



BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

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OIA REQUEST

Received: 10 June 2021
Due: 08 July 2021
Response Date: 07 July 2021
Subject: Covid Vaccine - Missed Appointments

In response to your request under the Official Information Act, please find our response below:

Request

I have been advised by the Minister of COVID-19 Response that data on the number of individuals missing appointments for the COVID-19 vaccine is not held by him or the Ministry but is held by district health boards. Under the OIA I therefore seek:

- The number of scheduled COVID-19 vaccination appointments that were missed by people for each month to date in 2021.

Response

Missed appointments are referred to as DNAs (did not attend).

We are unable to provide a specific number, as most people are re-booked immediately, and where possible we have been able to fill their booking through a short call list made up of people readily available to be vaccinated.

If someone misses their appointment, a member of our Booking Administration team will call them shortly after their appointment, or at least on the same day to re-book the appointment. Most people are then re-booked, so they are not recorded as missed appointments.

The reasons for DNAs are dependent upon the individual's circumstances. However, people are happy to re-book once they are contacted.

Bay of Plenty DHB supports the open disclosure of information to assist the public understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website. Please note this response may be published on our website.

You have the right to request the Ombudsman investigate and review the decision to withhold information. The Ombudsman's postal address is:

The Ombudsman
Office of the Ombudsmen
P O Box 10-152
WELLINGTON

Yours sincerely

DEBBIE BROWN

Senior Advisor Governance and Quality

