**Written Parliamentary Question 40247 (2026).**

I am advised that there is no national target for the proportion of emergency department presentations diverted or redirected to urgent care services, and that the 2022 time and motion study referred to in New and Improved Urgent and After-Hours Healthcare has not been repeated. I am further advised that Health New Zealand does not hold data on the volumes of patients assessed as suitable for diversion or redirection, or offered it, only those who accepted vouchers.

I am advised that the $164 million committed in Budget 2025 is allocated in equal instalments of $40.9 million across each of the four years of the appropriation, and that this is separate from the existing $18 million in sustainability funding top-ups. I am further advised that no additional funding has been sought or committed since Budget 2025. I am advised that approximately $19.4 million has been spent to date on services now operating, with a further $17 million committed to contracts being finalised or established, and that no money has been spent on external procurement support, with all procurement work carried out using existing Health New Zealand resources. I am advised that there was a $24.4 million underspend against the $40.9 million budget in 2025/26, as the programme was being established part-way through the year, and that a further $4 million underspend is forecast for 2026/27, with the programme expected to be fully spent in 2027/28 and 2028/29. Any underspend has been used to fund top-ups so has not left the system. I am further advised that regional allocations have not yet been determined, as the annual budget is being held nationally while the programme is established and embedded.

I am advised that 97.2 percent of New Zealanders currently live within a 60-minute drive of an in-person urgent care service, up from 76 percent in May 2025, against a target of 98 percent by the end of 2027. I am further advised that 95.8 percent of Māori and 89.4 percent of the rural population currently live within a 60-minute drive of such a service.

I am advised that of the sites identified in the May 2025 document, 16 have formally transitioned to the new framework: Counties Manukau, East Auckland and Lower Hutt (large urban); Dunedin, Invercargill, Nelson and Marlborough (small city); Dargaville, Whakatāne and Rolleston (rural); and six remote pilot sites — Great Barrier Island, Colville, Te Kūiti, Tūrangi, Golden Bay and Twizel. I am further advised that the remaining sites continue to operate under existing arrangements and are expected to transition in a phased approach, with implementation across all sites completed by the end of 2027.

I am advised that new or enhanced services have already commenced this year at Dunedin, Twizel, Te Kūiti, Golden Bay, Rolleston, Whakatāne, Gisborne, Dargaville, Invercargill, Nelson, Blenheim, Hutt Valley, Auckland–Howick and Auckland–Ōtara. I am

further advised that contracted upgrades are agreed or under negotiation at Te Anau, Timaru, Whangārei, Queenstown, Wellington, Palmerston North and Tauranga. I am advised that a number of smaller rural sites — including Akaroa, Cheviot, the Chatham Islands, Fairlie, Haast, Hanmer Springs, Kaikōura, Karamea, Kurow, Lumsden, Maniototo/Ranfurly, Murchison, Roxburgh, Stewart Island, Tuatapere and Waimate — retain their existing PRIME first-responder cover, with an enhanced 24-hour on-call service planned for Quarter 2 or 3 of 2027. I am further advised that pre-procurement community engagement is under way at Alexandra, Mōkau, Oamaru, Taupō, Thames and Whitianga.

I am advised that a number of sites recorded in the May 2025 document as not contracted by Health New Zealand — including several Auckland clinics and Hamilton Te Rapa, Hamilton Central and Hamilton North — remain uncontracted, with no decision yet reached in partnership with ACC.

*How many and what percentage, if any, of patients offered diversion or redirection from an emergency department accepted it in each of the past three years, broken down by emergency department?*

| **Facility** | **Total ED Presentations** | **Patients discharged from ED with an option for redirection** |
|---|---:|---:|
| Ashburton Hospital | 13944 | 289 |
| Auckland City Hospital | 86487 | 2304 |
| Bay of Islands Hospital | 13807 | 0 |
| Central Mental Health Unit | 3 | 0 |
| Christchurch Hospital | 144513 | 378 |
| Dunedin Hospital | 43889 | 0 |
| Dunstan Hospital | 4516 | 1 |
| Gisborne Hospital | 28063 | 119 |
| Grey Base Hospital | 13043 | 0 |
| Hawera Hospital | 17965 | 72 |
| Hawke's Bay Hospital | 54702 | 0 |
| Hutt Valley Hospital | 54000 | 357 |
| Kaitaia Hospital | 16426 | 0 |
| Lakes District Hospital | 19049 | 0 |
| Middlemore Hospital | 128123 | 407 |
| Nelson Hospital | 34370 | 1 |
| North Shore Hospital | 66243 | 6962 |
| Oamaru Hospital | 9929 | 11 |
| Palmerston North Hospital | 48952 | 2339 |
| Rotorua Hospital | 37527 | 1945 |

| | | |
|---|---|---|
| Southland Hospital | 44896 | 0 |
| Starship Child & Family Unit | 40688 | 2 |
| Taranaki Base Hospital | 40129 | 578 |
| Taumarunui | 9966 | 6 |
| Taupo Hospital | 18650 | 134 |
| Tauranga Hospital | 63043 | 2691 |
| Te Kuiti Hospital and Family Health Team | 3231 | 193 |
| Thames Hospital | 20865 | 193 |
| Timaru Hospital | 23131 | 119 |
| Tokoroa Hospital | 15613 | 508 |
| Waikato Hospital | 90936 | 10193 |
| Wairarapa Hospital | 19268 | 558 |
| Wairau Hospital | 22212 | 3 |
| Wairoa Hospital & Health Centre | 3202 | 0 |
| Waitakere Hospital | 69135 | 8977 |
| Wellington | 64668 | 618 |
| Whakatane Hospital | 27979 | 680 |
| Whanganui Hospital | 25662 | 0 |
| Whangarei Hospital | 52025 | 1965 |
| **Grand total** | **1490850** | **42603** |

Notes:

- Data extracted 14 September 2026.
- The data is provisional, has not undergone full quality assurance, it is subject to change.
- Nationally held information on redirections is only available from July 2025 onward.
- Data is provided for the financial year July 2025 to June 2026.
- Total presentations includes all emergency department presentations, including patients recorded as Did Not Wait (DNW) and patients redirected to community services.
- Redirected patients include presentations with an Emergency Department event end type of 'EC' (redirected to community services).
- Recorded redirections are people who were discharged from the ED with the option of being redirected; Health NZ is unable to determine how many took up that option.

*Which emergency departments, if any, currently operate an ED diversion or redirection scheme to urgent care services, and from what date did each begin?*

| Hospital | Name of providers, and date redirection was established |
|---|---|
| Middlemore Hospital | Whitecross Otahuhu (March 2019), Local Doctors Otara (Feb 2026), The Doctors Middlemore (March 2020), East Care (December 2018), Counties Medical Takanini (March 2020), Counties Medical Papakura (March 2020), Emergency Consult (May 2026) |
| North Shore hospital | Shorecare Smales Farm (March 2017) Emergency Consult (May 2026), Whitecross Henderson (September 2017) |
| Auckland City Hospital | Shorecare Smales Farm (March 2017), Emergency Consult (May 2026), Whitecross Ascot (paper vouchers April 2025), Whitecross Henderson (September 2017) |
| Whangarei Hospital | Whangarei Whitecross (unsure as previously held with HSS), Emergency Consult (May 2026) |
| Waitakere Hospital | Shorecare Smales Farm (March 2017) Emergency Consult (May 2026), Whitecross Henderson (September 2017) |
| Wairau Hospital | Marlborough Urgent Care (2017) |
| Waikato Hospital | Anglesea, Tui Medical Rototuna, Tui Medical Te Rapa and Emergency consult (all 2021) |
| Tauranga Hospital | Emergency consult; Second Ave; Healthcare on Fifteen; Tara Road (all 2021) |
| Te Toka O Maru O Taranaki | Emergency consult; Medicross; Care First (both 2022) |
| Rotorua Hospital | Lakes PrimeCare (October 2023) |
| Hutt Hospital | Hutt Valley Urgent Care December 2025) |
| Wellington Hospital | Wellington Accident & Medical (June 2025) |
| Palmerston North Hospital | City Drs White Cross, Palms Medical Centre, Practice Plus (virtual) Pre HNZ formation, estimate 6-8 years, virtual 2024 |
| Wairau Hospital | Marlborough Urgent Care (2017) |
| Nelson Hospital | Nelson Medical and Injury Centre (2017) |
| Christchurch Hospital | Telehealth - Practice Plus (June 2024) |
| Ashburton Hospital | Telehealth - Practice Plus (2026) |
| Gisborne Hospital | Tātai Whānau and some general practices (July 2025) |
| Whakatane Hospital | Emergency consult; Rehua Tuahiahi (December 2025) |

Notes:

- Data extracted 11 September 2026
- Emergency Queue is the software platform used to redirect from ED.
- Emergency consult is the telehealth provider.

*What percentage, if any, of the population is currently within a 60-minute drive of an in-person urgent care service, broken down by district?*

| | |
|---|---|
| Auckland | 99.4% |
| Counties Manukau | 98.9% |
| Northland | 88.8% |
| Waitemata | 98.1% |
| Bay of Plenty | 96.2% |
| Lakes | 98.2% |
| Tairawhiti | 82.0% |
| Taranaki | 94.6% |
| Waikato | 98.9% |
| Canterbury | 98.7% |
| Nelson Marlborough | 90.6% |
| South Canterbury | 97.6% |
| Southern | 96.3% |
| West Coast | 77.9% |
| Capital and Coast | 99.4% |
| Hawke's Bay | 96.9% |
| Hutt Valley | 96.1% |
| MidCentral | 97.5% |
| Wairarapa | 97.0% |
| Whanganui | 94.8% |

Notes:

- Data extracted 15 September 2026