



**Te Tāhū Hauora**  
Health Quality & Safety  
Commission

27 March 2025

By email: [REDACTED]

Tēnā koe

I refer to your request under the Official Information Act 1982 (the Act) dated 27 February 2025 requesting information relating to the following:

- 1 - The briefing HQSC provided to the incoming minister of health*
- 2 - The HQSC insights report and associated recommendations.*

On 17 March 2025, in response to part one of your request, you were provided with the Te Tāhū Hauora Health Quality & Safety Commission's Briefing to the Incoming Minister, via email. The link is included once again here: <https://www.hqsc.govt.nz/assets/Core-pages/About-us/BIM/Briefing-to-the-Incoming-Minister-February-2025-Te-Tahu-Hauora.pdf>

As per part two of your request for 'The HQSC insights report and associated recommendations', below are the links to this reporting.

- September report: <https://www.hqsc.govt.nz/assets/Core-pages/About-us/Insights-reports/Te-Tahu-Hauora-Assessing-system-quality-and-safety-insights-report-September-2024.pdf>
- November report: <https://www.hqsc.govt.nz/assets/Core-pages/About-us/Insights-reports/Te-Tahu-Hauora-Assessing-system-quality-and-safety-insights-report-November-2024.pdf>

The associated recommendations to the Insights reporting are listed below.

### Assessing System Quality and Safety – First Report

- a) **note** that this is the first in a series of reports regarding system quality and safety from Te Tāhū Hauora.
- b) **note** that the findings in this report are informed by frontline and consumer interviews and surveys, Health New Zealand data and Te Tāhū Hauora data sets, with input from an expert advisory panel.
- c) **discuss** the findings from the report with Te Tāhū Hauora Chief Executive Dr Peter Jansen. ☒ N ☐
- d) **consider** proactively releasing the attached report *Assessing System Safety and Quality* within 12 weeks of your office receiving it. ☒ N ☐

### Assessing System Quality and Safety – Second Report

- a) **note** that this is the second in a series of reports regarding system quality and safety from Te Tāhū Hauora.
- b) **note** that the findings in this report are informed by interviews with general practice staff, a community pharmacy survey, a survey to our consumer networks, Health New Zealand data and Te Tāhū Hauora data, with input from an expert advisory panel.
- c) **agree** to Te Tāhū Hauora providing you with further analysis on the potential approaches to addressing the issues identified in the report. ☐ N ☒
- d) **note** that future reports will follow a quarterly cadence, with the next report planned for the end of March 2025. Te Tāhū Hauora will continue to work with our partner agencies to streamline future reporting.
- e) **discuss** the findings from the report with Te Tāhū Hauora Chief Executive Dr Peter Jansen. ☐ N ☒
- f) **consider** proactively releasing the attached report *Assessing System Safety and Quality – November 2024* within 12 weeks of your office receiving it. ☒ N ☐

You have the right to seek an investigation and review by the Ombudsman of this decision under Section 28(3) of the Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by calling 0800 802 602.

Nāku noa, nā



Kere Pomare  
Acting Chief Executive  
Te Tāhū Hauora Health Quality & Safety Commission

