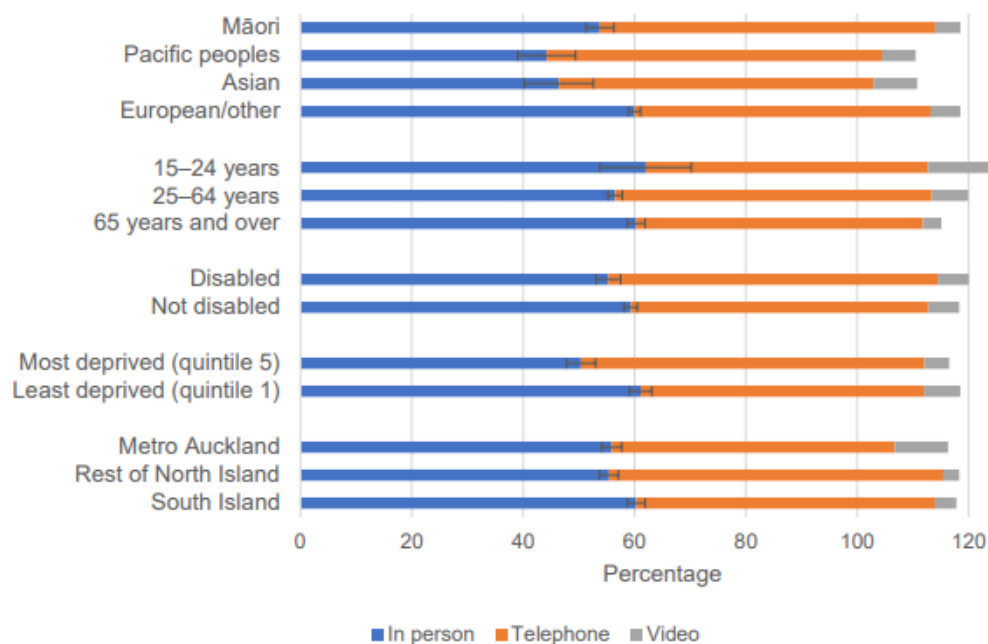


Re **Telehealth use by different ethnic groups including Māori, Pacific, Asian and European/other**

Key graphs sent by Richard Hamblin to Jooske Vos since she was referring to this information in EPSO's -Telehealth, Artificial Intelligence and Cyber security (TAC) working group meeting of February (16-2-22) - see notes of the TAC working group.

First – No real differences between age, ethnic, socio-economic or others in having telehealth appointments (although 15-24 years and Aucklanders very slightly more likely to have video calls – so no evidence of these groups not accessing care if not available in person (fig 20)

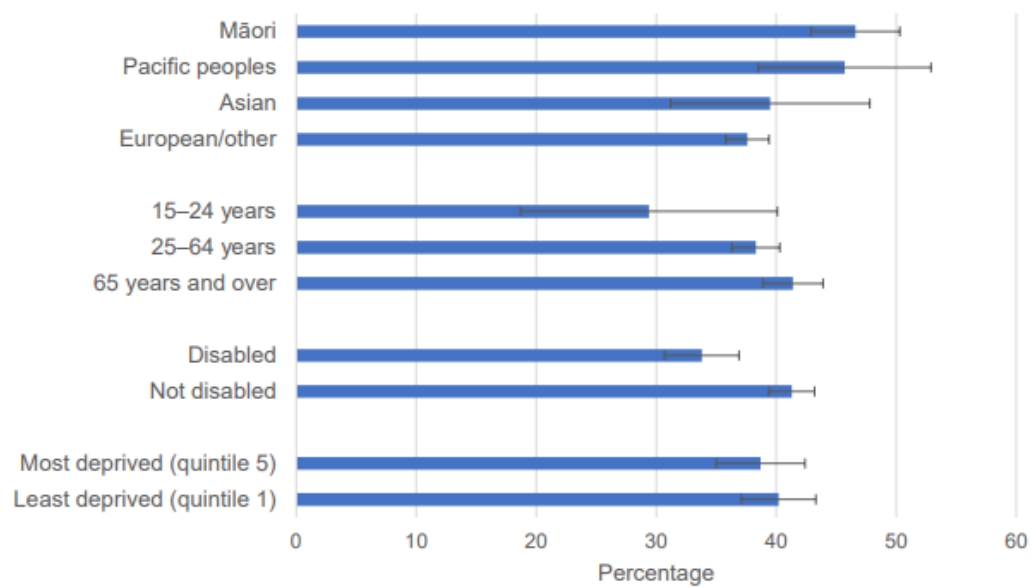
Figure 20: Percentage of people that reported they had GP appointments in person, by telephone or by video call during the alert level 2 and 3 lockdowns 2020, by ethnic group, age, disability status, socioeconomic deprivation profile and location, Aotearoa New Zealand



Source: Health Quality & Safety Commission routine data analysis.

Second – those who used telehealth services among Māori significantly more likely not to dislike anything about the experience. Māori tend to report less positive primary care experiences, so this is interesting, the age gradient whereby older people report more positive experiences (albeit these do not reach statistical significance) is interesting as well.

Figure 21: Percentage of people that reported they didn't dislike anything about having a telehealth GP appointment during the alert level 2 and 3 lockdowns 2020, by ethnic group, age, disability status and socioeconomic deprivation profile, Aotearoa New Zealand



As you say interesting results.