

24 August 2023

Connor Johnson  
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Tēnā koe Connor

**Official information request HN200027244**

Thank you for your email on 3 August 2023, asking for the following which has been considered under the Official Information Act 1982 (the Act):

1. *Average wait times at Whanganui ED for non trauma related illnesses*
2. *Average wait times at Whanganui ED for trauma related injuries*
3. *Average wait times at Palmerston North ED for non trauma related illnesses*
4. *Average wait times at Palmerston North ED for trauma related injuries*
5. *any other data you seen relevant in the scope of this request. I also don't mind you guys changing the request for the available information*

Te Whatu Ora does not hold data on your request. This is because there is no defined list of what presenting complaints constitute trauma or non-trauma. As such, we are refusing your request in full under Section 18(g) of the Act.

We also have no grounds for believing that the information is held by another department.

**How to get in touch**

If you have any questions, you can contact us at [hnzOIA@health.govt.nz](mailto:hnzOIA@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](http://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

*Sasha Wood*

Sasha Wood  
**Interim Head of Government Services**  
**Office of the Chief Executive**