

14 September 2022

9(2)(a)



RE Official information request WCD 9735 / HNZ 3707

I refer to your email dated 6 September 2022 requesting the following information under the Official Information Act from Te Tai o Poutini West Coast. Specifically:

Since January 1 this year:

1. How many times has Buller Health requested an ambulance from St John for patient transport?

January – 5

February – 6

March – 6

April – 4

May – 17

June – 11

July – 11

August – 6

September – 5 (as at 8/9/2022)

2. How many times has the provision of an ambulance been delayed?

3. What has been the reason for each delay (ie ambulance already in use, no staff available)?

4. What has been the maximum delay time?

5. How many times has no ambulance been available and alternative transport arrangements been made?

6. What were those alternative transport arrangements?

7. How many times has proposed ambulance transport been replaced by helicopter transport because of road conditions?

The requested information is not held in an easily retrievable electronic data system. The documentation we do hold is focused on the patient, reason for transfer and time of transfer and does not provide data on the transfer process itself.

We can tell you that from the records we do hold the provision of an ambulance being delayed has been documented twice and identifies a car transfer but no information as to why this occurred.

We are therefore declining a full response to Questions 2 – 7 pursuant to section 18(g) of the Official Information Act i.e. “...the information requested is not held by Te Tai o Poutini West Coast”.)

We suggest that you request the information from St John Ambulance.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to decline to provide information by the Ombudsman. 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 response, may be published on the Te Tai o Poutini West Coast website after your receipt of this response.

Ngā mihi / Yours sincerely,



Ralph La Salle
Senior Manager, OIAs
Waitaha Canterbury / Te Tai o Poutini West Coast.