

## CORPORATE OFFICE

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30 June 2017

Mr R.J. Poultney

Email: [fyi-request-6001-39adad04@requests.fyi.org.nz](mailto:fyi-request-6001-39adad04@requests.fyi.org.nz);

Dear Mr Poultney

**Re: Official Information Act Request CDHB 9635**

Thank you for your email dated 14 June 2017 under the Official Information Act (1982) requesting the following information from Canterbury DHB. This request was subsequently clarified on 16 June 2017 for time frame and on 22 June 2017 for interpretation of 'Provider'. (as below in question 1)

Canterbury DHB cannot answer your request fully as it would require substantial collation and research. There is no single way in our systems to determine which cases are tertiary cases from referral or which ones turn into tertiary cases while in progress and the determination of the secondary / tertiary split is different in all areas of medicine. It is also not possible to determine from our systems if a referral from another DHB, for example, is due to the level of expertise of the surgeon in that DHB (who believes the case cannot be handled there so it is tertiary) and sends it to Canterbury DHB. Our doctors may believe it is only secondary. This typically happens when locums are used in other areas.

However we are providing you with information on all cases referred to Canterbury DHB under the areas clarified by: as GP referral, private hospital/specialist referral and other referrals such as NGOs. This data would contain both secondary and tertiary cases undertaken by Canterbury DHB.

**Note:** 1) **Tables 1 and 2** contain data which is for all cases referred to Canterbury DHB. And **Table 3** would only apply to secondary cases.  
2) We have limited our response to referrals that are First Specialist Assessment (FSA) eligible outpatient referrals.

- 1. Number of patients referred by their provider to tertiary services, broken down by department/area; Clarified as being for financial years 2015/16 and 2016/17 (to 31 May 2017) and "Provider" as being: a) GP referral, b) Private Hospital/Specialist Referral and c) other referral (NGOs etc.)**

**Please refer to Appendix 1 Table one** (attached below) for the number of First Specialist Assessment referrals to Canterbury DHB services broken down by Health Specialty.

- 2. The Lower Quartile, Median, and Upper Quartile of time (in days) it takes for a referral to be responded to by CDHB staff, with the response being an actual appointment date (not an acknowledgement of the referral);**

Table two:

ALL: by referral source in days	2015/2016	2016/2017
LOWER Quartile	1	1
Median	9	8
UPPER Quartile	29	26

Please refer to **Appendix 1 Table two** (attached below) for a breakdown of the Lower Quartile, Median and Upper Quartile of time (in days) it takes for a referral to be responded to by Canterbury DHB staff, broken down by Health Specialty. (Referral receipt date to appointment booking date).

**3. The number of patients referred but not given access to the tertiary services;**

To our knowledge there are no patients referred for tertiary services and not given access to them here. Where we cannot handle the case due to complexity, we would refer to another tertiary provider or higher level centre such as Starship in Auckland.

**4. The percentage of referrals where actions were undertaken (triaged, referred back to General Practice etc) i.e. a denial for services, and with that outcome not being given within the first 20 working days to the patient/referrer.**

**Table three: percentage of referrals where Outcome not being given “within 20 days”**

	<b>2015/16</b>	<b>2016/17</b>
GP	5.14%	4.41%
Other**	3.13%	2.88%
Private Specialist	7.88%	6.11%
<b>Grand Total</b>	<b>4.58%</b>	<b>3.95%</b>

\* Other includes: Other DHBs, Canterbury DHB i.e. wards, Ashburton Hosp, Burwood Hosp, Christchurch Women’s Hosp and Midwives, ED, Overseas referrals, self-referrals, outside agencies.

\*\* It should be noted we do not consider return to General Practice a ‘denial’. Our services refer back to General Practice as they consider this the right location for care. This referral provides information/advice to support General Practice to manage the patient’s care.

Please refer to **Appendix 1 Table three** (attached below) for a breakdown by Health Specialty of these percentages.

I trust that this satisfies your interest in this matter.

Yours sincerely



Greg Hamilton on behalf of Carolyn Gullery  
**Acting General Manager**  
**Planning, Funding & Decision Support**

<b>Table one: First Specialist Assessment referrals to Canterbury DHB</b>								
	<b>2015/2016</b>			<b>2015/16</b>	<b>2016/2017</b>			<b>2016/17</b>
<b>Health Specialty</b>	<b>GP</b>	<b>Private Specialist</b>	<b>Other*</b>	<b>Total</b>	<b>GP</b>	<b>Private Specialist</b>	<b>Other*</b>	<b>Total</b>
<b>Medical</b>	<b>16852</b>	<b>354</b>	<b>9998</b>	<b>27204</b>	<b>16223</b>	<b>380</b>	<b>8993</b>	<b>25596</b>
General Medicine	405		129	534	510	3	71	584
Cardiology	4163	78	1572	5813	4211	59	1563	5833
Specialist Paediatric Cardiology	22		56	78	17		51	68
Dermatology	1295	43	255	1593	1327	86	298	1711
Gastroenterology	868	13	514	1395	870	21	466	1357
Haematology	1052	28	422	1502	973	15	400	1388
Infectious Diseases	134	1	126	261	138	8	81	227
Specialist Paediatric Infectious Diseases	1		1	2				
Neurology	1837	48	443	2328	1850	31	464	2345
Specialist Paediatric Neurology	80	2	42	124	60	1	27	88
Oncology	209	11	3908	4128	111	17	3458	3586
Paediatric Medicine	1877	17	664	2558	1793	9	589	2391
Renal Medicine	156	12	115	283	307	49	99	455
Respiratory Medicine	1335	53	931	2319	1166	56	590	1812
Specialist Paediatric Respiratory Medicine	31	8	45	84	22	4	40	66
Rheumatology	1290	21	209	1520	1267	15	186	1468
Endocrinology	1477	16	313	1806	1025	4	254	1283
Diabetology	590		232	822	559		337	896
Specialist Paediatric Endocrinology	30	3	21	54	17	2	19	38
<b>Surgical</b>	<b>27229</b>	<b>1832</b>	<b>12062</b>	<b>41123</b>	<b>25469</b>	<b>1225</b>	<b>12099</b>	<b>38793</b>
General Surgery	3657	58	1256	4971	3152	46	1022	4220
Anaesthesia Service(s) and Pain Management	465	76	290	831	352	41	351	744
Cardiothoracic Surgery	39	6	336	381	31	6	337	374
Otorhinolaryngology (ENT)	5199	278	2325	7802	5164	211	2094	7469
Gynaecology	2387	245	560	3192	2706	161	666	3533
Neurosurgery	696	75	411	1182	715	79	317	1111
Ophthalmology	2846	392	4090	7328	2602	253	4197	7052
Orthopaedic Surgery	4739	550	1182	6471	4371	286	1197	5854
Spinal Surgery		2	10	12	17	6	185	208
Specialist Paediatric Surgery [Others]	679	5	155	839	565	2	116	683
Plastic Surgery [excluding burns]	2177	44	316	2537	1561	46	334	1941
Urology	3281	74	691	4046	3230	54	645	3929
Vascular Surgery	1064	27	440	1531	1003	34	638	1675
<b>Grand Total</b>	<b>44081</b>	<b>2186</b>	<b>22060</b>	<b>68327</b>	<b>41692</b>	<b>1605</b>	<b>21092</b>	<b>64389</b>

\*Other includes: Other DHBs, Canterbury DHB i.e. wards, Ashburton Hosp, Burwood Hosp, Christchurch Women's Hosp and Midwives, ED, Overseas referrals, self-referrals, outside agencies.

**Table two: Referral receipt date to appointment booking date (Lower Quartile, Median, and Upper Quartile in Days)**

Health specialty	2015/16			2016/17		
	Lower Q	Median	Upper Q	Lower Q	Median	Upper Q
<b>Medical</b>	<b>0</b>	<b>6</b>	<b>18</b>	<b>0</b>	<b>7</b>	<b>19</b>
General Medicine	0	1	41	0	1	21
Cardiology	0	1	38	0	0	14
Specialist Paediatric Cardiology	0	4	14	0	7	16
Dermatology	2	5	12	3	6	11
Gastroenterology	3	28	52	0	23	64
Haematology	3	7	11	2	6	11
Infectious Diseases	0	0	0	0	0	0
Specialist Paediatric Infectious Diseases	-	2.5	-	-	-	-
Neurology	0	8	23	0	10	51
Specialist Paediatric Neurology	0	3	8.5	1	5	10.5
Oncology	3	9	16	5	11	18
Paediatric Medicine	4	9	18	6	11	17
Renal Medicine	0	0	4	0	2	6
Respiratory Medicine	3	8	27	2	6	20
Specialist Paediatric Respiratory Medicine	7	25	48	9.75	24	39
Rheumatology	4	12	20	10	18	35
Endocrinology	0	0	0	0	0	0
Diabetology	0	5.5	20	1	6	24
Specialist Paediatric Endocrinology	1	12	27.25	0	12	25
<b>Surgical</b>	<b>2</b>	<b>13</b>	<b>40</b>	<b>2</b>	<b>11</b>	<b>32</b>
General Surgery	6	14	27	7	18	34
Anaesthesia Service(s) and Pain Management	13	23	45	14	22	43.5
Cardiothoracic Surgery	1	6	12	1	7	13.5
Otorhinolaryngology (ENT)	0	4	55	0	3	61
Gynaecology	10	44	68	5	34	73
Neurosurgery	3	9	18	4	10	19
Ophthalmology	1	7	23	1	7	21
Orthopaedic Surgery	2	20	39	8	17	33
Spinal Surgery	0	0	22.25	0	0	0
Specialist Paediatric Surgery [Others]	14	29	51.5	4	7	15
Plastic Surgery [excluding burns]	1	49	97	0	12	28
Urology	8	20	34	6	20	34
Vascular Surgery	0	2	6	1	3	7

**Table three: percentage of referrals where Outcome not being given “within 20 days”**

	<b>2015/16</b>	<b>2016/17</b>
<b>Medical</b>	<b>2.45%</b>	<b>2.40%</b>
General Medicine	1.12%	1.37%
Cardiology	4.53%	5.57%
Specialist Paediatric Cardiology	0.00%	0.00%
Dermatology	5.15%	3.51%
Gastroenterology	0.57%	0.66%
Haematology	3.66%	4.39%
Infectious Diseases	0.38%	0.00%
Specialist Paediatric Infectious Diseases	0.00%	
Neurology	0.39%	0.17%
Specialist Paediatric Neurology	0.81%	2.27%
Oncology	0.65%	0.39%
Paediatric Medicine	3.01%	3.89%
Renal Medicine	0.00%	0.22%
Respiratory Medicine	3.97%	0.28%
Specialist Paediatric Respiratory Medicine	1.19%	0.00%
Rheumatology	1.64%	1.50%
Endocrinology	0.06%	0.00%
Diabetology	2.19%	1.01%
Specialist Paediatric Endocrinology	0.00%	2.63%
<b>Surgical</b>	<b>5.98%</b>	<b>4.98%</b>
General Surgery	7.97%	7.51%
Anaesthesia Service(s) and Pain Management	11.91%	10.22%
Cardiothoracic Surgery	0.79%	1.60%
Otorhinolaryngology (ENT)	2.74%	2.04%
Gynaecology	2.54%	2.46%
Neurosurgery	9.31%	6.66%
Ophthalmology	2.98%	4.16%
Orthopaedic Surgery	17.77%	12.85%
Spinal Surgery	0.00%	0.00%
Specialist Paediatric Surgery [Others]	2.03%	3.08%
Plastic Surgery [excluding burns]	2.33%	1.24%
Urology	2.18%	1.55%
Vascular Surgery	1.64%	3.94%