

28<sup>th</sup> July 2021

s9(2)(a)

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Dear s9(2)(a)

### Official Information Act Request for – Ambulance Delays

I write in response to your Official Information Act request received by us 2<sup>nd</sup> July 2021, you requested the following information:

- “I am looking to find out whether ambulances had found delays when handing people over to a&e so far this winter. I was hoping to find out how frequently people are waiting more than 15 minutes to be handed over to a and e from the ambulance. Am I able to find this out, as well as how this winter compares to the previous three years?”

#### Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

The information relating to handovers for ambulance transfers is not held by us but may be held by St John Ambulance. Therefore, we are unable to supply this information. We can however provide you with the numbers of presentations to our Emergency Department during the Winter period from 2018 to present.

Table 1 below reflects Emergency Department presentations during the Winter months of the year from 2018 to present. Please note in 2020 we experienced a reduction in presentations due to Covid-19 and subsequent lockdown periods in Auckland.

Month	2018	2019	2020	2021
May	9678	10406	7567	9693
Jun	9703	10120	8440	10541
Jul	10539	10157	8864	-
Aug	10877	10006	8118	-

Table 1: Data Sourced 23/07/2021 Health Intelligence & Informatics

This year, we have seen high numbers of Emergency Department presentations, including an increase in Respiratory Syncytial Virus (RSV) type conditions.

Winter demand is high across metro Auckland, which is normal for this time of year however of note is that the presentations we are seeing are higher than our usual seasonal fluctuations for the winter period. To ensure care is provided within an appropriate timeframe, priority is given to patients based on their clinical urgency. Patients with lower-acuity health concerns are encouraged to consider other options such as visiting their GP, pharmacy or nearest urgent care clinics, information about choosing the Right Care for You is publicly available on our website.

I trust this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely

A handwritten signature in black ink, appearing to be 'F. Apa', enclosed in a thin black rectangular border.

**Fepulea'i Margie Apa**  
**Chief Executive Officer**  
**Counties Manukau Health**