



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

Corporate Office
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29 September 2020

9(2)(a)

RE Official information request WCDHB 9468

I refer to your email dated 7 September 2020 requesting the following information under the Official Information Act from West Coast DHB. Specifically:

1. How many people attended A and E in Greymouth last August 2019, and also August 2020.

There were 925 attendances to the Emergency Department at Grey Hospital in August 2019 and 845 attendances to the Emergency Department in August 2020. **Note:** there is no A&E at Grey Hospital or Te Nikau.

2. How many people attended Grey Med in August 2020, and August 2019.

There were 4,134 appointments at Grey Medical general practice in August 2019 (including 886 unplanned attendances) and 5,036 attendances to the practice at its new location at the Te Nikau Grey Hospital and Health Centre facility in August 2020 (including 1225 unplanned appointments). These appointment numbers are inclusive of nurse encounters and phone consults.

It should be noted that the practice data and operational functions between the two periods is not directly comparable. In August 2019, the Grey Medical practice usual business open hours were from 8am to 5pm; whereas usual business open hours for the practice have been extended from 8am through to 8pm at the new Te Nikau site.

In addition to providing more sessions to enrolled patients during the early evening, the extended hours now being offered has seen a marked increase in people choosing to pay for after-hours unplanned attendances who are not enrolled members of the practice.

With Covid 19, there has also been a significant spike in the number of telephone requests being fielded by the practice in August 2020, where there were no such consults back in August 2019.

It is also noted that the number of enrolled patients at the practice has increased by 428, from 9405 in August 2019 to 9,833 in August 2020. These factors combine to make the two periods quite distinctively different from each other in operational terms of comparability.

I trust this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'R La Salle', is positioned above the printed name.

Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support