



17 June 2024

C182179

Caleb

fyi-request-26874-464ba45d@requests.fyi.org.nz

Tēnā koe Caleb

Thank you for your Official Information Act 1982 (OIA) request of 19 May 2024 to the Department of Corrections – Ara Poutama Aotearoa, requesting the following information:

I am writing to request information under the Official Information Act (OIA) regarding the waiting lists for medical services at the following prisons:

*Rolleston Prison
Otago Correctional Facility
Rimutaka Prison
Mt Eden Prison*

Specifically, I would like to know:

The current length of waiting lists for seeing a nurse, a doctor, and a dentist at each of the mentioned prisons.

The longest time an individual has been on the waiting list for each of these services at each prison.

Please provide this information in a tabular format, specifying the prison name, type of service (nurse, doctor, or dentist), current waiting list length, and the longest waiting time.

Staffing Levels and Resources:

How many healthcare professionals (nurses, doctors, dentists) are currently employed at each prison?

Are there any shortages of medical staff, and if so, how is this affecting service delivery?

Appointment Scheduling and Prioritization:

How are appointments scheduled? Is there a centralized system, or do individual units/prisons manage their own scheduling?

Are appointments prioritized based on urgency (e.g., emergency cases, chronic conditions, preventive care)?

Communication Channels:

How do inmates request medical appointments? Is there a formal process, and are they informed about their place on the waiting list?

Are there any communication barriers (language, literacy, etc.) that might affect inmates' ability to seek medical attention promptly?

Data Collection and Reporting:

How frequently are waiting lists updated? Is there a real-time tracking system?

Are there regular reports on waiting times, and are these accessible to the public?

Quality of Care:

Are there any quality assurance mechanisms in place to monitor the healthcare services provided?

How satisfied are inmates with the care they receive?

Corrections needs to extend the timeframe of our response to your request by 20 working days, pursuant to section 15A(1)(b) of the OIA, as consultations necessary to make a decision on the request are such that a proper response to the request cannot reasonably be made within the original time limit. Therefore, you can expect to receive a response to your request by 16 July 2024. If you no longer require this information, please let us know as soon as possible.

I hope this information is helpful. Please be advised that should you have any concerns regarding this response you have the right to ask the Ombudsman to investigate our decision to extend the timeframe. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



Nic Barkley
Manager Ministerial Services
People and Capability