



19 September 2018

[REDACTED]
[REDACTED]
New Zealand Taxpayers' Union & Auckland Ratepayers' Alliance
PO Box 10518, The Terrace
Wellington

E-mail: [REDACTED]

Dear [REDACTED]

Official Information Act (1982) Request

I write in response to your Official Information Act request, received by us on 03 September 2018. You requested the following information, and our responses are below each question:

- 1) The total number of specialist appointments funded by the DHB in the 2017/18 financial year.**
 - 164,808 specialist outpatient appointments were provided.
- 2) The number of missed (i.e. the patient failed to attend) specialist appointments in the 2017/18 financial year.**
 - 17,724 appointments, many of these will be rescheduled for a further appointment
- 3) The total cost (or an estimate of such) of missed specialist appointments missed in the 2017/18 financial year.**
 - \$3,665,698
- 4) An indication of the total cost of providing specialist appointment services (including salaries, overheads, and administration).**
 - \$33,745,548

Notes:

- *Data Source: CostPro*
- *Data Sourced: 05.09.2018*
- *Data Qualifications: Please note that missed appointments are not separately costed in the CM Health Costing System (CostPro).*

The data provided is for outpatient Specialist appointments (both First and Follow-up) (all specialty types - identified by Purchase Unit Code) between 01/07/2017 and 30/06/2018. This doesn't include other outpatient attendance type volumes provided by health care professions, including Nurses (Registered and Practitioner), or Allied Health professionals and Technical staff.

The total cost of missed appointments provided here is an *estimate only - using the average cost* of all attended appointments for each Purchase Unit. This includes the total cost of appointments includes direct and indirect staff labour, facilities costs for clinic space, overheads (e.g. admin functions booking/administration process and supervisory costs). This does not quantify the lost opportunity for another patient to be booked into the available appointment at short notice.

We regularly publish the rates of 'DNA' in the Directors report to the DHB Hospital Advisory sub-committee, which is publically available on our website.

There are ongoing efforts made to manage and reduce our DNA appointment rates, both in totality, and for specialities and specific community groups. There is variation in the DNA rates for different specialities and appointment types. Outpatient Clinics are held at CM Health facilities and in various community locations, including both primary care and 'non-medical' locations to provide options that are 'close to home' across our district.

We are mindful that people may miss health appointments for a wide range of reasons, including illness related to their health condition, not understanding of the importance of appointments, conflicting commitments, issues with traveling to the appointment etc.

We have systems to identify patients who are more likely to 'DNA', based on past booking events, and we more closely case-manage these groups. Using this approach has reduced the rate of DNA in the group of patients who have missed appointments in the past. In addition, we have options for patient-focused booking options, including self-scheduling, text alerts, and working to co-ordinate clinic timing in a number of specialties. For example, we are working to link Diabetes, Cardiology and Renal appointments to the same day (to reduce appointment 'fatigue').

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,



Margie Ap'a
Chief Executive