

15 August 2022

Tēnā koe

Your Official Information Act Request – ED Wait Times at Tauranga and Whakatane Hospitals

Thank you for your email of 18 July 2022, asking for the following which has been considered under the Official Information Act 1982 (the Act):

Request

I'm following up on the data released about emergency department wait times. I found the breakdown of the percentages for each DHB on the MOH website. <https://www.health.govt.nz/new-zealand-health-system/health-targets/how-my-dhb-performing>

1. Am I able to get information on the average wait times at both Tauranga and Whakatāne EDs for the last quarter and the last two years please?

Tauranga	Average Wait Mins.	Median Wait Mins.	Maximum Wait Mins.
July 2020 to June 2021	82	59	685
July 2021 to June 2022	98	72	895
April 2022 to June 2022	109	84	745

Whakatane	Average Wait Mins.	Average Wait Mins.	Average Wait Mins.
July 2020 to June 2021	54	59	452
July 2021 to June 2022	72	45	704
April 2022 to June 2022	83	53	589

2. Also do you have data on the longest wait time for the same periods please?

See response to question 1.

3. If the wait times have increased, why is this?

The reasons for waiting times in ED increasing over the past two years are:

- Increased numbers of people presenting to ED;
- Increased numbers of people presenting to ED requiring inpatient admission therefore increased occupancy within hospital departments;
- Increased numbers of patients who present to ED being of higher acuity.

4. What is needed to reduce wait times in the BOP emergency departments?

The answer to this question is multifactorial but can be summarised under two key elements:

- Reduction of demand – retaining Emergency Departments for emergency presentations.
- Increase in capacity within Hospital services and improved flow through ED.

5. Is there sufficient staffing levels?

The base staffing within all health services has been impacted significantly by unplanned leave over the winter months, delays in recruitment to vacancies and surges in demand (i.e., high winter workloads).

If you have any questions, you can contact us at oa.request@bopdhb.govt.nz

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Hauora a Toi Bay of Plenty may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available here [Official Information Act | Te Whatu Ora | Health New Zealand | Hauora a Toi Bay of Plenty \(bopdhb.health.nz\)](#)

Nāku iti noa, nā



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