



24 November 2020

[Redacted]  
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Via email: [Redacted]

## Response to a request for official information

Dear [Redacted]

Thank you for your request for official information received 12 November 2020 by Nelson Marlborough Health (NMH)<sup>1</sup> where you seek the following information:

- 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.**

NMH response: No, we do not have a written plan or strategy however the DHB and the two Primary Health Organisations (PHOs) work closely together to ensure the provision across the NMH District, of After-Hours/ Urgent Care Services as defined in the PHO Services Agreement.

- 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).**

NMH response: The DHB supports provision of after-hours/ urgent care services by;

- Rural funding to support three rural general practices to meet the challenges of rural health care delivery including, but not exclusively, around-the-clock urgent care services
- Funding the Murchison Health Centre, a DHB delivered rural health care service, which also provides around-the-clock urgent care
- A contribution toward sustainability of health care services, including urgent care, delivered by two urban *Urgent Care Services* that provide after-hours care; to 10.00pm weekdays, weekends and public holidays in Nelson, and to 8.00pm weekdays, weekends and public holidays in Blenheim
- Funding to support provision of telephone nurse triage services after-hours
- Supporting free care of patients who are redirected from the Emergency Department (ED) to the *Urgent Care Services*
- Supporting free care of patients redirected from St John to the rural general practices
- Supporting extraordinary demand e.g. COVID-19 related.

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<sup>1</sup> Nelson Marlborough District Health Board

- 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).**

NMH response: One rural general practice is a PHO owned service, and both Nelson Bays Primary Health and Marlborough Primary Health are shareholders in their regions' respective *Urgent Care Services*. As such, we suggest you contact the PHOs direct to ask if there is specific PHO provision or funding for delivery of after-hours/ urgent care services, as defined in the PHO Services Agreement.

- 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.**

NMH response: Rural general practices are expected to provide after-hours/ urgent care services, as defined in the PHO Services Agreement, and this is supported by the funding provided by the DHB noted in response to Question 2.

Due to complexities of funding (PRIME, redirections from St John to rural general practice, and co-operative after-hours schemes between rural practices), we suggest you contact the three rural general practices direct – Golden Bay Community Health, Greenwood Health and The Doctors Motueka, to ask if the provision of after-hours/ urgent care services requires further funding contribution from the general practices themselves.

The urban general practices are expected to support the provision of urgent care as is currently delivered by the two *Urgent Care Services* established in Nelson and Marlborough, as also noted in response to Question 2. The DHB cannot advise if the *Urgent Care Services* are self-funding or if the general practices contribute funding to ensure these services continue.

NMH does not charge the general practices or PHO for the delivery of urgent care services by ED in the period that the *Urgent Care Services* are not operating.

- 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?**

NMH response: The DHB has not been involved with any urgent care/ on-call roster, although we are aware that the two urban *Urgent Care Services* roster PHO contracted providers and also employ permanent and casual staff. Rural areas run a roster of contracted providers or salaried General Practitioners (GPs).

This response has been provided under the Official Information Act 1982. You have the right to seek an investigation by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or free phone 0800 802 602.

If you have any questions about this decision please feel free to email our OIA Coordinator [OIArequest@nmdhb.govt.nz](mailto:OIArequest@nmdhb.govt.nz) I trust that this information meets your requirements. NMH, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released. If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'P Bramley', with a stylized flourish at the end.

Dr Peter Bramley  
**Chief Executive**