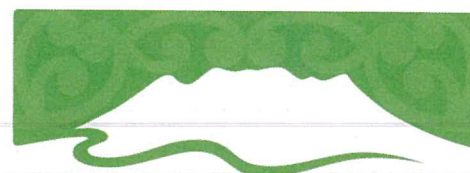


10 December 2020

Nick Swain
Director
Kensington Health



WHANGANUI
DISTRICT HEALTH BOARD
Te Poari Hauora o Whanganui

100 Heads Road, Private Bag 3003
Whanganui 4540, New Zealand

Via email: nicks@kensington.health.nz

Dear Nick

Official Information Act Request – OIA 13235 Urgent Care Services

On 12 November 2020, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

Pursuant to section 12 of the Official Information Act 1982, APEX requests the data and/or information held by your District Health Board, with regards to psychotherapists, psychotherapists who use different titles but work primarily as a psychotherapist (i.e. clinical leads, professional leaders), and those carrying out the work of psychotherapists.

- 1 Does your DHB have a current plan or strategy for the provision of After-Hours / Urgent Care Services as defined in the PHO Services Agreement? a. If yes, please provide a copy of the plan / strategy documentation.
- 2 As a DHB, do you directly provide or fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement? a. If yes, please provide details of the nature and size of services funded or directly provided by the DHB (excluding financials).
- 3 Within your DHB district, do PHOs (or equivalent bodies) directly provide or fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement? a. If yes, please provide details of the nature and size of services funded or directly provided by the PHO(s) (excluding financials).
- 4 Are General Practices within your DHB district required to fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement? a. If yes, please provide details of the nature and size of services funded by General Practice.
- 5 Are General Practices within your DHB district required to participate in an urgent care / after-hours / on-call roster in order to meet their Urgent Care Services obligations, as defined in the PHO Services Agreement? a. If yes, is this participation (and cost of on-call availability of clinicians) at the cost of the General Practice or another entity?

Whanganui District Health Boards response:

- 1 Does your DHB have a current plan or strategy for the provision of After-Hours / Urgent Care Services as defined in the PHO Services Agreement? a. If yes, please provide a copy of the plan / strategy documentation.**

We do not currently have a strategy/plan but a review is underway.

- 2 As a DHB, do you directly provide or fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement? a. If yes, please provide details of the nature and size of services funded or directly provided by the DHB (excluding financials).**

Yes. The Emergency Department (ED) is located at Whanganui Hospital providing after hours services and urgent care services after 9pm until 8am every day.

- 3 Within your DHB district, do PHOs (or equivalent bodies) directly provide or fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement? a. If yes, please provide details of the nature and size of services funded or directly provided by the PHO(s) (excluding financials).**

Yes. Both PHOs fund the provision of urgent care services that partly fulfil the terms of the PHO services agreement.

In addition, Whanganui Accident & Medical Clinic (WAM) is a subsidiary company of Whanganui Regional Health Network (WRHN) one of two PHOs in the Whanganui District Health Board Region. WRHN covers 90% of the enrolled population of the WDHB region.

WAM was established as a means to provide the Whanganui community and its visitors with access to urgent and afterhours care. WAM is open from 8.00am to 9.00pm, every day of the year and provides the following services:

- WAM is the ACC preferred provider for injuries that occur, such as lacerations, fractures, sprains, eye injuries, etc
- WAM runs a fracture clinic for management of fractures that do not need hospital referral
- WAM provides services to patients who require urgent medical care, but cannot get into their general practice or to those who don't have one locally.

As an urgent care clinic WAM differs from a general practice, in that it does not enroll patients or receive funding to provide the same range of services that patients receive at their general practice. If patients are enrolled with a General Practitioner, they should attempt to seek urgent care services with that practice first.

The other PHO; National Hauora Coalition practices do not directly provide after hours services. Patients are not prevented from accessing WAM for urgent and afterhours care and NHC contributes to the patient co-payment for any of its enrolled members who do access the service. This contribution is limited to non ACC urgent medical visits and is designed to ensure all patients in the WDHB region are charged the same rates.

- 4 Are General Practices within your DHB district required to fund (either fully or partly) the provision of After-Hours / Urgent Care Services that meet the requirements of the provision of Urgent Care Services, as defined in the PHO Services Agreement? a. If yes, please provide details of the nature and size of services funded by General Practice.**

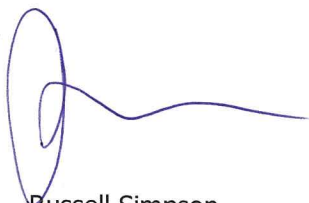
Yes. For WRHN practices, the arrangement with general practice varies from GPs working afterhours shifts in WAM to ensure back to back obligations are met to GPs choosing to pay fees to waive that obligation.

5 Are General Practices within your DHB district required to participate in an urgent care / after-hours / on-call roster in order to meet their Urgent Care Services obligations, as defined in the PHO Services Agreement? a. If yes, is this participation (and cost of on-call availability of clinicians) at the cost of the General Practice or another entity?

See response above

Should you have any further queries about the above information, please contact our OIA co-ordinator Anne Phoenix at anne.phoenix@wdhb.org.nz

Yours sincerely

A handwritten signature in blue ink, consisting of a large loop on the left and a long, wavy horizontal line extending to the right.

Russell Simpson
Chief Executive