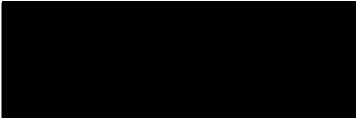




04 May 2020



Dear 

**Re: OIA request – Older persons' health services**

Thank you for your Official Information Act request received as a partial transfer from the Ministry of Health (MoH) on 18 March 2020 seeking information from Waitematā District Health Board (DHB) about older persons' health services.

We provided a response to your request on 16 April 2020.

The same day you contacted us to request the following:

**The breakdown of hours for personal care is still required and would be appreciated if it could be collated as has been done by other DHBs.**

We advised on 17 April that, as per our response, we do not collate data in the manner requested.

On 20 April, you further clarified that your request was for the following, noting that other DHBs were able to provide you with the information:

**I appreciate that you do not differentiate between personal care from household management but request the total combined number of hours per week (21-30, 31-40 and 40+) for those classified as very high.**

As this data is not part of Waitematā DHB's routine reporting, additional work was required to extract the information requested.

We have provided a breakdown of the number of hours of personal care provided for patients over 65-years-old with very high complexity needs, who are receiving long-term Home & Community Support Services (HCSS):

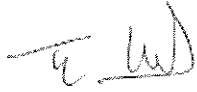
HCSS hours per week	Number of very high complexity clients
1 – 10	720
11 – 20	219
21 – 30	112
31 - 40	28
40+	1

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

A handwritten signature in black ink, appearing to read 'Tim Wood', written in a cursive style.

**Tim Wood**  
**Acting Director Funding**  
**Waitematā District Health Board**