

Regional data for Te Whatu Ora – Te Manawa Taki

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

Complaints received

Number of complaints

120 ↗

Increase from Jan-Jun 2022
115 average of last 2 periods
20% of National total

Number of discharges

111,279 ↘

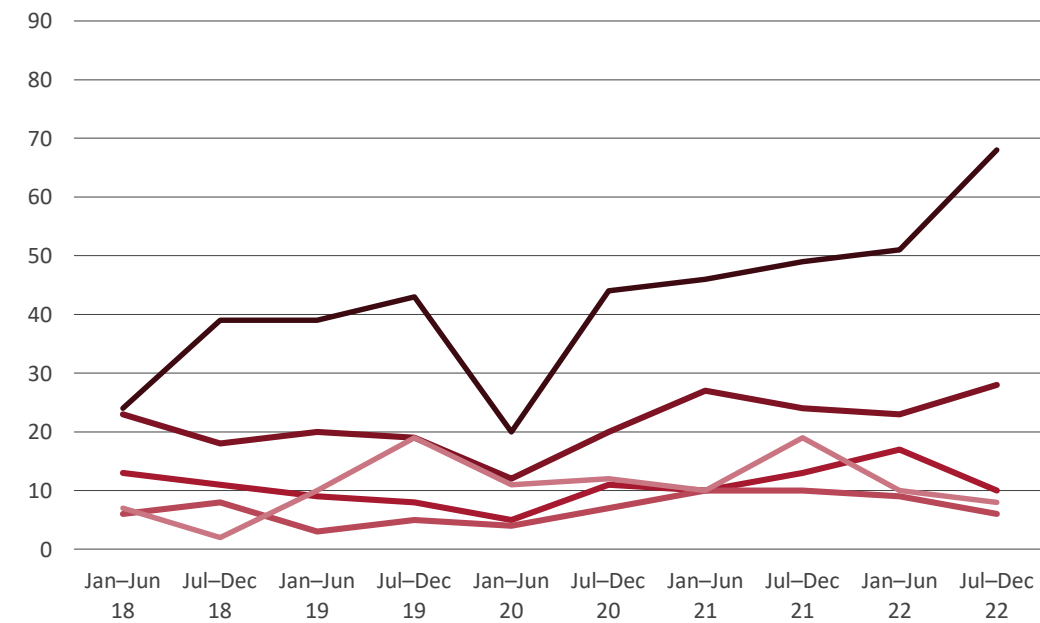
Rate per 100,000 discharges

107.84 ↘

Decrease from Jan-Jun 2022
108.42 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 Waikato
Complaints: 68
Discharges: 49,755
Rate: 136.67
- 2 Hauora a Toi Bay of Plenty
Complaints: 28
Discharges: 30,192
Rate: 92.74
- 3 Lakes
Complaints: 10
Discharges: 12,259
Rate: 81.57
- 4 Taranaki
Complaints: 8
Discharges: 13,819
Rate: 57.89
- 5 Tairāwhiti
Complaints: 6
Discharges: 5,254
Rate: 114.20

Services complained about



34 (28%) ↗
Surgery



33 (27%) ↗
Medicine



26 (22%) ↘
Mental health and addiction

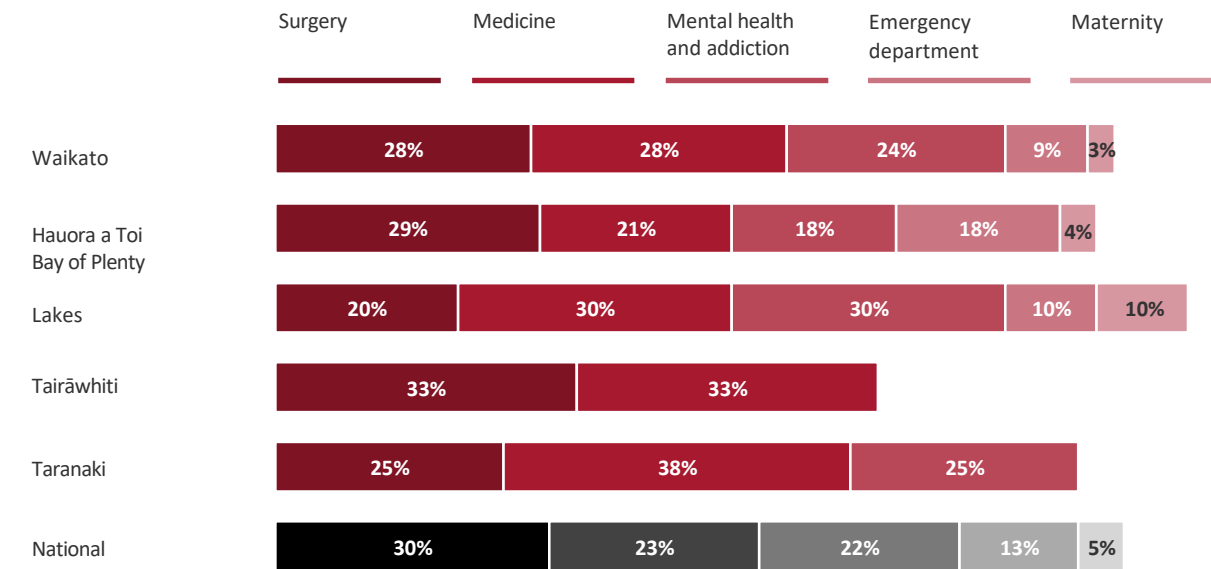


13 (11%) ↘
Emergency department

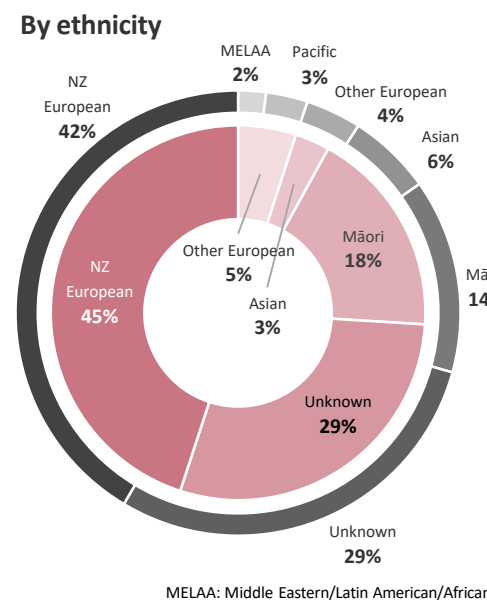
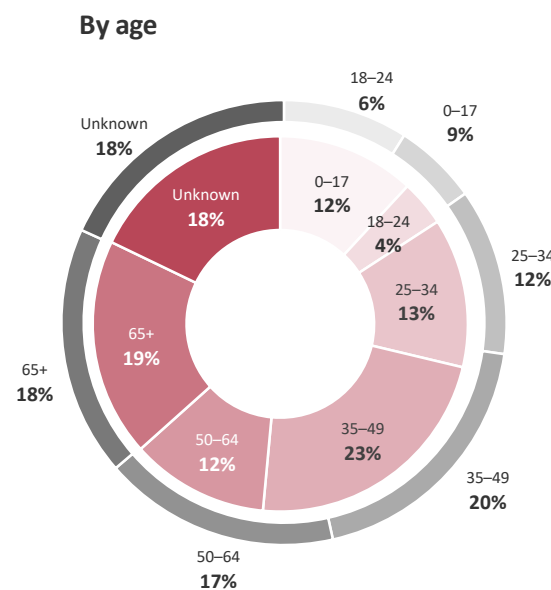
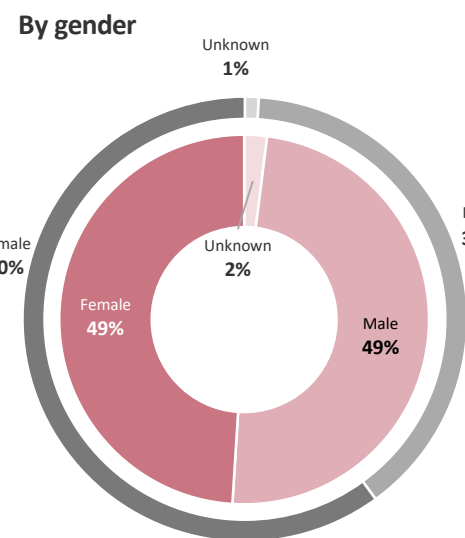


4 (3%) ↘
Maternity

Top services complained about by district



Who complained



Issues complained about

Top issue categories

- 1 Care/treatment 85% ↗
83%
- 2 Communication 68% ↗
68%
- 3 Access/funding 30% ↘
25%
- 4 Facility issues 19% ↘
16%
- 5 Consent/information 16% ↘
22%

Top specific issues

- 1 Missed/incorrect/delayed diagnosis 13% ↗
13%
- 2 Lack of access to services 12% ↗
7%
- 3 Inadequate/inappropriate treatment 10% ↗
8%
- 4 Waiting list/prioritisation issue 8% ↗
8%
- 5 Unexpected treatment outcome 7% ↗
8%

Complaints closed

91 ↗
Increase from Jan-Jun 2022
(94 average of last 2 periods)

Complaint outcomes

