

9th November 2020

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information Act Request for – Declined GP Referrals

I write in response to your Official Information Act request received by us 30th September 2020, you requested the following information:

“Under the OIA, may I please find out how many GP referrals to hospital specialists have been declined. Can I get this information broken down by specialisation and by month, starting September 2018?”

Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 7,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 569,400 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

Attachment 1 reflects data requested of referrals declined and therefore returned to General Practitioner (GP). For context we have also provided information of accepted referrals over the same period of time.

Reasons for declining referrals can differ across services however high level reasons are as follows;

- Referral does not meet clinical treatment threshold
- Referred to incorrect service
- Redirection to another service through General Practitioner
- Patients are already under the care of the service
- Duplicate referral
- Non-resident/eligible patient
- Patients out of CM Health catchment
- Referral returned to GP with virtual review/advice

I trust that this information is helpful. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely

A handwritten signature in black ink, consisting of several overlapping loops and a final flourish, representing the name Fepulea'i Margie Apa.

Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health

Attachment 1

Accepted & Declined GP Referrals

Clinical Division	Referral Outcome	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
ARHOP Services	Accepted	525	554	613	409	469	539	622	532	638	557	574	604	596	641	581	416	524	569	460	156	352	538	616	491	554
	Declined	172	159	166	137	165	175	183	136	222	145	172	148	157	156	167	127	146	143	119	45	120	208	179	153	164
	Total of Accepted and Declined	697	713	779	546	634	714	805	668	860	702	746	752	753	797	748	543	670	712	579	201	472	746	795	644	718
	% Declined	25%	22%	21%	25%	26%	25%	23%	20%	26%	21%	23%	20%	21%	20%	22%	23%	22%	20%	21%	22%	25%	28%	23%	24%	23%
Clinical Support Services	Accepted	3		5		2	7	1	1	1	6	3	6	5	2				1	1			2	13	15	29
	Declined										1															
	Total of Accepted and Declined	3		5		2	7	1	1	1	6	4	6	5	2				1	1			2	13	15	29
	% Declined	0%		0%		0%	0%	0%	0%	0%	25%	0%	0%	0%	0%				0%	0%			0%	0%	0%	0%
Kidz First Community	Accepted	98	123	93	84	122	89	115	130	130	90	129	129	88	98	87	86	75	113	96	44	82	144	230	171	254
	Declined	81	103	97	53	79	72	64	81	66	59	75	73	61	74	75	70	52	71	75	21	34	21	49	30	46
	Total of Accepted and Declined	179	226	190	137	201	161	179	211	196	149	204	202	149	172	162	156	127	184	171	65	116	165	279	201	300
	% Declined	45%	46%	51%	39%	39%	45%	36%	38%	34%	40%	37%	36%	41%	43%	46%	45%	41%	39%	44%	32%	29%	13%	18%	15%	15%
KidzFirst Medical Care	Accepted	302	272	248	172	218	263	279	245	279	256	286	315	292	304	287	224	207	265	187	70	144	289	319	271	250
	Declined	171	178	164	129	127	151	157	138	177	163	151	175	156	136	188	156	127	191	149	47	104	133	205	157	170
	Total of Accepted and Declined	473	450	412	301	345	414	436	383	456	419	437	490	448	440	475	380	334	456	336	117	248	422	524	428	420
	% Declined	36%	40%	40%	43%	37%	36%	36%	36%	39%	39%	35%	36%	35%	31%	40%	41%	38%	42%	44%	40%	42%	32%	39%	37%	40%
Medical Services	Accepted	2246	2368	2340	1887	2045	2174	2181	2089	2602	2084	2601	2452	2368	2667	2512	2014	2190	2293	1988	816	1630	2547	2893	2184	2624
	Declined	683	731	792	700	636	707	736	612	862	694	788	752	797	749	765	665	757	783	784	342	638	918	1045	737	1035
	Total of Accepted and Declined	2929	3099	3132	2587	2681	2881	2917	2701	3464	2778	3389	3204	3165	3416	3277	2679	2947	3076	2772	1158	2268	3465	3938	2921	3659
	% Declined	23%	24%	25%	27%	24%	25%	25%	23%	25%	25%	23%	23%	25%	22%	23%	25%	26%	25%	28%	30%	28%	26%	27%	25%	28%
Mental Health Services	Accepted	432	446	449	319	363	432	499	444	549	395	525	466	454	425	496	372	358	427	391	173	389	533	541	430	504
	Declined			1						1							1						1			1
	Total of Accepted and Declined	432	446	450	319	363	432	499	444	550	395	525	466	454	425	496	373	358	427	391	173	389	534	541	431	504
	% Declined	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Surgical Services	Accepted	2873	3086	3127	2608	2760	3089	3166	2883	3486	2510	3207	3374	3130	3307	3498	2946	3091	3034	2368	1502	1988	3087	3374	2626	2777
	Declined	1342	1521	1516	1112	1185	1399	1398	1200	1519	1281	1362	1270	1248	1357	1278	1106	1215	1301	1299	839	992	1448	1629	1170	1329
	Total of Accepted and Declined	4215	4607	4643	3720	3945	4488	4564	4083	5005	3791	4569	4644	4378	4664	4776	4052	4306	4335	3667	2341	2980	4535	5003	3796	4106
	% Declined	32%	33%	33%	30%	30%	31%	31%	29%	30%	34%	30%	27%	29%	29%	27%	27%	28%	30%	35%	36%	33%	32%	33%	31%	32%
Womens Health Services	Accepted	601	693	636	542	561	652	693	605	815	625	663	645	608	602	639	503	608	538	585	340	531	738	828	690	742
	Declined	201	164	141	125	140	181	183	172	213	165	134	163	151	165	198	139	119	196	155	41	154	111	140	147	157
	Total of Accepted and Declined	802	857	777	667	701	833	876	777	1028	790	797	808	759	767	837	642	727	734	740	381	685	849	968	837	899
	% Declined	25%	19%	18%	19%	20%	22%	21%	22%	21%	21%	17%	20%	20%	22%	24%	22%	16%	27%	21%	11%	22%	13%	14%	18%	17%
ALL Services	Accepted	7080	7542	7511	6021	6540	7245	7556	6929	8500	6523	7988	7991	7541	8046	8100	6561	7053	7240	6076	3101	5116	7878	8814	6878	7734
	Declined	2650	2856	2877	2256	2332	2685	2721	2339	3060	2507	2683	2581	2570	2637	2671	2264	2416	2685	2581	1335	2042	2840	3247	2395	2901
	Total of Accepted and Declined	9730	10398	10388	8277	8872	9930	10277	9268	11560	9030	10671	10572	10111	10683	10771	8825	9469	9925	8657	4436	7158	10718	12061	9273	10635
	% Declined	27%	27%	28%	27%	26%	27%	26%	25%	26%	28%	25%	24%	25%	25%	25%	26%	26%	27%	30%	30%	29%	26%	27%	26%	27%