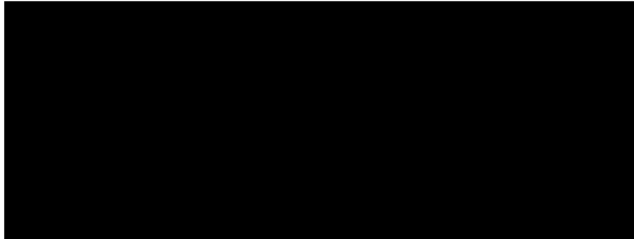


28 July 2021



Re: Official Information Act request – Ambulance delays at A&E

I refer to your Official Information Act request dated 2 July 2021 requesting the following information:

- 1) I am looking to find out whether ambulances had found delays when handing people over to A&E so far this winter.
- 2) I was hoping to find out how frequently people are waiting more than 15 minutes to be handed over to A&E from the ambulance.
- 3) Am I able to find this out, as well as how this winter compares to the previous three years?

Auckland DHB's Emergency Departments do not collect information as to the time delay that may occur before the transfer of a patient from an ambulance into the hospital.

While it is possible that St John may collect this information, your request cannot be transferred to St John as they are not subject to the Official Information Act.

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 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)