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## **NOTE: THE PROVISION OF DATA FOR THIS REPORT**

District Health Boards (DHBs) are responsible for supplying and verifying the data used in this report. The Ministry of Health is responsible for collating the information.

Due to staffing changes, some DHBs have experienced difficulties in reporting this quarter. Where possible, these have been worked through. However, some discrepancies remain.

The Ministry has drafted a *Quarterly Returns on Bookings Guide* for DHBs, which is currently out for consultation. This guide will outline processes for data provision and will contain a set of plain language definitions to support the existing technical definitions.

There have been some changes to the collection of data. Endoscopy data was previously collected as a component of general surgery, general medicine, and gastroenterology. We are working towards collecting it separately. In addition, fertility data is now collected separately.

Significant variations between providers in the provision of both current and historic dental data have been identified. Therefore, dental data will be presented separately in the fourth quarter report, and amendments to previously reported information will be flagged.

The authors wish to record our appreciation to those people in the hospitals involved in supplying the data.

## 1. INTRODUCTION: PROGRESS TOWARDS ACHIEVING THE GOVERNMENT'S EXPECTATIONS FOR ELECTIVE SERVICES

In the past, many patients seeking elective services were placed on waiting lists for an indeterminate period of time. Some waited without a plan of care, a responsible clinician, or a date at which their condition would be reassessed or treated.

To improve this situation, the Government has set the following national minimum standards for elective services:

- a maximum waiting time of six months for first specialist assessment; and
- that as part of the assessment process, patients are given certainty of treatment status and a plan of care.

Certainty of treatment status involves ensuring patients are told which of the following categories applies to them:

**Booked/Certainty** - Patients whose condition has been assessed as high priority are advised that they have a firm treatment date within the next six months; or they will receive treatment within the next six months and that the treatment date will be provided closer to the time.

**Active Review** - Active review is a care pathway for patients for whom elective surgery is considered to be the best option for their care; where:

- this service is not available within the current public funding or provider capacity; and/or
- there is a realistic probability that the patient's condition may meet the threshold for treatment in the foreseeable future, ie the next year or two.

Patients in active review are to have their plan of care, including their level of priority, clinically reviewed by a health professional and updated at intervals of not more than six months. Regular reviews will ensure that access to treatment is equitably provided when it becomes available, or if their condition deteriorates and meets the threshold for publicly funded treatment. Active review is free to the patient and reflects good clinical practice.

**GP Care** - If a patient's condition is stable and has been assessed as relatively low priority, their care is transferred to their general practitioner (GP) with specialist support if required. If the patient's condition deteriorates, the patient should contact their GP for a reassessment of their condition. The GP will then consider whether to re-refer the patient for secondary assistance.

**Planned Procedure** - A planned procedure occurs where the timing of the intervention is greater than six months for clinical reasons.

**Staged Procedure** - A staged procedure occurs where the intervention is performed in a series of operations. The patient retains the same priority for treatment given in their initial assessment.

As well as certainty of treatment status, patients are to receive a plan of care that includes:

- the probable diagnosis;
- an agreed care plan;
- the next action planned; and
- who to contact if there is a problem.

While some patients cannot be offered publicly funded treatment because their assessed priority level is less than that which can be met within available resources,

it is better that these patients and their GPs are made aware of this, and are able to pursue other care options.

### 1.1 Funding and surgical discharges over time

Figure 1 demonstrates that the number of surgical procedures performed each year has steadily increased over time, from 146,806 in the 1995/96 financial year, to over 185,000 procedures anticipated in the current financial year.

**Figure 1: Surgical discharges (elective and acute) 1995/96 – 2000/01<sup>1</sup>**

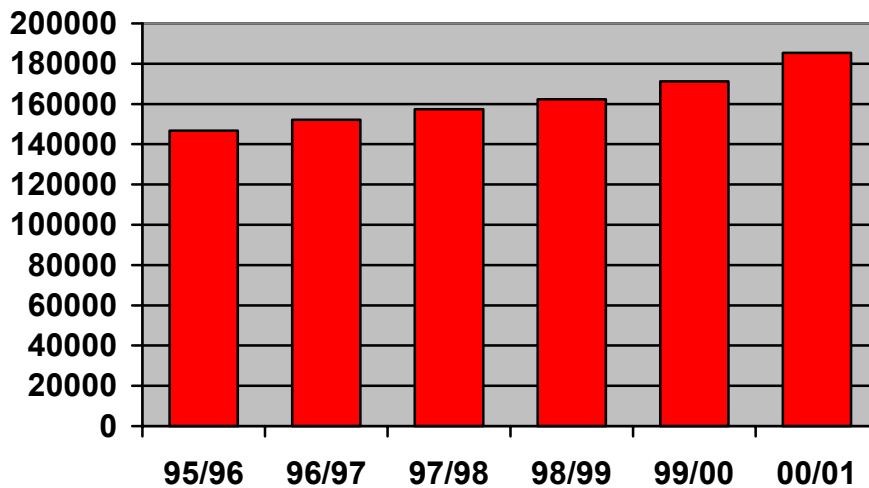


Figure 2 shows that the funding allocated to elective services has increased significantly over time (enabling the increase in surgical discharges displayed in Figure 1). While one off funding allocations have been used to clear backlogs, these have now been substantially reduced. The Government has endorsed sustainable funding as the preferred pathway forward for elective services, thereby enabling the sector to undertake long term strategic planning.

**Figure 2: Funding (in millions, GST incl) for elective surgery 1995/96 – 2000/01**

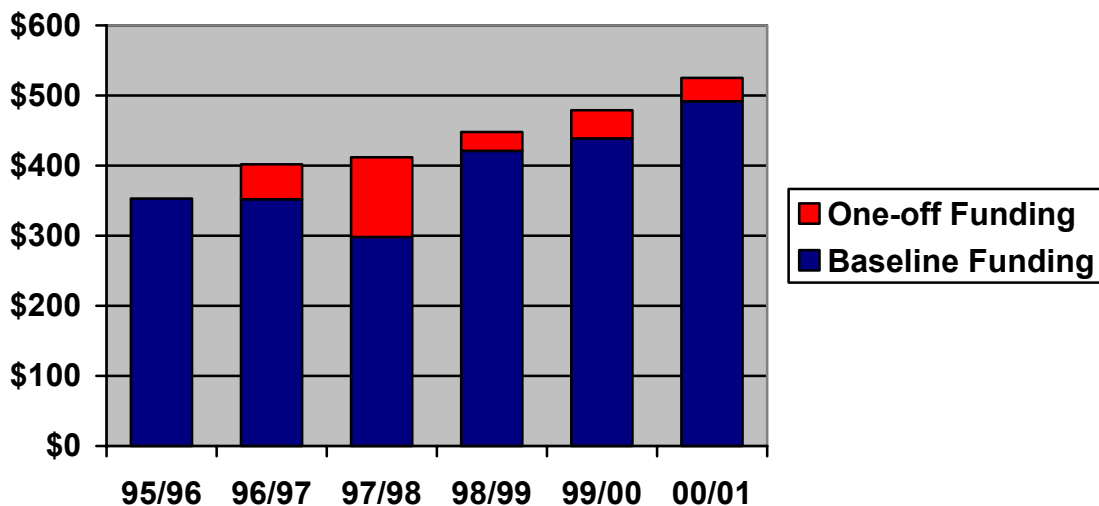


Figure 2 excludes \$200 million spent annually on approx 50,000 acute procedures.

<sup>1</sup> Note: the totals reflect the methodology agreed for accountability purposes in the Funding Agreement. They are lower than some previous time series because they do not include maternity and ACC/Insurer purchased volumes (they had been reported in this way because it was more consistent with the way in which the data were reported in some other Ministry of Health publications).

## 2. EXECUTIVE SUMMARY

- A total of 347,122 outpatients were seen in quarter three 2000/01.
- Of those referred for first specialist assessments in quarter three, 58.2 percent were seen within two months of referral, and 83.4 percent were seen within the Government's six month minimum standard.
- There were 2,123 fewer patients waiting greater than six months for specialist assessment in quarter three 2000/01 than in quarter three 1999/00.
- In the year to date, Lakes DHB saw over 90 percent of their new referrals for first specialist assessments within the Government's six month standard. Bay of Plenty, Tairāwhiti, Otago, Waikato, Taranaki, and Whanganui saw over 89 percent within this timeframe.
- In the year to date (to 31 March 2001), 124,178 patients have received publicly funded acute or elective inpatient services.
- There was a 56 percent drop in the number of patients waiting greater than six months for treatment between quarter three 1999/00 and quarter three 2000/01. There was a 69 percent drop in the number waiting greater than two years for treatment between quarter three 1999/00 and quarter three 2000/01.
- A total of 29,125 patients were booked to a given date or given certainty of treatment in quarter three 2000/01, an increase of 7,116 over quarter three 1999/00.
- At the end of quarter three, there were 25,562 patients in active review, an increase of 1,132 over the previous quarter. This figure is expected to drop and stabilise at around 15,000 as former residual waiting list patients are reassessed and placed in other care categories. While there was an overall increase, some DHBs including Canterbury, Lakes, Otago, and Southland have moved significant numbers off active review into more appropriate care categories such as GP care or treatment.
- The residual waiting lists dropped to 10,709 in quarter three, from 49,734 in quarter three 1999/00.
- As of August 2001, 25 of 29 sets of referral and assessment guidelines were either implemented or in the process of being implemented.

### 3. OUTPATIENT SERVICES: PROGRESS TOWARDS MEETING THE GOVERNMENT'S EXPECTATIONS

Outpatient services are hospital services provided for patients not requiring an overnight stay, for example specialist assessments, follow-up checks, diagnostic services such as x-rays, and some additional services such as physiotherapy. While it does not require an overnight stay, day surgery is included in inpatient services.

Patients are referred to outpatient services for a specialist assessment by their GP or by another hospital specialist. The specialist uses nationally consistent guidelines to help determine the patient's level of need and ability to benefit from treatment relative to others in similar circumstances. Following an assessment, patients are to be advised whether and/or when they will receive treatment.

This section of the report measures progress made by hospital services towards meeting the Government's expectation that patients receive their specialist assessment within a maximum of six months from first referral, with many patients seen considerably sooner.

**Table 1: Number of outpatients referred for assessment**

Service	Quarter One	Quarter Two	Quarter Three
Number referred to medical services for assessment	45,759	40,072	42,254
Number referred to surgical services for assessment	84,981	78,709	87,142
<b>Total referred</b>	<b>130,740</b>	<b>118,781</b>	<b>129,396</b>

**Table 2: Number of outpatients seen**

Service	Quarter One	Quarter Two	Quarter Three
Medical first specialist assessment	34,706	33,635	34,956
Surgical first specialist assessment	82,626	75,963	70,384
<b>Total first specialist assessment</b>	<b>117,332</b>	<b>109,598</b>	<b>105,340</b>
Medical follow-ups	94,292	93,194	91,634
Surgical follow-ups	151,400	157,066	150,148
<b>Total follow-ups</b>	<b>245,692</b>	<b>250,260</b>	<b>241,782</b>
<b>Total outpatients seen</b>	<b>363,024</b>	<b>359,858</b>	<b>347,122</b>

Note: Some quarter two figures have changed due to late receipt of data.

While Table 2 shows that fewer patients were seen in quarter three than in the previous quarter, over 25,000 more patients were seen in quarter three of this year, than in quarter three of the 1999/2000 year.

The Government's initial focus is to ensure that all patients receive a specialist assessment within a maximum of six months of first referral. However, many patients should be seen considerably sooner, within clinically appropriate timeframes.

**Table 3: New referrals for first specialist assessment seen within six months and two months**

<b>Service and quarter</b>	<b>Total seen</b>	<b>Percent seen within six months</b>	<b>Percent seen within two months</b>
<b>Quarter One</b>			
Medical services	30,073	89.4%	68.6%
Surgical services	64,247	72.2%	52.1%
<b>Total</b>	<b>94,320</b>	<b>77.7%</b>	<b>57.3%</b>
<b>Quarter Two</b>			
Medical services	27,780	88.1%	71.1%
Surgical services	56,170	77.8%	56.4%
<b>Total</b>	<b>83,950</b>	<b>81.2%</b>	<b>61.2%</b>
<b>Quarter Three</b>			
Medical services	27,318	88.2%	64.1%
Surgical services	55,836	81.1%	55.4%
<b>Total</b>	<b>83,154</b>	<b>83.4%</b>	<b>58.2%</b>

Note: Data from Waitemata, Capital Coast, and Green Lane Hospital was not available for use in Table 3. Data for the first and second quarters has changed slightly, due to amended returns from Venturo.

Once all services have met the Government's six month standard for first specialist assessments, a small number of patients will continue to wait outside the standard because they have deferred their own assessment dates. This number should not exceed about 1 percent of the total patients seen.

Table 4 shows the number of patients waiting outside the standard for first specialist assessments. The table is rank ordered on the number waiting greater than six months as a percent of throughput (see the shaded column). The best performing DHBs are at the top of the table. A percentage decrease in the last column demonstrates an improvement in performance between quarter three 1999/01 and quarter three 2000/01.

**Table 4: Patients waiting more than six months for first specialist assessment<sup>2</sup>**

DHBs and other providers	Number of patients waiting greater than six months for first specialist assessment		Number of patients waiting greater than six months as a percent of 1999/00 (full year) throughput		Absolute change from Quarter Three 1999/00 to Quarter Three 2000/01	Change in percentage from Quarter Three 1999/00 to Quarter Three 2000/01
	Q3 99/00	Q3 00/01	Q3 99/00	Q3 00/01		
Taranaki	876	80	6.4%	0.6%	-796	-5.8
Queen Elizabeth	131	8	9.7%	0.6%	-123	-9.1
South Canterbury	130	85	1.6%	1.0%	-45	-0.5
Whanganui	608	207	6.2%	2.1%	-401	-4.1
Auckland	3,814	2,908	4.5%	3.4%	-906	-1.1
Hutt	658	736	3.7%	4.2%	78	0.4
Otago	481	981	2.2%	4.4%	500	2.3
Southland	1,191	721	9.2%	5.6%	-470	-3.6
Lakes	337	702	3.4%	7.2%	365	3.7
MidCentral	1,139	2,156	4.7%	8.9%	1,017	4.2
Canterbury	5,179	3,594	13.1%	9.1%	-1,585	-4.0
Northland	3,613	1,587	21.0%	9.2%	-2,026	-11.8
West Coast	448	497	9.2%	10.2%	49	1.0
Waikato	3,793	3,955	12.0%	12.5%	162	0.5
Nelson Marlborough	1,355	2,290	8.1%	13.7%	935	5.6
Capital and Coast	6,603	7,113	14.0%	15.1%	510	1.1
Waitemata	1,587	2,863	9.1%	16.5%	1,276	7.4
Bay of Plenty	1,809	2,760	11.7%	17.8%	951	6.1
Counties Manukau	7,467	5,221	27.1%	18.9%	-2,246	-8.1
Wairarapa	155	784	4.0%	20.3%	629	16.2
Hawkes Bay	3,377	2,827	24.8%	20.8%	-550	-4.0
Tairāwhiti	1,036	1,588	17.0%	26.0%	552	9.0
<b>Total</b>	<b>45,787</b>	<b>43,663</b>	<b>10.3%</b>	<b>9.8%</b>	<b>-2,124</b>	<b>-0.5</b>

<sup>2</sup> Throughput relates to the total numbers seen in the 1999/00 financial year.

Table 5 is rank ordered on the percent seen within the six month standard. The best performing providers are at the top of the table (see shaded column). A percentage increase in the last column demonstrates an improvement in performance between the 1999/00 year and quarter three of the 2000/01 year.

**Table 5: New referrals receiving first specialist assessment within six months**

DHBs and other providers	Total new referrals seen within the six month standard		Total new referrals seen		Percent seen within six months		Change in percentage seen within timeframe
	Full year 99/00	Year to date 00/01	Full year 99/00	Year to date 00/01	Full year 99/00	Year to date 00/01	Full year 99/00 and year to date 00/01
Fertility Associates Auckland		88		88		100.0%	100.0%
Lakes	9,228	6,422	9,792	7,039	94.2%	91.2%	-3.0%
Bay of Plenty	13,462	10,013	15,485	11,148	86.9%	89.8%	2.9%
Tairāwhiti	5,428	3,924	6,106	4,369	88.9%	89.8%	0.9%
Otago	19,981	15,858	22,053	17,665	90.6%	89.8%	-0.8%
Waikato	28,998	20,233	31,669	22,607	91.6%	89.5%	-2.1%
Taranaki	12,703	9,869	13,791	11,048	92.1%	89.3%	-2.8%
Whanganui	8,219	6,124	9,841	6,856	83.5%	89.3%	5.8%
Wairarapa	3,565	2,758	3,871	3,128	92.1%	88.2%	-3.9%
West Coast	3,722	3,460	4,869	4,002	76.4%	86.5%	10.0%
Canterbury	31,625	26,604	39,668	31,155	79.7%	85.4%	5.7%
Nelson Marlborough	14,166	10,481	16,725	12,393	84.7%	84.6%	-0.1%
Southland	10,100	8,349	12,889	10,048	78.4%	83.1%	4.7%
Northland	14,825	9,208	17,212	11,209	86.1%	82.1%	-4.0%
MidCentral	19,090	13,575	24,251	16,786	78.7%	80.9%	2.2%
Counties Manukau	20,986	16,772	27,600	21,249	76.0%	78.9%	2.9%
South Canterbury	6,257	4,056	8,191	5,467	76.4%	74.2%	-2.2%
Hawkes Bay	12,008	7,316	13,613	10,394	88.2%	70.4%	-17.8%
Auckland (Ex Green Lane)	30,344	28,213	54,892	42,189	55.3%	66.9%	11.6%
Fertility Services Dunedin		19		31		61.3%	61.3%
Hutt	10,501	5,883	17,602	10,167	59.7%	57.9%	-1.8%
Queen Elizabeth	840	438	1,357	1,226	61.9%	35.7%	-26.2%
<b>Sub total</b>	<b>276,048</b>	<b>209,663</b>	<b>351,477</b>	<b>260,264</b>	<b>78.5%</b>	<b>80.6%</b>	<b>2.0%</b>
Capital and Coast	35,973	540	47,111	34,889	76.4%		
Green Lane (ex dental)	4,314	3,270	29,770	18,582			
Venturo		1,160	1,496	1,160			
Waitemata	1,260	4,412	17,354	17,375			
<b>Grand total</b>	<b>317,595</b>	<b>219,045</b>	<b>447,208</b>	<b>332,270</b>			

#### 4. INPATIENT SERVICES: PROGRESS TOWARDS MEETING THE GOVERNMENT'S EXPECTATIONS

Inpatient services are medical or surgical procedures where patients are required to stay overnight. For the purposes of this report, day surgery is also categorised as an inpatient treatment service.

This section assesses progress made by hospitals in ensuring:

- all patients have certainty of treatment status; and
- patients who have been informed they will receive treatment, receive it within six months of assessment.

##### 4.1 Patients booked or given certainty of treatment

**Table 6: Number of patients receiving publicly funded acute and elective surgery**

	Year to date 1999/00	Year to date 2000/01	Absolute change	Percentage change
Number of patients treated	118,697	124,178	5,481	4.62%

Note: Table 6 excludes patients treated using Waiting Times Funding.

**Table 7: Number of patients waiting longer than six months for treatment**

	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01	Absolute change Quarter Three 1999/00 to Quarter Three 2000/01	% change Quarter Three 1999/00 to Quarter Three 2000/01
No: patients	37,190	29,027	17,165	14,834	16,378	-20,812	-56%

**Table 8: Number of patients waiting longer than two years for treatment**

	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01	Absolute change Quarter Three 1999/00 to Quarter Three 2000/01	% change Quarter Three 1999/00 to Quarter Three 200/01
No: patients	14,322	10,516	6,131	4,512	4,406	-9,916	-69%

Table 9 shows the number of patients booked or given certainty of treatment by DHBs in line with the Government's expectations. This table is not rank ordered, but where fewer patients have been given certainty or a booking since last year, the last column is shaded.

**Table 9: Number of patients booked or given certainty of treatment**

DHBs and other provider	Patients booked or given certainty of treatment at Quarter Three 1999/00	Patients booked or given certainty of treatment at Quarter Three 2000/01	Change from Quarter Three 1999/00 to Quarter Three 2000/01
Auckland DHB	2,856	2,619	-237
Bay of Plenty DHB	1,917	3,153	1,236
Canterbury DHB	353	337	-16
Capital and Coast DHB	2,383	2,446	63
Counties Manukau DHB	2,962	4,572	1,610
Fertility Associates Auckland	0	171	171
Hawkes Bay DHB	968	2,272	1,304
HSSL	6	0	-6
Hutt DHB	406	434	28
Lakes DHB	167	288	121
MidCentral DHB	949	1,818	869
Nelson Marlborough DHB	374	631	257
Northland DHB	155	567	412
Otago DHB	1,889	2,007	118
Queen Elizabeth	77	128	51
South Canterbury DHB	688	1,445	757
Southland DHB	542	425	-117
Tairāwhiti DHB	198	203	5
Taranaki DHB	926	784	-142
Venturo	171	227	56
Waikato DHB	470	1,612	1,142
Wairarapa DHB	397	137	-260
Waitemata DHB	2,130	2,100	-30
West Coast DHB	437	72	-365
Whanganui DHB	588	677	89
<b>Total</b>	<b>22,009</b>	<b>29,125</b>	<b>7,116</b>

## 4.2 The residual waiting lists and active review

As hospitals work to fulfil the Government's expectation that all patients have certainty of treatment status, all patients on residual waiting lists are being re-assessed or reviewed. The residual waiting lists mostly comprise patients who have waited for substantial periods of time, in many cases for years, and often the current status of their condition is unknown.

Many patients who were on residual waiting lists have been referred to their GPs for an updated assessment, while others have been placed in active review as a temporary measure. As patients in active review receive a clinical review every six months, it is anticipated that following review, the treatment status of many patients transferred from residual waiting lists will change. Some will be booked for treatment, others will be placed in the care of their GPs or remain in active review.

Table 10 shows that in the meantime there is a temporary increase in active review. However, it is anticipated that numbers in active review at any one time will stabilise at about 15,000 nationwide.

Appendix 10 demonstrates that while there has been a slight overall increase this quarter, DHBs such as Canterbury, Lakes, Otago, and Southland have moved significant numbers of patients off active review. These patients may have been reassessed with an unchanged or low priority condition and referred to the care of their GP where this has been considered clinically appropriate. Others will have been reassessed as eligible for publicly funded treatment.

While we are confident that the majority of DHBs have active review processes in place, there is still room for improvement. The bulk of active review is currently undertaken in secondary services, and a shift to primary care would free specialist resources to concentrate on newly presenting patients. While specialists are to retain oversight of active review patients, the actual reviews can be undertaken by other health professionals.

In future quarterly reports, the number of patients not receiving a review within the six month standard will be measured. It is critical that these patients are monitored and their plan of care and treatment status is updated where necessary.

**Table 10: Number of patients in active review**

Quarter One	Quarter Two	Quarter Three
18,714	24,430	25,562

Table 11 shows the work done by DHBs in retiring residual waiting lists between quarter three 1999/00 and this quarter.

**Table 11: Number of patients remaining on residual waiting lists**

DHBs and other providers	Patients on residual waiting lists at Quarter Three 1999/00	Patients on residual waiting lists at Quarter Three 2000/01	Residual waiting lists change from Quarter Three 99/00 to Quarter Three 00/01
Auckland	5,381	0	-5,381
Bay of Plenty	3,889	762	-3,127
Canterbury	8,419	2,758	-5,661
Capital and Coast	239	2	-237
Counties Manukau	4,369	567	-3,802
Fertility Associates Auckland		96	96
Hawkes Bay	1,941	1,246	-695
HSSL	152	182	30
Hutt	864	970	106
Lakes	689	1,072	383
MidCentral Health	1,015	0	-1,015
Nelson Marlborough	2,176	239	-1,937
Northland	4,301	50	-4,251
Otago	1,824	0	-1,824
Queen Elizabeth	0	135	135
South Canterbury	707	0	-707
Southland	1,331	730	-601
Tairāwhiti	1,153	1,089	-64
Taranaki	405	0	-405
Waikato	9,632	0	-9,632
Wairarapa		12	12
Waitemata	454	207	-247
West Coast	495	592	97
Whanganui	298	0	-298
<b>Total</b>	<b>49,734</b>	<b>10,709</b>	<b>-39,025</b>

## 5. IMPLEMENTATION ISSUES

### 5.1 Referral and assessment guidelines

Referral and assessment guidelines have been developed to ensure patients are treated in order of relative priority and in a similar manner throughout New Zealand. Guidelines were developed in conjunction with clinical specialists, GPs, hospital managers and other health professionals for the 29 medical and surgical services with elective components. They provide a framework to assess the patient's relative priority based on a range of medical, social, and complicating factors. The guidelines are being validated and refined by clinicians and researchers on an on-going basis.

It is important to remember that the guidelines have been developed as an aid to support generally accepted clinical practice. Generally accepted clinical practice is expected to become increasingly evidence based as the use of guidelines and other quality improvement measures become more widespread.

If in exceptional circumstances there is a conflict between the referral recommendations and generally accepted clinical practice, then generally accepted clinical practice should prevail.

There are three types of guidelines:

**Referral Guidelines** assist GPs when referring patients to secondary services for assessment or treatment and will outline the information that should accompany the referral, such as the results of diagnostic tests.

**Access Criteria For First Specialist Assessment** assist in prioritising referrals from the primary sector for assessment to help ensure the most urgent referrals are seen first.

**Clinical Priority Assessment Criteria** assist specialists in assessing relative patient need and ability to benefit from treatment.

**Table 12: Status of referral and assessment guidelines as at August 2001.**

Implemented or currently being implemented	Drafts available/In evaluation phase	No drafts available
Cardiology/ Cardiac surgery	General surgery	Urology
Dermatology	Neurosurgery	
Diabetes	Vascular surgery	
Endocrinology		
ENT		
Gastroenterology		
General medicine		
Gynaecology		
Haematology		
Hospital dental		
Immunology		
Neurology		
Oncology		
Ophthalmology		
Oral-Maxillofacial		
Orthopaedics		
Paediatric medicine		
Paediatric surgery		
Plastic surgery		
Radiology		
Renal medicine		
Respiratory medicine		
Rheumatology		
Sexual health		
Thoracic surgery		

Where nationally consistent referral and assessment guidelines have not yet been released for implementation, hospitals are using locally developed guidelines to ensure patients receive equitable access to assessment and treatment services. Where guidelines have been developed, hospitals have or are currently implementing them.

Copies of the guidelines are available at: [www.nzgg-careplans.org.nz](http://www.nzgg-careplans.org.nz) Please note the new address. However, the site can still be accessed via the old address: [www.nzgg.org.nz/moh-esg/](http://www.nzgg.org.nz/moh-esg/)

## **5.2 Māori access to elective services**

As the referral and assessment guidelines are implemented and patients are treated in priority order, increased Māori access to elective services is anticipated. The shift from waiting lists to needs-based access should benefit individuals from populations with a comparatively poorer health status, such as Māori. In fact, preliminary data indicates that Māori are already benefiting from this shift. For example, intervention rates for Māori access to coronary artery bypass grafts (where Māori have historically had lower levels of participation) are steadily rising. However, as the process is ongoing, it will take some time until these gains are fully realised.

In the meantime, a pilot project is underway in the Tairāwhiti region. Two Māori providers are working with Tairāwhiti DHB to improve access for eligible Māori who are not currently accessing elective services. If this project is successful, it may be extended into other DHB regions.

As the National Booking Reporting System comes on line, ethnicity data on Māori access to elective services will become available. It is anticipated that additional measures to capture this information will be included in future quarterly reports.

## **5.3 Primary – secondary integration**

The Government's strategy *Reduced Waiting Times for Public Hospital Elective Services* and the Primary Health Strategy both identified better communication and coordination between GPs and specialists as a priority to improve patient care. The electives services strategy document noted that difficulties in accessing specialist advice can undermine best management of patient care in the community, when often a phone call to the specialist is all that is required.

To address these concerns, a great deal of work has gone into redesigning where and how care is delivered. Particular emphasis is being placed on maximising the use of limited specialist resources, with conditions managed in primary care to the extent that is clinically appropriate.

Regional joint primary/secondary groups have been formed to develop initiatives to enhance GP access to specialist assistance. The initiatives include:

- appointment of GPs in a liaison role to work in hospital services to provide feedback on referral quality, and ensure referrals are prioritised appropriately;
- development of management guidelines for common conditions to be managed in primary care;
- providing direct GP access to diagnostic services; and
- upskilling GPs to undertake some assessment work previously done by specialists.

Nationwide cooperation and collaboration is being fostered through a series of Ministry of Health sponsored national specialty forums to share locally devised initiatives. Another national initiative currently underway, is the development of guidelines for the management of low priority, common conditions in primary care.

A joint Ministry-Independent Practitioners Association Council (IPAC) contract has been agreed to facilitate the implementation of management guidelines (of which referral guidelines are a part) in primary care. The first phase of the project involves

identifying and prioritising up to 15 conditions across all specialties that make up the bulk of the first specialist assessment waiting list within each DHB.

The top three hot-list conditions will be identified for implementation in phase one. The national specialty working parties (who were responsible for developing the referral and assessment guidelines) will develop national management guidelines for these hot-list conditions. For example, a tonsillitis management guideline would be developed by the ENT specialty group.

Primary-secondary working groups within each DHB area will then add any local requirements to the national management guidelines. Facilitators designated to each DHB area will then work to implement these local management guidelines within the primary care sector.

The second phase of the project involves rolling out and implementing the remaining hot-list management guidelines. The project will also be evaluated to assess:

- improvement of referral patterns; and
- level of satisfaction with the management and referral guidelines.

## 6. APPENDICES

### Appendix 1.1

#### Number of new outpatient referrals received each quarter by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	594	533	543	593	848	507	567
Auckland Hospital	11,487	11,863	11,311	11,877	14,012	12,196	12,170
Bay of Plenty DHB Tauranga	3,173	3,308	3,040	3,123	3,245	3,132	3,733
Bay of Plenty DHB Whakatane	1,568	2,024	1,928	1,715	1,943	1,680	1,407
Canterbury DHB	10,949	10,931	10,657	11,545	12,395	10,905	10,928
Capital Coast DHB	8,012	7,865	13,513	13,728	13,400	12,780	17,074
Counties/Manukau	16,793	7,042	7,483	8,598	8,715	8,253	7,792
Fertility Assoc Auckland							81
Fertility Plus						40	10
Fertility Services Dunedin							24
Green Lane	1,469	1,813	2,053	1,654	1,530	1,815	2,417
Hawkes Bay	4,017	3,982	3,901	3,969	2,969	2,880	3,325
HSSL							
Hutt DHB	4,447	3,825	2,964	3,499	4,543	3,578	2,913
Lakes DHB Rotorua	2,272	1,961	2,146	2,277	2,248	2,191	2,196
Lakes DHB Taupo	572	882	776	716	763	748	724
Midcentral DHB	7,662	7,085	7,849	7,373	7,422	6,640	6,710
National Women's	874	595	1,330	1,242	1,783	1,430	1,479
Nelson Marlborough DHB Nelson	2,773	2,730	2,609	2,722	3,054	2,662	3,830
Nelson Marlborough DHB Wairau	1,736	1,566	1,609	1,472	1,194	1,478	1,456
Northland DHB	6,284	6,908	3516	5,431	5,174	4,763	4,538
Otago DHB	6,340	6,109	6222	6,431	6,807	4,903	6,947
Queen Elizabeth	358	346	413	398	463	410	341
South Canterbury DHB	1,722	1,455	1,409	1,570	1,396	1,457	743
Southland DHB	2,495	3,174	3,041	4,691	3,859	3,609	3,594
Starship	3,183	2,639	3,055	3,154	2,290	3,482	3,136
Tairāwhiti DHB	1,820	1,509	2,135	2,177	2,201	1,698	1,966
Taranaki DHB	4,159	4,140	4,254	4,086	3,880	3,560	4,075
Venturo	452	366	429	461	464	407	405
Waikato DHB	8,914	10,357	11,068	11,214	10,408	8,709	11,123
Wairarapa DHB	1,176	1,870	1,070	1,407	1,880	1,124	1,192
Waitemata DHB	5,425	5,219	6,736	6,633	7,288	7,696	7,775
West Coast DHB	1,210	1,126	1,402	1,464	1,763	1,589	1,674
Whanganui DHB	2,868	2,632	3,100	3,332	2,803	2,459	3,051
<b>Grand Total</b>	<b>124,804</b>	<b>115,855</b>	<b>121,562</b>	<b>128,552</b>	<b>130,740</b>	<b>118,781</b>	<b>129,396</b>

## Appendix 1.2

### Number of new outpatient referrals received each quarter by service

Service	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	2,004	2,534	2,898	2,922	2,586	1,860	2,196
Cardiology	6,455	5,372	5,699	6,465	6,573	5,944	5,520
Cardiothoracic	115	75	296	271	196	188	248
Dental	2,079	1,900	2,286	1,321	1,623	1,404	5,626
Dermatology	2,413	2,562	2,884	3,155	3,413	2,944	3,424
Diabetes	1,515	1,610	1,557	2,206	2,517	2,090	2,424
Endocrinology	1,327	1,504	1,709	1,692	1,902	1,368	1,427
Endoscopy	936	1,107	716	586	709	1,621	2,240
ENT	14,433	13,060	11,553	11,962	13,209	11,487	11,694
Fertility						40	301
Gastro	3,928	2,469	2,820	4,119	4,024	3,094	3,425
General Medicine	8,531	6,393	6,673	6,900	7,019	6,089	5,542
General Surgery	16,959	16,212	16,826	16,446	15,763	15,296	14,675
Gynaecology	8,668	8,644	9,650	10,925	11,562	9,729	10,549
Haematology	979	772	712	879	1,103	903	1,068
Immunology	305	155	391	292	418	603	518
Infect Diseases	611	250	589	496	444	475	928
Neurology	3,923	4,136	4,703	4,656	4,899	4,037	4,480
Neurosurgery	525	465	709	829	712	678	606
Oncology	2,982	3,394	3,135	3,483	3,599	3,225	3,058
Ophthalmology	12,165	12,261	10,621	10,998	12,212	11,432	12,881
Oral Maxillo	92	132	166	199	518	404	494
Orthopaedics	10,374	10,591	12,560	13,842	12,444	12,657	14,188
Paed Medicine	7,188	4,893	5,287	6,105	6,439	5,361	5,054
Paed Surgery	1,233	1,055	1,273	1,430	981	1,438	1,330
Paed Urology							257
Pain	919	905	832	790	1,062	880	711
Plastics	4,073	3,147	3,085	3,574	2,681	3,086	3,894
Renal Medicine	755	743	731	760	807	747	776
Respiratory	2,467	2,713	2,752	2,151	2,430	2,678	2,598
Rheumatology	2,043	2,030	2,116	2,370	2,388	2,057	2,084
Thoracic	92	99	93	102	107	98	97
Urology	3,703	3,864	4,970	5,524	5,197	3,790	3,996
Vascular	1,012	808	1,270	1,102	1,203	1,078	1,087
<b>Grand Total</b>	<b>124,804</b>	<b>115,855</b>	<b>121,562</b>	<b>128,552</b>	<b>130,740</b>	<b>118,781</b>	<b>129,396</b>

## Appendix 2.1

### Number of new outpatients referrals seen each quarter by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	560	472	406	529	820	529	509
Auckland Hospital	10,209	1,0197	9,904	10,223	10,500	10,077	10,011
Bay of Plenty DHB Tauranga	2,529	2,584	2,204	2,395	2,084	2,052	2,329
Bay of Plenty DHB Whakatane	1,038	1,513	1,465	1,757	1,809	1,514	1,360
Canterbury DHB	9,885	8,097	9,667	10,052	10,562	9,338	9,397
Capital and Coast DHB	11,084	10,863	11,460	13,704	12,103	10,897	11,889
Counties Manukau DHB	6,745	6,623	5,398	8,834	7,368	6,667	7,214
Fertility Associates Auckland							88
Fertility Plus AHL						19	5
Fertility Services Dunedin							31
Green Lane	5,987	8,812	6,106	8,865	6,103*	8,891	3,588
Hawkes Bay DHB	2,969	3,291	3,412	3,941	4,052	3,119	3,223
Hutt DHB	3,068	5,123	4,374	5,037	4,883	2,910	2,374
Lakes DHB Rotorua	1,957	1,806	1,963	1,913	1,817	1,851	1,675
Lakes DHB Taupo	361	575	681	536	622	486	588
Midcentral DHB	6,795	5,682	5,935	5,839	6,340	5,178	5,268
National Women's	749	695	729	883	1,293	1,100	1,289
Nelson Marlborough DHB Nelson	3,460	2,729	2,571	2,565	2,659	2,900	2,794
Nelson Marlborough DHB Wairau	1,434	1,500	1,284	1,182	1,141	1,337	1,562
Northland DHB	6,068	4,517	2,422	4,205	4,517	3,511	3,181
Otago DHB	5,612	5,336	5,331	5,774	6,028	5,959	5,678
Queen Elizabeth	353	380	182	442	427	410	389
South Canterbury DHB	1,881	2,155	1,679	2,476	1,627	2,201	1,639
Southland DHB	2,614	2,812	3,367	4,096	4,185	3,007	2,856
Starship	3,226	3,057	2,240	2,780	2,695	2,683	2,517
Tairāwhiti DHB	1,460	1,432	1,653	1,561	1,498	1,455	1,416
Taranaki DHB	3,257	3,285	3,897	3,352	4,262	3,275	3,511
Venturo	389	352	370	385	442	368	350
Waikato DHB	8,504	7,177	7,547	8,441	7,642	7,747	7,218
Wairarapa DHB	1,061	766	900	1,144	1,245	1,012	871
Waitemata DHB	4,193	4,029	4,322	4,810	4,806	5,860	6,709
West Coast DHB	1,108	1,170	1,297	1,294	1,287	1,323	1,392
Whanganui DHB	2,067	1,997	2,700	3,077	2,515	1,922	2,419
<b>Grand Total</b>	<b>110,623</b>	<b>109,027</b>	<b>105,466</b>	<b>122,092</b>	<b>117,332</b>	<b>109,598</b>	<b>105,340</b>

\*Data in Q2 has altered due to late returns from Green Lane.

## Appendix 2.2

### Number of new outpatients referrals seen each quarter by service

Service	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	2,632	2,566	2,810	3,094	1,871	2,507	1,479
Cardiology	4,465	4,736	4,367	5,217	4,974	4,778	4,274
Cardiothoracic	124	100	162	219	161	152	207
Dental	8,075	14,860	13,390	16,675	14,021	11,687	6,209
Dermatology	2,632	1,871	1,999	2,602	2,142	2,409	2,617
Diabetes	887	819	1,049	1,117	1,193	1,027	1,128
Endocrinology	1,325	1,329	1,118	1,290	1,297	1,155	1,125
Endoscopy	1,323	1,087	750	647	843	1,058	2,476
ENT	11,269	9,919	8,443	10,661	9,547	7,972	9,540
Fertility						19	204
Gastro	2,606	2,291	2,035	2,780	2,853	2,360	2,548
General Medicine	5,148	5,295	4,931	5,158	5,305	4,684	4,899
General Surgery	13,525	11,836	12,604	12,990	13,620	12,752	12,393
Gynaecology	6,872	6,979	6,855	8,114	8,270	7,290	7,529
Haematology	975	793	672	709	907	894	893
Immunology	262	180	150	198	305	265	289
Infect Diseases	648	336	689	621	616	614	1,115
Neurology	3,511	3,061	3,426	3,553	3,918	3,458	3,491
Neurosurgery	515	505	442	679	663	544	485
Oncology	3,047	2,966	2,687	2,987	3,495	3,295	3,238
Ophthalmology	10,431	10,516	10,406	10,451	11,476	11,503	11,530
Oral Maxillo	173	134	107	175	345	311	251
Orthopaedics	10,238	8,507	8,767	11,669	10,482	10,898	9,818
Paed Medicine	5,267	4,972	4,476	5,187	5,034	4,469	4,282
Paed Surgery	1,493	1,092	1,186	1,245	1,169	1,118	1,091
Paed Urology							120
Pain	912	1,013	616	551	756	763	684
Plastics	2,593	2,757	3,005	4,713	2,903	2,723	2,940
Renal Medicine	824	696	538	721	685	606	648
Respiratory	2,209	2,094	1,999	1,731	1,585	2,221	1,931
Rheumatology	1,960	1,619	1,657	1,766	1,901	1,831	1,909
Thoracic	99	85	76	97	105	90	105
Urology	3,577	3,198	3,046	3,575	3,850	3,135	2,995
Vascular	1,006	815	1,008	900	1,040	1,010	897
<b>Grand Total</b>	<b>110,623</b>	<b>109,027</b>	<b>105,466</b>	<b>122,092</b>	<b>117,332</b>	<b>109,598</b>	<b>105,340</b>

\*Dental figures for Q1/Q2 2000/01 were not available for Green Lane so the figures for Q1/Q2 1999/00 were carried over as an estimate.

## Appendix 3.1

### Number waiting greater than six months for first specialist assessment by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	227	296	169	139	126	140	137
Auckland Hospital	1,682	2,587	3,378	3,968	2,980	2,314	1,166
Bay of Plenty DHB Tauranga	1,518	1,505	1,691	1,866	2,127	2,391	2,555
Bay of Plenty DHB Whakatane	218	287	118	265	196	245	205
Canterbury DHB	6,089	5,967	5,010	4,421	3,253	3,583	3,457
Capital and Coast DHB	1,115	811	6,603	9,280	5,587	4,823	7,113
Counties Manukau DHB	8,916	7,307	7,467	7,977	6,405	7,046	5,221
Fertility Plus AHL						23	0
Fertility Services Dunedin							1
Green Lane	7	6	249	15	59	1,283*	1,189
Hawkes Bay DHB	2,733	3,108	3,377	3,979	2,792	2,726	2,827
Hutt DHB	872	1,154	658	1,239	1,221	1,442	736
Lakes DHB Rotorua	147	186	294	418	410	524	628
Lakes DHB Taupo	21	20	43	56	67	83	74
Midcentral DHB	1,325	1,315	1,139	484	881	1,565	2,156
National Women's	29	35	81	61	61	80	87
Nelson Marlborough DHB Nelson	855	781	781	854	888	976	1,823
Nelson Marlborough DHB Wairau	671	694	574	630	553	585	467
Northland DHB	2,942	5,749	3,613	1,927	1,302	1,031	1,587
Otago DHB	937	1,071	481	458	655	535	981
Queen Elizabeth	0	0	131	2	2	3	8
South Canterbury DHB	46	49	130	107	189	92	85
Southland DHB	963	1,094	1,191	437	502	564	721
Starship	425	211	106	84	120	257	466
Tairāwhiti DHB	1,043	855	1,036	727	967	1,288	1,588
Taranaki DHB	568	711	876	1,134	375	214	80
Waikato DHB	3,302	3,387	3,793	3,729	3,439	3,570	3,955
Wairarapa DHB		108	155	377	817	514	784
Waitemata DHB	1,988	1,402	1,587	1,071	1,701	3,171	2,863
West Coast DHB	783	642	448	340	493	506	497
Whanganui DHB	986	902	608	624	412	332	207
<b>Grand Total</b>	<b>40,408</b>	<b>42,240</b>	<b>45,787</b>	<b>46,669</b>	<b>38,580</b>	<b>41,906*</b>	<b>43,664</b>

\*Data in Q2 has altered due to late returns from Green Lane.

## Appendix 3.2

### Number waiting greater than six months for first specialist assessment by service

Service	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	694	701	445	538	623	492	358
Cardiology	1,511	1,426	1,504	1,883	1,430	1,900	2,201
Cardiothoracic	15	8	92	12	72	47	11
Dental	526	470	316	275	233	179	780
Dermatology	620	586	1,343	1,200	1,205	1,402	2,611
Diabetes	446	391	290	242	54	188	256
Endocrinology	178	227	212	277	404	324	314
Endoscopy	285	249	218	118	197	156	1,092
ENT	8,288	7,198	7,290	6,458	6,251	6,891	5,353
Fertility						23	407
Gastro	1,409	1,397	1,701	2,070	1,746	1,705	1,556
General Medicine	673	863	720	2,124	993	1,574	1,464
General Surgery	4,888	5,862	6,323	5,585	3,813	3,544	3,990
Gynaecology	3,037	3,697	2,658	2,563	2,625	3,359	4,094
Haematology	30	55	43	50	106	142	156
Immunology	2	0	0	9	14	13	74
Infect Diseases	7	2	12	7	18	20	31
Neurology	1,762	1,984	2,781	1,900	1,572	1,439	1,588
Neurosurgery	25	41	37	54	68	33	45
Oncology	21	18	16	24	78	52	68
Ophthalmology	5,390	6,776	8,962	8,969	6,763	6,973	5,582
Oral Maxillo	41	29	32	44	18	7	22
Orthopaedics	5,728	5,346	5,053	6,018	4,498	4,679	5,099
Paed Medicine	327	185	279	103	386	316	467
Paed Surgery	87	96	93	180	122	41	61
Paed Urology							225
Pain	275	337	310	402	659	614	645
Plastics	1,912	1,732	1,478	1,629	1,323	1,215	1,273
Renal Medicine	138	38	26	186	127	46	73
Respiratory	454	555	728	834	540	913	814
Rheumatology	285	411	571	608	572	861	865
Thoracic	1	4	0	0	2	2	3
Urology	875	1,108	1,452	1,510	1,482	1,400	1,621
Vascular	478	448	802	797	586	461	465
<b>Grand Total</b>	<b>40,408</b>	<b>42,240</b>	<b>45,787</b>	<b>46,669</b>	<b>38,580</b>	<b>41,011</b>	<b>43,664</b>

\*Data in Q2 has altered due to late returns from Green Lane.

## Appendix 4.1

### Number waiting greater than eighteen months for first specialist assessment by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	73	130	26	15	14	24	36
Auckland Hospital	405	105	125	43	155	269	99
Bay of Plenty DHB Tauranga	840	756	644	489	473	527	630
Bay of Plenty DHB Whakatane	3	24	1	9	7	2	0
Canterbury DHB	2,560	2,378	1,737	1,101	643	480	499
Capital and Coast DHB	223	251	2,357	1	1,318	501	955
Counties Manukau DHB	3,957	2,588	2,338	2,388	2,345	2,318	1,032
Green Lane	0	0	17	0	0	30	27
Hawkes Bay DHB			0			223	
Hutt DHB	123	178	57	90	89	211	133
Lakes DHB Rotorua	9	18	16	19	15	23	67
Lakes DHB Taupo	0	0	0	0	0	0	0
Midcentral DHB	410	451	107	61	29	60	77
National Women's	0	0	0	0	7	3	1
Nelson Marlborough DHB Nelson	345	305	422	295	266	255	382
Nelson Marlborough DHB Wairau	200	182	89	80	89	93	79
Northland DHB	1,346	2,225	1,475	535	322	108	96
Otago DHB	12	0	0	0	0	62	90
Queen Elizabeth	0	0	0	0	0	0	0
South Canterbury DHB	3	0	20	0	0	0	0
Southland DHB	323	289	287	122	17	1	6
Starship	36	0	0	0	2	1	4
Tairāwhiti DHB	282	158	223	117	203	319	336
Taranaki DHB	46	90	18	33	28	17	6
Waikato DHB	591	700	780	801	855	1,003	1,116
Wairarapa DHB					96	64	111
Waitemata DHB	209	16	0	0	0	315	241
West Coast DHB	144	183	96	76	76	91	106
Whanganui DHB	313	216	153	161	142	68	27
<b>Grand Total</b>	<b>12,453</b>	<b>11,243</b>	<b>10,988</b>	<b>6,436</b>	<b>7,191</b>	<b>7,068</b>	<b>6,156</b>

\*Data in Q2 has altered due to late returns from Green Lane.

## Appendix 4.2

### Number waiting greater than eighteen months for first specialist assessment by service

Services	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	164	182	62	41	143	139	76
Cardiology	400	445	389	455	525	625	646
Cardiothoracic	4	3	42	5	12	4	0
Dental	81	86	8	9	13	14	61
Dermatology	53	35	376	17	109	131	199
Diabetes	76	56	56	62	3	8	30
Endocrinology	23	20	8	17	66	62	60
Endoscopy	110	165	56	45	103	3	98
ENT	3,533	2,928	2,446	1,713	1,797	2,066	1,164
Fertility						0	6
Gastro	272	176	251	141	230	159	95
General Medicine	110	113	48	74	79	98	128
General Surgery	2,093	2,064	1,838	878	612	599	446
Gynaecology	304	435	328	210	297	318	276
Haematology	2	1	1	1	12	14	26
Immunology	1	0	0	0	0	0	3
Infect Diseases	0	0	0	0	1	1	2
Neurology	557	689	973	189	156	44	137
Neurosurgery	5	4	2	0	7	1	3
Oncology	5	1	1	3	19	17	13
Ophthalmology	1,754	1,632	2,338	1,150	1,533	1,524	1,123
Oral Maxillo	4	4	4	0	0	0	1
Orthopaedics	1,273	822	768	556	484	488	483
Paed Medicine	14	5	4	3	56	26	37
Paed Surgery	11	0	1	0	56	5	4
Paed Urology							90
Pain	47	62	27	1	43	80	118
Plastics	926	758	499	433	352	231	323
Renal Medicine	73	11	1	14	36	14	14
Respiratory	123	128	77	89	64	73	151
Rheumatology	11	30	32	59	67	93	103
Thoracic	0	1	0	0	2	2	2
Urology	192	164	141	64	25	72	89
Vascular	232	223	211	207	289	157	149
<b>Grand Total</b>	<b>12,453</b>	<b>11,243</b>	<b>10,988</b>	<b>6,436</b>	<b>7,191</b>	<b>7,068</b>	<b>6,156</b>

\*Data in Q2 has altered due to late returns from Green Lane.

## Appendix 5

### Number waiting for first specialist assessment at the end of the quarter by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	676	739	654	535	597	528	585
Auckland Hospital	8,927	11,193	11,631	13,178	11,792	10,105	7,615
Bay of Plenty DHB Tauranga	3,936	4,544	5,067	5,006	5,514	5,916	6,327
Bay of Plenty DHB Whakatane	1,033	1,184	921	1,192	1,177	1,333	1,183
Canterbury DHB	14,174	14,803	13,454	12,255	12,690	13,029	13,221
Capital and Coast DHB	4,737	4,477	14,652	18,453	19,305	17,471	19,615
Counties Manukau DHB	15,328	14,213	14,786	15,730	15,700	16,275	16,450
Fertility Plus AHL						47	1
Fertility Services Dunedin							21
Green Lane	941	832	1,671	983	882	3,299	3,321
Hawkes Bay DHB	6,391	6,560	6,988	7,897	6,396	6,188	6,397
HSSL							
Hutt DHB	2,669	4,282	3,035	4,525	4,603	4,723	3,546
Lakes DHB Rotorua	1,461	1,733	1,735	1,916	1,901	2,034	2,155
Lakes DHB Taupo	478	511	519	536	468	604	573
Midcentral DHB	5,710	5,726	5,399	5,606	6,207	6,940	7,563
National Women's	863	772	987	991	868	1,212	1,085
Nelson Marlborough DHB Nelson	2,606	2,575	2,464	2,605	2,908	2,994	4,324
Nelson Marlborough DHB Wairau	1,900	1,800	1,759	2,069	1,912	1,808	1,733
Northland DHB		11,026	7,103	5,477	5,074	5,210	5,630
Otago DHB	4,689	4,935	5,225	5,285	5,755	4,219	6,296
Queen Elizabeth	279	245	405	265	301	301	253
South Canterbury DHB	777	797	1,049	1,045	1,104	1,143	164
Southland DHB	2,165	2,733	2,691	2,298	2,261	2,597	2,703
Starship	2,818	2,211	2,082	2,175	2,236	2,518	2,479
Tairāwhiti DHB	2,116	1,806	2,229	2,045	2,798	2,981	3,130
Taranaki DHB	3,342	3,759	3,977	4,138	2,687	2,469	2,636
Venturo	302	302	303	334	292	271	286
Waikato DHB	10,066	10,292	11,092	11,172	11,494	11,775	12,691
Wairarapa DHB	1,264	595	700	1,264	2,346	1,119	1,912
Waitemata DHB	5,080	4,467	4,938	4,814	8,826	9,764	10,132
West Coast DHB	1,384	1,568	1,566	960	1,813	1,802	1,877
Whanganui DHB	3,031	2,926	2,354	2,557	2,164	2,090	2,096
<b>Grand Total</b>	<b>109,143</b>	<b>123,606</b>	<b>131,436</b>	<b>137,306</b>	<b>142,071</b>	<b>142,765</b>	<b>148,000</b>

\*Data in Q2 has altered due to late returns from Green Lane.

## Appendix 6.1

### Number on residual waiting lists (not booked, no certainty) by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	698	698	612	607	655	825	339
Auckland Hospital	6,635	5,145	4,989	3,249	2,307	1,597	0
Bay of Plenty DHB Tauranga	3,552	3,520	3,242	2,962	0	0	0
Bay of Plenty DHB Whakatane	512	639	647	691	780	840	762
Canterbury DHB	7,762	7,283	7,807	7,136	3,700	2,535	2,419
Capital and Coast DHB	1,841	580	239	0	0	1	2
Counties Manukau DHB	2,617	2,521	4,369	2,250	696	734	567
Fertility Assoc. Auckland							96
Fertility Plus AHL							
Green Lane	430	299	358	359	55	279	0
Hawkes Bay DHB	1,945	2,222	1,941	2,070		660	1,246
HSSL	267	200	152	138	162	162	182
Hutt DHB	838	994	864	1,208	1,027	1,098	970
Lakes DHB Rotorua	737	780	619	633	775	425	1,031
Lakes DHB Taupo	79	99	70	86	78		41
Midcentral DHB	1,370	1,714	1,015	678	315	125	0
National Women's	292	402	0	0	66	0	0
Nelson Marlborough DHB Nelson	1,362	1,436	1,474	1,682	938	409	230
Nelson Marlborough DHB Wairau	741	813	702	693	734	0	9
Northland DHB	3,014	3,650	4,301	3,755	2,447	586	50
Otago DHB	2,006	1,936	1,824	1,439	0	0	0
Queen Elizabeth	152	178	0	95	151	156	135
South Canterbury DHB	732	813	707	729	365	0	0
Southland DHB	1,155	1,152	1,331	1,229	1,173	669	730
Starship	647	556	34	0	106	0	0
Tairāwhiti DHB	1,322	1,321	1,153	1,265	1,156	1,125	1,089
Taranaki DHB	376	511	405	170	14	0	0
Venturo	0	0	0	0	0	0	0
Waikato DHB	8,806	9,370	9,632	6,811	0	0	0
Wairarapa DHB				126	14	20	12
Waitemata DHB	85	633	454	494	102	209	207
West Coast DHB	523	564	495	680		538	592
Whanganui DHB	223	652	298	309	547	232	0
<b>Grand Total</b>	<b>50,719</b>	<b>50,681</b>	<b>49,734</b>	<b>41,544</b>	<b>18,363</b>	<b>13,225</b>	<b>10,709</b>

## Appendix 6.2

### Number on residual waiting lists (not booked, no certainty) by service

Service	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	0	0		115	98	72	78
Cardiology	472	474	394	466	6	12	18
Cardiothoracic	762	827	695	709	173	432	187
Dental	1,011	868	933	787	457	456	382
Endoscopy	836	1,931	2,632	2,839	1,485	1,129	963
ENT	6,593	6,805	6,182	4,993	2,292	1,004	1,132
Fertility							96
Gastro	608	523	1,202	824	39	114	46
General Medicine	282	291	251	579	314	517	544
General Surgery	11,977	12,076	11,780	9,809	4,834	3,312	2,681
Gynaecology	4,197	4,711	4,329	3,615	1,487	1,011	979
Neurosurgery	411	403	362	265	163	174	19
Ophthalmology	6,718	5,197	6,156	4,247	1,754	786	470
Oral Maxillo	160	149	143	105	73	39	0
Orthopaedics	10,252	10,391	8,717	7,614	3,081	2,360	1,889
Paed Medicine	4	3	3	1	3	1	1
Paed Surgery	397	352	216	135	65	17	28
Paed Urology	0	0	0	7	0	0	0
Pain	0	0	0	6	8	10	5
Plastics	2,509	2,425	2,989	2,386	678	646	549
Renal Medicine	2	0	1	3	1	3	3
Respiratory	58	57	32	44	7	7	7
Thoracic	48	49	47	48	4	8	7
Urology	2,948	2,735	2,277	1,671	1,276	1,115	625
Vascular	474	414	393	276	65	0	0
<b>Grand Total</b>	<b>50,719</b>	<b>50,681</b>	<b>49,734</b>	<b>41,544</b>	<b>18,363</b>	<b>13,225</b>	<b>10,709</b>

## Appendix 7.1

### Number of patients waiting greater than six months for treatment by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	467	454	467	460	425	446	407
Auckland Hospital	4,677	3,776	3,768	2,092	476	356	0
Bay of Plenty DHB Tauranga	1,730	1,957	1,773	1,357	1,270	1,463	1,749
Bay of Plenty DHB Whakatane	232	295	252	239	307	377	424
Canterbury DHB	6,283	5,911	6,231	5,456	3,101	1,398	2,297
Capital and Coast DHB	1,097	834	941	250	625	374	803
Counties Manukau DHB	4,394	4,434	4,290	3,504	4,187	3,608	4,475
Green Lane	87	112	123	143	140	138	0
Hawkes Bay DHB	1,439	1,653	1,474	1,391	1,340	1,484	1,694
HSSL	203	140	127	104	97		109
Hutt DHB	499	281	275	413	372	268	292
Lakes DHB Rotorua	152	223	226	191	0	20	
Lakes DHB Taupo	6	11	3	16			
Midcentral DHB	778	1,036	783	595	463	526	552
National Women's	10	64	32	0	6	0	0
Nelson Marlborough DHB Nelson	822	818	819	918	431	137	122
Nelson Marlborough DHB Wairau	386	451	341	294	314	98	4
Northland DHB	1,152	1,576	2,627	2,207		870	913
Otago DHB	1,877	1,927	1,908	1,532	322	358	357
Queen Elizabeth	85	96	173	2	24	35	61
South Canterbury DHB	1,026	1,138	1,190	1,221	1,138	1,068	501
Southland DHB	618	614	763	612	423	505	419
Starship	119	76	36	0	0	0	0
Tairāwhiti DHB	682	733	722	763	757	776	757
Taranaki DHB	315	382	378	223	280	61	26
Venturo		0	11	15	8	29	24
Waikato DHB	5,819	6,122	6,576	3,898			0
Wairarapa DHB	77	96		48	203	195	184
Waitemata DHB	196	227	516	613		0	
West Coast DHB	172	224	228	313	257	165	208
Whanganui DHB	73	367	137	157	199	79	0
<b>Grand Total</b>	<b>35,473</b>	<b>36,028</b>	<b>37,190</b>	<b>29,027</b>	<b>17,165</b>	<b>14,834</b>	<b>16,378</b>

## Appendix 7.2

### Number of patients waiting greater than six months for treatment by service

Services	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	0	0		66	35	42	31
Cardiology	323	243	266	319	152	89	76
Cardiothoracic	468	481	416	398	242	143	120
Dental	385	437	440	299	386	395	352
Dermatology	0	0	0	0	0	0	0
Diabetes	0	0	0		0	0	0
Endocrinology	0	0	0	0	0	0	0
Endoscopy	403	849	1,522	1,471	576	347	596
ENT	4,225	4,486	4,518	3,421	1,948	1,753	1,526
Fertility							0
Gastro	788	842	801	381	1,116	725	1,016
General Medicine	202	199	199	262	215	261	618
General Surgery	8,536	9,062	9,103	7,450	4,600	3,928	3,589
Gynaecology	2,495	2,832	2,931	2,401	1,678	1,273	2,065
Haematology	0	0	0	0	0	0	0
Immunology	0	0					0
Infect Diseases	19	0	0	0	0	0	0
Neurology	0	0	0	0	0	0	130
Neurosurgery	279	245	245	183	41	41	32
Oncology	0	0	0	0	0	0	0
Ophthalmology	4,212	3,434	4,453	2,754	1,352	1,381	1,682
Oral Maxillo	43	72	103	110	100	74	51
Orthopaedics	8,113	8,171	7,658	6,416	2,969	2,723	2,780
Paed Medicine	1	1	1	1	1	1	1
Paed Surgery	125	101	75	42	20	30	27
Paed Urology	11	6	0	8			6
Pain	0	0	0	1	1	6	12
Plastics	2,248	2,124	2,124	1,640	999	817	845
Renal Medicine	0	6	14	11	7	8	3
Respiratory	40	43	26	21	26	4	8
Rheumatology	0	0	0	0	0	0	0
Thoracic	30	30	32	35	3	6	6
Urology	2,129	2,086	1,935	1,206	671	782	800
Vascular	398	278	328	131	27	5	6
<b>Grand Total</b>	<b>35,473</b>	<b>36,028</b>	<b>37,190</b>	<b>29,027</b>	<b>17,165</b>	<b>14,834</b>	<b>16,378</b>

## Appendix 8.1

### Number of patients waiting greater than two years for treatment by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	87	85	96	127	194	229	177
Auckland Hospital	2,158	1,980	1,855	847	398	350	0
Bay of Plenty DHB Tauranga	569	603	472	372	374	391	449
Bay of Plenty DHB Whakatane	95	123	96	90	103	112	113
Canterbury DHB	2,906	2,725	2,777	2,700	1,213	412	621
Capital and Coast DHB	146	267	93	30	42	19	33
Counties Manukau DHB	1,397	1,437	1,295	1,159	1,429	1,057	1,372
Green Lane	1	0	1	0	2	1	0
Hawkes Bay DHB	551	603	505	446	424	438	446
HSSL	130	61	60	63	67		72
Hutt DHB	165	71	63	66	67	21	22
Lakes DHB Rotorua	3	6	7	15	0	2	
Lakes DHB Taupo	0	0	0	0			
Midcentral DHB	258	319	121	61	30	32	24
National Women's	0	0	0	0	0	0	0
Nelson Marlborough DHB Nelson	445	441	437	475	210	38	36
Nelson Marlborough DHB Wairau	124	136	95	84	94	10	1
Northland DHB	475	560	784	624	333	333	311
Otago DHB	687	735	813	795	0	0	45
Queen Elizabeth	4	5	36	0	0	0	0
South Canterbury DHB	598	613	630	646	637	670	296
Southland DHB	317	312	510	210	32	17	20
Starship	12	2	15	0	0	0	0
Tairāwhiti DHB	373	382	313	352	347	338	342
Taranaki DHB	30	47	45	36	62	10	5
Venturo		0	0		0	0	0
Waikato DHB	2,626	2,838	3,026	1,134			0
Wairarapa DHB					16	14	14
Waitemata DHB	0	0	86	69		0	
West Coast DHB	24	30	32	46	2	2	7
Whanganui DHB	9	190	59	69	55	16	0
<b>Grand Total</b>	<b>14,190</b>	<b>14,571</b>	<b>14,322</b>	<b>10,516</b>	<b>6,131</b>	<b>4,512</b>	<b>4,406</b>

## Appendix 8.2

### Number of patients waiting greater than two years for treatment by service

Service	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Audiology	0	0		18	9	9	9
Cardiology	127	69	74	81	10	8	4
Cardiothoracic	163	94	74	74	69	4	73
Dental	46	51	146	36	44	49	45
Endoscopy	101	278	306	284	108	67	238
ENT	1,880	2,003	2,028	1,409	929	605	420
Fertility							0
Gastro	139	156	139	52	264	47	275
General Medicine	63	67	60	60	54	70	82
General Surgery	3,391	3,828	3,874	3,014	2,013	1,525	1,339
Gynaecology	702	738	778	700	282	99	248
Neurology	0	0	0	0	0	0	9
Neurosurgery	103	81	94	62	34	34	2
Ophthalmology	1,275	1,078	1,352	709	434	437	466
Oral Maxillo	6	4	5	8	4	7	4
Orthopaedics	3,853	3,806	3,364	2,906	1,159	989	752
Paed Medicine	1	0	0	0	0	0	0
Paed Surgery	19	11	8	3	2	2	1
Paed Urology	2	3	0	5	0	0	0
Plastics	1,223	1,127	980	575	415	268	312
Respiratory	9	7	4	2	10	0	0
Thoracic	14	12	13	19	0	3	2
Urology	954	1023	887	467	291	289	125
Vascular	119	135	136	32	0	0	0
<b>Grand Total</b>	<b>14,190</b>	<b>14,571</b>	<b>14,322</b>	<b>10,516</b>	<b>6,131</b>	<b>4,512</b>	<b>4,406</b>

## Appendix 9

### Number of patients for planned and staged procedures by provider and service

Provider	Q3 00/01	Service	Q3 00/01
Ashburton	0	Cardiology	3
Auckland Hospital	2	Cardiothoracic	2
Bay of Plenty DHB Tauranga	594	Dental	197
Bay of Plenty DHB Whakatane	24	Endoscopy	2,019
Canterbury DHB	1,258	ENT	211
Capital Coast DHB	4	Fertility	30
Counties Manukau DHB	1,587	Gastro	1,421
Fertility Plus AHL	30	General Medicine (Endoscopy)	358
Green Lane	0	General Surgery	772
Hawkes Bay DHB	46	Gynaecology	681
Hutt DHB	499	Neurosurgery	25
Lakes DHB Rotorua		Ophthalmology	126
Lakes DHB Taupo		Oral Maxillo	39
Midcentral DHB	13	Orthopaedics	380
National Women's	0	Paed Surgery	89
Nelson Marlborough DHB Nelson	49	Paed Urology	2
Nelson Marlborough DHB Wairau	2	Plastics	480
Northland DHB	22	Thoracic	1
Otago DHB	33	Urology	446
Queen Elizabeth	0	Vascular	46
South Canterbury DHB			
Southland DHB	145		
Starship	141		
Tairāwhiti DHB	123		
Taranaki DHB	56		
Venturo	277		
Waikato DHB	1,496		
Waitemata DHB			
West Coast DHB	152		
Whanganui DHB	775		
<b>Grand Total</b>	<b>7,328</b>	<b>Grand Total</b>	<b>7,328</b>

## Appendix 10.1

### Number of patients in active review by provider

Provider	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Ashburton	0	0	0	0	0		298
Auckland Hospital	14	0	457	0	289	224	1,349
Bay of Plenty DHB Tauranga	0	33	157	138	2,917	3,329	3,639
Bay of Plenty DHB Whakatane	0	0		0	780	305	408
Canterbury DHB	0	0	0	0	3,518	4,564	3,285
Capital and Coast DHB					1,103	1,275	1,887
Counties Manukau DHB	0	0	230	596	121	183	855
Fertility Plus AHL						18	1
Green Lane	0	0	0	268	0	0	312
Hawkes Bay DHB				133	1,702	1,252	1,096
Hutt DHB	0	0	0	8	124	58	55
Lakes DHB Rotorua	18	17	20	0	82	840	4
Lakes DHB Taupo	0	0	0	0			0
Midcentral DHB	0			113	109	123	122
National Women's	0	0	32	31	23	22	31
Nelson Marlborough DHB Nelson			193	155	495	1,080	986
Nelson Marlborough DHB Wairau			122	97	20	587	611
Northland DHB					279	1,744	3,059
Otago DHB	0	0		168	1,502	1,443	652
Queen Elizabeth	0	0	0	95	151	156	135
South Canterbury DHB	0	0			60	116	24
Southland DHB	0	0			0	720	471
Starship	0	0	165	193	33	181	134
Taranaki DHB	0	0	0	0	0	0	50
Venturo			0		0	0	0
Waikato DHB					5,270	5,779	5,758
Waitemata DHB	0	77	23	0		3	
West Coast DHB	0					257	241
Whanganui DHB		0			136	171	99
<b>Grand Total</b>	<b>32</b>	<b>127</b>	<b>1,399</b>	<b>1,995</b>	<b>18,714</b>	<b>24,430</b>	<b>25,562</b>

## Appendix 10.2

### Number of patients in active review by service

Service	Q1 99/00	Q2 99/00	Q3 99/00	Q4 99/00	Q1 00/01	Q2 00/01	Q3 00/01
Cardiology	0	0	12	0	326	312	287
Cardiothoracic	0	0	0	268	374	310	538
Dental	0	0	1	1	296	630	527
Endoscopy	0	0	0	0	360	431	393
ENT	0	0	120	280	2,973	3,995	3,351
Fertility						18	1
Gastro	0	0	18	46	424	577	887
General Medicine	0	0	0	0	254	205	840
General Surgery	7	83	193	262	4,097	5,804	5,429
Gynaecology	5	6	111	136	1,927	2,586	2,925
Neurology	0	0	0	0	0	0	154
Neurosurgery	1	0	0	10	111	127	398
Ophthalmology	5	0	595	169	1,712	2,174	2,759
Oral Maxillo	0	0	0			42	0
Orthopaedics	6	38	236	493	4,021	5,006	4,492
Paed Surgery	0	0	42	64	41	120	79
Paed Urology	0	0	0		0		122
Pain	0	0	0	0	7	41	38
Plastics	0	0	23	113	1,188	1,187	1,284
Respiratory	0	0	2	0	32	0	0
Thoracic	0	0	0	0	27	38	40
Urology	8	0	46	153	349	583	718
Vascular	0	0			195	244	300
<b>Grand Total</b>	<b>32</b>	<b>127</b>	<b>1,399</b>	<b>1,995</b>	<b>18,714</b>	<b>24,430</b>	<b>25,562</b>