

4 March 2021

**Auckland DHB**  
**Chief Executive's Office**  
Level 12  
Building 1  
Auckland City Hospital  
PO Box 92189  
Victoria Street West  
Auckland 1142  
Ph: (09) 630-9943 ext: 22342  
Email: [ailsac@adhb.govt.nz](mailto:ailsac@adhb.govt.nz)

**Re: Official Information Act request – Non attendance at appointments**

I refer to your Official Information Act request dated 16 February 2021 requesting the following information:

**For the past five financial years, from 30 June 2016 to 30 June 2020:**

- 1. What information does the ADHB record regarding patients who do not arrive for their appointments across all health specialties? Please provide details by DNA Volume and DNA Rate by each health specialty.**

Please see spreadsheet attached.

- 2. Is the cost of DNA's calculated across each health specialty, and if so, is this reported to the Board? If so, please provide those details for the five years from 30 June 2016 to 30 June 2020.**

The Auckland DHB does not cost DNAs so is unable to provide this information.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://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 Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE  
Chief Executive of Te Toka Tumai (Auckland District Health Board)



DNA Rate by Directorate and Sub speciality - Financial Year 2017-2020

Directorate	SubSpecialty/Desc	2017			2018			2019			2020		
		Numerator	Denominator	DNA %	Numerator	Denominator	DNA %	Numerator	Denominator	DNA %	Numerator	Denominator	DNA %
Adult Community & Long Term	Dermatology	616	8343	7%	601	10019	6%	876	12323	7%	819	11887	7%
	Endocrinology	680	8258	8%	748	8299	9%	853	8299	10%	678	8564	8%
	Immunology	671	6116	11%	747	6270	12%	675	6233	11%	560	6318	9%
	Reablement	61	1558	4%	113	1696	7%	117	2226	5%	92	1781	5%
	Rheumatology	504	5272	10%	523	5994	9%	552	6133	9%	444	7025	6%
	The Auckland Regional Pain S	237	2813	8%	164	2809	6%	325	4298	8%	271	4177	6%
	Gastroenterology	1035	13422	8%	1000	13446	7%	1102	14443	8%	1002	13626	7%
	General Medicine	105	710	15%	122	662	18%	100	579	17%	105	717	15%
	Infectious Diseases	586	3358	17%	563	3653	15%	587	3646	16%	515	3769	14%
	Neurology	1377	14470	10%	1468	16098	9%	1412	15128	9%	1303	14846	9%
Adult Medical Services	Neurology Research	0	31	0%	Not available	Not available	Not available	Not available	Not available	Not available	0	1	0%
	Renal Medicine	1281	47630	3%	1070	50380	2%	1108	51990	2%	1263	54060	2%
	Respiratory Medicine	2303	19525	12%	2208	20691	11%	2446	21739	11%	2164	20499	11%
	Familial GI Cancer Registry	16	436	4%	31	605	5%	265	4043	6%	258	3961	7%
	Genetics	260	4062	6%	248	4043	6%	641	17367	4%	488	17771	3%
	Haematology	635	17619	4%	602	17392	3%	641	17367	4%	2413	69574	3%
	Oncology	2642	60322	4%	2517	59463	4%	2738	62930	4%	1696	22773	7%
	Cardiology	2022	25121	8%	1879	25613	7%	2024	25661	8%	91	1596	6%
	Cardiothoracic	66	1149	6%	65	1529	4%	96	1663	6%	511	14427	4%
	Physiology	666	13785	5%	623	14176	4%	541	15057	4%	348	4967	7%
Cancer & Blood Services	Vascular Surgery	704	6088	12%	511	6023	8%	432	5740	8%	226	1353	17%
	Adult Congenital Heart	188	990	19%	159	1130	14%	157	1083	14%	2000	11791	17%
	Audiology	1988	13188	15%	1841	12062	15%	2423	13514	18%	41	953	4%
	Children's Allied Health	1	73	1%	15	607	2%	27	435	6%	54	345	16%
	CIDG	46	282	16%	45	373	12%	70	418	17%	546	4728	12%
	General Paediatrics	572	4451	13%	592	4724	13%	555	4622	12%	66	686	10%
	Newborn Services	43	797	5%	55	787	7%	40	715	6%	0	3356	0%
	Paediatric Anaesthesia	0	3422	0%	0	3182	0%	0	2894	0%	439	6369	7%
	Paediatric Cardiac	527	6144	9%	367	5867	6%	370	6324	6%	1	310	0%
	Paediatric Consultant Liaison	13	275	5%	0	183	0%	1	284	0%	161	1197	13%
Child Health	Paediatric Dermatology	228	1395	16%	242	1442	17%	197	1529	13%	188	1811	10%
	Paediatric Development	131	1359	10%	144	1378	10%	177	1533	12%	323	4970	6%
	Paediatric Endocrinology	380	4426	9%	432	4485	10%	480	4488	11%	93	1258	7%
	Paediatric Gastroenterology	149	1209	12%	109	1267	9%	143	1226	12%	177	7098	2%
	Paediatric Haem/Onc	239	7890	3%	277	8513	3%	209	7694	3%	94	1729	5%
	Paediatric Immunology	169	1622	10%	104	1656	6%	157	1531	10%	45	350	13%
	Paediatric Infectious Diseases	94	503	19%	87	457	19%	72	437	16%	134	2433	6%
	Paediatric Metabolic	80	2212	4%	81	2304	4%	81	2450	3%	172	2236	8%
	Paediatric Neurology	167	1836	9%	169	1975	9%	157	1950	8%	115	571	20%
	Paediatric Neurosurgery	61	531	11%	97	607	16%	668	668	19%	1033	7375	14%
Te Puaruru	Paediatric ORL	1134	7932	14%	1057	7787	14%	1277	7822	16%	1218	12672	10%
	Paediatric Orthopaedics	1597	13581	12%	1497	14214	11%	1481	14545	10%	12	1084	1%
	Paediatric Pain Service	10	969	1%	16	1047	2%	9	1335	1%	0	1939	0%
	Paediatric Palliative Care	0	1564	0%	0	1658	0%	0	1483	0%	77	609	13%
	Paediatric Rehab	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	0	1197	4%
	Paediatric Renal Medicine	92	953	10%	60	1088	6%	66	1190	6%	139	1967	7%
	Paediatric Respiratory Medicine	199	1720	12%	167	1698	10%	229	1812	13%	29	760	4%
	Paediatric Rheumatology	47	655	7%	46	725	6%	28	776	4%	701	4627	15%
	Paediatric Surgery	1111	5371	21%	1070	5716	19%	963	5047	19%	0	2	0%
	Te Puaruru	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	Not available	0	2	0%

<b>Clinical Support Services</b>	Adult Allied Health	2849	18794	15%	3254	20049	16%	4156	22752	18%	3289	19117	17%
	Clinical Dietetics	156	4850	3%	135	5989	2%	121	6192	2%	83	6079	1%
	Imaging	Not available			3	189	2%	8	255	3%	3	255	1%
	Women's Allied Health	714	6010	12%	932	9906	9%	762	10109	8%	630	10329	6%
	Anaesthesia	503	5723	9%	374	4515	8%	357	4693	8%	177	3601	5%
<b>Peroperative Services</b>	General Surgery	3349	26849	12%	3060	26471	12%	3143	26892	12%	2467	25485	10%
<b>Surgical Services</b>	Neurosurgery	332	2862	12%	292	3198	9%	328	3374	10%	310	3115	10%
	NIFS	0	48	0%	0	44	0%	0	14	0%	0	17	0%
	Ophthalmology	10242	91941	11%	11177	106086	11%	10055	106249	9%	9857	101385	10%
	ORL	1950	17080	11%	2142	18934	11%	2353	18957	12%	2073	18214	11%
	Orthopaedics	2851	23485	12%	2284	23723	10%	2515	24159	10%	2525	22945	11%
	Renal Transplant	114	4994	2%	91	4859	2%	116	4932	2%	73	4234	2%
	Urology	656	9144	7%	693	9528	7%	949	10479	9%	673	9720	7%
	Hospital and Specialist Dentist	Not available			3135	19255	16%	3259	20154	16%	2922	17273	17%
	Oral and Maxillofacial Surger	Not available			1027	3681	28%	873	3282	27%	974	3860	25%
<b>Women's Health</b>	Fertility Plus	66	3595	2%	45	3658	1%	45	3768	1%	44	3857	1%
	Gynae Oncology	72	1265	6%	72	1420	5%	81	1459	6%	80	1386	6%
	Gynaecology	2437	25079	10%	2304	24547	9%	2104	24931	8%	1893	28243	7%
<b>Total</b>		<b>52024</b>	<b>587157</b>	<b>9%</b>	<b>55552</b>	<b>641845</b>	<b>9%</b>	<b>57569</b>	<b>660585</b>	<b>9%</b>	<b>51224</b>	<b>647250</b>	<b>8%</b>