

19 February 2025

Health New Zealand
Te Whatu Ora

Rodney Parsons
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Tēnā koe Rodney

Your request for official information, reference: HN200069098

Thank you for your e-mail of 20 October 2024 to the Ministry of Health which they transferred to Health NZ on 22 October 2024 seeking the following under the Official Information Act 1982 (the Act):

Please provide briefings, risk assessments, reviews or reports relating to concerns about the Emergency Department in Palmerston North over the past couple of years, particularly those that have involved bringing in external business consultants.

Response

Please find attached the requested documents including external reviews that have occurred on the Palmerston North Hospital Emergency Department.

Please refer to **Appendix 1 Table of contents** for the information we are releasing that we believe to be within scope of your request.

As you may be aware, Health Minister Dr Shane Reti recently announced a funding boost for the ED at Palmerston North Hospital. More information on that can be found here – <https://www.beehive.govt.nz/release/funding-boost-reduce-wait-times-palmerston-north-ed>. It's worth noting the children's area of ED and discharge lounge referred to are now up and running.

Although we have reviewed the provisional data presented in our response, it has not undergone full quality assurance, and this data could have unexpected errors that may be picked up through the rigorous data quality checks publication datasets undergo.

Published data may differ from the provisional data presented here. Published data should be considered the most accurate source and used where possible

We have redacted information pursuant to section 9(2)(a) of the Act to protect the privacy of natural persons, including those deceased. We have considered whether the need to protect this information is outweighed by the countervailing public interest and have determined that it is not.

If you have any questions, you can contact us at hnzOIA@tewhatuora.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 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

mariaarmstrong

Maria Armstrong

**Acting Operations Executive, Unplanned Care
Te Uru Arotau | Acute & Elective Specialist Services
Te Pae Hauora o Ruahine o Tararua | MidCentral**

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Appendix One Table of contents.

| No. | Date | Title | Decision on release |
|-----|------------------|--|--|
| 1. | February 2023 | Hospital and Specialist Services Acute Demand and System Pressures, Acute Flow Programme – February 2023 | Some information withheld under 9(2)(a) to protect the privacy of natural persons, including that of deceased natural persons. Information regarding other districts withheld as out of scope of request. |
| 2. | 1 December 2023 | Acute Flow Reports – 1 December 2023 <ul style="list-style-type: none"> ○ Summary of findings from visit to Palmerston North Hospital – September 2023 ○ Site visit Palmerston North Hospital – October 2023 | Released in full |
| 3. | No date | MidCentral District Health Target Plan – Hospital and Specialist Services | Information redacted as out of scope |
| 4. | 23 November 2023 | System flow reviews and action plan | Released in full |
| 5. | 12 February 2024 | MidCentral Acute Flow Action Plan <ul style="list-style-type: none"> ○ This document was presented to the District Leadership Team (DLT) at their 12 February 2024 meeting. | Released in full |
| 6. | 14 March 2024 | Acute Flow Te Pae Hauora <ul style="list-style-type: none"> ○ Ruahine o Tararua MidCentral – 14 March 2024 MidCentral Acute Flow Action Plan <ul style="list-style-type: none"> ▪ This document was presented to the DLT at their March 2024 meeting. ○ Acute Flow Improvement Plan | Released in full |
| 7. | 12 April 2024 | Acute Flow Improvement Plan Update – 12 April 2024 <ul style="list-style-type: none"> ○ Acute Flow Improvement Plan – Version Four – 11 April 2024 | Released in full |
| 8. | 10 May 2024 | Acute Flow Improvement Plan Update | Released in full |
| 9. | 06 June 2024 | Acute Flow Improvement | Released in full |

| | | Plan Update | |
|-----|--|---|--|
| 10. | 05 July 2024 | Acute Flow Improvement Plan Update | Released in full |
| 11. | 09 August 2024 | Acute Flow Improvement Plan Update | Released in full |
| 12. | 06 September 2024 | Acute Flow Improvement Plan Update | Released in full |
| 13. | 08 October 2024 | Acute Flow Improvement Plan Update | Released in full |
| 14. | 22 November 2024 | Acute Flow Improvement Plan Update – Please note that the appendices for these documents are not included as the latest updated document is provided with this response (Acute Flow Improvement Plan – Version Nine) | Released in full |
| 15. | 04 October 2024 | Acute Flow Improvement Plan – Version Nine This document supersedes any previous plans that have been developed | Released in full |
| 16. | 02 August 2024 | Clinical Performance – SSIED Quarterly Update | Released in full |
| 17. | 25 November 2024 | Clinical Performance – SSIED Quarterly Update | Released in full |
| 18. | 22 February 2023 | Appendix 2 - Aide-mémoire, reference HNZ00011598 - prepared for the previous Minister of Health, Hon Dr Ayesha Verrall prior to her visit to Palmerston North Regional Hospital ED | Some information withheld under 9(2)(a) to protect the privacy of natural persons, including that of deceased natural persons. |
| 19. | 26 August 2024 28 November 2024 | Appendix 3 - 1 Mid-Central 90 day plan for 2024 / 2025 Appendix 3 – 2 Mid-Central 90 day plan for 2024 / 2025 | Released in full Released in full |