

21 August 2026

Justine Sachs

NZNO

Via email: justine.sachs@nzno.org.nz

Kia ora Justine

Thank you for your letter and taking the time to collectively outline the concerns of North Shore Hospital Emergency Department nursing staff regarding staffing levels, patient safety, and the pressures currently being experienced within the department.

We acknowledge the issues raised and recognise the dedication, professionalism, and commitment of staff who continue to provide care under challenging circumstances. We also acknowledge the significant demand pressures experienced across our emergency departments during this winter period and the impact these pressures can have on both patients and staff.

We want to assure you that the Health New Zealand Waitemata team has been actively investing in additional frontline nursing and healthcare assistants across North Shore and Waitakere emergency and acute services. Recent staffing uplifts include:

1. Centralised nursing resource team – May – 32 RN FTE
2. Centralised nursing resource team – August – 10 RN and 14 HCA FTE
3. ED – 10.8 FTE Nursing and HCAs
4. SSAU – 7 FTE Nursing
5. ED – 7.72 FTE Nursing
6. ED – 8.2 FTE covering upcoming maternity leave

These investments represent a significant increase in nursing and healthcare assistants supporting the front door of both hospitals and are intended to strengthen workforce availability in areas experiencing sustained demand.

We appreciate staff taking the time to raise their concerns and acknowledge the incident reports and information provided. The matters outlined in your correspondence are being carefully considered, and we remain committed to supporting our workforce while ensuring safe and sustainable service delivery for our communities.

Brad Healey will be in touch with you about a meeting with yourself and Emergency Department staff next week.

Thank you again for writing and for the ongoing commitment of North Shore Hospital and Emergency Department staff.

Yours sincerely



Andrew Brant

Executive Regional Director, Northern

Cc: Dale Bramley, Chief Executive
Brad Healey, Group Director Operations Waitemata