



Lakes District Health Board
Corner Arawa and Ranolf Streets (Pukeroa Street)
Private Bag 3023, Rotorua Mail Centre
Rotorua 3046, New Zealand

28 June 2022

Re: Official Information Act request: waiting lists

Thank you for your request for information under the Official Information Act received by Lakes DHB on 26 May 2022. You have asked:

1. *The average wait time to see an oncologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.*
2. *The longest and shortest wait time to see an oncologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.*
3. *The average wait time for cancer surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.*
4. *The longest and shortest wait time for cancer surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.*
5. *The average wait time to see a cardiologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.*
6. *The longest and shortest wait time to see a cardiologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.*
7. *The average wait time for heart surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.*
8. *The longest and shortest wait time for heart surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.*
9. *The average wait time to see an orthopaedic surgeon after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.*
10. *The longest and shortest wait time to see an orthopaedic surgeon after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.*
11. *The average wait time for orthopaedic surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.*

12. ***The longest and shortest wait time for orthopaedic surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
13. ***The average wait time for a gynaecologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.***
14. ***The longest and shortest wait time for a gynaecologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.***
15. ***The average wait time for gynaecological surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
16. ***The longest and shortest wait time for gynaecological surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
17. ***The average wait time for a urologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.***
18. ***The longest and shortest wait time for a urologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.***
19. ***The average wait time for urology surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
20. ***The longest and shortest wait time for urology surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
21. ***The average wait time for a respiratory specialist appointment/ or general medicine specialist for respiratory problems after a referral from a GP, for the last five years between 2018 to this year to date.***
22. ***The longest and shortest wait time for a respiratory specialist appointment/ or general medicine specialist for respiratory problems after a referral from a GP, for the last five years between 2018 to this year to date.***
23. ***The average wait time for respiratory surgery after a First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
24. ***The longest and shortest wait time for a respiratory surgery after a First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.***
25. ***The average wait time for a patient visiting the emergency department, for the last five years from 2018 to this year to date.***
26. ***The longest and shortest wait time for a patient visiting the emergency department for the last five years from 2018 to this year to date.***

27. All reports discussing hospital wait times and emergency department delays, dated between Jan 2021 to date, held by the DHB.

28. All reports discussing increasing patient transfers between hospitals under the new Health New Zealand model, between Jan 2021 to date, held by the DHB.

In response to your request, we can provide the following information:

As a person moves through the Planned Care system, there are a number of key decision points – from when the person is first referred for a specialist assessment, through assessment, diagnostic tests, treatment and follow up, to the point when the person returns to the care of their GP.

There are Elective Services Patient Flow Indicators (ESPis) that measure whether DHBs are meeting the required performance standard at a number of key decision or indicator points on the person's journey through the Planned Care system.

All FSA and elective procedures accepted on the wait list for an FSA should be seen within 4 months of the date of referral. The goal is to have no patients waiting more than 4 months.

Please note patients are categorised in different urgency categories and are then placed on a hospital-based wait list.

Some patients are referred for a surgical procedure and assessed as either requiring short-term optimisation in order for their surgery to proceed or those requiring access to additional specialist services and/or diagnostic procedures prior to surgical intervention. These patients are under case management and are being actively managed for complex co-morbidities requiring access to both secondary and tertiary services.

Some of the patients on waiting list, no longer require surgery due to the change in circumstance, or have moved away from the district, or are unfit for surgery. Those who are unfit for surgery are actively managed for complex co-morbidities before their surgery.

Each year is represented in fiscal year, that is, 2020/21 covers from 01 July 2020 to 30 June 2021.

For average wait time, median was used as a measure instead of mean (average) wait time for patients as this is a more informative measure of central tendency for skewed distributions or distributions with outliers.

- 1. The average wait time to see an oncologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
20 days	19 days	18 days	22 days	18 days

- 2. The longest and shortest wait time to see an oncologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	4 days	4 days	5 days	4 days	3 days
Max	25 days	56 days	33 days	54 days	40 days

3. **The average wait time for cancer surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
16 days	17 days	19 days	27 days	22 days

4. **The longest and shortest wait time for cancer surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	8 days	0 days	1 day	0 days	0 days
Max	-	-	-	-	-

For the maximum wait times, correct data is unavailable in a manner we are able to share. This is because of a data integrity issue with examples of patients with a tendency to delaying their surgery; not being fit enough for surgery and requiring optimisation prior, and who failed to attend their appointments numerous times and were rescheduled.

All cancer patients and treatments are proactively managed on the waiting list.

5. **The average wait time to see a cardiologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
106 days	113 days	128 days	86 days	98 days

Cardiology services at Lakes DHB is a specialist medical support for cardiac inpatients as well as running regular outpatient clinics and cardiac diagnostic tests.

6. **The longest and shortest wait time to see a cardiologist after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	21 days	16 days	3 days	7 days	11 days
Max	315 days	302 days	365 days	330 days	242 days

All patients who have waited outside of 4 months of the date of referral are followed up for a review.

7. **The average wait time for heart surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

Cardiothoracic and vascular surgery is delivered mostly at Waikato Hospital for the Lakes DHB population as the main tertiary care provider. Outpatients and elective procedures are managed by Waikato DHB.

8. **The longest and shortest wait time for heart surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

As above.

9. **The average wait time to see an orthopaedic surgeon after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
133 days	134 days	87 days	74 days	64 days

10. **The longest and shortest wait time to see an orthopaedic surgeon after a referral has been sent from the patient's GP, for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	1 day	1 day	1 day	0 days	1 day
Max	375 days	309 days	427 days	319 days	242 days

11. **The average wait time for orthopaedic surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
159	146	205	226	457

12. **The longest and shortest wait time for orthopaedic surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	7 days	6 days	6 days	6 days	11 days
Max	-	-	-	-	-

For the maximum wait times, correct data is unavailable in a manner we are able to share. This is because of the data integrity issue with examples of patients with a tendency to

delaying their surgery; not being fit enough for surgery and requiring optimisation prior, and who failed to attend their appointments numerous times and were rescheduled.

- 13. The average wait time for a gynaecologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
95 days	98 days	103 days	121 days	133 days

- 14. The longest and shortest wait time for a gynaecologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	0 days	0 days	0 days	1 days	2 days
Max	-	-	-	-	-

For the maximum wait times, correct data is unavailable in a manner we are able to share. This is because of the data integrity issue with examples of patients with a tendency to delaying their surgery; not being fit enough for surgery and requiring optimisation prior, and who failed to attend their appointments numerous times and were rescheduled to a later date again.

- 15. The average wait time for gynaecological surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

2017/18	2018/19	2019/20	2020/21	2021/22
127 days	120 days	136 days	151 days	91 days

- 16. The longest and shortest wait time for gynaecological surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.**

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	5 days	3 days	4 days	5 days	8 days
Max	-	-	-	-	-

For the maximum wait times, correct data is unavailable in a manner we are able to share. This is because of the data integrity issue with examples of patients with a tendency to delaying their surgery; not being fit enough for surgery and requiring optimisation prior, and who failed to attend their appointments numerous times and were rescheduled to a later date again.

17. The average wait time for a urologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.

Urology service is delivered by Venturo Ltd in Tauranga for Lakes DHB population. Lakes DHB requires an extension to Monday 25 July 2022 to request this information.

18. The longest and shortest wait time for a urologist appointment after a referral has been sent from the patient's GP for the last five years between 2018 to this year to date.

As above.

19. The average wait time for urology surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.

As above.

20. The longest and shortest wait time for urology surgery after a patient's First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.

As above.

21. The average wait time for a respiratory specialist appointment/ or general medicine specialist for respiratory problems after a referral from a GP, for the last five years between 2018 to this year to date.

2017/18	2018/19	2019/20	2020/21	2021/22
77 days	87 days	75 days	68 days	23 days

22. The longest and shortest wait time for a respiratory specialist appointment/ or general medicine specialist for respiratory problems after a referral from a GP, for the last five years between 2018 to this year to date.

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	1 days	1 days	5 days	5 days	7 days
Max	210 days	240 days	311 days	319 days	78 days

All respiratory patients are seen within 4 months from our record and these maximum patients are those who failed to attend their initial appointments and were rescheduled to a later date again.

23. The average wait time for respiratory surgery after a First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.

2017/18	2018/19	2019/20	2020/21	2021/22

77 days	87 days	75 days	68 days	23 days
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24. The longest and shortest wait time for a respiratory surgery after a First Specialist Appointment (FSA), for the last five years between 2018 to this year to date.

	2017/18	2018/19	2019/20	2020/21	2021/22
Min	1 day	0 days	2 days	0 days	2 days
Max	-	-	-	-	-

For the maximum wait times, correct data is unavailable in a manner we are able to share. This is because of the data integrity issue with examples of patients with a tendency to delaying their surgery; not being fit enough for surgery and requiring optimisation prior, and who failed to attend their appointments numerous times and were rescheduled to a later date again.

25. The average wait time for a patient visiting the emergency department, for the last five years from 2018 to this year to date.

Numbers are in minutes (min)

Triage	2017/18	2018/19	2019/20	2020/21	2021/22
1	3	3	1	1	1
2	26	21	24	20	22
3	55	62	51	57	61
4	71	73	62	70	77
5	51	53	51	56	59

26. The longest and shortest wait time for a patient visiting the emergency department for the last five years from 2018 to this year to date.

Numbers are in minutes (min)

Triage		2017/18	2018/19	2019/20	2020/21	2021/22
1	Min	0	0	0	0	0
	Max	11	15	17	12	14
2	Min	0	0	0	0	0
	Max	202	178	247	312	285
3	Min	0	0	0	0	0
	Max	712	546	821	684	776
4	Min	0	0	0	0	0
	Max	408	499	497	512	488
5	Min	0	0	0	0	0
	Max	450	500	401	481	394

All patients upon arrival at ED are seen by our triage nurse who makes assessments into priority groups according to a patient's emergency medical need and the resources available.

27. All reports discussing hospital wait times and emergency department delays, dated between Jan 2021 to date, held by the DHB.

Collating all reports discussing hospital and ED wait time will require a large amount of time away from our usual operation. We therefore decline to provide this information under Section 18 (f) of the Official Information Act "... that the information requested cannot be made available without substantial collation or research."

However, attached:

- Report from Clinical Services Programme Director on Planned Care January 2022.

28. All reports discussing increasing patient transfers between hospitals under the new Health New Zealand model, between Jan 2021 to date, held by the DHB.

There have been no reports discussing this.

Released under the Official Information Act