

3rd March 2022



Official Information Act Request for – Palliative Care Services

I write in response to your Official Information Act request received by us 3rd February 2022, you requested the following information:

- 1. Does your DHB have a palliative care service? If yes, what is its annual budget?**
- 2. How many palliative care specialists do you employ?**
- 3. How many DHB FTEs are dedicated to palliative care and what are their job titles (eg CNS, nurse practitioner, allied health)?**
- 4. Do all palliative patients have access to telephone 24/7 specialist palliative care advice and support?**
- 5. Do all palliative care patients have access to visits from district nurses and General Practitioners 24/7, wherever they are located - home, care home, rural and urban?**
- 6. Do all palliative patients (no matter where located) have access to assessment and care from multidisciplinary specialist palliative care teams?**
- 7. Do all patients admitted to hospital have access to multidisciplinary specialist palliative care teams?**
- 8. How many FTEs do you have dedicated to implementation of end of life care pathways and advanced care planning?**
- 9. When are people referred to palliative care, by whom and how close to death?**
- 10. How much annual funding do you provide for local hospice services?**

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.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

The CMDHB Palliative Care Team is hospital based and cover all wards and departments. This also includes being available to Home Health Care and other outlying services, to discuss anything regarding palliative patients in their care. We maintain regular contact with both Totara Hospice and Franklin Hospice however are separate services.

1. Does your DHB have a palliative care service? If yes, what is its annual budget?

The Hospital Palliative Care Service annual budget is \$1,702,306.

2. How many palliative care specialists do you employ?

The Hospital Palliative Care Service employs 2.4 Full Time Equivalent (FTE) Senior Medical Officers. This equates to 4 specialists.

3. How many DHB FTEs are dedicated to palliative care and what are their job titles (eg CNS, nurse practitioner, allied health)?

The Hospital Palliative Care Service has 2.4 FTE Senior Medical Officers, 2FTE Registered Medical Officers, 5.6 FTE Clinical Nurse Specialist.

4. Do all palliative patients have access to telephone 24/7 specialist palliative care advice and support?

Only those patients who have been referred to a hospice service – 24/7 is not a service in hospital directly however these patients have access to clinical staff who can call our 24/7 service – we are the only public hospital in Auckland region to provide this.

5. Do all palliative care patients have access to visits from district nurses and General Practitioners 24/7, wherever they are located - home, care home, rural and urban?

Counties Manukau Health has shared care arrangements in place with both of the Hospices which operate within the DHB, this includes access to District Nursing, 7 days per week. This is across all 4 Localities (Urban & Rural).

6. Do all palliative patients (no matter where located) have access to assessment and care from multidisciplinary specialist palliative care teams?

The Hospital Palliative Care Service is consultative. Any palliative care patient may be referred to the service for a consult and advice on symptom management and treatment.

Outside of the Hospital, the Community Health Service District Nursing Team, Clinical Nurse Specialists and team pharmacists partake in multi-disciplinary teams with specialist teams as appropriate.

7. Do all patients admitted to hospital have access to multidisciplinary specialist palliative care teams?

The Hospital Palliative Care Service is consultative. Any palliative care patient may be referred to the service for a consult and advice on symptom management and treatment. The service consists of Senior and Junior Medical Officers and Clinical Nurse Specialists.

8. How many FTEs do you have dedicated to implementation of end of life care pathways and advanced care planning?

We have no dedicated FTE for End Of Life at present for Hospital Services.

Hospital Services has 1FTE in place for an Amber Care Facilitator, who facilitates care for patients whose recovery is uncertain.

Outside of the hospital there is, 1 FTE Advance Care Plan Lead Coordinator.

9. When are people referred to palliative care, by whom and how close to death?

The Hospital Palliative Care Service is consultative. It is needs based and becomes involved when the main team responsible for the patients care e.g. Medical or Surgical Team refer for consultation. Occasionally patients request teams to send a referral but not often.

10. How much annual funding do you provide for local hospice services?

Unable to answer this question

CMDHB fund local hospices \$1,369,533.93 per annum which includes funding for two local Palliative Care Services Agreements as well as CMDHB share of funding for a Regional Better Palliative Outcomes Agreement.

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 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



Dr Peter Watson
Acting Chief Executive Officer
Counties Manukau Health