

10 December 2020

(name and contact details redacted)

Dear (name redacted)

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2020149

I refer to your Official Information Act request dated 12 November 2020 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

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. If yes, please provide a copy of the plan / strategy documentation.

No, HBDHB does not have a current plan or strategy for the provision of After-Hours/Urgent Care Services as defined in the PHO Services Agreement. While there is no specific strategy document there is an agreed way of working and support for After Hours/Urgent Care in Hawke's Bay.

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?

Yes, HBDHB does fund the provision of After Hours/Urgent Care Services.

a. If yes, please provide details of the nature and size of services funded or directly provided by the DHB (excluding financials).

Hawke's Bay DHB funds:

- (i) an overnight in-person nursing service delivered from the City Medical centre in central Napier.
- (ii) a St Johns Ambulance transfer service for Napier-based patients that require urgent care at the Emergency Department at Hawke's Bay Hospital in Hastings.
- (iii) Hawke's Bay Hospital's Emergency Department, which provides in-person overnight services 24/7, every day of the year for patients in the Napier, Hastings and Waipawa districts.
- (iv) an after-hours in-person GP on-call service at Wairoa hospital from 5pm to 8am weekdays and all day weekends and public holidays. This GP is also the on-call physician for the in-patient ward at Wairoa Hospital.
- (v) an after-hours nurse triage service for the Central Hawke's Bay (CHB) district. This nurse also provides in-person services in the in-patient ward at the CHB Health Centre.

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? If yes, please

provide details of the nature and size of services funded or directly provided by the PHO(s) (excluding financials).

No, PHOs within HBDHB's district do not directly provide or fund the provision of After-Hours/Urgent Care Services.

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?

Yes, General Practices are required to fund the provision of After Hours/Urgent Care Services.

a. If yes, please provide details of the nature and size of services funded by General Practice.

Napier and Hastings practices fund a Home Care Medical (HML) after-hours nurse phone triage service. This service operates from close of business to 8am the next business day. The PHO holds the HML contract and top-slice Napier and Hastings practices capitation to cover the HML cost.

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?

Yes, General Practices are required to participate in After Hours/Urgent Care Services on-call roster.

a. If yes, is this participation (and cost of on-call availability of clinicians) at the cost of the General Practice or another entity?

Participating Napier general practices are rostered to participate in a collaborative urgent care service delivered from City Medical from 5pm to 9pm weekdays and 8am to 9pm weekends and Public Holidays.

Some Hastings practices are rostered to participate in a collaborative urgent care service delivered from The Hastings Health Centre from 5pm to 8pm weekdays and 8am to 8pm weekends and Public Holidays.

Other non-participating practices fund and operate a GP on-call service from close of business until 8pm weekdays and 8am (or close of business) to 8pm weekends and Public Holidays.

Waipukurau practice funds and operates a GP on-call service from close of business to 8am weekdays and all day weekends and Public Holidays.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely

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