

12 November 2020

Via Email: [REDACTED]

Dear [REDACTED]

**Response to a request for official information**

Thank you for your request for official information as received 14 October 2020 by Nelson Marlborough Health (NMH)<sup>1</sup> where you ask about Ophthalmology referrals to Canterbury DHB.

**1. I seek information on how many other people are like [REDACTED] being refused care from the CDHB**

**NMH response:** The introduction of the [Planned Care](#) pathway, traditionally known as 'Electives' and more than just hospital-based care and admissions, is a new direction toward our understanding of provision of person-centred care to those of higher priority first and in the most appropriate setting – we know that the way healthcare resources are arranged helps people to manage their healthcare needs and stay as healthy as possible.

Over 95%<sup>2</sup> of Ophthalmology referrals to CDHB Ophthalmology Services are accepted of which we believe promotes the effective care provided to individuals who are referred for such personal health services, and reflects the optimum arrangement for the most efficient delivery of these services to meet the Nelson Marlborough population needs.

We understand that the clinical enquiry in your letter dated 14 October 2020 has been responded directly by CDHB.

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



Eric Sinclair  
**Acting Chief Executive**

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

<sup>2</sup> Calculated from a total 232 Ophthalmology referrals to CDHB since 1 July 2018