

22 October 2024

Matt A

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Tēnā koe Matt

**Your request for official information, reference: HN200066252**

Thank you for your email, transferred from the Ministry of Health to Health New Zealand | Te Whatu Ora on 24 September 2024, asking for the following under the Official Information Act 1982 (the Act):

*Please provide data on the wait times experienced in EDs for the last 2 years, on a monthly or quarterly basis as available.*

*If possible, I'd appreciate a breakdown by former DHB, but the key information I am after is:*

*Nationally, the number of people waiting under 4 hours; 4-8 hours; 8-12 hour; or 12+hours for admission or discharge.*

*I recognise that reporting against the 6 hour target is available, but this does not give me the granularity I am after.*

**Response**

*If possible, I'd appreciate a breakdown by former DHB, but the key information I am after is:*

*Nationally, the number of people waiting under 4 hours; 4-8 hours; 8-12 hour; or 12+hours for admission or discharge.*

On 3 October 2024, we advised you that our system is unable to provide the breakdown of ED wait times you have requested and we sought to refine your request. To date, we have not received a response to this request.

As such, Health NZ is refusing the second part of your request under section 18(e) of the Act, for a breakdown of under 4 hours, 4-8 hours, 8-12 hour or 12+hours, as the information does not exist.

However, in response, we have provided ED lengths of stay from June 2022 to June 2024, broken down by former District Health Board and by <1 hour, 1-<3 hours, 3-<6 hours, 6-<9 hours, 9-<12 hours, and 12+hours.

Please note the following data caveats:

- This data is provisional and has not undergone full quality assurance. The data is for operational purposes and has not undergone the validation process that we use for published data.
- Data source is National Non-Admitted Patient Collection (NNPAC)
- Data is provided until June 2024, which is the latest data that has been verified by local areas.

*Please provide data on the wait times experienced in EDs for the last 2 years, on a monthly or quarterly basis as available.*

This data shows the average time from patient presentation at the emergency department to being seen by a treating clinician. This is different to the length of stay data shown in the second table below.

**Table A: National average emergency department wait times between June 2022 and June 2024**

<b>Month and year</b>	<b>Average wait time in hours</b>
Jun-2022	1.65
Jul-2022	1.60
Aug-2022	1.64
Sep-2022	1.67
Oct-2022	1.70
Nov-2022	1.69
Dec-2022	1.68
Jan-2023	1.64
Feb-2023	1.64
Mar-2023	1.65
Apr-2023	1.62
May-2023	1.66
Jun-2023	1.78
Jul-2023	1.82
Aug-2023	1.86
Sep-2023	1.80
Oct-2023	1.80
Nov-2023	1.80
Dec-2023	1.73
Jan-2024	1.78
Feb-2024	1.76
Mar-2024	1.65
Apr-2024	1.64
May-2024	1.69
Jun-2024	1.86

The time someone waits in ED, both before and after seeing a doctor can be complex. People are assessed on arrival and prioritised based on their level of clinical need and acuity, not by order of presentation.

EDs work hard to assess, treat, and discharge or admit patients within a reasonable timeframe. High demand, however, can mean people triaged as less urgent may wait longer to see a doctor.

All decisions are made on a case-by-case basis by experienced clinical staff, with patient safety as the key focus. Anyone needing emergency-level care receives it, and people receive treatment – such as pain relief and X-ray – while waiting to see a doctor, and ongoing support afterward.

*If possible, I'd appreciate a breakdown by former DHB, but the key information I am after is: Nationally, the number of people waiting under 4 hours; 4-8 hours; 8-12 hour; or 12+hours for admission or discharge.*

As noted previously, we are unable to provide the break down as requested. In response, we have provided ED lengths of stay June 2022 to June 2024 broken down by <1 hour, 1-<3 hours, 3-<6 hours, 6-<9 hours, 9-<12 hours, and 12+hours and former District Health Board.

**Table B: The number of attended ED events by former District Health Board area between June 2022 and June 2024 by length of stay**

<b>Length of stay</b>	<b>Former District Health Board area</b>	<b>Number of attended ED events**</b>
<1 hour	Auckland	8,603
<1 hour	Bay of Plenty	13,444
<1 hour	Canterbury	10,932
<1 hour	Capital and Coast	4,393
<1 hour	Counties Manukau	9,710
<1 hour	Hawke's Bay	10,971
<1 hour	Hutt Valley	1,461
<1 hour	Lakes	8,084
<1 hour	MidCentral	3,573
<1 hour	Nelson Marlborough	11,409
<1 hour	Northland	7,226
<1 hour	South Canterbury	3,274
<1 hour	Southern	28,218
<1 hour	Tairāwhiti	8,605
<1 hour	Taranaki	5,717
<1 hour	Waikato	34,613
<1 hour	Wairarapa	1,140
<1 hour	Waitemata	6,207
<1 hour	West Coast	1,674
<1 hour	Whanganui	600
1-<3 hours	Auckland	57,204
1-<3 hours	Bay of Plenty	38,334
1-<3 hours	Canterbury	68,211
1-<3 hours	Capital and Coast	15,950
1-<3 hours	Counties Manukau	44,500
1-<3 hours	Hawke's Bay	30,129
1-<3 hours	Hutt Valley	20,441
1-<3 hours	Lakes	39,894
1-<3 hours	MidCentral	8,402
1-<3 hours	Nelson Marlborough	34,659
1-<3 hours	Northland	41,594
1-<3 hours	South Canterbury	16,859
1-<3 hours	Southern	55,922
1-<3 hours	Tairāwhiti	27,550
1-<3 hours	Taranaki	32,298
1-<3 hours	Waikato	64,657

<b>Length of stay</b>	<b>Former District Health Board area</b>	<b>Number of attended ED events**</b>
1-<3 hours	Wairarapa	7,560
1-<3 hours	Waitemata	39,278
1-<3 hours	West Coast	7,846
1-<3 hours	Whanganui	7,316
3-<6 hours	Auckland	100,018
3-<6 hours	Bay of Plenty	65,395
3-<6 hours	Canterbury	120,373
3-<6 hours	Capital and Coast	35,475
3-<6 hours	Counties Manukau	92,430
3-<6 hours	Hawke's Bay	36,675
3-<6 hours	Hutt Valley	42,949
3-<6 hours	Lakes	41,930
3-<6 hours	MidCentral	21,432
3-<6 hours	Nelson Marlborough	40,384
3-<6 hours	Northland	53,390
3-<6 hours	South Canterbury	20,012
3-<6 hours	Southern	65,228
3-<6 hours	Tairāwhiti	14,199
3-<6 hours	Taranaki	39,568
3-<6 hours	Waikato	78,381
3-<6 hours	Wairarapa	13,699
3-<6 hours	Waitemata	99,016
3-<6 hours	West Coast	9,381
3-<6 hours	Whanganui	21,381
6-<9 hours	Auckland	40,829
6-<9 hours	Bay of Plenty	27,069
6-<9 hours	Canterbury	54,288
6-<9 hours	Capital and Coast	26,349
6-<9 hours	Counties Manukau	50,628
6-<9 hours	Hawke's Bay	14,141
6-<9 hours	Hutt Valley	19,499
6-<9 hours	Lakes	11,765
6-<9 hours	MidCentral	13,918
6-<9 hours	Nelson Marlborough	12,606
6-<9 hours	Northland	16,379
6-<9 hours	South Canterbury	3,835
6-<9 hours	Southern	28,520
6-<9 hours	Tairāwhiti	2,114
6-<9 hours	Taranaki	14,939
6-<9 hours	Waikato	42,107
6-<9 hours	Wairarapa	6,481
6-<9 hours	Waitemata	39,303
6-<9 hours	West Coast	2,425
6-<9 hours	Whanganui	9,556
9-<12 hours	Auckland	13,844

<b>Length of stay</b>	<b>Former District Health Board area</b>	<b>Number of attended ED events**</b>
9-<12 hours	Bay of Plenty	9,307
9-<12 hours	Canterbury	17,510
9-<12 hours	Capital and Coast	15,292
9-<12 hours	Counties Manukau	18,392
9-<12 hours	Hawke's Bay	5,708
9-<12 hours	Hutt Valley	6,629
9-<12 hours	Lakes	3,998
9-<12 hours	MidCentral	9,737
9-<12 hours	Nelson Marlborough	3,803
9-<12 hours	Northland	5,219
9-<12 hours	South Canterbury	535
9-<12 hours	Southern	11,751
9-<12 hours	Tairāwhiti	354
9-<12 hours	Taranaki	5,926
9-<12 hours	Waikato	20,610
9-<12 hours	Wairarapa	2,123
9-<12 hours	Waitemata	14,337
9-<12 hours	West Coast	629
9-<12 hours	Whanganui	2,875
12+ hours	Auckland	8,799
12+ hours	Bay of Plenty	6,107
12+ hours	Canterbury	8,265
12+ hours	Capital and Coast	20,644
12+ hours	Counties Manukau	11,546
12+ hours	Hawke's Bay	6,724
12+ hours	Hutt Valley	4,940
12+ hours	Lakes	4,219
12+ hours	MidCentral	21,164
12+ hours	Nelson Marlborough	2,338
12+ hours	Northland	3,268
12+ hours	South Canterbury	159
12+ hours	Southern	12,286
12+ hours	Tairāwhiti	150
12+ hours	Taranaki	6,005
12+ hours	Waikato	23,559
12+ hours	Wairarapa	1,392
12+ hours	Waitemata	13,374
12+ hours	West Coast	601
12+ hours	Whanganui	1,468

\*\* shows attended events only, i.e. excludes those patients who did not wait, or who presented to the ED in error.

We hope this information is useful to you.

## How to get in touch

If you have any questions, you can contact us at [HNZOIA@tewhatoru.govt.nz](mailto:HNZOIA@tewhatoru.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, Health NZ 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.

Nāku iti noa, nā

A handwritten signature in blue ink that reads "Astrid Koornneef". The signature is written in a cursive style and is underlined with a single horizontal line.

**Astrid Koornneef** (she/her)

Programme Director Acute Care  
Hospital Performance  
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