

06 December 2021

[REDACTED]
[REDACTED]

Dear [REDACTED]

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021146

I refer to your Official Information Act request dated 8 November 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

- 1. Please provide me with the number of requests HBDHB has received requesting a walk in covid-19 testing facility during October and the date you action this OIA request in November.***

While no official correspondence has been received requesting COVID-19 walk-in testing between 1 October 2021 and 8 November 2021, the DHB has fielded enquiries and questions via social media/media, (see below).

- 2. Please confirm the number of complaints you have received because HBDHB has not provided a walk in Covid- 19 testing facility.***

Please refer to Table 1, below, containing questions/private messages received via Hawke's Bay DHB's Facebook page.

Please note: no formal letter or email correspondence of complaint was received regarding walk-in COVID-19 testing facilities.

- 3. Please provide me with copies of all communications the HBDHB has received and issued relating to walk in Covid-19 testing facilities in the last two weeks.***

In response to question three, please refer to Table 1 below containing Facebook communications HBDHB has issued in relation to COVID-19 walk-in testing facilities.

Please see Table 2 for comments and messages that were posted on the HBDHB Facebook page and received via the private message function of the Facebook page by the DHB, in relation to COVID-19 walk in testing facilities.

Please note the DHB has interpreted the timeframe "in the last two weeks" as being from 25 October to 8 November 2021.

You can also follow these links to the media releases issued by HBDHB regarding walk in COVID-19 testing facilities:

7 Nov

<http://ourhealthhb.nz/news-and-events/latest-news/hawkes-bay-community-responding-to-napiers-positive-covid-19-wastewater-result/>

5 Nov

<http://ourhealthhb.nz/news-and-events/latest-news/positive-covid-19-result-detected-in-napier-wastewater/>


21 Oct

<http://ourhealthhb.nz/news-and-events/latest-news/hawkes-bay-covid-19-response-21-october/>

Additionally you can find the link for news items here:

<http://ourhealthhb.nz/news-and-events/latest-news?start=20>

Table 1

Date	Post	Attachments
6 Nov 2021	<p>Update: No-appointment testing clinics in Napier this weekend:</p> <ul style="list-style-type: none"> 👉 Thurs 12 Nov, 3pm-7pm, Taradale Club, 55 Wharerangi Rd 👉 Sat 13 Nov and Sun 14 Nov, 1pm-5pm, The Doctors Napier 👉 Sun 14 Nov, 9:30am -3:30pm, Whitmore Park, Napier <p>! If you have flu-like symptoms or have visited an Alert Level 3 region recently, it is extremely important you get tested for COVID-19.</p> <p>Travellers from Alert Level 3 regions should get tested even if they don't have symptoms. After a positive COVID-19 wastewater result was confirmed in Napier on 3 Nov, a second sample collected on 8 Nov has come back negative. Although this is promising, more testing and results are needed before we can relax.</p> <p>To book a test by appointment, people can ring one of the numbers below:</p> <ul style="list-style-type: none"> • Napier: 06 650 4000 • Hastings: 06 281 2644 • Wairoa: 06 838 8333 • Central Hawke's Bay residents should call their doctor or Healthline: 0800 358 5453. <p>Now is the time for people to get tested if needed and/or vaccinated to protect our community.</p> <p>For a full list of where to get your vaccine this weekend, click here: http://ourhealthhb.nz/.../COVID-19.../Whats-on-Where.pdf</p> <p>Read our full press release here: http://ourhealthhb.nz/.../positive-covid-19-result.../</p>	<div style="background-color: #e91e63; color: white; padding: 10px; text-align: center;"> <p>If you have cold or flu symptoms OR have travelled to an Alert Level 3 region recently*</p> <h2 style="margin: 0;">Get tested for COVID-19</h2> <p><small>*Travellers from Alert Level 3 should get tested even if they don't have symptoms.</small></p> </div> <div style="margin-top: 10px;"> <p>Napier Ph 06 650 4000 Open 9am-5pm, Monday to Sunday</p> <hr/> <p>Hastings Ph 06 281 2644 Open 8am-8pm, Monday to Sunday</p> <hr/> <p>Wairoa Ph 06 838 8333 Open 8.30am-5pm, Monday to Friday <small>Call Healthline on 0800 358 5453 outside of these hours.</small></p> <hr/> <p>Central Hawke's Bay Central Hawke's Bay residents should contact their doctor or call Healthline 24/7 on 0800 358 5453.</p> </div> <div style="text-align: right; margin-top: 20px;">  </div>


<p>7 Nov 2021</p>	<p>Our Napier COVID-19 testing centre has advised us of available spaces between 3pm and 5pm TODAY where people can drive-in for their COVID test, no appointment necessary at The Doctor's Napier, entry via Vautier Street. We ask only people displaying cold and flu symptoms (however mild) including anyone who has recently returned from an Alert Level 3 region in the past 14 days, even if they are feeling well, to get tested.</p> <p>If you can't make today, our testing centres can book you in during the week. Please make it a priority. Numbers are: Napier: 06 650 4000 open 9am-5pm Mon-Sun. Hastings: 06 281 2644 open 8am-5pm Mon-Sun. Wairoa: 06 838 8333 open 8.30am-5pm Mon-Fri.</p> <p>Central Hawke's Bay residents need to be referred from their doctor or Healthline: 0800 358 5453.</p>	
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Table 2

Date	Name and public comment
06/11/2021	<p>Donna Congalton Why is the DHB not doing pop up testing since positive waste water. Clearly people are not going to be bothered to make an appointment! Another example of lack of competence of dhb. Isn't it time to listen to the community and do what's best for them rather than keep focusing on systems you have put in place.</p>
06/11/2021	<p>Angy Young Donna Congalton couldn't agree more. A test by appointment only is not good enough! 😡 Why has Napier not had pop up testing this weekend like other regions</p>
06/11/2021	<p>Kirsty Brewer We need drive/walk-through testing. Having to make an appointment will deter some people from getting tested. Surely it's a faster way to test as many people as possible?</p>
06/11/2021	<p>Quassi Kool Anyone open today 19th Nov Napier???Friday seems to be a challenge. Appointments for 3 places booked out. The rest aren't available until next week 😞</p>
05/11/2021	<p>Normanna Vevang-Langman Gisborne sets up drive thru testing, Napier has to make bookings. I would be more likely to go to a drive up testing site than call to make an appointment and have to wait for someone to call me back. Hbdhb needs to move a bit faster.</p>

05/11/2021	<p>Algy Rudzevecuis Stupid not having walk-up testing - would be lots more doing it...booking seems like an impediment</p>
Date	Private Message and reply
07/11/2021	<p>(Name redacted under s9 (2)(a) of the Act) Why has Napier not had a pop up drive thru testing station set up that doesn't require an appointment to get the test done. Poor response for the Napier region from Hbdhb!</p> <p>REPLY HBDHB: Kia ora (name redacted) thank you for getting in touch. There is a no appointment necessary drive-in COVID-19 testing centre open today from 3pm-5pm at The Doctors Napier.</p>
06/11/2021	<p>(Name redacted under s9 (2)(a) of the Act) Good evening. There is currently a post on the Napier News page that has concerns from local citizens about accessing walk in Covid testing for the Napier area. Some have expressed that the process of obtaining COVID testing as requested if they are displaying symptoms, or have travelled to a L3 area is not easy to obtain. Some have phoned, had to wait for a call back to obtain a time. Some missing the call back. Others concerned that some in marginalized communities might not have the luxury of phoning in due to internet/Ph accessibility. I am concerned that opportunities are being missed to test local Napier people and therefore missing chances to locate people who could test positive. Can we please have the same access as other areas who have walk in/ drive in locations without a booking being required. I see Gisborne that also had positive waste water testing this week have that very access. Please can you let me know if walk in/drive in access is being stood up as it is in Hastings? Regards(name redacted).</p>
06/11/2021	<p>(Name redacted under s9 (2)(a) of the Act) Not so much a question, but a comment... food for thought, while I agree it is possible to get many people swabbed/tested with the booking system, unfortunately it is also creating a barrier preventing some people who perhaps should be tested from doing so. Not everyone is comfortable ringing up to make a booking. Every other region who have had positive wastewater results have set up drivethrough/walk in testing clinics to ensure all barriers to testing are removed. Without this option it is entirely possible that we may miss positive cases because they are too scared to ring and book. It is concerning that HBDHB has not progressed to setting this up and I truly hope this barrier is removed soon. (I personally have no problem with ringing but the low testing turnout is clearly indicating that many others do...)</p>
05/11/2021	<p>(Name redacted under s9 (2)(a) of the Act) Hi there given the recent wastewater covid news tonight in Napier where will there be any drive in testing places open in Napier tomorrow(Saturday) please? Gisborne will have one and so Napier? Thanks very much (name redacted)</p>

Please also find below a copy of an email issued from HBDHB to RNZ dated 8 November 2021 regarding no-appointment testing centres:

From: s9 (2)(a)
Sent: Monday, 8 November 2021 2:45 PM
To: Tom Kitchin <Tom.Kitchin@rnz.co.nz>
Subject: RE: [EXTERNAL] - RE: RNZ query on covid tests

Hi Tom,

s9 (2)(g)(i)

Regards,

s9 (2)(a)

The region's COVID-19 phone-ahead testing system was set up during the 2020 Level 4 lockdown, with the ability to flex up and down, based on demand.

At the height of Alert Level 4 periods our testing centres were processing up to 1000 tests per day, which indicates daily capacity these centres are capable of. The system has worked well in our region with no public calls to open no-appointment testing in the past. However, the DHB is constantly assessing demand and is ready to stand-up mass testing at any point and/or introduce no appointment drive-in testing.

At the weekend testing centres across Napier and Hastings saw a steady stream of people with more than 780 swabs processed. On Sunday afternoon Napier's testing centre was also able to open up no-appointment drive ins between 3pm and 5pm. A total of 43 people took up that opportunity.

Given the positive COVID-19 wastewater sample in Napier last week, the DHB is asking anyone unwell with even the most mild of symptoms, including anyone who has recently travelled to an Alert Level 3 region within the past 14 days, to get tested. By calling ahead for an appointment testing centres are able to triage patients over the phone to make sure they meet COVID-19 testing criteria, as testing this group of people provides our best opportunity to help ensure there are no undetected cases of COVID-19 in Hawke's Bay.

It also means there are no long wait times for patients when they arrive at their allotted time.

-ENDS-

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

A handwritten signature in black ink, appearing to read 'Chris McKenna', enclosed in a light grey rectangular box.

Chris McKenna
Senior Responsible Officer – COVID Vaccination Programme

cc: *Ministry of Health via email: SectorOIA@moh.govt.nz*
oia@hbdhb.govt.nz