

27 March 2023

9(2)(a)

Kia ora 9(2)(a)

Official Information Act 1982 – HNZ00012293

I refer to your request under the Official Information Act 1982 (the Act) regarding hospital television viewing charges, which was received by Te Whatu Ora on 3 January 2023.

Specifically you requested:

- 1. I'd like to know how much revenue has been collected through the use of televisions at Wellington Hospital since the beginning of 2017. This information should be broken down by year, please.
I am referring to the television hire that happens at the hospital, where patients pay to use televisions placed above their beds in the wards.*
- 2. I'd also like a breakdown of the channels on offer through that service, and how much it costs Wellington Hospital to purchase the channels that are on offer.*

District Health Boards were disestablished as legal entities on 1 July 2022 and Te Whatu Ora – Health New Zealand was established as a legal entity under the Pae Ora (Healthy Futures) Act 2022. Capital & Coast and Hutt Valley District Health Boards are now one district known as Capital, Coast and Hutt Valley District (CCHV). Both locations share information, staff, many services and a single Interim Lead, Hospital and Specialist Services.

Our response to your request is outlined below. Note the questions have been bullet pointed separately for clarity.

Response

- 1. I'd like to know how much revenue has been collected through the use of televisions at Wellington Hospital since the beginning of 2017*

CCHV is funded to deliver healthcare services and treatment. While having TV can be a welcome distraction for patients, we do not deem TVs to be essential to care and recovery, and it would not be appropriate or responsible for us to fund TVs with money intended for direct patient care.

We do however acknowledge that some patients would like access to TV's, so CCHV has allowed a private provider access to install TV equipment (listed below) that enables inpatients to pay for and watch TV in hospital when and if they choose. This is common practice across New Zealand and Australia.

Costs associated with this service are covered by the charges patients pay. These payments go directly to the provider however, as we allow access to our hospital, we receive a small commission. This works out to be around \$6500 per year, or just over \$85,000 over the past 13 years, and is invested directly back into healthcare services.

The following table outlines the commission payments to Capital and Coast since 2010.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2010	-\$ 560.60	-\$ 213.00	-\$ 347.20	-\$ 949.80	-\$ 754.38	-\$ 758.06	-\$ 500.53	-\$1,059.13	-\$ 519.73	-\$ 722.86	-\$ 855.26	-\$ 456.10	-\$ 7,696.65
2011	-\$ 529.24	-\$ 811.50	-\$ 486.87	-\$1,098.39	-\$ 644.81	\$ -	-\$1,573.77	-\$ 777.40	-\$ 956.16	-\$ 932.03	-\$ 847.89	-\$ 761.67	-\$ 9,419.73
2012	\$ -	-\$1,397.78	\$ -	-\$1,202.94	-\$ 516.88	-\$ 745.24	-\$ 805.63	-\$1,300.24	-\$1,187.81	-\$ 618.63	\$ -	-\$1,011.72	-\$ 8,786.87
2013	\$ -	-\$ 835.34	\$ -	-\$2,638.67	-\$1,185.33	\$ -	-\$1,645.70	-\$ 674.29	\$ -	-\$2,104.84	-\$ 632.29	\$ -	-\$ 9,716.46
2014	-\$1,406.42	-\$ 482.25	-\$ 325.86	-\$1,476.20	-\$ 234.96	-\$ 862.76	-\$1,175.29	-\$ 593.81	-\$ 556.11	-\$1,012.11	-\$ 829.37	\$ -	-\$ 8,955.14
2015	-\$1,075.28	-\$ 768.03	-\$ 526.31	-\$ 414.88	-\$ 923.03	-\$569.29	\$ -	\$ -	\$ -	-\$2,083.30	-\$1,660.68	\$ -	-\$ 8,020.80
2016	\$ -	-\$ 595.89	\$ -	-\$1,033.44	-\$ 452.64	-\$ 822.23	-\$ 935.61	-\$ 664.77	-\$ 772.83	\$ -	-\$ 837.78	\$ -	-\$ 6,115.19
2017	-\$1,784.08	\$ -	-\$ 934.08	\$ -	-\$2,015.02	-\$517.40	-\$ 638.22	-\$ 313.14	-\$ 710.81	-\$ 367.73	-\$ 351.62	\$ -	-\$ 7,632.10
2018	-\$ 717.75	-\$ 957.20	-\$ 326.53	\$ -	-\$ 750.49	-\$ 902.03	-\$ 142.44	-\$ 458.24	-\$ 158.87	-\$ 316.84	-\$ 365.59	-\$ 176.34	-\$ 5,272.32
2019	-\$ 111.76	-\$ 222.91	-\$ 235.87	-\$ 189.47	-\$ 241.43	-\$ 183.66	-\$ 253.27	-\$ 283.94	-\$ 150.03	-\$ 308.17	-\$ 296.49	-\$ 257.39	-\$ 2,734.39
2020	-\$ 298.55	-\$ 283.38	-\$ 250.64	-\$ 389.73	-\$ 389.73	\$ -	\$ 246.58	-\$ 282.53	-\$ 358.89	-\$ 373.54	-\$ 203.31	-\$ 384.13	-\$ 2,967.85
2021	-\$ 312.08	-\$ 275.67	-\$ 202.71	-\$ 665.15	-\$ 335.54	-\$ 163.97	-\$ 364.61	-\$ 359.72	-\$ 138.97	-\$ 344.54	-\$ 500.01	-\$ 226.70	-\$ 3,889.67
2022	-\$ 577.10	-\$ 363.80	-\$ 363.60	\$ -	-\$ 205.40	\$ 305.69	-\$ 330.00	\$ -	-\$ 547.50	-\$ 287.02	-\$ 325.81	-\$ 127.92	-\$ 2,822.46
2023	-\$1,121.88												-\$ 1,121.88
													-\$85,151.51

The total monthly commission amount is calculated as a percentage share of the revenue the provider receives. The percentage amount received is calculated as per the below table:

Provider earnings	Percentage amount used to calculate commission payment
\$0 to \$5,000	0%
\$5,001 to \$12,000	7.5%
\$12,001 to \$20,000	15%
\$20,001 and over	30%

As an example if the provider earned \$7,500 in a month CCHV would receive a commission calculated at 7.5% of \$2,500 (the first \$5,000 is calculated at 0%) of \$187.50

- I'd also like a breakdown of the channels on offer through that service, and how much it costs Wellington Hospital to purchase the channels that are on offer.

The below list outlines the channels currently on offer at Wellington Hospital:

TV 1	Eden + 1
TV 2	HGTV
TV3	Aljazeera
Bravo	Shine
Māori	FirstLight
Duke	Hope
TV2 + 1	TV 28 - Chinese language channel
Eden	Parliament
Bravo + 1	CH33 - Chinese language channel
Prime	CH 200 Juice
TV1 + 1	Radio NZ National
Duke + 1	Radio NZ Concert
TV3 + 1	Base FM
Rush	Te Reo
Maternity Education Channel. (This In-House channel is tuned to the TV sets in the maternity)	

CCHV does not purchase the channels or any of the equipment required to make the channels available to patients. The equipment supplied by the provider enables patients to purchase TV access through the provider's system.

While the TV signal is free to air, the equipment involves significant capital and running costs to be paid by the provider including but not limited to:

- the provision of TVs
- equipment maintenance
- provision and installation of brackets
- provision and installation of handsets
- system set-up
- integration with nurse call function
- disposable earpieces for hard of hearing
- tuning
- modulators, amplifiers and other equipment required to supply and reticulate the signal to multiple outlets

The provider also has a call centre, and a representative who can visit, to help people to operate the TVs. This means nursing and ward staff can focus on their core roles of delivering treatment and care.

The cost to purchase the service is outlined in the following table:

Rental period	Cost paid by the viewer
Two Hours	\$2
Daily rental	\$6
Weekly rental	\$35
Monthly rental	\$90 (discounted to \$65.00 for Leukaemia and Blood Cancer patients and to \$55.30 for Renal patients)

If you have any questions, you can contact us at hnzOIA@health.govt.nz .

As this information may be of interest to other members of the public, Health NZ may proactively release a copy of this response on Health NZ's website. All requestor data, including your name and contact details will be removed prior to release. The released response will be made available at <https://www.tewhatauora.govt.nz/publications>

I trust this information fulfils your request. You have the right, under section 28 of the Act, to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or you can free phone 0800 802 602.

Nāku ite noa, nā



Jamie Duncan

Interim Lead – Hospital and Specialist Services

Capital, Coast and Hutt Valley

TeWhatuOra.govt.nz

Capital, Coast | Private Bag 7902, Newtown, Wellington 6342 | 04 385 5999
Hutt Valley | Private Bag 31907, Lower Hutt 5010 | 04 566 6999

Te Kāwanatanga o Aotearoa
New Zealand Government