


28 September 2023

s 9(2)(a)



Your request for Official information, reference: HN200026717

Thank you for your request made under the Official Information Act 1982 (the Act) on 27 July 2023, asking for information relating to Dr Shane Reti's visits to emergency departments with St John's Ambulance. You specifically requested:

"... what information you hold relating to Dr Shane Reti's visits to emergency departments with St John's Ambulance earlier this year.

In particular, I would like this to cover any emails, messages, meeting notes or other information relating to conversations with

(a) St John's Ambulance and

(b) the Health Minister's office from Tuesday, July 11 onwards, when I first made a request for comment to Dr Verrall's media advisers.

Please also include copies of any other responses you have provided to OIA requests by others relating to Dr Reti's ambulance ride-alongs and visits to EDs.

Please also provide (a) a copy of your updated policy/procedures for observers (such as MPs) visiting EDs and (b) the policy as it read before this incident.

On 28 July 2023, you also asked:

"Can I please also add Wellington Free Ambulance to the organisations included in this OIA."

On 23 August 2023, Te Whatu Ora extended the time limit to respond to your request to 15 September 2023.

Te Whatu Ora has interpreted your request as any information received or sent by Te Whatu Ora and St John and Wellington Free Ambulance regarding Dr Reti's visits to emergency departments as an observer on ambulances.

Te Whatu Ora has made a reasonable endeavour to search for any information within the scope of your request. Information within scope of this request is itemised in Appendix 1 of this letter and copies of the documents are enclosed. Please note that we have scoped your request by searching through several business units including specific individuals to identify any information. The table in Appendix 1 outlines the grounds under which I have decided to withhold information. Where information is withheld under section 9 of the Act, I have considered the countervailing public interest in release in making this decision and consider that it does not outweigh the need to withhold at this time.

While submitted outside of the date of the request, for completeness and to provide reasonable assistance, Te Whatu Ora is providing a copy of the letter to Wellington Free Ambulance dated 2 August 2023 regarding visitors to Te Whatu Ora facilities.

Each hospital has individual visitor policies. As such, part of your request is refused under section 18(e) of the Act, as there is no Te Whatu Ora formal policy or procedure for observers visiting emergency departments. Te Whatu Ora frequently provides other advice, but that is specific to the event/visit as required.

How to get in touch

If you have any questions, you can contact us at h.nzOIA@health.govt.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Emma Prestidge

**Interim Director, Primary, Community and Rural
National Commissioning**

Appendix 1: List of documents for release

#	Date	Title	Decision on release
1	12 July 2023 – 27 July 2023	Email correspondence	Released with some information withheld under: <ul style="list-style-type: none">• Section 9(2)(a) of the Act, to withhold personal contact details.• Section 9(2)(g)(i) maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to Ministers of the Crown or members of an organisation or officers and employees of any public service agency or organisation in the course of their duty. Information identified as out of scope has been removed accordingly.
2	2 August 2023	Letter to Wellington Free Ambulance	Released with some information withheld under section 9(2)(a) of the Act.

From: s 9(2)(a) [redacted] @stjohn.org.nz>
Sent: Wednesday, 12 July 2023 11:16 am
To: Tracie Simpson
Subject: Reti Ride -a-longs

Importance: High

Hi Tracie,


I have spoken to the Office of the CE – below is the list of area’s where Reti participated in a ride-a-longs. My understanding from the team is these requests came in over a period of time and weren’t presented as a larger plan to visit all parts of New Zealand.

These were organised been the Office of the CE and Ambulance operations.

- Auckland
- Whangārei
- Hamilton
- Rotorua
- Gisborne
- Napier
- New Plymouth
- Palmerston North
- Whanganui
- Christchurch
- Nelson
- Hokitika
- Timaru
- Dunedin
- Invercargill

Ngā mihi

s 9(2)(a) [redacted]
[redacted] National Headquarters
Hato Hone St John | Aotearoa New Zealand

 **St John**
Here for Life
Ts 9(2)(a) [redacted]
Es 9(2)(a) [redacted] [@stjohn.org.nz](mailto:[redacted]@stjohn.org.nz)
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From: s 9(2)(a) [redacted] <[redacted]@wfa.org.nz>
Sent: Friday, 14 July 2023 7:07 pm
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Subject: Fwd: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Giselle

We have not had any other ministerial ride alongs than those we sent through yesterday. Ride alongs have all come through in the last few months.

Prior to this we were very restricted with observers due to COVID.

Regards

s
9(2)

From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Thursday, July 13, 2023 1:44:14 PM
To: s 9(2)(a) [redacted] <[redacted]@stjohn.org.nz>; s 9(2)(a) [redacted] <[redacted]@stjohn.org.nz>; s 9(2)(a) [redacted] <[redacted]@wfa.org.nz>
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Many thanks for this s 9(2)(a) [redacted] – im just received a phone call and it seems the political interest has heightened re this. CE's office for the info regarding ridealongs going back to beginning to beginning of January 2023.

s 9(2)(a) [redacted] are you able to supply this info ASAP?

Many thanks
Giselle

Giselle Wansa-Harvey

Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a) [redacted]

īmēra: giselle.wansa-harvey@health.govt.nz



Te Whatu Ora – Health New Zealand

Kia ora, I have sent this email at a time convenient for me. I do not expect you to read, respond, or action this email message outside of your preferred hours of working.

From: s 9(2)(a) @stjohn.org.nz>
Sent: Wednesday, 12 July 2023 5:25 pm
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) @stjohn.org.nz>; s 9(2)(a) @wfa.org.nz
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Giselle,

Apologies, I have been on the road today so catching up on all the emails now. There are 2 gaps in dates attached that I haven't been able to locate quickly but the rest of the visit dates are there. I am unable to 100% confirm for some of them that Shane went to a Te Whatu Ora facility but given he spent time with our crew, I would assume he did. I can gain further clarity for you if required but wont have this information by the AM.

If you need anything further please let me know

Thanks

s 9(2)(a)
Ambulance Operations
Hato Hone St John | Aotearoa New Zealand



Hato Hone

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Wednesday, July 12, 2023 4:53 PM
To: s 9(2)(a) @stjohn.org.nz>; s 9(2)(a) @wfa.org.nz; s 9(2)(a) @stjohn.org.nz>
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Thanks that's helpful s 9(2) , can I have the deets in the am, the governance group needing to close out these queries tomorrow. ()

Many thanks
Giselle

From: s 9(2)(a) @stjohn.org.nz>
Sent: Wednesday, 12 July 2023 11:04 am
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) @wfa.org.nz
Cc: s 9(2)(a) @stjohn.org.nz>
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Thanks Giselle,

The only ride along's we have had from MPs are Shane Reti (I think there was 17) and Tracey McLellan (1). I took Tracey out and we did not enter any facilities.

I understand Shane went into a lot of sites. s 9(2) will give you a list of dates he rode along and where.

Ngā mihi mahana

s 9(2)(a)

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Wednesday, July 12, 2023 10:57 AM
To: s 9(2)(a) [@wfa.org.nz](mailto:wfa.org.nz); s 9(2)(a) [@stjohn.org.nz](mailto:stjohn.org.nz)>
Subject: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Both

Have been asked to consolidate a list of any MP ride alongs in your vehicles over the last four months where they have visited Te whatu ora facilities (i.e. hospitals/EDs). Needing the dates / sites entered.

With Te Whatu Ora being a Crown Entity there is a different set of obligations on both us and our employees. s 9(2)(g)(i)

Suspect going forward we'll need to establish a national process to ensure any visits are declared in advance.

Many thanks
Giselle

Giselle Wansa-Harvey

Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)

īmēra: giselle.wansa-harvey@health.govt.nz



Te Whatu Ora – Health New Zealand

TeWhatuOra.govt.nz

Kia ora, I have sent this email at a time convenient for me. I do not expect you to read, respond, or action this email message outside of your preferred hours of working.

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From: Peter Alsop
Sent: Thursday, 13 July 2023 9:55 am
To: Sophie Matthewman - EXT <Sophie.Matthewman@parliament.govt.nz>
Cc: Andrew Slater <Andrew.Slater@health.govt.nz>
Subject: Ambulance Arranged MP visits to Te Whatu Ora Facilities

Kia ora Sophie

There has been recent media comment re MP visits to EDs via ambulance services, which Andrew and I have looked into – and will seek to be tighter on across comms and government services ahead.

This has alerted us to those services providers (as 3rd party providers) not connecting with us, or advising us, on those visits.

We are now in the process of resetting expectations with the providers; it is important we are aware and, in at least some cases, jointly determining whether or not MPs are approved for visits and to witness patient care. There are important issues to consider like health and safety, and impact on flow management; as well as briefing staff.

Where we do know, management action or plans are typically put in place. We did do this for a visit for Dr Reti to Lakes hospital in the recent past, where it was agreed and recorded that he could not enter ED. It is possible our local sites had more visibility than us, and local plans in place, which we have not bottomed out. We will be resetting internal expectations on this as well.

To give us some visibility, St John (attached) and Wellington Free (below) have provided us information. Although they are NGO providers and there are forms people sign to be able to do ambulance 'ride along', which includes confidentiality and health and safety, the frequency of taking visitors (particularly St John) onto Te Whatu Ora premises is not acceptable and we will be following up with the providers.

Usual protocol is for them to notify us via NASO (along with Te Whatu Ora comms/media and ACC comms/media). This did not occur for the instances listed. Both providers have been reminded about the proper protocols they should have followed to notify us beforehand.

s 9(2)(g)(i)

We didn't feel this warranted a briefing to the Minister, though would appreciate you noting that we've looked into this and are resetting expectations and considering the letter noted above.

Pete

>>>>>>>>>>>>>>>>

From Wellington Free Ambulance:

- Dr Shane Reti 22nd March MAST1 with s 9(2)(a) and s 9(2)(a) 09:00-15:00
- Dr Shane Reti 14th May THOR1 with s 9(2)(a) and s 9(2)(a) 18:00-24:00
- Mayor Lower Hutt Campbell Barry 26th April LOWE1 with s 9(2)(a) and s 9(2)(a)
- Mayor Porirua Anita Baker 7th July PORI1 s 9(2)(a) and s 9(2)(a) 07:00-13:00
- Mayor Sth Wairarapa Martin Connelly 7th July GREYT1 06:00-12:00 with s 9(2)(a) and s 9(2)()

Wellington Free Ambulance have not been able to interrogate their CAD data to determine if the people above accompanied the paramedics into Te Whatu Ora facilities.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

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From: s 9(2)(a) @stjohn.org.nz
Sent: Thursday, 13 July 2023 2:48 pm
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) @stjohn.org.nz
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Giselle,

Final list complete is attached.

Thanks and have a good long weekend

s 9(2)(a) - Ambulance Operations
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Many thanks
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Giselle Wansa-Harvey
Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)

īmēra: giselle.wansa-harvey@health.govt.nz



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Sent: Wednesday, July 12, 2023 4:53 PM
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Giselle

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Ngā mihi mahana

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Wednesday, July 12, 2023 10:57 AM
To: s 9(2)(a) @wfa.org.nz; s 9(2)(a) @stjohn.org.nz
Subject: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Both

Have been asked to consolidate a list of any MP ride alongs in your vehicles over the last four months where they have visited Te whatu ora facilities (i.e. hospitals/EDs). Needing the dates / sites entered.

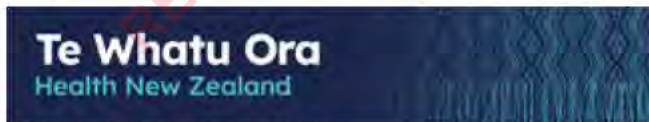
With Te Whatu Ora being a Crown Entity there is a different set of obligations on both us and our employees. s 9(2)(g)(i)

Suspect going forward we'll need a establish a national process to ensure any visits are declared in advance.

Many thanks
Giselle

Giselle Wansa-Harvey
Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)
īmēra: giselle.wansa-harvey@health.govt.nz



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Statement of confidentiality: This e-mail message and any accompanying attachments may contain information that is IN-CONFIDENCE and subject to

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From: s 9(2)(a) [redacted]@wfa.org.nz>
Sent: Wednesday, 12 July 2023 7:10 pm
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Subject: Re: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Giselle.

Without interrogating CAD to look at the deployment of those units on the day we could not say for certain, however on the balance of probability it is safe to say that it is more than likely they will have accompanied WFA staff onto Te Whata Ora premises even if this was only onto the grounds

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Wednesday, July 12, 2023 6:09:18 PM
To: s 9(2)(a) [redacted]@wfa.org.nz>
Subject: Re: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Many thanks s [redacted] for this- is it safe to assume in these visits they entered te whatu it's premises ie hospital and Ed's? 9(2)

From: s 9(2)(a) [redacted]@wfa.org.nz>
Sent: Wednesday, July 12, 2023 6:03:19 PM
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Subject: Fwd: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Giselle

As below

Regards

s [redacted]
9(2)

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From: s 9(2)(a) [redacted]@wfa.org.nz>
Sent: Wednesday, July 12, 2023 5:46:02 PM
To: s 9(2)(a) [redacted]@wfa.org.nz>; s 9(2)(a) [redacted]@wfa.org.nz>
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi s [redacted] & s [redacted]
9(2) 9(2)

Document 1

These are the dates we have:

- Dr Shane Reti 22nd March MAST1 with s 9(2)(a) and s 9(2)(a) 09:00-15:00
- Dr Shane Reti 14th May THOR1 with s 9(2)(a) and s 9(2)(a) 18:00-24:00
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- Mayor Sth Wairarapa Martin Connelly 7th July GREYT1 06:00-12:00 with s 9(2)(a) and s 9(2)(a)

Kind regards,

s
9(2)
s 9(2)(a)

Wellington Free Ambulance
PO Box 601, Wellington 6140

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www.facebook.com/wellingtonfreeambulance

www.donatetowfa.org.nz

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From: s 9(2)(a) <[s 9\(2\)\(a\)@wfa.org.nz](mailto:s 9(2)(a)@wfa.org.nz)>

Sent: Wednesday, July 12, 2023 5:07 PM

To: s 9(2)(a) <[s 9\(2\)\(a\)@wfa.org.nz](mailto:s 9(2)(a)@wfa.org.nz)>

Subject: Re: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Yes include those please s
9(2)

Thanks

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>

Sent: Wednesday, July 12, 2023 11:22 AM

To: s 9(2)(a) <[s9\(2\)\(a\)@stjohn.org.nz](mailto:s9(2)(a)@stjohn.org.nz)>; s 9(2)(a) <[s9\(2\)\(a\)@wfa.org.nz](mailto:s9(2)(a)@wfa.org.nz)>; s 9(2)(a) <[s9\(2\)\(a\)@stjohn.org.nz](mailto:s9(2)(a)@stjohn.org.nz)>

Subject: Re: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Cheers ta that will be helpful, thanks s 9(2) in advance.

Ta

Giselle

From: s 9(2)(a) <[s9\(2\)\(a\)@stjohn.org.nz](mailto:s9(2)(a)@stjohn.org.nz)>

Sent: Wednesday, July 12, 2023 11:03:31 AM

To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) <[s9\(2\)\(a\)@wfa.org.nz](mailto:s9(2)(a)@wfa.org.nz)>; s 9(2)(a) <[s9\(2\)\(a\)@wfa.org.nz](mailto:s9(2)(a)@wfa.org.nz)>

Document 1

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Hi Both

Have been asked to consolidate a list of any MP ride alongs in your vehicles over the last four months where they have visited Te whatu ora facilities (i.e. hospitals/EDs). Needing the dates / sites entered.

With Te Whatu Ora being a Crown Entity there is a different set of obligations on both us and our employees. s 9(2)(g)(i)

Suspect going forward we'll need to establish a national process to ensure any visits are declared in advance.

Many thanks

Giselle

Giselle Wansa-Harvey

Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)

īmēra: giselle.wansa-harvey@health.govt.nz

The logo for Te Whatu Ora Health New Zealand, featuring the text "Te Whatu Ora" in white and "Health New Zealand" in teal on a dark blue background with a subtle pattern.

Te Whatu Ora
Health New Zealand

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Kia ora, I have sent this email at a time convenient for me. I do not expect you to read, respond, or action this email message outside of your preferred hours of working.

From: Kelly Mitchell
Sent: Thursday, 13 July 2023 5:10 pm
To: Tracie Simpson; s 9(2)(a)
Subject: RE: Shane Reti - ride along details

Hi s 9(2)
()

Just following on from your discussions with Tracie please see below where we landed in terms of our written response for Alex Spence.

FINAL

We do not have a single complete record of MP visits to emergency departments.

It has come to our attention that some providers of ambulance services have, with good intentions, hosted MPs to visits to some of our facilities, without informing us first.

It is important we are aware of visitors to the working parts of our facilities, in order to consider any impacts on patient care, health and safety considerations, to properly inform staff and for us to brief visitors on protocols and expectations.

We will be resetting expectations with providers, and also ensuring we have clearer procedures in place to accommodate MP visits.

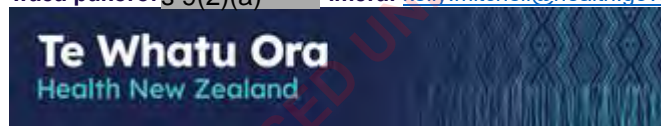
ENDS

Regards,

Kelly Mitchell (she/her)

Principal Advisor, Media | Te Whatu Ora – Health New Zealand

waea pūkoro: s 9(2)(a) īmēra: kelly.mitchell@health.govt.nz



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Out of scope

Out of scope

From: s 9(2)(a) <[REDACTED]@stjohn.org.nz>
Sent: Thursday, 13 July 2023 3:00 pm
To: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Subject: Shane Reti - ride along details
Importance: High

Hi Tracie,

The stakeholder team have provided me with the following list.

Date of ride along	Area/Location of the ride along	Did they visit Te Whatu Ora facilities (hospitals/EDs)
27/01/23	Whangarei	Yes, Whangarei ED
9/02/23	Auckland	Yes, he visited Auckland, North Shore, Waitakere and Middlemore EDs
6/03/23	Hamilton	Yes, he visited Waikato ED.
10/04/23	Timaru	Yes, he visited Timaru Hospital ED
12/04/23	Christchurch	Yes, Christchurch ED
14/04/23	Hokitika	Yes, he visited Te Nikau ED Greymouth
15/04/23	Dunedin	Yes, he visited the Dunedin Hospital ED
16/04/23	Invercargill	Yes, he visited the ED.
17/04/23	Nelson	Yes, he visited Nelson ED.
24/04/23	Gisborne	Yes, Te Whata Ora Tairawhiti ED
27/04/23	Napier	Yes, he visited Hawkes Bay ED and City Medical (Napier).
30/04/23	Rotorua	No
6/05/23	Palmerston North	Yes, he visited Palmerston North ED

7/05/23	Whanganui	Yes, he visited Whanganui Hospital ED.
13/05/23	New Plymouth	Yes, he visited Taranaki Base Hospital ED

Ngā mihi

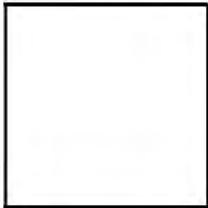
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From: Kelly Mitchell on behalf of Health New Zealand Media
Sent: Thursday, 13 July 2023 5:13 pm
To: Sally Page-EXT; Patricia Greig-EXT; sharon.lundy@parliament.govt.nz
Subject: COMMS PRODUCT: Fact-checking

Hi Patty and Sally,

Please see below a media enquiry and response re ED visits by MPs.

REQUEST

From: Alex Spence, NZ Herald

I've done an interview with Shane Reti, National's health spokesperson, about problems in the emergency medicine system, and I just want to check some facts please.

Reti says he shadowed ambulances on late shifts for three months earlier this year. Between Waitangi Day and Easter, Reti says he spent most Friday or Saturday nights riding along with St John's Ambulance crews. In three months he did ride-alongs in all 20 former district health boards. (I am checking this with St John's ambulance).

Reti says he went into people's homes and also accompanied patients in ambulances to EDs in all the 20 DHBs. At one ED, Waikato, in March, they were "ramped" for more than an hour. That night, there were 10 ambulances for the entire Waikato region and at one point half of them were waiting at the ED to offload patients.

Can you get someone please to confirm that that is correct to the best of Te Whatu Ora's information?

ENDS

RESPONSE

We do not have a single complete record of MP visits to emergency departments.

It has come to our attention that some providers of ambulance services have, with good intentions, hosted MPs to visits to some of our facilities, without informing us first.

It is important we are aware of visitors to the working parts of our facilities, in order to consider any impacts on patient care, health and safety considerations, to properly inform staff and for us to brief visitors on protocols and expectations.

We will be resetting expectations with providers, and also ensuring we have clearer procedures in place to accommodate MP visits.

ENDS

Regards,

Kelly Mitchell (she/her)

Principal Advisor, Media | Te Whatu Ora – Health New Zealand

waea pūkoro: s 9(2)(a) imēra: kelly.mitchell@health.govt.nz



Te Whatu Ora
Health New Zealand

From: Giselle Wansa-Harvey
Sent: Monday, 17 July 2023 10:29 am
To: Ambulance Team
Subject: FW: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Follow Up Flag: Follow up
Flag Status: Flagged

FYI

From: s 9(2)(a) @stjohn.org.nz
Sent: Monday, 17 July 2023 10:26 am
To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) @wfa.org.nz
Cc: s 9(2)(a) @stjohn.org.nz; s 9(2)(a) @stjohn.org.nz; s 9(2)(a) @stjohn.org.nz
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Thanks Giselle and noted.

Ngā mihi mahana

s 9(2)(a)

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Monday, July 17, 2023 10:06 AM
To: s 9(2)(a) @wfa.org.nz; s 9(2)(a) @stjohn.org.nz
Cc: s 9(2)(a) @stjohn.org.nz
Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Both

Thanks for the supplementary information re Ridealongs late last week.

As signalled earlier last week, it has come to Te Whatu Ora leadership's attention that some providers of ambulance services have, with good intentions, hosted MPs to visits to some of our facilities, without informing us first. With Te Whatu Ora being a Crown Entity there is a different set of obligations on both us and our employees. s 9(2)(g)(i)

Going forward, the national Ambulance team on behalf of Te Whatu Ora will need to be across any such visits to the working parts of our facilities, in order to consider any impacts on patient care, health and safety considerations, to properly inform staff and for us to brief visitors on protocols and expectations.

It is also a generally accepted practice that, if a MP wishes to visit a public service facility, engagement directly with the agency's chief executive or the responsible minister is first required.

Regards
Giselle

Giselle Wansa-Harvey

Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)

īmēra: giselle.wansa-harvey@health.govt.nz



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Kia ora, I have sent this email at a time convenient for me. I do not expect you to read, respond, or action this email message outside of your preferred hours of working.

From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>

Sent: Thursday, July 13, 2023 1:44:14 PM

To: s 9(2)(a) <[s 9\(2\)\(a\)@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)>; s 9(2)(a) <[s 9\(2\)\(a\)@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)>; s 9(2)(a) <[s 9\(2\)\(a\)@wfa.org.nz](mailto:s 9(2)(a)@wfa.org.nz)>

Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Many thanks for this s 9(2)(a) – im just received a phone call and it seems the political interest has heightened re this. CE's office for the info regarding ridealongs going back to beginning to beginning of January 2023.

s 9(2)(a) are you able to supply this info ASAP?

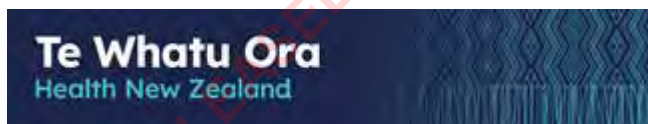
Many thanks
Giselle

Giselle Wansa-Harvey

Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)

īmēra: giselle.wansa-harvey@health.govt.nz



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From: s 9(2)(a) <[s 9\(2\)\(a\)@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)>

Sent: Wednesday, 12 July 2023 5:25 pm

To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) <[s 9\(2\)\(a\)@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)>; s 9(2)(a) <[s 9\(2\)\(a\)@wfa.org.nz](mailto:s 9(2)(a)@wfa.org.nz)>

Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Giselle,

Apologies, I have been on the road today so catching up on all the emails now.

There are 2 gaps in dates attached that I haven't been able to locate quickly but the rest of the visit dates are there. I am unable to 100% confirm for some of them that Shane went to a Te Whatu Ora facility but given he spent time with our crew, I would assume he did. I can gain further clarity for you if required but wont have this information by the AM.

If you need anything further please let me know

Thanks

s 9(2)(a)

- Ambulance Operations
Hato Hone St John | Aotearoa New Zealand



Hato Hone

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From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>

Sent: Wednesday, July 12, 2023 4:53 PM

To: s 9(2)(a) [@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz); s 9(2)(a) [@wfa.org.nz](mailto:s 9(2)(a)@wfa.org.nz); s 9(2)(a) [@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)

Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Thanks that's helpful s 9(2), can I have the deets in the am, the governance group needing to close out these queries tomorrow. ()

Many thanks

Giselle

From: s 9(2)(a) [@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)

Sent: Wednesday, 12 July 2023 11:04 am

To: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; s 9(2)(a) [@wfa.org.nz](mailto:s 9(2)(a)@wfa.org.nz)

Cc: s 9(2)(a) [@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)

Subject: RE: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Thanks Giselle,

The only ride along's we have had from MPs are Shane Reti (I think there was 17) and Tracey McLellan (1). I took Tracey out and we did not enter any facilities.

I understand Shane went into a lot of sites. Kirsty will give you a list of dates he rode along and where.

Ngā mihi mahana

s 9(2)(a)

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Please consider the environment before printing this email

From: Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>
Sent: Wednesday, July 12, 2023 10:57 AM
To: s 9(2)(a) @wfa.org.nz; s 9(2)(a) @stjohn.org.nz
Subject: [EXTERNAL] MP visits to Te Whatu Ora sites over last four months

Hi Both

Have been asked to consolidate a list of any MP ride alongs in your vehicles over the last four months where they have visited Te whatu ora facilities (i.e. hospitals/EDs). Needing the dates / sites entered.

With Te Whatu Ora being a Crown Entity there is a different set of obligations on both us and our employees. s 9(2)(g)(i)

Suspect going forward we'll need to establish a national process to ensure any visits are declared in advance.

Many thanks
Giselle

Giselle Wansa-Harvey
Manager, National Ambulance Sector Office

waea pūkoro: s 9(2)(a)

īmēra: giselle.wansa-harvey@health.govt.nz



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Out of scope

From: Carla Penman <Carla.Penman@health.govt.nz> on behalf of Health New Zealand Media <hnzmedia@health.govt.nz>
Sent: Monday, July 24, 2023 7:59 PM
To: s 9(2)(a) <[\[REDACTED\]@wbd.com](mailto: [REDACTED]@wbd.com)>
Cc: Patricia Greig-EXT <Patricia.Greig@parliament.govt.nz>
Subject: Re: Shane Reti observer

Hi Amelia,

We'll come back to you in the morning on this.

Cheers
Carla

From: s 9(2)(a) <[\[REDACTED\]@wbd.com](mailto: [REDACTED]@wbd.com)>
Sent: Monday, July 24, 2023 7:34:34 PM
To: Health New Zealand Media <hnzmedia@health.govt.nz>

Cc: Patricia Greig-EXT <Patricia.Greig@parliament.govt.nz>

Subject: Shane Reti observer

Kia ora,

I'm doing a story tomorrow about National MP Shane Reti observing with St John's

- Are you please able to confirm whether Te Whatu Ora gave Reti to attend emergency departments and take part in procedures?
- What are the rules around this?
- Have any complaints since been made about his attendance and if so, how many, in what situation and how is Te Whatu Ora responding.

It would also be very helpful is someone is available for an on camera interview!

Otherwise, my deadline is Tues 1pm

Thanks so much,

s 9(2)

()

s 9(2)(a)

Political Reporter - NEWSHUB

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

From: s 9(2)(a) <[redacted]@stjohn.org.nz>
Sent: Tuesday, 25 July 2023 10:06 am
To: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Subject: Q+A statement

Hi Tracie,

This is what we sent to Q+A yesterday – which will form the basis on the Newshub statement.

Hato Hone St John receives requests from a variety of interested parties including media, politicians, officials, along with health and emergency services personnel who would like to accompany our staff on an ambulance shift. Where possible we will try to facilitate these requests as they are a good way to gain firsthand experience and a deeper understanding of the of the service we deliver around the motu, and the challenges our teams face. In recent times we have accommodated several requests from MPs from various political parties.

Earlier this year Dr. Shane Reti accompanied several Hato Hone St John ambulance crews as an observer across the country. We are confident that under the guidance of our staff Dr. Reti adhered to our observer policy. Our observer policy is compliant with the Health and Disability Commissioner’s Code of Rights.

Hato Hone St John has robust processes in place to protect patient privacy, and the welfare and wellbeing of people in our care is of the upmost priority. Our standard practice is to advise patients when we have an observer and seek their consent. We understand there are circumstances where this may not be possible, and in these cases, decisions regarding an observer’s presence and/or participation will be made by senior ambulance staff in consultation with whanau where possible. We are always guided by the best interests of the patient.

No investigation has been initiated following Dr. Reti’s time, however Hato Hone St John is reviewing our policy and procedures for observation shifts which we regularly do as part of continuous improvement to our service.

I’ve also got this prepared as a holding statement

While Dr. Reti accompanied our staff as an observer, he is also registered medical practitioner. It is acceptable practice for us to seek clinical assessment from registered health personnel with appropriate skills and experience at scene.

Ngā mihi

s 9(2)(a) [redacted]
[redacted] | National Headquarters
Hato Hone St John | Aotearoa New Zealand



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From: Kelly Mitchell
Sent: Tuesday, 25 July 2023 2:24 pm
To: Tracie Simpson; s 9(2)(a)
Subject: RE: Q+A statement

Hi s 9(2)
()

Please see below our statement to Newshub on this.

Statement attributable to Peter Alsop, Chief of Staff, Office of the Chief Executive

We acknowledge that some providers of ambulance services have, with good intentions, hosted Members of Parliament to visits to some of our facilities, without informing us first.

It is important we are aware of visitors to the working parts of our facilities, in order to consider any impacts on patient care and any health, safety, security and integrity considerations. Te Whatu Ora also needs to properly inform staff, and to be able to brief visitors on expectations and protocols.

We must also consider the interests of patients (many of whom will be compromised in their ability to share their view) when agreeing to other people observing their care.

Visitors directly associated with care, particularly thinking of a patient's whānau, play an important part in the care journey, and can have good reason to enter Te Whatu Ora facilities.

In the case of Members of Parliament, we must also consider additional expectations related to serving the government of the day and acting with integrity and political neutrality. It is a generally accepted practice that, if a MP wants to visit a public service facility, engagement with the agency's chief executive or the responsible minister is first required.

We have reset expectations with providers. We absolutely want an approach whereby discretionary visitors can, for good reasons, visit Te Whatu Ora facilities. This includes the important role of visits in building knowledge and awareness of how the health system works.

ENDS

Kelly Mitchell (she/her)

Principal Advisor, Media | Te Whatu Ora – Health New Zealand

waea pūkoro: s 9(2)(a) | imēra: kelly.mitchell@health.govt.nz



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From: s 9(2)(a) <[s 9\(2\)\(a\)@stjohn.org.nz](mailto:s 9(2)(a)@stjohn.org.nz)>
Sent: Tuesday, 25 July 2023 10:06 am
To: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Subject: Q+A statement

Hi Tracie,

This is what we sent to Q+A yesterday – which will form the basis on the Newshub statement.

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No investigation has been initiated following Dr. Reti's time, however Hato Hone St John is reviewing our policy and procedures for observation shifts which we regularly do as part of continuous improvement to our service.

I've also got this prepared as a holding statement

While Dr. Reti accompanied our staff as an observer, he is also a registered medical practitioner. It is acceptable practice for us to seek clinical assessment from registered health personnel with appropriate skills and experience at scene.

Ngā mihi

s 9(2)(a)

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From: Kelly Mitchell
Sent: Tuesday, 25 July 2023 4:41 pm
To: Patricia Greig-EXT
Subject: RE: COMMS PRODUCT: Shane Reti observer

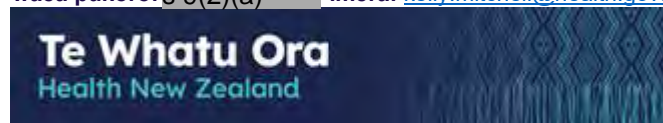
Hi Patty,

This went to Amelia at 2.22pm. Her deadline was 1pm.

Kelly Mitchell (she/her)

Principal Advisor, Media | Te Whatu Ora – Health New Zealand

waea pūkoro: s 9(2)(a) Imēra: kelly.mitchell@health.govt.nz



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From: Patricia Greig <Patricia.Greig@parliament.govt.nz>
Sent: Tuesday, 25 July 2023 4:39 pm
To: Kelly Mitchell <Kelly.Mitchell@health.govt.nz>; Sharon Lundy <Sharon.Lundy@parliament.govt.nz>
Subject: RE: COMMS PRODUCT: Shane Reti observer

Hi Kelly,

When is this going?

Thanks,
Patty

From: Kelly Mitchell <Kelly.Mitchell@health.govt.nz>
Sent: Tuesday, 25 July 2023 2:08 PM
To: Patricia Greig <Patricia.Greig@parliament.govt.nz>; Sharon Lundy <Sharon.Lundy@parliament.govt.nz>
Subject: COMMS PRODUCT: Shane Reti observer

Hi Patty and Sharon,

Media query and response below re Shan Reti ride-alongs with ambulance.

REQUEST

From: Amelia Wade, Newshub

I'm doing a story tomorrow about National MP Shane Reti observing with St John's

- Are you please able to confirm whether Te Whatu Ora gave Reti to attend emergency departments and take part in procedures?
- What are the rules around this?
- Have any complaints since been made about his attendance and if so, how many, in what situation and how is Te Whatu Ora responding.

ENDS

RESPONSE

Statement attributable to Peter Alsop, Chief of Staff, Office of the Chief Executive

We acknowledge that some providers of ambulance services have, with good intentions, hosted Members of Parliament to visits to some of our facilities, without informing us first.

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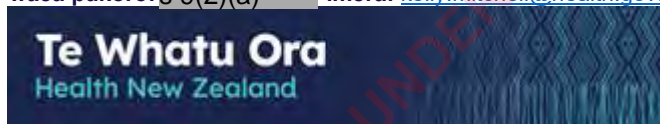
We have reset expectations with providers. We absolutely want an approach whereby discretionary visitors can, for good reasons, visit Te Whatu Ora facilities. This includes the important role of visits in building knowledge and awareness of how the health system works.

ENDS

Kelly Mitchell (she/her)

Principal Advisor, Media | Te Whatu Ora – Health New Zealand

waea pūkoro: s 9(2)(a) Imēra: kelly.mitchell@health.govt.nz



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From: s 9(2)(a) [REDACTED]@stjohn.org.nz>
Sent: Tuesday, 25 July 2023 7:02 pm
To: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Subject: Hato Hone St John Newshub statement

Kia ora

Below is the statement we are proposing to send to Newshub. We are holding off until the morning.

Hato Hone St John receives requests from a variety of interested parties including media, politicians, officials, along with health and emergency services personnel who would like to accompany our staff on an ambulance shift. Where possible we will try to facilitate these requests as they are a good way to gain firsthand experience and a deeper understanding of the of the service we deliver around the motu, and the challenges our teams face. In recent times we have accommodated several requests from MPs from various political parties.

Hato Hone St John has robust processes in place to protect patient privacy, and the welfare and wellbeing of people in our care is of the upmost priority. An observer's access to information is closely monitored by Hato Hone St John staff and they are given information pertinent to the scenes they observe.

Our standard practice is to advise patients when we have an observer and seek their consent. We are always guided by the best interests of the patient.

We are confident that under the guidance of our staff Dr. Reti adhered to our observer policy. Our observer policy is compliant with the Health and Disability Commissioner's Code of Rights and the Privacy Act 1993.

Nga mihi,

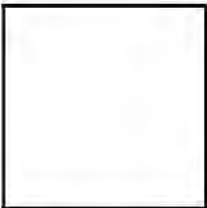
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From: Emma Prestidge

Sent: Wednesday, 26 July 2023 1:42 pm

To: s 9(2)(a) <[redacted]@stjohn.org.nz>; s 9(2)(a) <[redacted]@stjohn.org.nz>

Cc: Adeline Cumings <Adeline.Cumings@health.govt.nz>; Giselle Wansa-Harvey <Giselle.Wansa-Harvey@health.govt.nz>; Sue Gordon <Sue.Gordon@health.govt.nz>

Subject: Visitors to Te Whatu Ora facilities

Kia ora s [redacted] and s [redacted]
9(2) 9(2)

As discussed s [redacted] here is the letter to support the conversation we just had. I want to thank you for the discussion and will be pleased to see your written response on the good points you raised. On that note, Giselle will be in touch so we can progress the operational work on process including definitions, determination of risks etc

Emma Prestidge (she/her)

Interim Director, Primary, Community and Rural

National Commissioning

waea pūkoro s 9(2)(a) | Īmēra: emma.prestidge@health.govt.nz

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Te Whatu Ora – Health New Zealand
TeWhatuOra.govt.nz

From: s 9(2)(a) @stjohn.org.nz>
Sent: Wednesday, 26 July 2023 4:36 pm
To: Tracie Simpson
Subject: RE: [EXTERNAL] RE: Statement for Newshub.

And our Stuff response.

All individuals who participate as an observer on an ambulance shift with Hato Hone St John are required to adhere to an observer policy, which includes gaining consent to follow patients during their ambulance care through to transfer of care at hospital. When arriving at the hospital emergency department, observers are under the direct supervision of paramedics and receive their guidance on protocols at those facilities.

Hato Hone St John's observer policy is compliant with the Health and Disability Commissioner's Code of Rights and Privacy Act 1993.

Where appropriate, an observer who is a registered health practitioner can aid in broader patient assessment when requested by paramedics, which is consistent with standard practice when there are registered medical personnel on scene who can aid ambulance personnel.

From: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Sent: Wednesday, July 26, 2023 3:11 PM
To: s 9(2)(a) @stjohn.org.nz>
Subject: [EXTERNAL] RE: Statement for Newshub.

Thanks Lizzie.

Tracie Simpson

Media Lead (Interim)

Communications and Engagement

waea pūkoro: s 9(2)(a) | Īmēra: tracie.simpson@health.govt.nz

Te Whatu Ora Media Centre: <https://www.tewhatauora.govt.nz/about-us/media-centre/>

Te Whatu Ora – Health New Zealand
TeWhatuOra.govt.nz

From: s 9(2)(a) @stjohn.org.nz>
Sent: Wednesday, 26 July 2023 3:05 pm
To: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Subject: Statement for Newshub.

Hi Tracie,

Below is the final statement for Newshub. We have also received a query from Geoff at Stuff.

Please attribute to s 9(2)(a) Hato Hone St John Deputy Chief Executive – Ambulance Operations

Hato Hone St John receives requests from a variety of partners and stakeholders (including media, politicians, and officials with health and emergency services) who would like to observe on an ambulance shift. Where possible we will try to facilitate these requests as they are a good way to gain firsthand experience and a deeper understanding of the service we deliver and the challenges our teams face. In recent times we have accommodated several requests from MPs across the political spectrum.

Hato Hone St John can confirm that Dr. Shane Reti accompanied our ambulance staff on several shifts as an observer, in adherence with the Hato Hone St John observer policy, which includes gaining consent to follow patients during their ambulance care through to transfer of care at hospital. When arriving at the hospital emergency department, Dr. Reti was under the direct supervision of our paramedics who guided him on protocols at those facilities.

Hato Hone St John’s observer policy is compliant with the Health and Disability Commissioner’s Code of Rights and Privacy Act 1993.

While Dr. Reti accompanied our ambulance staff as an observer, he is also a registered medical practitioner. Where appropriate Dr. Reti aided broader patient assessment when requested by paramedics, which is consistent with standard practice when there are registered medical personnel on scene who can aid ambulance personnel.

Hato Hone St John is reviewing our policy and procedures for observation shifts which we regularly do as part of continuous improvement to our service and we are working collaboratively with Te Whatu Ora in this process. Hato Hone St John and Te Whatu Ora have agreed to establish a national agreement on the management of ambulance observers following patient care through to Te Whatu Ora facilities.

Hato Hone St John has not received any complaints from patients or whānau involved in an observation shift that Dr. Reti participated in.

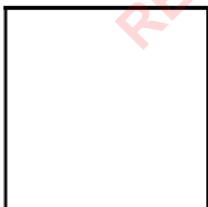
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26 July 2023

s 9(2)(a)

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Kia ora s 9(2)(a)

Visitors to Te Whatu Ora facilities

Further to recent discussions on this matter, we want to formalise our requirement that standard protocols are followed for visitors not directly involved in or associated with care when visiting working parts of Te Whatu Ora facilities.

Before going further, I want to underscore that visitors directly associated with care, particularly a patient's whānau, absolutely play an important part in the care journey, and can have good reason to enter Te Whatu Ora facilities through your own services. We recognise their important role and interests.

For the purpose of this letter, we are referring to 'discretionary visitors', where the individuals are not directly involved in or associated with care or where the visits are not strictly necessary for the effective delivery of health services.

Discretionary visitors came to our attention recently in the context of visits by Members of Parliament; however we emphasise that the issues and considerations are general in nature and apply to all discretionary visitors. Even for Te Whatu Ora itself, there are strict protocols in place for visits that apply to everyone, at all levels of our organisation.

In terms of our partnership, there are strong reasons why we need you to provide advance notice of proposed discretionary visitors. Te Whatu Ora requires this to consider any impact on patient care and any health, safety, security and integrity considerations. Te Whatu Ora also needs to properly inform staff, and to be able to brief visitors on expectations and protocols. In terms of patient care, because the visits aren't strictly necessary, there is also the risk that – if not appropriately managed – they could compromise service delivery. This is a risk we absolutely need to avoid as we're sure you would appreciate.

While a separate matter to access to Te Whatu Ora facilities, we are also keen to further understand how you consider the interests of patients (many of whom will be compromised in their ability to share their view) when agreeing to other people observing their care.

In our view these are all appropriate considerations for Te Whatu Ora as both an owner/manager of facilities and given the legal responsibilities we hold for delivering health services. More broadly, it has also been a long-standing expectation that, if you are undertaking activity that is likely to draw media attention or bring risk to Te Whatu Ora or ACC, we are made aware in advance. While not your intention, your approach, as we understand it from recent events, has not had sufficient regard for these core interests.

On the basis of the above, there is a clear need for you to proactively advise Te Whatu Ora of proposals for discretionary visitors, allowing us sufficient time to consider the issues and interests summarised. We would be pleased to work with you on refining an approach that works for us both. Furthermore, we absolutely want an approach whereby discretionary visitors can, for

appropriate reasons, visit Te Whatu Ora facilities. This includes the important role of visits in building knowledge and awareness of how the health system works.

In the case of Members of Parliament, we must also consider additional expectations related to serving the Government of the day and acting with integrity and political neutrality. In particular, it is a generally accepted practice that, if an MP wishes to visit a public service facility, engagement with the agency's chief executive or the responsible Minister is first required. As a service provider operating closely alongside us, this context is also particularly relevant to you. As a funder, we must have confidence you have robust processes in place to ensure integrity and political neutrality in your operations.

Thank you for considering these important matters. We would like to meet with you in the near future to discuss them followed by a formal response from you.

Ngā mihi



Emma Prestidge

Interim Director

Primary, Community and Rural

National Commissioning

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From: Tracie Simpson
Sent: Thursday, 27 July 2023 4:56 pm
To: s 9(2)(a)
Cc: s 9(2)(a)
Subject: RE: Questions from NZ Herald

Kia ora s 9(2)(a)

My apologies for the slow response. Thank you for letting me know. I also had a similar request from Alex today.

Thanks

Tracie

Tracie Simpson

Media Lead (Interim)

Communications and Engagement

waea pūkoro: s 9(2)(a) | Īmēra: tracie.simpson@health.govt.nz

Te Whatu Ora Media Centre: <https://www.tewhatauora.govt.nz/about-us/media-centre/>

Te Whatu Ora – Health New Zealand

TeWhatuOra.govt.nz

From: s 9(2)(a) @stjohn.org.nz
Sent: Thursday, 27 July 2023 10:20 am
To: Tracie Simpson <Tracie.Simpson@health.govt.nz>
Cc: s 9(2)(a) @stjohn.org.nz
Subject: Questions from NZ Herald

Tena koe Tracie,

I hope this email finds you well.

I know Lizzie has been corresponding with you regarding media enquiries we've received on Dr Shane Reti's ambulance observer shifts. Lizzie is away today.

I'm bringing to your attention further questions from NZ Herald Investigations Editor, Alex Spence who has asked the following:

- Has anything new happened between TWO and St John's between my story last week and now?
- Was TWO's "resetting of expectations" about Reti doing ride-a-longs per se, or entering the EDs without them knowing? Has TWO told St John's to change its policies? Or the minister's office?
- Do you recognise the claim that St John's was "scolded" by TWO?

- Is it still the case that nobody has complained about Reti being an observer?

Our response to Alex will be to share the statement we sent to Newshub yesterday and to say we have no further comment.

Have you received a similar enquiry from Alex, and if so, may we know your response, so we are aligned?

Ngā mihi

s 9(2)(a)

[Redacted]

Hato Hone St John | Aotearoa New Zealand



**Hato Hone
St John**

T s 9(2)(a) | M s 9(2)(a)

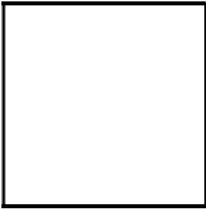
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2 August 2023

s 9(2)(a)

Wellington Free Ambulance

s 9(2)(a) [@wfa.org.nz](mailto: @wfa.org.nz)

Kia ora s 9(2)(a)

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Thank you for considering these important matters.

Ngā mihi



Emma Prestidge

**Interim Director, Primary, Community and Rural
National Commissioning**

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