

Canterbury

District Health Board

Te Poari Hauora o Waitaha

CORPORATE OFFICE

Level 1
32 Oxford Terrace
Christchurch Central
CHRISTCHURCH 8011

Telephone: 0064 3 364 4160
Fax: 0064 3 364 4165
carolyn.gullery@cdhb.health.nz

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9(2)(a)

RE Official Information Act request CDHB 10191

I refer to your email dated 9 October 2019 requesting the following information under the Official Information Act from Canterbury DHB. We note your request was subsequently clarified on 29 October 2019 as below:

As we advised you in our extension letter dated 22 November 2019, we considered declining your request under section 18(f) of the Official Information Act i.e. that collating the material would require a substantial amount of time and resource. However, after discussing your request internally we are able to provide you with a partial response.

- 1. The performance measure results of each department from September 2017 to September 2019 e.g. patient flow indicators.**

We have interpreted this question to relate to the national Elective Services Performance Indicator (ESPI) measure results for patients waiting times in excess of 120 days from referral to first specialist assessment (ESPI 2) and for patients waiting more than 120 days for surgery after being given commitment to treatment.

Given that waiting times for outpatient appointments and for surgery are dynamic and literally change from day to day as services are conducted, we have listed below the snapshot results for ESPI 2 and ESPI 5 indicator results as they were for each department as at 30 September in 2017, 2018 and 2019. Accordingly, the results for these two ESPI performance measures were as follows:

Please refer to **Appendix 1 Tables one and two** (attached)

- 2. The number of vacancies in specialist roles across each DHB department and length of each vacancy from September 2017 to September 2019?**

This information is not easily discoverable i.e. the number of actual vacancies over the time period requested would be held at a department level and to provide it would require a substantial amount of research and collation. We are therefore declining a response under section 18(f) of the Official Information Act.

3. The cost of paying and total number of staff (plus extra expenses including things such as food and accommodation) on temporary contracts covering for someone of the same profession (also known as locum/cattle workforce/agency/bureaus) in each department from September 2017 to September 2019?

We are unable to differentiate between cover for existing employees versus extra staff required due to additional workload. We can advise that the cost of clinical outsourced personnel from September 2017 to September 2019 is \$33.681M. (Includes all Medical staff, all Nursing staff, and all Allied Health staff. It excludes Support staff e.g. food services, cleaning, maintenance & engineering, etc.) and excludes management and administration staff.)

4. The total number of staff in each department if it was at its ideal target from September 2017 to September 2019?

There is no “ideal target” as such. Each ward and department is staffed according to agreed rosters and clinical support requirements. These are initially based on an assumption of standard cover requirements. However these can change on a day by day or even hour by hour basis according to the occupancy and acuity or complexity of patients. For this reason we maintain a system of sharing and moving staff to meet demand.

5. What are the DHB’s staffing arrangements when departments are not at full staff capacity?

Please see above response to question 4.

6. The average length of each staff member’s employment (staff members contracts explained above) with the DHB from September 2017 to September 2019?

There were 10,867 Canterbury DHB employees as at the end of September 2019 (including permanent, casual, and fixed-term contracts). Please refer to **Table four** (below) for the Average Length of Service, by Division, between September 2017 and September 2019 (all figures given in years).

Table four

CDHB Average Length of Service (years)	Sept. 2017	Sept. 2018	Sept. 2019
Community and Public Health	8.6	8.9	9.8
Corporate	5.2	5.6	5.7
Facilities Management	10.7	10.1	8.9
Governance	5.5	5.9	6.4
Hospital Support and Laboratories	11.5	11.6	11.6
Medical and Surgical	8.1	8.3	8.1
Mental Health	10.0	10.1	9.7
Older Persons Health & Rehabilitation	10.5	10.5	10.6
Rural Hospitals	8.8	8.9	8.9
Womens & Childrens Health	8.2	8.3	8.2
Canterbury District Health Board (COMBINED)	8.6	8.7	8.6

7. The average wait times for patients, as well as longest and shortest individual wait times for specialist appointments and elective surgeries from September 2017 to September 2019? Please specify each specialist department? i.e. neurologist, cardiologist etc and if it was for appointments or elective surgeries.

The average wait times, longest and shortest individual patient wait times for first specialist outpatient appointments and for accepted elective surgeries by specialist department for those patients on public waiting lists seen between 1 September 2017 and 30 September 2019 are outlined in the two tables in **Appendix 1** as referenced overleaf.

The tables include individual patients who waited longer than the 120-day targets that had previously been offered appointments, but not subsequently turned up on the day; the reasons for which may be quite variable depending on the individual patient and their particular circumstances. They have been left on our waiting lists for re-booking to offer an additional alternative appointment dates to be seen or treated by a Specialist, rather than being simply removed and their referral returned to their primary care referrer. With this noted, the results for the period requested are as follows:

Please refer to **Appendix 1, Tables five and six** (attached).

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. 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 response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Carolyn Gullery', with a long, sweeping underline.

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support

Table one: Patients waiting longer than 120 days from referral for First Specialist Assessment (ESPI 2 Performance Measure)

Specialty Department	As At 30 September 2017		As At 30 September 2018		As At 30 September 2019	
	Number Waiting over 120 days	% of Total Patients Waiting	Number Waiting over 120 days	% of Total Patients Waiting	Number Waiting over 120 days	% of Total Patients Waiting
Cardiothoracic	0	0%	0	0%	0	0%
Dental Surgery	0	0%	0	0%	0	0%
ENT	8	0.7%	230	14.4%	557	36.1%
General Surgery	0	0%	4	0.6%	503	33.0%
Gynaecology	0	0%	1	0.2%	379	49.1%
Neurosurgery	0	0%	0	0%	0	0%
Ophthalmology	3	0.5%	35	4.6%	19	2.4%
Orthopaedics	4	4.3%	18	10.7%	86	16.4%
Paediatric Surgery	0	0%	0	0%	2	2.0%
Plastics	0	0%	0	0%	84	17.6%
Urology	0	0%	10	1.4%	4	0.9%
Vascular	8	5.6%	40	12.1%	63	28.9%
Cardiology	5	1.1%	0	0%	81	14.6%
Dermatology	0	0%	0	0%	4	5.0%
Diabetes	0	0%	1	0.8%	3	3.6%
Endocrinology	1	0.5%	5	2.0%	7	3.5%
Endoscopy	0	0%	0	0%	349	25.9%
Gastroenterology	0	0%	28	6.7%	69	20.5%
General Medicine	0	0%	0	0%	9	12.3%
Haematology	0	0%	0	0%	0	0%
Infectious Diseases	0	0%	0	0%	0	0%
Neurology	0	0%	0	0%	41	8.9%
Oncology	0	0%	0	0%	3	1.0%
Paediatric Medicine	0	0%	44	9.7%	244	38.3%
Pain	0	0%	0	0%	5	50.0%
Renal Medicine	0	0%	0	0%	1	2.7%
Respiratory	0	0%	0	0%	28	8.4%
Rheumatology	0	0%	0	0%	1	0.6%
Thoracic	0	0%	0	0%	0	0%
TOTAL	29	0.4%	416	4.6%	2542	22.7%

Table two: Patients given a commitment to treatment with wait times over 120 days for Specialist Elective Surgery (ESPI 5 Performance Measure)

Specialty Department	As At 30 September 2017		As At 30 September 2018		As At 30 September 2019	
	Number Waiting over 120 days	% of Total Patients Waiting	Number Waiting over 120 days	% of Total Patients Waiting	Number Waiting over 120 days	% of Total Patients Waiting
Cardiothoracic	0	0.0%	2	5.4%	1	3%
Dental Surgery	0	0.0%	0	0%	139	19%
ENT	0	0.0%	6	1.6%	45	8%
General Surgery	3	0.9%	19	5.2%	135	19%
Gynaecology	0	0.0%	0	0%	130	23%
Neurosurgery	0	0.0%	0	0%	0	0%
Ophthalmology	15	3.9%	17	4.3%	6	2%
Orthopaedics	38	5.7%	120	22.4%	182	24%
Paediatric Surgery	2	2.6%	0	0%	8	13%
Plastics	0	0.0%	8	0.9%	6	1%
Urology	3	0.9%	0	0%	33	9%
Vascular	5	4.8%	5	14.3%	30	42%
Cardiology	0	0.0%	2	1.1%	40	15%
TOTAL	66	1.8%	179	4.6%	755	16%

Table five: Wait times for Specialist Outpatient Appointment from Referral to First Specialist Assessment (FSA)

Specialty	Number of Patients	Minimum Days Wait	Average Days Wait	Maximum Days Wait
Cardiology	709	0	65	227
Cardiothoracic Surgery	510	0	17	240
Dermatology	511	0	40	164
Diabetology	2445	0	24	336
Endocrinology	179	0	90	232
Gastroenterology	2136	0	86	374
General Medicine	551	0	64	406
General Surgery	1416	0	66	416
Gynaecology	867	0	87	231
Haematology	89	0	26	303
Immunology	162	4	82	186
Infectious Diseases	77	0	54	225
Neurology	592	0	95	221
Neurosurgery	360	0	38	145
Oncology	1470	0	34	229
Ophthalmology	1545	0	74	394
Orthopaedic Surgery	6802	1	38	471
Otorhinolaryngology (ENT)	12310	0	48	410
Paediatric Medicine	4901	0	39	560
Plastic Surgery [excluding burns]	2503	0	71	349
Renal Medicine	515	0	45	343
Respiratory Medicine	13061	0	30	397
Rheumatology	399	1	76	176
Specialist Paediatric Surgery [Others]	1024	0	45	221
Specialist Nuclear Medicine	60	13	83	213
Urology	1318	0	80	276
Vascular Surgery	1870	0	54	471

Table six: Wait Times for Specialist Elective Surgery for Accepted Public Waiting List Patients

Specialty	Number of Patients	Minimum Days Wait	Average Days Wait	Maximum Days Wait
Anaesthesia Service(s) and Pain Management	42	2	27	373
Cardiology	1862	0	56	403
Cardiothoracic Surgery	505	0	41	370
Dental Surgery	1057	0	104	371
General Surgery	5173	0	52	521
Gynaecology	3776	0	71	390
Maxillo-Facial Surgery	303	0	57	340
Neurosurgery	493	0	44	143
Ophthalmology	3874	0	60	370
Orthopaedic Surgery	4227	0	90	766
Otorhinolaryngology (ENT)	3100	0	88	463
Paediatric Medicine	145	1	73	303
Plastic Surgery [excluding burns]	1923	0	52	380
RESPIRATORY MEDICINE	1	49	49	49
Specialist Paediatric Surgery [Others]	771	1	55	309
Urology	2968	0	76	284
Vascular Surgery	1130	0	41	343

