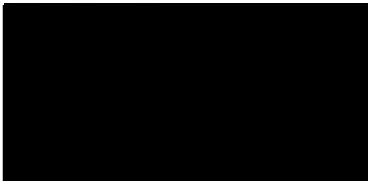




Hospital Services

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13 September 2018



Dear

Re Official Information Act request – missed appointments

Thank you for your request under the Official Information Act regarding the number and cost of missed appointments at Waitemata District Health Board (DHB).

Waitemata DHB has the largest resident population of any DHB in New Zealand, currently standing at around 630,000 people. Our district also has one of the country's fastest-growing DHB populations.

In addition to providing care for the people who live within the Waitemata district, we are the metro Auckland provider of child and adolescent dental services and community alcohol and drug services.

We are the Northern Region provider of forensic psychiatry services and child disability rehabilitation services.

Due to the size of our population and the wide scope of services we provide – in some cases for patients who do not reside within our district – caution is advised in comparing raw numbers of appointments where Did Not Attend (DNA) was recorded.

Responses to your questions are provided below.

- *The total number of specialist appointments funded by the DHB in the 2017/18 financial year.*
- *The number of missed (ie the patient failed to attend) specialist appointments in the 2017/18 financial year*

Waitemata DHB Outpatient Appointments and DNA Rate for the 2017/18 year.

	FY2017/18
Appointments (total)	306,329
DNA	22,771
DNA rate	7.43%

- *The total cost (or an estimate of such) of missed specialist appointments missed in the 2017/18 financial year.*

Waitemata DHB follows national costing guidelines which attach no costs to DNAs. Any administrative costs are redistributed to activity for which we receive nominal revenue.

Therefore, we do not measure the cost of DNAs. Due to the volumes of patients to be seen, the clinics are fully booked and there is rarely downtime if one or two patients do not attend an appointment.

We have achieved a reduction in our DNA rate due to the introduction of patient focused booking and clear communication with patients just prior to each appointment.

- *An indication of the total cost of providing specialist appointment services (including salaries, overheads and administration).*

This indicative cost is based on the expenditure and pricing attributed via the National Cost Collection process and allocates all direct and indirect costs to the activity generated. An approximate cost relating to these total appointments for FY2017/18 is around \$74.9 million.

I trust that this information meets your requirements. Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's 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 feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Cath Cronin
Director Hospital Services
Waitemata District Health Board