

9(2)(a)

Tēnā koe 9(2)(a)

Official Information Act 1982 – HNZ00012929 / OIA202030701

Thank you for your Official Information Act 1982 (the Act) request of 06 March 2023 for information relating to Emergency Department wait times. Specifically:

Can you please advise of average wait times for each of the five triage categories at Wellington Hospital emergency department for the 6 month period ending 28 February 2023?

Response

Like other emergency departments around the country, both Te Pae Tiaki Wellington ED and the Hutt Hospital ED continue to experience high volumes of presentations from patients with increasingly complex conditions and acuity.

Our hospitals regularly operate at high levels of occupancy – particularly Wellington Regional Hospital, which is the tertiary provider delivering services for the lower North and upper South Islands. Occupancy fluctuates from hour to hour, and day to day, as patients are admitted and discharged and high occupancy can mean that patients may spend longer in ED after seeing a doctor while waiting for a bed on a ward to become available. As a result of high occupancy and limited space in the Emergency Departments, delays in ward transfer may occur at times, which also causes long delays in patients waiting to be assessed in the ED.

Our dedicated staff work extremely hard to deliver timely and compassionate care and support at all times, and to ensure patients are appropriately accommodated and supported – however we recognise the frustration that high occupancy and delays can cause for patients and their whanau, and we apologise to anyone who has experienced this.

The National System Flow Improvement Programme will support initiatives and activity across primary, community and hospital services and aims to spread resources to ensure patients are seen at the right time, at the right place to get the care they need. This is being prioritised in Whangārei Hospital, Middlemore Hospital, Auckland City Hospital, Tauranga Hospital, Palmerston North Hospital, Wellington Hospital, Christchurch Hospital and Invercargill Hospital, and will be rolled out across the motu in the coming months.

The table below summarises the average number of minutes a patient spent in the Wellington Emergency Department (Triage date time to First Clinician Seen date time) during the period 1st September 2022 to 28th February 2023:

Capital and Coast Emergency Department

Arrival Month	Triage 1	Triage 2	Triage 3	Triage 4	Triage 5
September 2022	0	34	176	185	106
October 2022	0	35	179	178	118

November 2022	0	40	185	172	145
December 2022	0	35	164	153	123
January 2023	0	32	168	162	132
February 2023	0	38	198	196	169

If you have any questions, you can contact us at h.nzOIA@health.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. Te Whatu Ora 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 on our website.

Nāku iti noa, nā



Jamie Duncan

**Interim Lead – Hospital and Specialist Services
Capital, Coast and Hutt Valley**

Released under the provision of
the Official Information Act 1982

TeWhatuOra.govt.nz

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Te Kāwanatanga o Aotearoa
New Zealand Government