

15th March 2021

[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information Act Request for – Appointment Non-Attendance

I write in response to your Official Information Act request received by us 16th February 2021, you requested the following information:

For the past five financial years, from 30 June 2016 to 30 June 2020:

- 1. What information does the Counties Manukau DHB record regarding patients who do not arrive for their appointments across all health specialties? Please provide details by DNA Volume and DNA Rate by each health specialty.**
- 2. Is the cost of DNA's calculated across each health specialty, and if so, is this reported to the Board? If so, please provide those details for the five years from 30 June 2016 to 30 June 2020.**

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.

For the past five financial years, from 30 June 2016 to 30 June 2020:

- 1. What information does the Counties Manukau DHB record regarding patients who do not arrive for their appointments across all health specialties? Please provide details by DNA Volume and DNA Rate by each health specialty.**

Appendix 1 attached, reflects the did not arrive percentage and volume from the 30th June 2016 to 30th June 2020.

We are mindful that people may miss health appointments for a wide range of reasons, including illness related to their health condition, not understanding the importance of

appointments, conflicting commitments, traveling to the appointment etc. There is also a wide variation in the DNA rates for different specialities and appointment types.

There are continuous efforts made to manage and reduce our DNA rates, both in totality, and for specialities and specific community groups. Over many years, we have introduced new options for patient-focused booking options, patient negotiated booking, text alerts, and working to co-ordinate clinic timing in a number of specialities. For example, we are working to link Diabetes, Cardiology and Renal appointments to the same day (to reduce appointment 'fatigue'). A number of outpatient clinics are offered at a variety of locations, both hospital facilities and in community or primary care, to provide options that are 'close to home' across our district.

We aim to ensure that all appointments address the health care needs of the individual. Not attending an appointment has a range of potential health-status impacts. These range from a missed diagnostics or treatment opportunity, greater likelihood of increased hospital admissions, an increased length of stay in hospital, a sub-optimal recovery from illness or surgery, and risks of adverse patient events related to delays in receiving care.

There are also wider socio-economic impacts, such as health deterioration or a longer than needed recovery resulting in a person not being able to work, attend education or maintain independent community living.

Having people miss their appointments can lead to increased wait-times for other people needing to be seen, as capacity is not optimised whilst a slot cannot be re-booked to be used due to a DNA.

2. Is the cost of DNA's calculated across each health specialty, and if so, is this reported to the Board? If so, please provide those details for the five years from 30 June 2016 to 30 June 2020.

We report DNA rate by ethnicity monthly to the Board, this is aggregated and is not broken down by individual service. We do not have information relating to the cost of DNAs across specialties as common costing standards are to cost actual events only, therefore we are declining this aspect of your request under section 18(e) of the Official Information Act 1982 as the information requested does not exist.

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



Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health

Appendix 1 -

Specialty	DNA Volume	Total Occurred Appts	DNA %
Acute Allied Health	14,268	111,611	12.80%
Adult Rehabilitation Service	217	2,074	10.50%
Adult Spinal Rehabilitation	145	2,549	5.70%
Anaesthesiology	279	5,177	5.40%
Audiology	3,939	25,863	15.20%
Burns	38	783	4.90%
Cardiology	12,211	15,7973	7.70%
Child Development Service	305	1,512	20.20%
Child Protection	200	707	28.30%
Children in Care	258	1,085	23.80%
Chronic Pain Service	2,722	15,494	17.60%
Colposcopy Clinic	984	9,652	10.20%
Community Stroke Rehab	113	626	18.10%
Dermatology	1,842	25,934	7.10%
DHB Mat. Provider Antenatal	11,630	100,907	11.50%
Diabetes	11,095	54,792	20.20%
Dietary	1,624	8,572	18.90%
Endocrinology	980	8,947	11.00%
Gastroenterology	4,079	76,984	5.30%
General Medicine	2,208	18,378	12.00%
General Surgery	6,830	84,485	8.10%
Genito-urinary Medicine	208	1,447	14.40%
Gynaecology	2,797	48,044	5.80%
Haematology	5,414	58,170	9.30%
Hand Service	3,297	37,522	8.80%
Health Older Person -AT&R	981	21,217	4.60%
Hearing and Vision Screening	2,433	5,775	42.10%
Home Health Care	1,202	10,301	11.70%
Ind. Mat. Provider Antenatal	27	571	4.70%
Infectious Diseases	591	4,588	12.90%
Neurology	200	1,587	12.60%
O.R.L.	5,036	63,842	7.90%
Oncology	1,266	11,419	11.10%
Oncology Support	40	371	10.80%
Ophthalmology	15,954	161,760	9.90%
Ophthalmology Diabetes	6,001	55,290	10.90%
Orthopaedic Surgery	12,003	136,409	8.80%
Outreach Cervical Screening	1,564	4,425	35.30%
Paediatric Medicine	3,856	39,505	9.80%
Plastic Surgery	6,629	89,911	7.40%
Psychological Medicine	908	4,819	18.80%

Public Health Nursing	4,066	12,786	31.80%
Radiology	861	10,730	8.00%
Renal Medicine	5,225	39,412	13.30%
Respiratory Medicine	11,842	109,865	10.80%
Rheumatology	3,617	35,830	10.10%
Stroke	297	3,041	9.80%
Urology	1,322	30,513	4.30%
Youth Specialist	1,427	5,867	24.30%

Data Source: Qlik Application 17/02/2021