

28 September 2020

Auckland DHB
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Re Official Information Request – Hospital demand

I refer to your official information request dated 8 September 2020 requesting the following information:

With respect, I request the following information under the terms of the Official Information Act 1982:

For the period September 1 2019 to August 31 2020, a weekly breakdown of the following information:

- 1. ED presentations**
- 2. Overall hospital capacity**
- 3. The overall number of referrals received for first specialist assessments for planned care, and the number of FSA that took place**

Please find attached a spreadsheet showing by week the following information:

- 1. Emergency department presentations for adult and children's emergency departments.**
- 2. Hospital occupancy – a count of bed days for each week by hospital.**
- 3. First specialist assessment demand and delivery. Note that we have only included appointments that meet the Ministry of Health's definition of a first specialist assessment. This includes face-to-face, telehealth/remote consultations, and virtual assessments. It does not include activity delivered by our community service teams or mental health.**

FSA demand has been calculated as FSA delivery +/- the change in waiting list, therefore giving a true demand on services. We have provided this information as it gives a better picture of demand on services. Not all referrals proceed to an appointment for a variety of reasons. Approximately nine percent of referrals to Auckland DHB are not accepted. A further

approximately 23 per cent of received referrals are accepted but an FSA does not occur, common reasons include:

- Treated via an alternative pathway, for example seen by an allied health clinician or nurse
- Patient declines an appointment or cannot be contacted.
- Patient was referred to multiple services for the same problem and only requires to be seen by one specialty.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours sincerely,



Ailsa Claire, OBE
Chief Executive