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9(2)(a)

RE Official information request CDHB 10524

I refer to your email dated 13 January 2021, requesting the following information under the Official Information Act from the Canterbury DHB. Specifically:

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

1. **What information does the CDHB accumulate regarding patients who do not arrive for their appointments at the Outpatients clinic?**
2. **Are you able to provide details of the number of patients across the different services provided at the Clinic?**

Please refer to **Appendix 1** (attached).

3. Is this information costed at all?

Canterbury DHB does not specifically cost the patients who Did Not Attend (DNAs).

I trust this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely



Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support

Appendix 1

Health Specialty	DNA Volumes					DNA Rate				
	2015/16	2016/17	2017/18	2018/19	2019/20	2015/16	2016/17	2017/18	2018/19	2019/20
A01 - Allied Health and other	5,743	2,360	2,772	4,592	3,939	2.6%	5.7%	6.4%	7.6%	7.0%
D00 - Older Persons Health (Sub-series)	2	2	4	0	1	0.7%	0.8%	1.6%	0.0%	20.0%
D01 - Older Persons Health (active rehabilitation)	11	72	458	323	77	0.3%	0.3%	1.6%	1.3%	0.4%
D03 - Older Persons Health (intermittent planned programme)	0	0	1	0	0	0.0%	0.0%	11.1%	0.0%	0.0%
D20 - Older Persons Mental Health (Sub-series)	2	2	0	0	0	0.0%	14.3%	0.0%	0.0%	0.0%
D21 - Older Persons Mental Health (active rehabilitation)	40	391	407	329	358	1.0%	3.5%	3.6%	3.1%	2.7%
D40 - Physical disability A,T & R sub-series	108	96	124	86	56	7.1%	9.0%	10.5%	7.3%	6.4%
D60 - Intellectual disability A, T & R sub-series	1	0	0	0	0	0.1%	0.0%	0.0%	0.0%	0.0%
P39 - Maternal Fetal Medicine	0	0	0	102	108	0.0%	0.0%	0.0%	3.3%	3.2%
P41 - Paediatric neonatal special care [Level I]	4	11	12	12	11	3.0%	5.5%	5.1%	5.1%	6.7%
P60 - Maternity services - mother [no community LMC]	698	737	706	277	69	5.2%	5.5%	5.2%	7.9%	24.1%
P70 - Maternity services - mother [with community LMC]	0	0	0	491	433	0.0%	0.0%	0.0%	7.0%	5.0%
M00 - General Medicine	288	390	360	327	193	4.8%	8.7%	8.9%	8.5%	6.3%
M10 - Cardiology	1,894	1,954	1,718	1,865	1,602	5.7%	5.4%	4.8%	6.1%	6.3%
M14 - Specialist Paediatric Cardiology	24	28	20	31	22	5.4%	5.5%	4.3%	5.9%	4.2%
M15 - Dermatology	313	396	504	524	337	5.5%	5.6%	6.3%	7.1%	4.4%
M25 - Gastroenterology	968	1,014	1,015	1,003	743	6.2%	6.3%	6.6%	6.1%	4.2%
M29 - Specialist Paediatric Gastroenterology	0	0	0	38	47	0.0%	0.0%	0.0%	10.1%	8.0%
M30 - Haematology	240	353	197	341	248	1.8%	2.5%	1.4%	2.7%	1.8%
M34 - Specialist Paediatric Haematology	0	0	0	14	15	0.0%	0.0%	0.0%	19.2%	15.0%
M35 - Immunology	206	213	260	172	84	11.4%	10.6%	11.9%	10.8%	5.5%
M40 - Infectious Diseases	597	568	476	556	477	11.9%	12.4%	11.1%	12.2%	10.5%
M44 - Specialist Paediatric Infectious Diseases	1	1	5	9	7	9.1%	10.0%	35.7%	18.8%	10.1%
M45 - Neurology	270	230	306	366	266	4.6%	4.1%	4.9%	5.8%	4.1%
M49 - Specialist Paediatric Neurology	67	46	40	63	45	7.9%	5.7%	5.6%	8.2%	4.9%
M50 - Oncology	615	639	643	1,006	941	1.0%	1.0%	1.0%	1.7%	1.5%
M54 - Specialist Paediatric Oncology	28	27	21	36	35	1.2%	2.0%	1.1%	6.9%	7.0%

M55 - Paediatric Medicine	1,360	1,181	1,010	967	724	6.1%	5.8%	5.5%	6.8%	6.3%
M60 - Renal Medicine	227	225	248	211	166	3.0%	1.9%	2.1%	1.6%	1.2%
M64 - Specialist Paediatric Renal Medicine	0	0	0	6	13	0.0%	0.0%	0.0%	2.6%	4.2%
M65 - Respiratory Medicine	2,108	2,044	1,758	2,107	1,819	7.5%	6.9%	6.3%	8.9%	7.3%
M69 - Specialist Paediatric Respiratory Medicine	56	50	41	56	56	10.4%	9.9%	8.9%	8.1%	8.6%
M70 - Rheumatology	466	353	356	447	340	5.3%	5.2%	5.3%	7.1%	4.8%
M74 - Specialist Paediatric Rheumatology	0	0	0	15	7	0.0%	0.0%	0.0%	14.6%	4.3%
M80 - Palliative and End of Life Medical Services	0	0	0	1	0	0.0%	0.0%	0.0%	0.6%	0.0%
M85 - Other Medical Services	16	1	0	0	0	1.9%	0.1%	0.0%	0.0%	0.0%
M86 - Specialist Nuclear Medicine	0	0	1	27	0	0.0%	0.0%	0.1%	3.1%	0.0%
M87 - Specialist medical genetics	43	83	121	142	99	4.4%	5.4%	6.8%	8.0%	5.0%
M89 - Specialist Interventionist Radiology	109	91	101	94	35	7.7%	7.0%	6.9%	6.0%	2.2%
M95 - Endocrinology	347	341	312	340	271	5.9%	6.2%	4.7%	5.7%	4.9%
M96 - Diabetology	2,382	2,161	2,044	2,286	1,905	15.4%	12.6%	11.9%	15.2%	14.8%
M97 - Specialist Paediatric Endocrinology	29	32	35	33	36	5.8%	7.2%	7.1%	7.8%	7.0%
M98 - Specialist Paediatric Diabetology	0	0	0	26	64	0.0%	0.0%	0.0%	6.0%	7.4%
N01 - Nursing	427	379	553	203	111	2.4%	1.5%	2.1%	0.8%	0.5%
S00 - General Surgery	609	727	816	927	737	4.1%	4.4%	4.8%	5.8%	4.6%
S05 - Anaesthesia	355	293	379	338	245	7.0%	6.1%	7.7%	6.5%	4.3%
S15 - Cardiothoracic Surgery	111	152	120	52	14	3.7%	4.9%	3.2%	3.4%	1.6%
S20 - Dental Surgery	8,965	9,648	9,943	9,427	8,229	11.2%	11.5%	9.0%	7.5%	7.5%
S24 - Maxillo-Facial Surgery	944	963	584	503	430	14.1%	15.1%	12.5%	11.9%	12.9%
S25 - Otorhinolaryngology (ENT)	1,527	1,528	1,678	2,046	1,907	7.4%	7.3%	6.9%	9.2%	8.4%
S30 - Gynaecology	875	1,093	1,140	1,520	1,334	4.7%	6.0%	6.3%	8.2%	7.4%
S35 - Neurosurgery	124	139	118	147	107	3.5%	3.9%	3.0%	3.8%	4.3%
S40 - Ophthalmology	4,053	3,827	3,647	4,131	3,407	8.5%	8.1%	7.2%	8.4%	6.8%
S45 - Orthopaedic Surgery	4,087	3,847	3,479	2,782	2,183	6.0%	5.7%	4.9%	5.5%	5.2%
S50 - Spinal Surgery	81	118	100	93	78	5.3%	7.8%	7.8%	7.6%	6.9%
S59 - Specialist Paediatric Surgery [Others]	312	240	216	341	294	13.9%	11.5%	10.2%	15.3%	12.1%
S60 - Plastic Surgery [excluding burns]	891	893	786	867	764	6.0%	6.2%	5.5%	6.8%	6.5%
S70 - Urology	766	775	779	1,240	920	6.3%	6.3%	6.2%	9.7%	7.0%

S75 - Vascular Surgery	147	126	139	311	274	4.2%	2.7%	2.8%	8.1%	7.3%
H01 - Hyperbaric Services	0	0	0	3	5	0.0%	0.0%	0.0%	0.3%	0.5%
R01 - Radiology	0	4,242	4,419	4,761	4,688	0.0%	2.6%	2.5%	2.6%	2.6%
Total	43,537	45,082	44,972	49,013	41,376	5.3%	5.3%	5.0%	5.5%	4.9%

Notes:

- Covers all Canterbury DHB locations and clinics
- No DNA (Did Not Attend) data is available for Specialist Mental Health
- Volumes and rates need to be looked at together as rates can be high, but the actual volume may be low and vice versa

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