



16 July 2018



Dear [REDACTED]

Re: Official Information Act request – After Hours Care

Thank you for your Official Information Act request received 21 June 2018, in which you requested the following information from Waitemata District Health Board (DHB):

1) What, if any strategies and efforts have the Waitemata District health Board undertaken, in the last three years, to identify and respond to population groups most affected by affordability issues and access to after-hours healthcare services in the region?

A procurement process was undertaken with the aim to improve access and maintain low cost of access to Urgent Care services for the following high needs populations:

- aged under 13 years
- Community Services Card holders
- High User Health Card holders
- living in Quintile 5 areas
- aged 65 years or older

Following the procurement process, new Agreements with the selected providers will be in place from 1 July 2018.

2) As stated in the Stuff article published on 12 June 2018, the Waitemata District Health Board during the period 2017, have issued approximately 6500 vouchers to people attending the Hospital's Emergency Departments to receive free treatment at nearby A& M clinics. Can you please advise the following:

a) What period of 2017 did this apply?

Following a pilot phase from July – September 2017, the voucher service from Waitakere Hospital Emergency Department (ED) to Westcare Whitecross Henderson commenced on 1 October 2017. A previous agreement prior to July allowed for a small number of vouchers to be issued.

The voucher service from North Shore Hospital Emergency Department to Shorecare Urgent Care Clinic was operational for all of the 2017 calendar year.

b) Please provide a breakdown of the amount of vouchers issued from each Hospital during the period applicable for 2017.

Waitakere Hospital Emergency Department (1 January 2017 – 31 December 2017): 1,481

North Shore Hospital Emergency Department (1 January 2017 – 31 December 2017): 4,834

c) Please provide separate amounts of vouchers redeemed at each A&M Clinic.

Westcare Whitecross Henderson (1 January 2017 – 31 December 2017): 1,347

Shorecare Urgent Care Clinic (1 January 2017 – 31 December 2017): 5,574

d) Please advise the time periods and the amount breakdown of when vouchers were redeemed/presented at each A&M Clinic. We are specifically interested in knowing how many were redeemed/presented during overnight attendance times from 10pm through to 8am.

The number of redeemed Westcare Whitecross Henderson vouchers presented between 10pm and 8am inclusive (1 October 2017 – 31 December 2017) was 234.

Data prior to 1 October 2017 is not available for Westcare Whitecross Henderson.

The number of redeemed Shorecare Urgent Care Clinic vouchers presented between 10pm and 8am inclusive (1 January 2017 – 31 December 2017) was 1,292.

The remainder of vouchers were presented outside these hours at both Urgent Care Clinics.

e) Please provide the ethnicity, age and gender breakdown of the total amount of patients referred via voucher system to each A&M clinic during the applicable 2017 period.

Gender, ethnicity and age data for patients referred from Emergency Departments via the voucher system are provided in tables 1-3 below.

Table 1. Gender breakdown

	Referred from Waitakere Hospital ED 01/01/17 – 31/12/17	Referred from North Shore Hospital ED 01/01/17 – 31/12/17
Male	742	2,456
Female	739	2,378

Table 2. Ethnicity breakdown

	Referred from Waitakere Hospital ED 01/01/17 – 31/12/17	Referred from North Shore Hospital ED 01/01/17 – 31/12/17
Māori	301	489
Pacific	313	237
Other	867	4,108
Total	1,481	4,834

Table 3. Age breakdown

Age	Referred from Waitakere Hospital ED 01/01/17 – 31/12/17	Referred from North Shore Hospital ED 01/01/17 – 31/12/17
< 15	185	466
15 - 64	1,196	3,964
65+	100	404
Total	1,481	4,834

Please note that specific ED data for under 13 year olds is not available.

f) Please provide the amount of patients who redeemed vouchers that are deemed eligible for subsidised care in each of the A&M Clinics.

The DHB has not asked the Urgent Care Clinics accepting vouchers to identify those who hold either a Community Services Card or a High User Health Card. Thus, we are unable to provide any additional information to that provided above.

g) Please also provide the amount of patients who presented vouchers that are deemed eligible for free care in each of the A&M Clinics.

The number of vouchers presented to the Urgent Care Clinics by under 13 year olds was as follows:

- Westcare Whitecross Henderson (1 October 2017 – 31 December 2017): 186
- Shorecare Urgent Care Clinic (1 January 2017 – 31 December 2017): 187.

Please note that data prior to 1 October 2017 is not available for Westcare Whitecross Henderson.

3) What is the average total cost of each person's presentation to the A&M Clinics in the WDHB region?

Waitemata DHB does not hold this information.

4) Please provide the total after hours volume for the Waitemata DHB during 2017, specifically the Emergency Department of each hospital as well as the A&M Clinics within the region.

Table 4. Total After Hours Volume for Urgent Care Clinics and Waitemata DHB Emergency Departments

Total presentations 6pm to 8am, Weekends and public holidays	217,368
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Please note: Hospital ED reporting does not allow for easy separation of weekend and public holiday days in order to be able to clearly identify total After Hours Volumes. Therefore the Hospital ED data included in the total in Table 4 above, covering After Hours, does not include those patients presenting between 8am and 6pm on weekend days and public holidays.

The following ED data provides a breakdown for After Hours presentations to ED from 6pm to 8am, seven days per week.

Waitakere and North Shore Hospital Emergency Departments (1 January 2017 – 31 December 2017):

Table 5. Hospital ED Total Volumes with After Hours breakdown

	Waitakere Hospital ED	North Shore Hospital ED
Total patient presentations to ED for 2017	57,077	71,279
6pm to 10pm 7 Days per week	13,330	14,600
10pm to 8am 7 Days per week	12,153	15,157

Urgent Care Clinics operating within Waitemata DHB (1 January 2017 – 31 December 2017):

Table 6. Urgent Care Clinics Total After Hours Volume

	West	North (Shorecare & Whitecross Glenfield Clinics)
Total presentations 6pm to 8am, Weekends and public holidays	32,935	56,077

5) Please provide a breakdown of the proportional ethnicity of users of A&M Clinics within the WDHB region for 2017.

Table 7. Proportional breakdown of ethnicity for After Hours users of Urgent Care Clinics

European	52.0%
Asian	20.7%
Pacific	11.3%
Māori	10.0%
Other	5.9%
Unknown/Residual Categories	0.2%

6) Please advise of each A&M clinic's patient totals for 2017 (WDHB region), of these please advise how many were eligible for free care. Also provide how many were eligible for subsidised visits.

Table 8. Total Patient Volume for Urgent Care Clinics (within Waitemata DHB) for 2017

Total presentations	160,516
Proportion eligible for free care and subsidised visits	71,506

The following After Hours data for visits by patients eligible for free care and subsidised visits covers Westcare Whitecross Henderson and Shorecare Takapuna Urgent Care Clinics only:

Table 9. Urgent Care Clinics After Hours Volumes

	Westcare Whitecross	Shorecare
Free Under 13 yrs.	14,415	13,478
Other eligible subsidised patients	3,971	2,877

7) Please provide the total cost of extra funding provided to the A&M clinics in the Waitemata DHB region for voucher referrals during 2017.

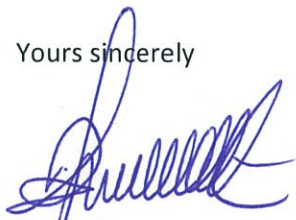
The total cost of extra funding provided to the two participating Urgent Care Clinics for voucher referrals in 2017 was \$694,287 (excluding GST).

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

A handwritten signature in blue ink, appearing to read 'Debbie Holdsworth', with a large loop at the top and a long tail extending downwards.

Dr Debbie Holdsworth
Director Funding
Waitemata District Health Board