



133 Molesworth Street
PO Box 5013
Wellington 6140
New Zealand
T+64 4 496 2000

15 February 2023

s 9(2)(a)

By email: s 9(2)(a)
Ref: H2023019720

Tēnā koe s 9(2)(a)

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to Manatū Hauora (the Ministry of Health) on 27 January 2023 for information regarding assisted dying. You requested:

“Could I please obtain an update on how many complaints the Registrar of Assisted Dying has received, how many have been resolved and how many have been referred to an external authority. Anticipating the number will be small could you please provide the general subject of each complaint, the action, and the outcome.”

The information you have requested is attached to this letter as Appendix 1 and is released to you in full. In the spirit of the Act, I have provided a summary of all complaints received.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā



Ruihua Gu
**Acting Group Manager, Quality Assurance and Safety
Regulatory Services | Te Pou Whakariterite Ratonga**

Summary of Complaints to 31 January 2023

Numbers				
Total Complaints from 7/11/21 to 31/1/23				18
Referred to HDC for investigation				3
Active (not including HDC referred complaints)				5
Closed				10
Complaint detail				
	Complainant	Subject of the complaint	Action	Outcome
1	Applicant	Delay in being connected with an Attending Medical Practitioner	Complaint substantiated and resolved with an apology from the Secretariat. Applicant was connected within a day of making the complaint.	Closed
2	Applicant	A practitioner's interpersonal style and communication	Complaint substantiated and resolved between the applicant and practitioner with assistance from the Secretariat. The Registrar provided mentoring to the practitioner.	Closed
3	Whānau of applicant	Experience of assisted death in public hospital	Complaint substantiated and referred to the Health and Disability Commissioner	Under investigation by HDC
4	Public	Media Reporting	Substantiated. Secretariat worked with media outlet to amend their information to align with the Act.	Closed
5	Public	Media reporting	Not substantiated. No action was required	Closed
6	Applicant	Delay in contact from second opinion doctor	Not substantiated. Secretariat actively worked with applicant to assign doctor and time to second appointment was not excessive.	Closed
7	Practitioner	Delay in receiving documents from first opinion Doctor	Partially substantiated. The step was delayed from the first doctor's process. Secretariat supported the second doctor	Pending

Appendix 1

8	Practitioner	Queried level of detail required by the Review Committee for its decisions and whether it was all necessary	Partially substantiated. The detail needed was clarified with the Review committee and distributed to practitioners.	Closed
9	Practitioner	IT platform used for Case management and referral of Assisted Death applications is difficult to use	Not substantiated. Practitioner provided with support to access and use the system	Closed
10	Public	Complaint entered in HARP system, but not about the Assisted Dying service	Not substantiated	Closed and referred to relevant service.
11	Whānau of Applicant	Actions of medical professional not meeting their obligations under the Act to provide information.	Substantiated. Referred to HDC for investigation	Under investigation by HDC
12	Practitioner	Assessing doctor had to meet applicant at their home rather than facility they were being supported in. Inconvenience for the applicant.	Being investigated by Secretariat	Pending
13	Practitioner	Complaints system in IT platform difficult to navigate.	Not substantiated. Practitioner offered additional support form Secretariat	Closed
14	Practitioner	Information provided to person waiting information about Assisted dying was delayed and so resulted in a delay in accessing the service	Being investigated by Secretariat	Pending
15	Medical professional	Information provided to applicant about sharing information with whānau	Being investigated by Secretariat	Pending
16	Practitioner	Action of a medical professional during process of Assisted Death application to impede process	Referred to the HDC for investigation	Under investigation by the HDC

Appendix 1

17	Whānau member	Concern about the process used to find their relative not competent for an Assisted Death under the Act	Under investigation by the Secretariat	Pending
18	Practitioner	Unhappy with the behaviour of a facility staff member during their visit to the facility	Not substantiated. Recommended they raise the issue directly with the facility management team.	Closed

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982