

Tuesday, 26 October 2021

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████████████████████

**Re: Official Information Act Request – Delays due to Level 3 and Level 4 COVID Alert Levels**

Kia ora ██████████

Thank you for your request for information under the Official Information Act 1982.

**The Hauora Tairāwhiti response is as follows:**

- 1. How many surgeries, planned procedures, including MRI and CT scans, and appointments were postponed at level 4 and 3?*

Planned care (including colonoscopies): There were 117 postponements during level 3 and level 4.

Imaging appointments: On 17 August we postponed patients for 3 days of that week. By the end of that week had rescheduled those patients for the following week.

- 2. How many colonoscopies were delayed at level 4 and 3?*

This information is not held in an easily retrievable electronic data system and would be part of individual clinical notes. This data is however included in the above number. To provide the breakdown of this information would require us going through individual client notes/records, which would take a substantial amount of time and resource. We are therefore declining this part of your request pursuant to section 18(f) of the Official Information Act i.e. “.... the information requested cannot be made available without substantial collation or research”.

- 3. How many mental health outpatient appointments were delayed under level 4 and 3?*

Mental health appointments where face to face was not appropriate were offered phone or zoom consultations. Some people declined a telehealth call, preferring to come in at a later date – therefore these appointments were rescheduled.

- 4. At the time of the announcement of a second nationwide lockdown on August 17, was your DHB still dealing with a backlog of planned care due to the first level 4 lockdown, which began in March 2020?*

Yes, the DHB has a workout plan in place and was closing in on being complaint at ESPI2 and ESPI5 once more.

- 5. How long do you expect it will take to clear these backlogs (assuming we have no more lockdowns)?*

The majority of appointments postponed have either already had their surgery or appointment and all others have been rebooked.

6. How will you prioritise those people who had their appointments postponed at level 3 and 4?

██████████ agency. Our clinical teams are regularly reviewing referrals and procedures and we are making strong progress on ensuring timeliness.

If you are not satisfied with this response you may contact the Office of the Ombudsmen, phone 0800 802 602.

Please ██████████ is response or an edited version of this response may be published on the Hauora Tairāwhiti DHB website. Your personal/identifying information will be redacted from any responses published. If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Ngā mihi

**Jim Green**  
Chief Executive  
Hauora Tairāwhiti