

10<sup>th</sup> January 2022

[REDACTED]

[REDACTED]

**Official Information Act Request for – Declined Gastro-intestinal Referrals**

I write in response to your Official Information Act request received by us by way of transfer from the Ministry of Health on the 2<sup>nd</sup> December 2021, you requested the following information:

- 1. The percentage of patients that have been declined referrals from multiple internal and external requests for gastro-intestinal department. Multiple being more than 3 separate GP/Doctor referrals**

**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.

- 1. The percentage of patients that have been declined referrals from multiple internal and external requests for gastro-intestinal department. Multiple being more than 3 separate GP/Doctor referrals**

For the time period 1<sup>st</sup> January 2010 through to 1<sup>st</sup> November 2021 out of 84,076 gastro-intestinal patients, 44 patients had more than 3 separate referrals declined, which is a percentage of 0.05%.

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



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