



13 April 2022

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-017159**

Thank you for your email of 9 March 2022, asking for the following information under the Official Information Act 1982 (the Act):

*I'd like to request the number of surgery claims which have been declined since ACC was started I would like this information organized by year and year- quarter, as well as (if possible) surgery type, and if the denied claim resulted in a review being lodged.*

**We cannot provide all of the data you have requested for declined surgery requests and subsequent reviews**

ACC began storing data on surgery request outcomes in 2005 and to provide data on the number of surgery requests that were declined prior to that, a manual search of ACC's claim files and physical records would be necessary.

We also changed how information on reviews are recorded in 2016 and to provide accurate data for reviews lodged relating to declined surgery requests prior to that, we would need to conduct a manual review of the data and corresponding claims to confirm the data's accuracy. We are providing review data from between 2012 and 2016, however this data is indicative only, actual numbers may vary.

Therefore, we are refusing part of your request for declined surgery requests prior to 2005 and subsequent reviews prior to 2012 because making the information available would require substantial research and collation. This decision is made under section 18(f) of the Act.

In deciding to refuse these parts of your request, we have considered extending our timeframe to respond and charging (under the Act). However, neither of these options have been offered, as it has been determined that the resources required to extract the information would have a significant impact on the everyday functions of the team(s) involved.

**We are providing data of surgery requests from 2005 and subsequent reviews from 2012**

In the attached spreadsheet, you can find the number of received and declined requests for surgery from 2005 to 2022, broken down by each quarter and the breakdown of declined surgeries by surgery type. We have also included the number of reviews of declined surgery requests, broken down by year from 2012.

The data were extracted on 17 March 2022 and may differ if rerun later.

**As this information may be of interest to other members of the public**

ACC may decide to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

**If you're concerned about this response, please get in touch**

You can contact our Media team at [media@acc.co.nz](mailto:media@acc.co.nz).

If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**

Government Engagement & Support

Table 1: Number of all elective surgery requests, broken down by surgery request year and quarter.

Quarter	Calendar Year																	
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022 YTD
Q1	8,175	9,650	10,176	9,349	12,546	11,085	11,658	12,896	11,847	13,000	12,899	12,273	11,891	11,167	12,063	11,773	12,922	6,619
Q2	10,564	10,330	11,969	13,708	13,757	12,796	13,954	14,228	15,404	15,080	13,838	14,500	13,992	14,112	15,104	11,612	14,599	-
Q3	11,258	11,063	11,906	13,138	14,192	14,456	14,508	14,794	15,452	15,446	14,794	13,962	13,594	13,866	13,985	15,179	13,426	-
Q4	9,839	11,124	12,149	12,785	12,517	13,240	13,778	13,896	13,628	14,697	12,969	13,571	13,009	13,324	13,937	14,251	13,040	-

Table 2: Number of declined elective surgeries, broken down by surgery request year and quarter.

Quarter	Calendar Year																	
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022 YTD
Q1	295	942	917	1,086	2,509	2,473	2,114	2,273	2,187	2,058	2,051	2,154	2,005	1,899	2,235	1,944	2,227	360
Q2	897	1,022	1,271	1,287	2,777	2,610	2,486	2,494	2,591	2,298	2,408	2,795	2,485	2,436	2,551	1,993	2,450	-
Q3	896	1,071	1,312	1,691	3,037	2,898	2,753	2,529	2,419	2,394	2,639	2,361	2,252	2,320	2,247	2,598	2,218	-
Q4	954	1,005	1,080	2,222	2,761	2,469	2,697	2,590	2,257	2,182	2,511	2,453	2,146	2,378	2,526	2,595	1,734	-

Table 3: Number of declined elective surgeries, broken down by surgery request year and surgery type.

Surgery Type	Calendar Year																	
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022 YTD
Ankle/Foot, Orthopaedic	167	264	250	377	679	614	619	555	568	516	563	566	460	506	547	569	390	12
Dental Surgery	21	13	12	9	8	11	7	3	7	1	4	0	1	1	2	4	1	0
Elbow, Orthopaedic	180	204	209	295	450	431	349	352	328	318	299	355	305	315	366	325	335	16
Eye, Ophthalmology	15	9	7	8	16	11	12	15	6	6	12	12	7	15	30	31	26	3
General Orthopaedic	662	981	880	568	273	203	221	203	181	158	129	167	133	109	101	117	110	2
General Surgery	122	145	161	191	240	281	188	185	101	82	83	132	103	240	218	219	324	44
Hip/Thigh, Orthopaedic	131	182	228	280	253	214	184	313	470	517	592	576	377	357	462	462	453	16
Knee, Orthopaedic	502	630	689	1,206	2,512	2,984	3,262	2,972	2,763	2,613	2,576	2,429	2,018	1,900	1,995	1,760	1,655	41
Nerve, Neurosurgery	9	21	13	36	48	33	41	40	32	39	37	49	40	40	29	27	29	0
Non Core (*)	144	201	318	560	53	25	7	17	15	7	6	5	31	10	6	6	2	0
Otolaryngology	19	39	32	26	52	65	66	53	51	44	50	55	44	56	62	42	61	10
Shoulder, Orthopaedic	553	741	987	1,568	3,565	2,912	2,688	2,766	2,702	2,492	2,843	2,884	2,636	2,540	2,587	2,404	2,061	65
Skin, Plastic Surgery	47	64	53	56	79	78	102	58	57	51	62	72	75	76	74	68	70	7
Spine, Orthopaedic	400	489	584	833	1,450	1,186	874	985	920	921	943	1,027	1,100	1,270	1,395	1,473	1,496	62
Undefined	1	0	0	5	805	919	1,023	1,013	1,058	1,195	1,435	1,515	1,305	1,241	1,184	1,147	1,069	58
Wrist/Hand, Orthopaedic	323	432	548	624	834	625	589	586	551	529	613	582	609	648	871	821	810	29

(\*) non-core\* can include procedures that would be classified as one of the other types but the procedure does not have a core service code. It can also include surgical implants.

Table 4: Number of reviews for declined elective surgery requests, broken down by review year.

Year	Number of reviews (*)
2012	2,663
2013	2,341
2014	2,106
2015	2,275
2016	2,370
2017	2,257
2018	2,056
2019	2,130
2020	2,111
2021	1,959
2022	369

(\*) Review data provided between 2012 and 2016 is indicative and actual numbers may vary.