

Regional data for Te Whatu Ora – Te Waipounamu

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



Complaints received

Number of complaints

160 ↗

Increase from Jan-Jun 2022
(153 average of last 2 periods)
27% of National total

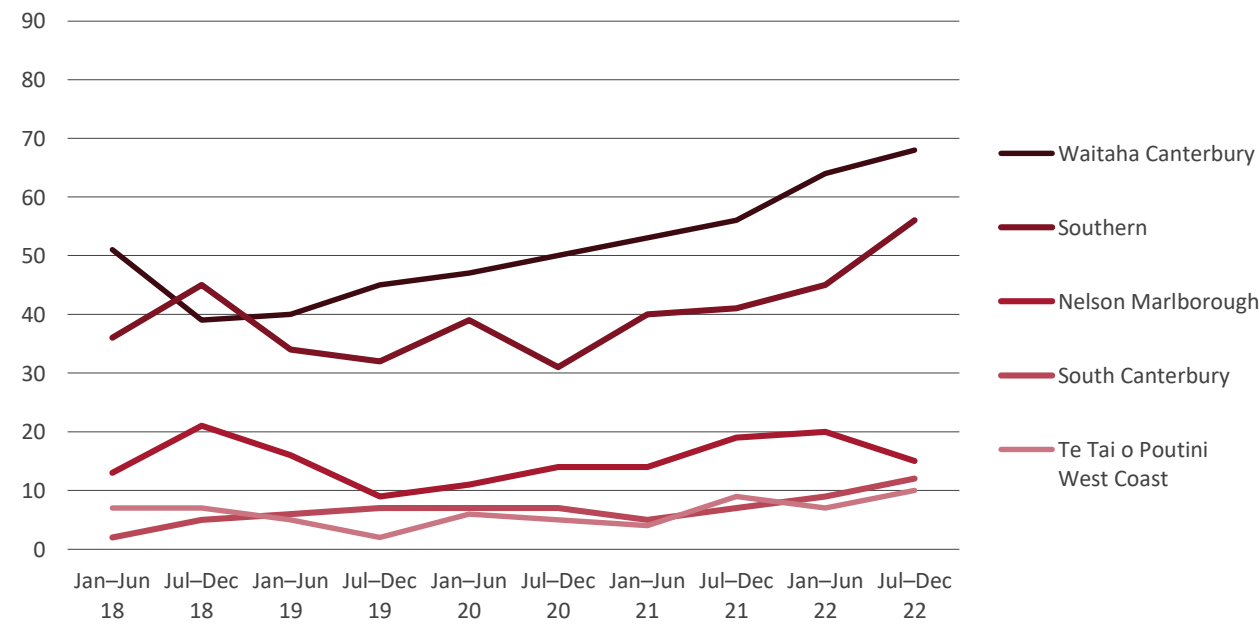
Number of discharges

105,229 ↗

Rate per 100,000 discharges

152.05 ↗

Increase from Jan-Jun 2022
(149.93 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

Services complained about



50 (31%) ↗
Surgery



30 (18%) ↘
Medicine



38 (23%) ↗
Mental health and addiction

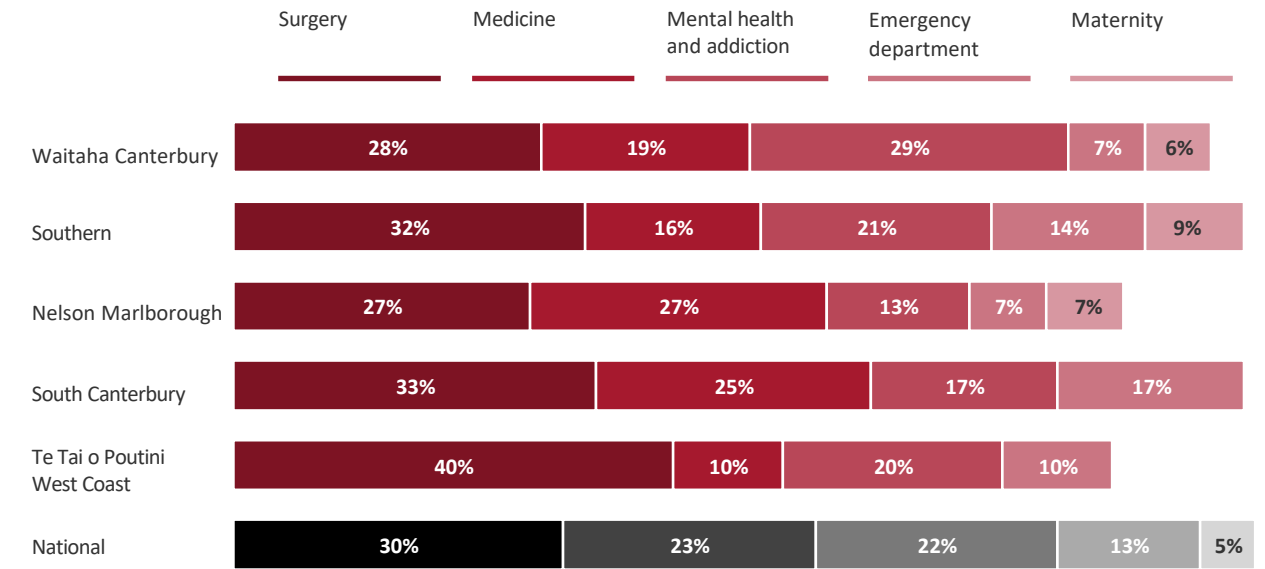


17 (10%) ↗
Emergency department



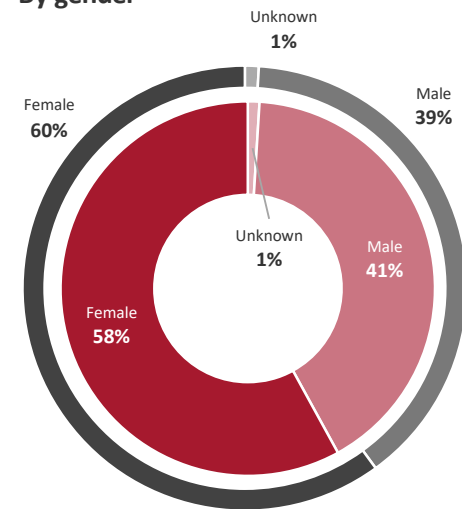
10 (6%) ↘
Maternity

Top services complained about by district

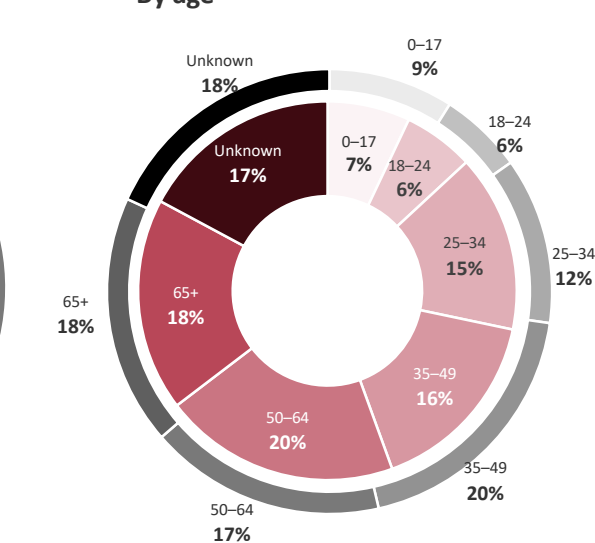


Who complained

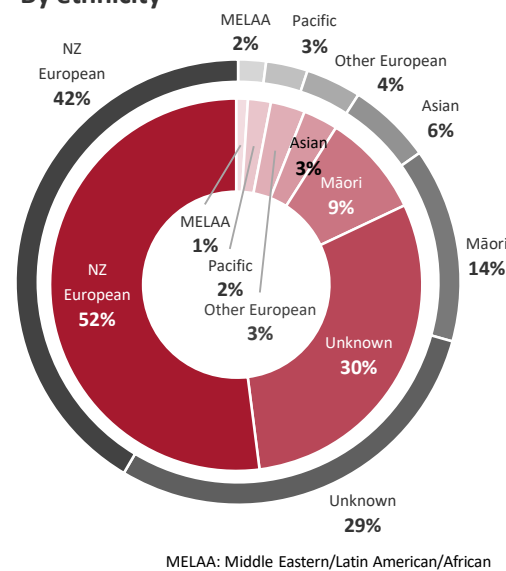
By gender



By age



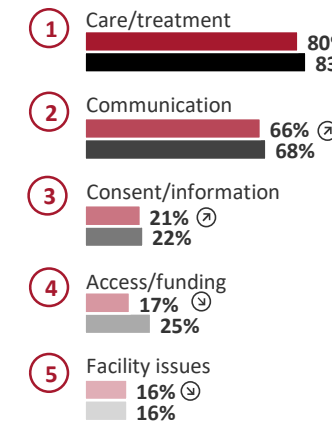
By ethnicity



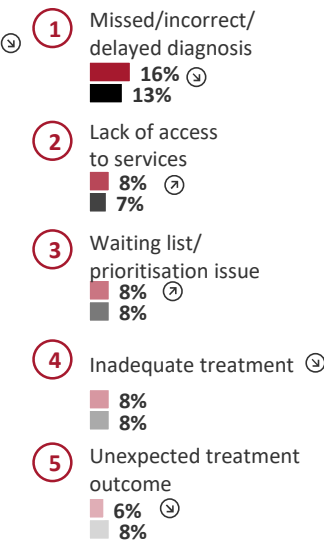
MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories



Top specific issues



Complaints closed

116 ↘

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

Complaint outcomes

