

25 February 2019

OIA: 2019 025

Megan Pledger

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Official information Request: 2019 - 025

Dear Megan

Thank you for your request for official information, received on 8th February, requesting the following information under the Official Information Act (1982):

For each of the weeks, with first day of the week listed below, and for outpatients at Wellington Regional Hospital, can you tell me:

- a) Number of outpatient appointments made for that week*
- b) Number of outpatient appointments not attended*
- c) Number of outpatient appointments where patient arrived late*

Response to questions a) and b)

See table in Appendix 1 which sets out the appointments and missed appointments for each week requested. The "did not wait" column relates to missed appointments because the patient was unable to wait once they had arrived at the clinic.

Response to question c)

We are unable to supply reliable data on patients who arrived late to their appointments. On the occasions that this happens, we would make every effort to see the patient but if this was not possible we would make another appointment at a time suitable to them. We would not record the appointment as a "missed appointment".

Thank you for your enquiry. We trust it meets your requirements, however should you require any further information please feel free to contact me.

You have the right, under section 28 of the Act, to seek a review or to ask the Ombudsman to review the information that has been provided to you.

Regards,



Thomas Davis

General Manager, Corporate Services

Appendix 1

Wellington Hospital	Patients who attended	Patients who missed appt	Patients who attended but did not wait	Total Patients Booked
4/02/2018	3822	317	3	4142
11/02/2018	4882	354	10	5246
18/02/2018	4576	365	10	4951
25/02/2018	4513	372	9	4894
4/03/2018	4721	396	12	5129
11/03/2018	4778	355	11	5144
18/03/2018	4724	383	16	5123
25/03/2018	3969	307	4	4280
1/04/2018	3709	326	3	4038
8/04/2018	4742	389	8	5139
15/04/2018	4377	372	8	4757
22/04/2018	3495	262	5	3762
29/04/2018	4720	383	9	5112
6/05/2018	4436	329	10	4775
13/05/2018	4908	354	7	5269
20/05/2018	4508	326	14	4848
27/05/2018	4456	316	13	4785
3/06/2018	3549	252	10	3811
10/06/2018	4461	394	6	4861
17/06/2018	4675	392	7	5074
24/06/2018	4574	336	7	4917
1/07/2018	4213	330	6	4549
8/07/2018	3651	250	8	3909
15/07/2018	4442	333	6	4781
22/07/2018	4572	344	3	4919
29/07/2018	4637	342	7	4986
5/08/2018	4482	306	10	4798
12/08/2018	4592	318	10	4920
19/08/2018	4553	346	3	4902
26/08/2018	4317	308	13	4638
2/09/2018	4493	340	7	4840
9/09/2018	4254	289	7	4550
16/09/2018	4791	376	13	5180
23/09/2018	4713	327	14	5054
30/09/2018	4424	363	5	4792
7/10/2018	4344	333	5	4682
14/10/2018	4754	394	7	5155

Wellington Hospital	Patients who attended	Patients who missed appt	Patients who attended but did not wait	Total Patients Booked
21/10/2018	3609	326	8	3943
28/10/2018	5056	365	11	5432
4/11/2018	4862	382	8	5252
11/11/2018	5015	428	7	5450
18/11/2018	4829	341	9	5179
25/11/2018	5000	406	9	5415
2/12/2018	4983	379	7	5369
9/12/2018	5105	395	7	5507
16/12/2018	5109	391	3	5503

Released under the Official Information Act

