



30 June 2022



Kia ora

**Re: OIA request – Current ED waiting times, performance against targets and per capita presentation numbers**

Thank you for your Official Information Act request received 31 May 2022 seeking information from Waitematā District Health Board (DHB) about our ED waiting times, performance against targets and per capita presentation numbers.

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

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitākere and Rodney areas. We are the largest employer in the district, employing more than 8,900 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

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

- 1. What is the current shortest, longest, median and average ED waiting time over the month of May 2022 ?**

Shortest, longest, median and average ED waiting times in minutes	
North Shore and Waitakere hospitals	May 2022
Shortest ED waiting time	0
Longest ED waiting time	743
Average ED waiting time	252
Median ED waiting time	242

It should be noted that long waiting times are typically outliers. Patients who present to an emergency department are triaged according to clinical urgency, with '1' being the most-urgent/immediate care required and '5' the least-urgent. The primary aim is to ensure that care is provided within an appropriate timeframe, with ED priority given to patients who present with clinical urgency. Patients with lower-acuity health concerns are encouraged to consider other options, such as visiting their GP, pharmacy or nearest accident and medical clinic. This preserves our ability to quickly assist those who do need emergency care.

The figures provided for this timeframe include presentations such as the following:

- Repeated presentations to ED every few days – management plan in place.
- Patient evaluated and provided medication within 95 minutes – evaluation not recorded as ‘seen by’.

Therefore, we recommend caution in interpreting the data.

**2. How many people arriving at ED were managed (as per previous ED wait time national target definitions) within six hours in the last month?**

North Shore and Waitakere hospitals	May-22
Total presentations	8,315
Total compliant presentations*	6,913
Total non-compliant presentations	1,402
% Compliant	83%

\* Compliant is patients with short-stay, where the length-of-stay (LOS) < 360 minutes; non-compliant presentations are patients with LOS >= 360 minutes.

There was a high volume of presentations in May, with a requirement to stream patients according to COVID-19 risk.

**3. What is the performance against an ED wait time target of 95% managed within six hours (as per previous ED wait time national target definitions) for every quarter in the past year, listed per quarter ?**

Waitematā DHB performance against 95% six-hour target from 1 June 2021 to 6 June 2022	
Financial year 2021/22 by quarter	% compliant of 6 hrs health target
Q1	84.51%
Q2	83.79%
Q3	79.17%
Q4	84.37%
Total	82.90%

**4. What are the ED presentation numbers per quarter for the past five years listed per quarter as an absolute number and as a per capita percentage and totalled as an absolute number per year and as a total presentations per capita per year ?**

On 2 June, we contacted you to clarify how the term “per capita percentage” should be interpreted or calculated. That same day, you advised:

**Numbers presenting to ED as a percentage of the total population, thus a per capita presentation rate.**

As previously mentioned, Waitematā DHB serves a population of around 650,000. We have based our per capita data for the past five years on the Waitematā population figures reported in our Annual Reports as follows:

Waitematā DHB Annual Report population figures					
	2017/18	2018/19	2019/20	2020/21	2021/22
Population	614,000	627,000	619,000	643,000	*650,000

\* indicative

North Shore and Waitakere hospitals ED presentation per quarter for past five years			
Financial year	Financial quarter	Total presentations	Numbers presenting to ED as a percentage of the total population, thus a per capita presentation rate
<b>2018</b>	Q1	25,347	4.1%
	Q2	24,334	4.0%
	Q3	23,938	3.9%
	Q4	23,792	3.9%
<b>2018 Total</b>		<b>97,411</b>	<b>15.9%</b>
<b>2019</b>	Q1	25,095	4.0%
	Q2	23,992	3.8%
	Q3	23,753	3.8%
	Q4	24,912	4.0%
<b>2019 Total</b>		<b>97,752</b>	<b>15.6%</b>
<b>2020</b>	Q1	25,240	4.1%
	Q2	24,420	3.9%
	Q3	22,757	3.7%
	Q4	18,932	3.1%
<b>2020 Total</b>		<b>91,349</b>	<b>14.8%</b>
<b>2021</b>	Q1	22,061	3.4%
	Q2	25,313	3.9%
	Q3	23,696	3.7%
	Q4	25,285	3.9%
<b>2021 Total</b>		<b>96,355</b>	<b>15.0%</b>
<b>2022*</b>	Q1	22,867	3.5%
	Q2	21,943	3.4%
	Q3	21,913	3.4%

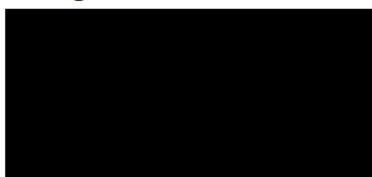
\*2022 Q4 figures were not available at the time of your request.

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.

Ngā mihi



Executive Director Hospital Services  
Waitematā District Health Board