |
| Document Owner:     |  |

Official Information Act 1982  
Released under the

## TABLE OF CONTENTS

|  |    |
|--|----|
| FORWARD .....                                      | 2  |
| PROFILE .....                                      | 3  |
| DEMOGRAPHICS .....                                 | 3  |
| PRIMARY HEALTH CARE.....                           | 3  |
| UTILISATION OF HEALTH SERVICES .....               | 4  |
| TOP 10 DIAGNOSES (MUSTER = [MUSTER NUMBER]) .....  | 8  |
| ANALYSIS OF WHANGANUI PRESCRIPTIONS .....          | 6  |
| OTHER MEDICATION OF INTEREST.....                  | 7  |
| INDICATORS OF CURRENT AND IMPENDING WORKLOAD ..... | 7  |
| MOVEMENTS AND TRANSFERS.....                       | 7  |
| ANALYSIS.....                                      | 73 |

Released under the  
Official Information Act 1982

Forward

Released under the  
Official Information Act 1982

## Profile – [month and year]

### Demographics

Demographics (based on muster of [muster number])

#### **Age bands**

- > 19 = [percentage]%
- 20-29 = [percentage]%
- 30-39 = [percentage]%
- 40-49 = [percentage]%
- 50-59 = [percentage]%
- 60-69 = [percentage]%
- 70-79 = [percentage]%

#### **Ethnicity**

- Maori = [percentage]%
- NZ European = [percentage]%
- Pacific = [percentage]%
- Asian = [percentage]%
- Not Elsewhere Included = [percentage]%
- Other Ethnicity = [percentage]%
- Unknown = [percentage]%
- Middle Eastern/Latin American/African = [percentage]%

### Primary Health Care

Primary health care is first contact, continuous, comprehensive, and coordinated care provided to (prison) populations undifferentiated by gender, disease, or organ system.<sup>1</sup> In the prison population nurses manage a range of health related situations including;

- chronic conditions
- acute / emergency events
- trauma
- mental health
- AOD
- health promotion
- improvement of patient health literacy and self management.

---

<sup>1</sup> Institute of Medicine(2003)

## Utilisation of Health Services ([month and year])

### Nurse - led clinics

A nurse-led clinic is any clinic that is run or managed by registered nurses.

### Receiving Office

- Reception Health Triage's – [number of Reception Health Triage's]

### ARU

- [number of mental health assessments] mental health assessments (avg no. of patients per day = [number]; range = [range of numbers])

### Contracted Providers

*Medical Officer* – contracted to provide [number of hours] hrs per week – [number of patient consultations] patient consultations.

Wait time-

*Dentist* – contracted to provide [number of hours] hrs per week

[number of patient consultations] patient consultations with a wait-list of [number of wait-listed patients]

Wait time –

*Physiotherapy* – contracted to provide [number of hours] hrs per week – [number of patient consultations] patient consultations.

Wait time-

*Mental Health Clinicians* – [number of clinicians] full time Improving Mental Health (IMH) clinicians as part of the Department of Corrections Improving Mental Health Pilot for mild to moderate mental health issues.

Wait time-

| Improving Mental Health Service                    |  |
|--|--|
| New referrals in month                             |  |
| Referrals declined in month                        |  |
| Active clients as at month                         |  |
| Initial assessments in month                       |  |
| Face to face hours in month                        |  |
| <b>Total face to face hours delivered in month</b> |  |



## Forensic Services

A team of [number of forensic staff] CCDHB regional forensic psychiatric service staff provide on site mental health services during the week. These include;

### Adult Forensic Services

- 
- 
- 

| Nurse Portfolios        |                                       |
|-------------------------|---------------------------------------|
| • Youth Forum           | • Pharmaceuticals and Standing Orders |
| • Diabetes and Podiatry | • Physiotherapy                       |
| • Health & Safety       | • Reordering of Stock                 |
| • Hepatitis             | • Respiratory and Spirometry          |
| • Infection Control     | • Vaccinations and Cold Chain         |
| • Mental health and ARU | • Wound Care                          |
|                         | • Communicable Disease                |

### Top 10 Diagnoses (muster = [muster number])

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Disclaimer – this information is based on the available data entered into the classifications tab in Medtech. Its accuracy can not be guaranteed.

## Analysis of Whanganui Prescriptions ([month])

Based on [number] prescriptions issued to [number of patients] patients.

The groups are from the Pharmaceutical Schedule

| Group   | Prescriptions dispensed | Percentage of total Rx dispensed | Ranking out of 12 |
|---|-------------------------|----------------------------------|-------------------|
| <b>Alimentary Tract &amp; Metabolism</b><br>Anti-acid, anti-diarrhoeal, colonic anti-inflammatories, diabetes, insulin, laxatives, Proton pump inhibitors, reflux barrier agents, vitamin D |                         |                                  |                   |
| <b>Blood and Blood forming organs</b><br>Antiplatelet, anti-coagulant   |                         |                                  |                   |
| <b>Cardiovascular</b><br>ACE inhibitor, anti-arrhythmias<br>Beta Blockers, calcium channel blockers, lipid lowering agents  |                         |                                  |                   |
| <b>Dermatological</b><br>Anti - acne preparations, emollients, steroids   |                         |                                  |                   |
| <b>Genito Urinary System</b><br>Urinary Agents, 5-Alpha reductase inhibitors  |                         |                                  |                   |
| <b>Hormone Preparations - Systemic</b><br>Corticosteroids   |                         |                                  |                   |
| <b>Infections-agents</b><br><b>For systemic use.</b><br>Antibiotics   |                         |                                  |                   |
| <b>Musculoskeletal system</b><br>Non-steroidal anti-inflammatories, anti-rheumatoid agents, anti-gout, muscle relaxants   |                         |                                  |                   |
| <b>Nervous System</b>   |                         |                                  |                   |

|  |  |  |  |
|--|--|--|--|
| Parkinson related disorders, analgesics; non opiate & opiate Antidepressants, anti-epilepsy, Anti-nausea, antipsychotics, anxiolytics, sedatives & hypnotics, stimulants, ADHD treatments, treatments for dementia, substance dependence |  |  |  |
| <b>Oncology and Immunosuppressant's</b>  |  |  |  |
| <b>Respiratory System &amp; Allergies</b>  |  |  |  |
| <b>Sensory Organs</b><br>Ear and Eye preparations  |  |  |  |
| <b>Prescription total</b>  |  |  |  |

#### Other medication of interest

#### Indicators of current and impending workload

| Standard | Indicator of health need | Date<br>(av muster =) | Projected future need<br>(based on increased capacity to 624) |
|----------|--------------------------|-----------------------|---|
|          |                          |                       |   |
|          |                          |                       |   |

#### Movements and Transfers

- health related escorts, i.e. ED and OPD appts = [number of escorts] ([number] injury related)
- [number of transfers] transfers to other sites

#### Analysis