

Regional data for Te Whatu Ora – Central North Island

Trends in complaints received by HDC between 1 July – 31 December 2022

Complaints received

Number of complaints

146 ⬆️

Increase from Jan-Jun 2022
137 average of last 2 periods
25% of National total

Number of discharges

90,781 ⬆️

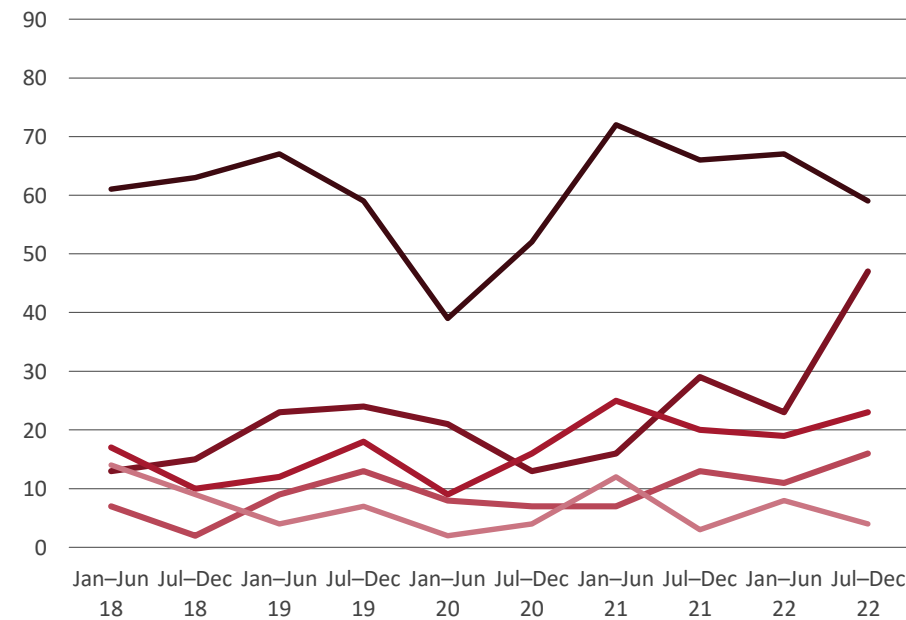
Rate per 100,000 discharges

160.83 ⬇️

Decrease from Jan-Jun 2022
(156.43 average of last 2 periods)

Key for comparing data:

- ⊖ No change from Jan-Jun 2022
- ⬆️ Increase from Jan-Jun 2022
- ⬇️ Decrease from Jan-Jun 2022
- Regional data
- National data



Top districts by number of complaints received

- 1 Capital, Coast and Hutt Valley
Complaints: 59
Discharges: 45,515
Rate: 129.63
- 2 Ruahine o Tararua
Complaints: 47
Discharges: 14,936
Rate: 314.68
- 3 Te Matau a Māui Hawke's Bay
Complaints: 23
Discharges: 18,823
Rate: 122.19
- 4 Whanganui
Complaints: 16
Discharges: 6,851
Rate: 233.54
- 5 Wairarapa
Complaints: 4
Discharges: 4,656
Rate: 85.91

Services complained about



38 (25%) ⊖
Surgery



35 (23%) ⊕
Medicine



32 (21%) ⊖
Mental health and addiction

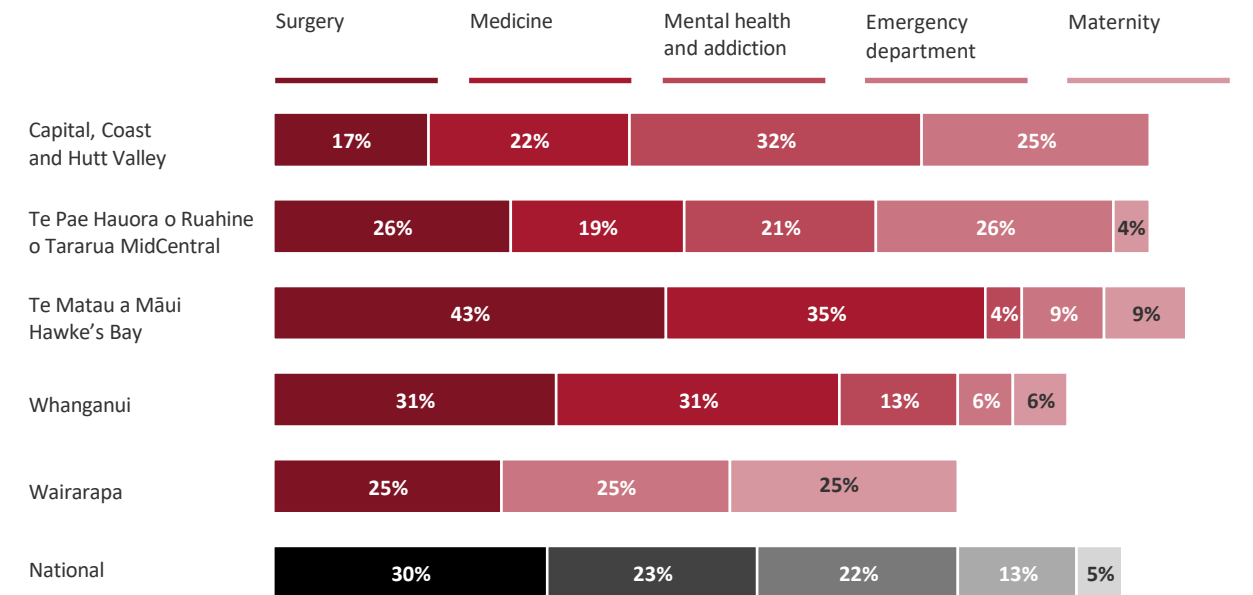


31 (21%) ⊕
Emergency department



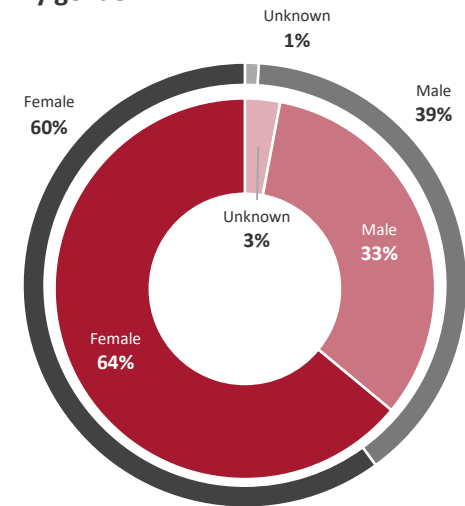
6 (4%) ⊖
Maternity

Top services complained about by district

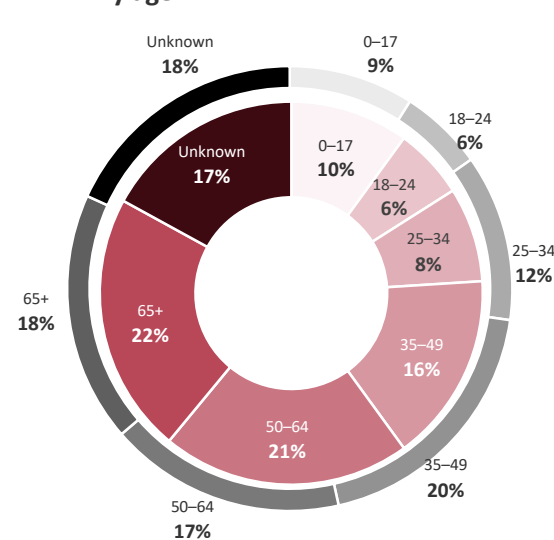


Who complained

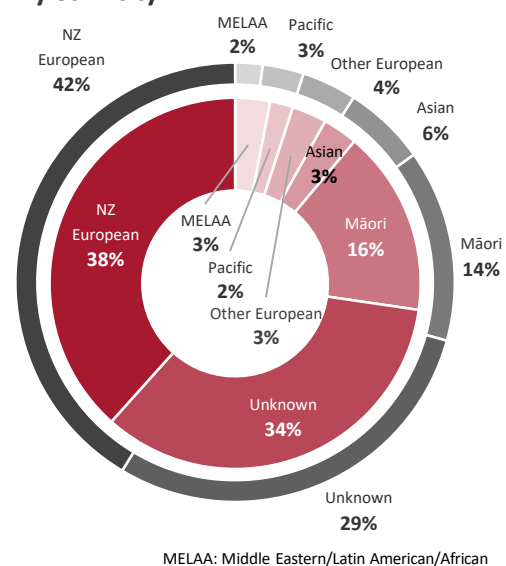
By gender



By age



By ethnicity



Issues complained about

Top issue categories

- 1 Communication: 66% (⊕) vs 68% (⊖)
- 2 Care/treatment: 39% (⊖) vs 83%
- 3 Access/funding: 26% (⊕) vs 25%
- 4 Consent/information: 19% (⊕) vs 22%
- 5 Facility issues: 16% (⊕) vs 16%

Top specific issues

- 1 Missed/incorrect/delayed diagnosis: 13% (⊕) vs 13%
- 2 Delay in treatment: 12% (⊕) vs 7%
- 3 Waiting list/prioritisation issue: 11% (⊖) vs 8%
- 4 Unexpected treatment outcome: 10% (⊕) vs 8%
- 5 Inadequate treatment: 7% (⊖) vs 8%

Complaints closed

97 ⬇️

Decrease from Jan-Jun 2022
(103 average of last 2 periods)

Complaint outcomes

