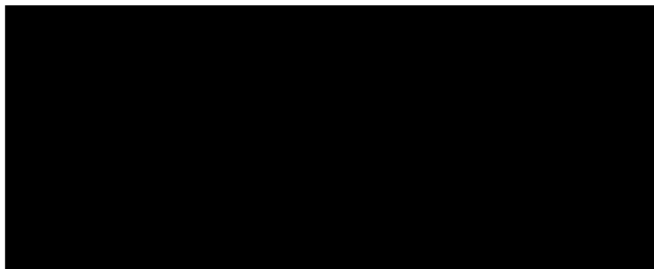


04 JUL 2019



Response to your request for official information

Thank you for your request of 6 June 2019 under the Official Information Act 1982 (the Act) for:

"How many complaints, if any, have been made to the Health Integrity Line from 1 November, 2017 to 1 June 2019, listed by category of complaint, and how this compares to the same period in previous years?"

The information pertaining to your request is attached as Appendix 1. I note that the Ministry of Health (the Ministry) has also provided a similar response to your Written Parliamentary Question 24322 (2018) to Minister Dr David Clark, which is outlined in Appendix 2. Please note, the data contained in both tables do not align due to the different time frames sought in relation to the requests.

I trust that this information fulfils your request. You have the right, under section 28 of the Act, to ask the Ombudsman to review any decisions made under this request.

Please be aware that this response, with your personal details removed, may be published on the Ministry's website.

Yours sincerely


Sue Gordon
Deputy Director-General
Corporate Services

Health Integrity Line Reports by Category	Date Range					
	01 Nov 2014 - 31 May 2016	01 Nov 2015 - 31 May 2017	01 Nov 2016 - 31 May 2018	01 Nov 2017 - 31 May 2019		
Access to healthcare	4	11	7	10		
Asbestos in workplace		1	1			
Bogus survey being conducted	3	3	2	2		
Contracting of services	3		1			
Eligibility for subsidised healthcare	4	5	5	3		
Food safety		2	1	3		
Fraud/corruption	51	43	33	62		
Health professional using drugs	3	2	2	4		
Identity theft				1		
Illegal cigarette sales	1			1		
Illegal sale of pharmacy only medicines				1		
Illegal sale of prescription medicine	1	5	6	1		
Incorrect disposal of sharps		2	2	4		
Insufficient detail provided preventing any follow-up	3	7	7	4		
Misleading health service information				4		
Misleading medicine/health product advertising	1	5	4	3		
Misuse of prescription medicines		2	6	5		
Poor health policy			1			
Poor hygiene	5	4	2	4		
Prescription medicine issues	4	3	6	8		
Privacy breach	3	3	6	32		
Professional fees too high	1		3	7		
Professional licensing issues				2		
Property theft	1					
Quality of care concerns	24	33	31	60		
Quality of care/Fraud	3	5	24	22		
Unqualified health professional	5		9	9		
Water quality/safety		1	2			
Workplace bullying/Employment issues	8	11	21	27		
Workplace safety	5	2	10	12		
Grand Total	133	150	193	290		

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Health Integrity Line Reports by Category	Date Range	01 Nov 2014 - 01 Apr 2016	01 Nov 2016 - 01 Apr 2017	01 Nov 2017 - 01 Apr 2018	01 Nov 2018 - 01 Apr 2019
Access to healthcare	2	8	7	5	
Asbestos in workplace		1	1		
Bogus survey being conducted	3	2	2		2
Contracting of services	3		1		
Eligibility for subsidised healthcare	4	5	5	3	
Food safety		2	1	1	
Fraud/corruption	47	41	27	48	
Health professional using drugs	2	2	2	3	
Identity theft				1	
Illegal cigarette sales	1			1	
Illegal sale of pharmacy only medicines				1	
Illegal sale of prescription medicine	1			1	
Incorrect disposal of sharps		2	6	4	
Insufficient detail provided preventing any follow-up	1	1	2		4
Misleading health service information		4	6		
Misleading medicine/health product advertising	1	5	4		
Misuse of prescription medicines		2	5		5
Poor health policy			1		
Poor hygiene	5	3	2		3
Prescription medicine issues	4	3	6		8
Privacy breach	2	3	5		19
Professional fees too high	1		1		7
Professional licensing issues					2
Property theft	1				
Quality of care concerns	19	27	24		46
Quality of care/Fraud	3	5	16		22
Unqualified health professional	5		8		7
Water quality/safety		1	2		
Workplace bullying/Employment issues	8	8	19		25
Workplace safety	4	2	10		12
Grand Total	117	127	163	236	236

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