



Waitematā

District Health Board

Best Care for Everyone

Hospital Services

North Shore Hospital Campus
Shakespeare Road, Takapuna
Private Bag 93-503, Takapuna
Auckland 0740

Telephone: 09 489 0527

Facsimile: 09 486 8339

11 May 2020



Dear [REDACTED]

Re: OIA request - Wait times and complaints

Thank you for your Official Information Act request received 2 March 2020 seeking information about wait times and complaints from Waitematā District Health Board (DHB).

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā DHB serves a population of more than 630,000 across North Shore, Waitakere and Rodney areas, the largest and one of the most rapidly growing DHBs in the country. We are the largest employer in the district, employing around 7,500 people across more than 80 different locations.

In addition to providing services to our own population, we are also the metropolitan Auckland provider of forensic psychiatry, child disability services, child community dental services and community alcohol and drug services.

Please note that the emergency departments at North Shore and Waitakere hospitals saw more than 131,500 presentations in the last financial year.

In addition, our hospitals discharged more than 118,000 patients with more than 214,000 outpatient appointments attended. While these figures do not cover all the patient treatments (visits) for Waitematā DHB, they indicate some of our key service areas.

In response to your request, we are able to provide the following information:

- 1. The total number of patients who have waited longer than six hours in the emergency department (ED) each month for the last five years (January 2015 - December 2019), with a breakdown by gender, ethnicity and age.*

As you may know, the MoH has set a target of 95% of patients being either admitted, discharged or transferred from an ED within six hours.

Health targets published on the Ministry's website show that Waitematā DHB has exceeded this performance measure for shorter stays in EDs for the past three quarters:

<https://www.health.govt.nz/new-zealand-health-system/health-targets/how-my-dhb-performing-2017-18>

When interpreting the figures provided, it is important to acknowledge that our EDs saw a total of 131,649 presentations in the 2018/19 FY. Of these, 3439 people waited for more than six hours, which is 2.6% of those presenting. In addition, it is important to note that, of that total, 69,731 were female and 61,915 male.

Please see **Attachment 1** for a breakdown of the figures requested.

- 2. The total number of people prescribed painkillers after presenting to ED each month for the last five years (January 2015 - December 2019), with a breakdown by gender, ethnicity and age.*

Please refer to **Attachment 2**.

- 3. The shortest, average and longest wait time for a patient to be referred from the emergency department to the gynaecology department each month for the last five years. (January 2015 - December 2019).*

Please note that the longer wait times at North Shore Hospital are due to the higher level of acuity in patients presenting compared with Waitakere Hospital. Half (50%) of patients presenting at Waitakere Hospital are triaged as category 4 & 5. These are the lowest triage categories which are less urgent and take less time to treat.

Care should be taken when comparing waiting time statistics – especially in instances where the average has been calculated across a very low number of patients and the result, therefore, appears to be significantly out of proportion.

Please refer to **Attachment 3** for our response.

- 4. The shortest, average and longest wait time for a patient to be referred from the emergency department to the cardiology department each month for the last five years. (January 2015 - December 2019).*

Please refer to **Attachment 3** for our response.

- 5. The shortest, average and longest wait time for a patient to be referred from the emergency department to the urology department each month for the last five years (January 2015 - December 2019).*

Waitematā DHB does not admit acute urology patients. Patients presenting to either North Shore or Waitakere hospitals' EDs are transferred to Auckland City Hospital if they require admission or acute surgery.

Our urology services provide consultations, investigations and elective surgery. Inpatient urology surgery and urodynamic tests are currently only available at North Shore.

Please refer to **Attachment 3** for our response.

- 6. The number of declined referrals from the emergency department each month for the last five years (January 2015 - December 2019), with a break down by gender, ethnicity and age.*

Patients referred to other specialties from the Emergency Department are reviewed by those specialties so there are no declined referrals.

7. *The total number of complaints received by the DHB relating to a referral to a mental health service each month for the last five years (January 2015 - December 2019) with a breakdown by gender, ethnicity and age. Also with one sentence to explain what each complaint is about.*

We have provided information from January 2018 to December 2019 because, prior to this, the way in which this information was categorised and recorded does not allow us to provide an accurate response. We have supplied the information requested, where it is available.

Please note, the very low number of complaints received in proportion to the number of people seen by our mental health services. These services had contact with a monthly average of more than 2990 people (adults and children) for the 19 months between 1 January 2018 and 31 July 2019.

The number of contacts made during that period to these groups was more than 32,800. Please note, these figures exclude inpatient services because of the way contacts are recorded for inpatient units.

Three complaints related to people who identified as Māori, one as NZ European/ Pakeha, and one unknown.

Date	Gender	Age band	Description
Jan 18	Male	-	Delay in referral being responded to/ actioned
May 18	Male	40s	Delay in referral being responded to/ actioned
Mar 19	Female	30s	Delay in referral being responded to/ actioned
June 19	Female	40s	Delay in referral being responded to/ actioned
Dec 19	Male	50s	Delay in referral being responded to/ actioned

8. *The total number of complaints received by the DHB relating undiagnosed symptoms or misdiagnosed conditions each month last year (January 2015 - December 2019), with a breakdown by gender, ethnicity and age. Also with one sentence to explain what each complaint is about without naming or identifying anyone.*

As above, we have provided information from January 2018 to December 2019 because, prior to this, the way in which this information was categorised and recorded does not allow us to provide an accurate response. We have supplied the information requested, where it is available.

It is important to note the very small proportion of such complaints when our total patient numbers are considered. A recent Health and Disability Commission report for the January to June 2019 period noted that Waitematā DHB ranks fourth out of the country's 20 DHBs in terms of complaint rate, which is lower than the overall national complaint rate for this period.

In addition to the below, there were eight complaints to the Health & Disability Commission and one case referred to us by the HDC from January 2018 to December 2019 which were classified as undiagnosed/ misdiagnosed. We are withholding details of these cases under section 9(2)a of the Act to protect the privacy of the individuals concerned.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz

The complaints detailed below are categorised as undiagnosed/ misdiagnosed when first received by us and prior to any investigation. Investigations frequently establish that no misdiagnosis has occurred.

Date	Gender	Age band	Ethnicity	Description
Jan 18	Female	40s	Not given	Undiagnosed
Feb 18	Male	70s	NZ European/Pakeha	Undiagnosed
Mar 18	Female	50s	NZ European/ Pakeha	Misdiagnosis
Mar 18	Male	70s	NZ European/ Pakeha	Misdiagnosis
Mar 18	Male	80s	NZ European/ Pakeha	Undiagnosed
Apr 18	Female	60s	Other European	Misdiagnosed
Apr 18	Female	60s	NZ European/ Pakeha	Delay in diagnosis
May 18	Female	50s	NZ European/ Pakeha	Undiagnosed
May 18	Male	70s	Other European	Undiagnosed
May 18	Female	40s	NZ European/ Pakeha	Misdiagnosis
May 18	Female	40s	NZ European/ Pakeha	Misdiagnosis
Jun 18	Female	70s	NZ European/ Pakeha	Delay in diagnosis
Jul 18	Male	70s	NZ European/ Pakeha	Undiagnosed
Jul 18	Male	60s	NZ European/ Pakeha	Undiagnosed
Jul 18	Female	60s	NZ European/ Pakeha	Undiagnosed
Aug 18	Male	Under 10	NZ European/ Pakeha	Misdiagnosis
Sep 18	Male	30s	NZ Māori	Misdiagnosis
Sep 18	Female	70s	NZ European/ Pakeha	Undiagnosed
Nov 18	Female	60s	NZ European/ Pakeha	Undiagnosed
Dec 18	Female	80s	Other European	Undiagnosed
Jan 19	Male	Under 10	NZ European/ Pakeha	Undiagnosed
Feb 19	Female	30s	NZ European/ Pakeha	Undiagnosed
Feb 19	Female	30s	NZ Māori	Undiagnosed
Feb 19	Female	20s	Other European	Undiagnosed
Feb 19	Female	40s	NZ European/ Pakeha	Undiagnosed
Apr 19	Female	Under 10	NZ European/ Pakeha	Undiagnosed
Apr 19	Female	40s	NZ European/ Pakeha	Undiagnosed
Apr 19	Female	80s	NZ European/ Pakeha	Undiagnosed
May 19	Female	Under 10	Samoan	Undiagnosed
Jun 19	Female	60s	NZ European/ Pakeha	Undiagnosed
Jul 19	Female	50s	NZ Māori	Undiagnosed
Jul 19	Female	90s	NZ European/ Pakeha	Misdiagnosis
Jul 19	Male	Under 20	NZ European/ Pakeha	Undiagnosed
Jul 19	Male	70s	Other European	Undiagnosed
Aug 19	Female	60s	Samoan	Undiagnosed
Aug 19	Female	30s	NZ European/ Pakeha	Undiagnosed
Sep 19	Female	40s	NZ European/ Pakeha	Undiagnosed
Sep 19	Female	30s	NZ European/ Pakeha	Undiagnosed
Sep 19	Male	20s	Other European	Undiagnosed
Sep 19	Female	Under 10	Chinese	Misdiagnosis
Sep 19	Female	Under 20	NZ Māori	Undiagnosed
Oct 19	Male	20s	NZ Māori	Misdiagnosis
Oct 19	Male	30s	NZ European/ Pakeha	Misdiagnosis

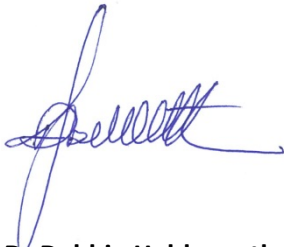
Date	Gender	Age band	Ethnicity	Description
Oct 19	Female	30s	NZ European/ Pakeha	Undiagnosed
Oct 19	Male	30s	NZ European/ Pakeha	Misdiagnosis
Nov 19	Female	70s	NZ European/ Pakeha	Misdiagnosis
Nov 19	Female	Under 10	Middle Eastern	Undiagnosed
Nov 19	Female	20s	NZ European/ Pakeha	Undiagnosed
Dec 19	Male	70s	NZ Māori	Undiagnosed

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



Dr Debbie Holdsworth
Acting Director Hospital Services
Waitematā District Health Board

Waitematā DHB ED Data

1. The total number of patients who have waited longer than six hours in the emergency department (ED) each month for the last five years (Jan 2015 - Dec 2019), with a breakdown by gender, ethnicity and age.

Total number of patients waited > 6 hours in ED by site and age group

Gender	(All)
Ethnicity	(All)
Month	(All)

Patients Waited > 6 Hrs in ED		Age Group												Grand Total
Hospital	FY	0-9 Yrs	10-19 Yrs	20-29 Yrs	30-39 Yrs	40-49 Yrs	50-59 Yrs	60-69 Yrs	70-79 Yrs	80-89 Yrs	90-99 Yrs	100+ Yrs		
North Shore Hospital	2015	15	133	274	226	307	378	356	485	544	187	2	2,907	
	2016	6	86	175	144	202	209	256	320	364	140	2	1,904	
	2017	4	91	201	118	143	190	220	266	309	128	2	1,672	
	2018	5	123	246	209	262	303	327	468	499	220	10	2,672	
	2019	12	147	342	245	242	284	275	341	342	143	3	2,376	
North Shore Hospital Total		42	580	1,238	942	1,156	1,364	1,434	1,880	2,058	818	19	11,531	
Waitakere Hospital	2015	89	55	87	82	68	85	79	70	79	24	2	720	
	2016	95	46	97	83	74	92	92	97	102	32	0	810	
	2017	127	71	83	80	68	96	86	94	86	31	0	822	
	2018	198	74	117	120	109	159	154	157	143	23	0	1,254	
	2019	209	73	119	103	96	124	107	116	87	28	1	1,063	
Waitakere Hospital Total		718	319	503	468	415	556	518	534	497	138	3	4,669	
Grand Total		760	899	1,741	1,410	1,571	1,920	1,952	2,414	2,555	956	22	16,200	

Total number of patients waited > 6 hours in ED by site, gender and ethnicity

Month	(All)
Age Group	(Multiple Items)

Patients Waited > 6 Hrs in ED		Gender		Ethnicity					Female Total	Male					Male Total	Grand Total
Hospital	FY	Female	Asian	European	Maori	Other	Pacific Peoples	Asian		European	Maori	Other	Pacific Peoples			
North Shore Hospital	2015	173	1,250	129	43	73	1,668	108	941	87	46	57	1,239	2,907		
	2016	120	828	80	21	43	1,092	64	628	61	33	26	812	1,904		
	2017	82	699	96	30	25	932	54	564	67	24	31	740	1,672		
	2018	160	1,101	105	42	60	1,468	94	925	102	37	46	1,204	2,672		
	2019	167	938	139	37	41	1,322	93	790	104	27	40	1,054	2,376		
North Shore Hospital Total		702	4,816	549	173	242	6,482	413	3,848	421	167	200	5,049	11,531		
Waitakere Hospital	2015	39	224	64	9	57	393	31	186	46	7	57	327	720		
	2016	52	226	74	16	64	432	53	194	55	9	67	378	810		
	2017	64	214	73	17	99	467	45	163	63	6	78	355	822		
	2018	102	326	117	26	120	691	80	263	92	19	109	563	1,254		
	2019	93	287	111	17	100	608	78	205	81	15	76	455	1,063		
Waitakere Hospital Total		350	1,277	439	85	440	2,591	287	1,011	337	56	387	2,078	4,669		
Grand Total		1,052	6,093	988	258	682	9,073	700	4,859	758	223	587	7,127	16,200		

Waitematā DHB ED Data

The total number of people prescribed painkillers after presenting to ED each month for the last five years (Jan 2015 -Dec 2019), with a breakdown by gender, ethnicity and age.

Totals by Gender, Ethnicity and Age

Age	(All)
Hospital	(All)

Sum of Total	GENDER	Ethnicity	Age Group										Grand Total	
			0-9 Yrs	10-19 Yrs	20-29 Yrs	30-39 Yrs	40-49 Yrs	50-59 Yrs	60-69 Yrs	70-79 Yrs	80-89 Yrs	90-99 Yrs		100+ Yrs
Female	Asian			426	2,170	2,625	1,612	1,334	982	518	257	35		9,959
	European			3,022	7,546	4,905	4,873	4,435	3,592	3,745	3,776	1,592	52	37,538
	Maori			1,317	3,380	1,938	1,423	927	575	242	116	14		9,932
	Other			183	605	677	431	304	175	83	76	20	2	2,556
	Pacific Peoples		1	703	2,047	1,292	1,109	931	503	354	160	18		7,118
Female Total			1	5,651	15,748	11,437	9,448	7,931	5,827	4,942	4,385	1,679	54	67,103
Male	Asian			387	1,297	1,639	912	936	727	400	213	24		6,535
	European		2	1,941	4,890	3,634	4,244	4,221	3,569	3,168	2,625	718	20	29,032
	Maori		2	885	1,919	1,193	1,063	893	442	188	62	6		6,653
	Other			114	447	471	413	360	182	66	47	13		2,113
	Pacific Peoples			636	1,390	1,038	840	898	551	355	78	8		5,794
Male Total			4	3,963	9,943	7,975	7,472	7,308	5,471	4,177	3,025	769	20	50,127
Grand Total			5	9,614	25,691	19,412	16,920	15,239	11,298	9,119	7,410	2,448	74	117,230

Hospital

North Shore Hospital

Waitakere Hospital

Ethnicity

Asian

European

Maori

Other

Pacific Peoples

Age Group

0-9 Yrs

100+ Yrs

10-19 Yrs

20-29 Yrs

30-39 Yrs

FY

2015

2016

2017

2018

2019

GENDER

Female

Male

Totals by site, financial year, and financial month

Age	(All)
GENDER	(All)
Ethnicity	(All)
Age Group	(All)

Sum of Total	Hospital	FY	Month												Grand Total
			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
North Shore Hospital	2015			4	8	17	21	2	2	2	3		1	4	64
	2016		2	1	1	77	159	170	181	1,396	1,621	1,536	1,575	1,559	8,278
	2017		1,542	1,409	1,386	1,478	1,526	1,433	1,520	1,493	1,572	1,553	1,592	1,533	18,037
	2018		1,555	1,486	1,485	1,505	1,451	1,522	1,649	1,510	1,504	1,428	1,449	1,480	18,024
	2019		1,452	1,622	1,419	1,417	1,460	1,422	1,546	1,309	1,471	1,465	1,520	1,414	17,517
North Shore Hospital Total			4,551	4,522	4,299	4,494	4,617	4,549	4,898	5,710	6,171	5,982	6,137	5,990	61,920
Waitakere Hospital	2015			11	14	60	18	16	12	16	22	12	16	11	208
	2016		21	25	17	473	1,112	1,112	1,253	1,172	1,214	1,161	1,185	1,186	9,931
	2017		1,324	1,278	1,198	1,296	1,300	1,202	1,340	1,164	1,348	1,356	1,307	1,303	15,416
	2018		1,344	1,196	1,140	1,175	1,077	1,245	1,316	1,169	1,255	1,223	1,122	1,115	14,377
	2019		1,177	1,280	1,292	1,328	1,291	1,249	1,371	1,242	1,282	1,259	1,326	1,281	15,378
Waitakere Hospital Total			3,866	3,790	3,661	4,332	4,798	4,824	5,292	4,763	5,121	5,011	4,956	4,896	55,310
Grand Total			8,417	8,312	7,960	8,826	9,415	9,373	10,190	10,473	11,292	10,993	11,093	10,886	117,230

Waitematā DHB ED Data

The shortest, average and longest wait time for a patient to be referred from the emergency department to (Gynaecology, Cardiology, or Urology)

Time is calculated from Emergency Medicine seen by time, to time patient moved into inpatient specialty

Hospital	EM To Specialty	FY	Month	Values			Total Patients
				Min Waiting Time (min)	Max Waiting Time (min)	Avg Waiting Time (min)	
North Shore Hospital	Gynaecology	2015	Jul	0	1109	103	80
			Aug	0	534	90	59
			Sep	0	1569	118	75
			Oct	0	421	61	87
			Nov	0	1445	95	50
			Dec	0	1865	112	91
			Jan	0	884	95	94
			Feb	0	397	90	88
			Mar	0	254	47	95
			Apr	0	619	87	92
			May	0	1005	97	76
			Jun	0	445	91	67
		2016	Jul	0	744	98	79
			Aug	0	1363	120	69
			Sep	0	659	94	97
			Oct	0	1087	97	87
			Nov	0	339	92	83
			Dec	0	676	101	83
			Jan	0	1358	89	101
			Feb	0	1161	109	82
			Mar	0	449	73	89
			Apr	0	424	59	68
			May	0	1216	102	65
			Jun	0	989	107	90
		2017	Jul	0	1075	81	65
			Aug	0	522	90	123
			Sep	0	401	72	79
			Oct	0	233	74	76
			Nov	0	388	75	93
			Dec	0	395	82	77
			Jan	0	522	107	100
			Feb	0	708	106	84
			Mar	0	580	93	87
			Apr	0	1275	118	84
			May	0	393	88	89
			Jun	0	374	68	71
		2018	Jul	0	620	98	89
			Aug	0	559	81	75
			Sep	0	439	88	71
			Oct	0	385	85	73
			Nov	0	510	95	88
			Dec	0	645	82	75
			Jan	0	302	85	85
			Feb	0	2112	113	80
			Mar	0	2639	133	92
			Apr	0	1202	102	100
			May	0	452	87	73
			Jun	0	411	77	83
		2019	Jul	0	551	75	83
			Aug	0	347	86	74
			Sep	0	563	96	75
			Oct	0	1349	100	95
			Nov	0	438	81	77
			Dec	0	865	94	98
			Jan	0	383	92	64
			Feb	0	707	111	87
			Mar	0	385	81	93
			Apr	2	1691	103	70
			May	0	990	115	72
			Jun	3	453	92	89
North Shore Hospital	Cardiology	2015	Jul	10	1273	336	9
			Aug	0	3363	545	9
			Sep	0	146	42	5
			Oct	0	262	32	5
			Nov	4	332	125	5
			Dec	0	1425	189	10
			Jan	16	1337	359	6
			Feb	28	355	95	6
			Mar	0	105	26	8
			Apr	0	1264	265	11
			May	0	210	44	7
			Jun	0	2636	582	7
		2016	Jul	8	1368	177	11
			Aug	0	204	26	6
			Sep	17	99	62	6
			Oct	21	514	188	7
			Nov	28	1444	437	4
			Dec	11	235	78	5
			Jan	15	109	57	9
			Feb	1	169	61	9
			Mar	0	218	42	8
			Apr	22	1243	565	5
			May	10	1486	416	9
			Jun	5	657	218	7
		2017	Jul	0	355	128	8
			Aug	5	542	108	15
			Sep	0	293	35	12
			Oct	0	15	7	5

Hospital		EM To Specialty				
North Shore Hospital		Cardiology				
Waitakere Hospital		Gynaecology				
		Urology				
FY						
2015	2016	2017	2018	2019		

		2017	Nov	0	54	15	4
			Dec	6	1903	416	8
			Jan	4	493	114	9
			Feb	0	609	148	5
			Mar	0	1281	191	7
			Apr	0	1168	205	9
			May	0	1309	183	7
			Jun	3	191	77	5
		2018	Jul	0	3925	579	7
			Aug	9	1260	257	9
			Sep	0	2731	501	6
			Oct	0	1374	294	10
			Nov	57	326	191	2
			Dec	1	1318	140	21
			Jan	0	2733	427	10
			Feb	1	1526	156	12
			Mar	1	2621	469	6
			Apr	0	189	0	5
			May	22	1601	252	8
			Jun	0	1742	461	7
		2019	Jul	0	403	58	13
			Aug	0	1372	405	8
			Sep	1	332	66	12
			Oct	17	272	72	7
			Nov	4	123	47	6
			Dec	0	165	51	8
			Jan	2	754	138	15
			Feb	0	151	50	14
			Mar	0	109	25	10
			Apr	13	64	29	6
			May	1	59	25	9
			Jun	0	883	173	7
	Urology	2015	Nov	0	43	0	2
		2016	Oct	0	442	205	2
North Shore Hospital Total							5426
Waitakere Hospital	Cardiology	2015	Jul	56	56	56	1
			Aug	24	24	24	1
			Sep	0	0	0	2
			Oct	0	0	0	1
			Nov	0	0	0	1
			Dec	50	673	243	4
			Jan	43	456	249	2
			Mar	302	302	302	1
			May	75	75	75	1
		2016	Jul	113	113	113	1
			Nov	0	0	0	1
			Dec	95	484	289	2
			Feb	113	113	113	1
		2017	Jul	9	1143	576	2
			Aug	34	34	34	1
			Dec	54	181	99	3
			May	107	107	107	1
			Jun	0	52	0	2
		2018	Jul	0	283	78	3
			Aug	51	51	51	1
			Oct	88	88	88	1
			Dec	15	2343	1061	3
			Jan	33	33	33	1
			Feb	0	535	191	3
			May	16	135	76	3
			Jun	0	64	29	2
		2019	Jul	63	2761	1426	3
			Sep	34	1382	513	3
			Oct	635	1400	963	3
			Dec	27	460	243	2
			Jan	0	100	7	3
			Feb	11	1054	532	2
			May	1236	1696	1441	4
			Jun	3537	3537	3537	1
	Gynaecology	2015	Sep	0	182	90	2
			Feb	106	106	106	1
			Jun	39	214	126	2
		2016	Aug	28	28	28	1
			Oct	173	173	173	1
			Dec	0	145	36	2
			Feb	125	125	125	1
			Mar	53	96	74	2
			Apr	1	21	11	2
		2017	Aug	57	57	57	1
			Sep	120	162	141	2
			Nov	251	251	251	1
			Feb	206	206	206	1
			Mar	91	136	105	4
			Jun	87	87	87	1
		2018	Jul	0	240	111	2
			Sep	92	92	92	1
			Oct	79	79	79	1
			Nov	1	66	33	2
			Dec	0	99	0	3
			Jan	0	56	30	3
			Apr	12	12	12	1
			May	1	144	72	2
		2019	Jul	117	117	117	1
			Aug	85	85	85	1
			Oct	53	53	53	1
			Dec	0	90	45	3

		2019	Jan	77	77	77	1
			Feb	152	152	152	1
			Jun	30	267	167	3
	Urology	2018	Jun	3	3	3	1
Waitakere Hospital Total							117
Grand Total							5543