

15 June 2023

Jan Magee

Email: fyi-request-22692-5fe22085@requests.fyi.org.nz

Kia ora Jan

Official information request HNZ000018426

Thank you for your email of 4 May 2023, asking for the following information which has been considered under the Official Information Act 1982 (the Act):

“request for a copy of the protocol at Waikato Hospital in relation to the waiting times and rescheduling of neurosurgeries.”

I am sorry for the delay in providing our response. The time taken is not what we aspire to. This is something we are working to address, in the context of being a new organisation and dealing with a high volume of requests, given the understandably high public interest in our work.

Please find attached copy of the Waikato DHB Policy for the “Elective Patient Journey – Planned Care and Process Management”, as requested.

Patients are prioritised using a CPAC (Clinical Priority Assessment Criteria) scoring system which is the national prioritisation tool used in New Zealand. The waiting times associated with the CPAC scores are as follows:

CPAC score	Prioritisation	Recommended timeframe
1	Urgent	Up to 4-6 weeks
2	Semi Urgent	Up to 2 months
3	Non Urgent	Up to 4 months

In your email you mention that your client’s surgery was deferred five times leading to life changing consequences. Please pass on to your client that if they are happy to send their details to us, we will investigate their specific case to find out the reasons for these deferrals, and whether there was anything that could have prevented this occurring.

How to get in touch

If you have any questions, you can contact us at hnzOIA@health.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, Te Whatu Ora 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.

Again, my apologies for the delay in providing this response.

Nāku iti noa, nā



Michelle Sutherland

Interim Lead – Hospital and Specialist Services

Te Manawa Taki