

23 February 2021

Cecile Meier  
Stuff

**Via email:** [cecile.meier@stuff.co.nz](mailto:cecile.meier@stuff.co.nz)



**WHANGANUI**  
DISTRICT HEALTH BOARD  
*Te Poari Hauora o Whanganui*

100 Heads Road, Private Bag 3003  
Whanganui 4540, New Zealand

Dear Cecile

**Official Information Act Request – OIA 13336 Mental Health Available**

On 23 January 2021, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

"Could you please tell me:

1. What mental health services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility, and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.
2. What addiction services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.
3. How many people do you treat on average every year in your mental health services? Please provide a breakdown by inpatient and outpatient services.
4. How many people do you treat on average every year in your addiction services? Please provide a breakdown by inpatient and outpatient services.
5. How many people are currently waiting for mental health treatment after they have been through an initial triage process? What is the average wait time to access services? What is the longest time someone can wait? Please provide breakdown by inpatient/outpatient services.
6. How many people are currently waiting for addiction treatment after they have been through an initial triage process? What is the average wait time to access services? What is the longest time someone can wait? Please provide breakdown by inpatient/outpatient services.
7. What is the process while patients wait to access addiction and/or mental health treatment?
8. How many patients died after they were triaged but before receiving addiction or mental health treatment in the last six years? Are you able to provide the cause of death for each person who died?

Please feel free to contact me should there be a need to refine or clarify this request."

## Whanganui District Health Boards response:

- 1. What mental health services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility, and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.**

### **Stanford House – Extended Term Regional Medium Secure Forensic Service**

Stanford House is a forensic inpatient service situated on the Whanganui District Health Board (WDHB) hospital campus. The unit provides for adult male tangata whaiora, aged 20 or older, who require high levels of observation, intensive treatment and/or secure care over extended periods.

Stanford House has a rights-based approach which is directed towards promoting and protecting human rights. The recovery approach means working towards supporting tangata whaiora to live a fulfilled life and strive to reach their full potential.

Funded for 15 beds – currently with 16 tangata whaiora.

Occupancy of the 15 beds has been at 100% for the past 12 months. Since 26 September 2018, the unit has managed 16 patients.

### **Te Awhina Unit – Adult Acute Inpatient Mental Health Service**

The Te Awhina unit is an adult acute inpatient mental health unit, also on the WDHB hospital campus, with a 12 bed capacity. These 12 beds are funded as seven acute beds and five intensive therapy beds. The unit admits people from the age 18 with no upper age limit.

The average occupancy for January was 103%, for the first two weeks of February, it was 105.6%.

Note: On leave patients are included in the average occupancy.

### **Community Services**

Please see appendix 1.

- 2. What addiction services does your DHB provide? Please provide details of inpatient facilities and number of beds per facility and whether facilities are currently used at capacity. Please provide details of outpatient services and services contracted to community providers.**

- The WDHB secondary alcohol and other drug (AOD) service has an outpatient service that provides assessment and treatment for adults experiencing problematic alcohol and drug use services. These include AOD counselling, psychology, opioid substitute treatment, community detox and access to New Zealand Transport Agency (NZTA) pathway.
- Whanganui DHD Mental Health and Addiction Services (MH&AS) do not have inpatient addiction services. These services are provided by Te Oranganui Trust.
- All teams accept referrals from the Whanganui community and inpatient services. All referrals are accepted as part of the triage process.
- Whanganui DHB works closely with the Whanganui iwi mental health and addiction service who provide an alcohol and other drug programme called Te Hapainga for the Whanganui community. These services are provided by Te Oranganui Trust.
- There is an option for home detox as part of an outcome from the assessment process. There is a social detox bed available for the alcohol and other drugs team as an option when caring for people with alcohol addiction. This is provided by Te Oranganui Trust in conjunction with and with the support of Whanganui District Health Board mental health and addiction services.
- Medical detox occurs on a case by case assessment and treatment basis, and this occurs at Whanganui hospital.
- Non-government agencies provide support for AOD service users and their families in the community, in partnership with secondary services.

**3. How many people do you treat on average every year in your mental health services? Please provide a breakdown by inpatient and outpatient services.**

<b>INPATIENTS</b>	
Number of unique patients in the Adult Acute Inpatient:	
2018	204**
2019	217
2020	227

\*\*reporting ability goes back only to February 2018 (when patient management system change occurred)

<b>OUTPATIENTS</b>	
Number of unique patients referred into Mental Health Outpatient services:	
2018	2,785**
2019	2,987
2020	2,804

\*\*reporting ability goes back only to February 2018 (when patient management system change occurred)

**4. How many people do you treat on average every year in your addiction services? Please provide a breakdown by inpatient and outpatient services.**

<b>OUTPATIENTS</b>	
Number of unique patients with primary referrals to Alcohol and Other Drug Services each year	
2018	559**
2019	570
2020	445

\*\*reporting ability goes back only to February 2018 (when patient management system change occurred)

**5. How many people are currently waiting for mental health treatment after they have been through an initial triage process? What is the average wait time to access services? What is the longest time someone can wait? Please provide breakdown by inpatient/outpatient services.**

**Inpatients**

There is no waiting for acute inpatient services, nor has there ever been here in WDHB MH&AS.

**Outpatients**

There are 43 patients currently with mental health outpatient referrals who are yet to be seen.

The average waiting time in 2019 was 9.2 days and in 2020, it was 6.6 days.

It is hard to specify how long a patient could wait as it would mean selecting the longest recorded waiting time in the system, and there are numerous data anomalies which cause outliers to exist that are inaccurate (this is a reflection of the complex pathways that exist for mental health referral and management). A better guide would be to report that 94.6% of patients in 2019 and 2020 were seen within one month of referral.

**6. How many people are currently waiting for addiction treatment after they have been through an initial triage process? What is the average wait time to access services? What is the longest time someone can wait? Please provide breakdown by inpatient/outpatient services.**

**Inpatients**

There is no waiting for acute inpatient services, nor has there ever been here in WDHB MH&AS.

## **Outpatients**

There are 12 patients currently with mental health outpatient referrals to MH&AS who are yet to be seen.

The average waiting time in 2019 was 10.0 days and in 2020, it was 5.4 days.

It is hard to specify how long a patient could wait as it would mean selecting the longest recorded waiting time in the system, and there are numerous data anomalies which cause outliers to exist that are inaccurate (this is a reflection of the complex pathways that exist for mental health referral and management). A better guide would be to report that 95.4% of Alcohol and Other Drug Services patients in 2019 and 2020 were seen within one month of referral.

### **7. What is the process while patients wait to access addiction and/or mental health treatment?**

- All MH&AS referrals are triaged by an MH&AS triage clinician within 1-5 working days. The need for follow up contact is established as part of the triage and allocation process.
- Whanganui DHB has a mental health assessment and home treatment team who are available to provide interim care in urgent situations.
- There is an MH&AS national hotline available.

### **8. How many patients died after they were triaged but before receiving addiction or mental health treatment in the last six years? Are you able to provide the cause of death for each person who died?**

The data environment for mental health during this period is not of sufficient quality to answer this question.

Should you have any further queries about the above information, please contact our OIA co-ordinator Anne Phoenix at [anne.phoenix@wdhb.org.nz](mailto:anne.phoenix@wdhb.org.nz)

Yours sincerely



Russell Simpson  
**Chief Executive**

**Whanganui District Health Board community contracted mental health services including primary mental health**

Row Labels	CONTRACT_DESCRIPTION	CONTRACTED_SERVICE
<b>Balance Whanganui t/a Balance Aotearoa 571309</b>	Advocacy/Peer Support - Consumers  Leadership for Consumer Engagement	Consumer leadership, consultancy & liaison - Non-clinical staff Peer support service-Adults Advocacy/Peer Support/Consumers (Adult) Consumer leadership, consultancy & liaison - Non-clinical staff
<b>Family Support Services Whanganui Trust t/a Jigsaw 96201</b>	Intensive Social Work	Family and whanau advisory service - nursing and allied health staff
<b>Healthcare of New Zealand Limited 244688</b>	Home Based Support Services-Whanganui (Aged)	Adult Community Support Services - Non-clinical staff
<b>Heritage Lifecare (BPA) Limited 959267</b>	Mental Health Recovery  Permanent Care - Mental Health ARRC	Subacute Extended Care - Inpatient beds Mental Health - flexifund Mental Health of Older People - Sub-Acute Extended Care Individual Treatment bed - Mental Health & AOD
<b>MASH Trust 158872</b>	Youth Respite	Infant, child, adolescent and youth crisis respite service
<b>Mental Health &amp; Wellbeing Support 158874</b>	Advocacy Peer Support Families	Child, adolescents & youth & families with a mental health disorder - Non-clinical staff Family whanau support education, info and advocacy service ICAY - Nurses & allied health Family whanau support education, info & advocacy service ICAY - non-clinical staff Family and whanau advisory service - non-clinical staff Family whanau support education, information and advocacy service - Nursing and allied health staff Family whanau support education, information and advocacy service - Non-clinical staff
<b>Mental Health Solutions Limited 593936</b>	Mental Health Services	Adult Crisis Respite - Nursing and/or allied health staff Adult Crisis Respite - Non-clinical staff Planned Adult Respite - Non-clinical staff Package of Care - Nursing and allied health staff Package of Care - Non-clinical staff Adult Community Support Services - Nursing & allied health staff Adult Community Support Services - Non-clinical staff Vocational Support Services - Non clinical staff Housing Coordination Service- non Clinical staff Housing and Recovery Services Day time/Awake Night support - Non-clinical staff Alcohol and other drug - community support service - Non-clinical staff Mental Health - flexifund Infant, child, adolescent and youth crisis respite - Non-clinical staff Infant, child, adolescent & youth planned respite - Non-clinical staff
<b>Mist Inc 570006</b>	Consumer Run Support Service	Peer support service-Adults Advocacy/Peer Support/Consumers (Adult)
<b>National Hauora Coalition Limited 949081</b>	Primary Care Services	PHCS MH Initiatives and Innovations Youth Primary Mental Health Service
<b>Nga Iwi o Mokai Patea Services Trust 918562</b>	Kaupapa Maori Community Based Clinical and Support Services	Kaupapa Maori community clinical support service - Non-clinical
<b>Nga Waihua O Paerangi Trust 987645</b>	Kaupapa Maori Community Based Clinical and Support Service	Kaupapa Maori community clinical support service - Non-clinical
<b>Te Kotuku Hauora Limited 778971</b>	Kaupapa Maori Community Based Clinical and Support Service	Kaupapa Maori community clinical support service - Non-clinical
<b>Te Oranganui Trust 158058</b>	Sleepover Settlement Suicide Prevention Mental Health and Addiction Services	Housing and Recovery Services Day time/Responsive Night support Suicide Prevention Services Activity Based Recovery Support Services - Non-clinical staff Housing and Recovery Services Day time/Responsive Night support Alcohol and other drug community service with accommodation Alcohol and other drug community service with accommodation - Nurses & allied health staff Alcohol and other drug day treatment programme - Nursing and allied health staff Alcohol and other drug day treatment programme - Non-clinical staff Mental Health - establishment Kaupapa Maori community clinical support service - Nurses & allied health Kaupapa Maori community clinical support service - Non-clinical

	He Puna Ora - Pregnancy and Parenting Service	Youth Primary Mental Health Service Community based alcohol and other drug specialist services Mental Health - establishment
<b>Te Puke Karanga Hauora Health Clinic 631563</b>	Kaupapa Maori Community Based Clinical and Support Service	Kaupapa Maori community clinical support service - Non-clinical Mental Health Workforce Development
<b>Whanganui Community Living Trust 158173</b>	Mental Health Community Services	Package of Care - Nursing and allied health staff Package of Care - Non-clinical staff Adult Community Support Services - Nursing & allied health staff Adult Community Support Services - Non-clinical staff
<b>Whanganui Regional Health Network 585463</b>	Primary Mental Health  Alcohol Intervention Integrated Primary Mental Health and Addiction Services	PHCS MH Initiatives and Innovations Youth Primary Mental Health Service PHCS MH Initiatives and Innovations Mental Health and Addictions Workforce Development Mental Health - establishment Primary Integrated MH&A - Clinical staff Primary Integrated MH&A - Non-clinical staff