



26 March 2021

Mr Brailsford

By email: fyi-request-14785-e66aa825@requests.fyi.org.nz

Tēnā koe Mr Brailsford

Official information request for communications regarding patient wait times and satisfaction

I refer to your request for information under the Official Information Act 1982 (the Act) dated 27 February 2021:

I request all communication between Mauri Ora (Student Health), Victoria University and Tu Ora (Compass Health) over the last five years regarding:

- a) patient wait-times,*
- b) patient satisfaction, and*
- c) Tu Ora's opinion and satisfaction with patient wait-times and satisfaction.*

The information held by the University in relation to your request is attached. Please note, some information has been redacted in accordance with Sections 9(2)(a) and 9(2)(g)(ii) of the Act in order to protect the privacy of natural persons; and to maintain the effective conduct of public affairs through the protection of officers and employees from improper pressure or harassment.

You have the right 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 freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Ngā mihi nui

Blair Doherty
Senior Advisor, Official Information and Privacy
Legal Services
Te Herenga Waka—Victoria University of Wellington