

Regional data for Te Whatu Ora – Northern North Island

Trends in complaints received by HDC between 1 January – 30 June 2023

Complaints received

Number of complaints

198 ↗

Increase from Jul-Dec 2022
185 average of last 3 periods
32% of National total

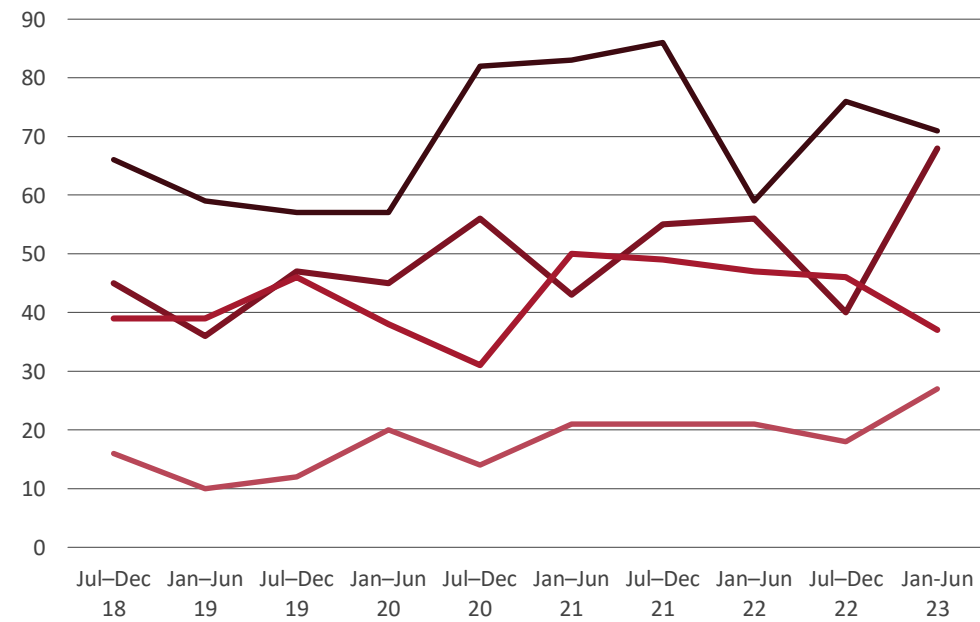
Number of discharges

187,391 ↗

Rate per 100,000 discharges

105.66 ↗

Increase from Jul-Dec 2022
(102.82 average of last 3 periods)



Key for comparing data:

- ⊖ No change from Jul-Dec 2022
- ↗ Increase from Jul-Dec 2022
- ↘ Decrease from Jul-Dec 2022
- Regional data
- National data

Services complained about



50 (25%) ↘
Surgery



45 (22%) ↗
Medicine



48 (24%) ↗
Mental health & addiction

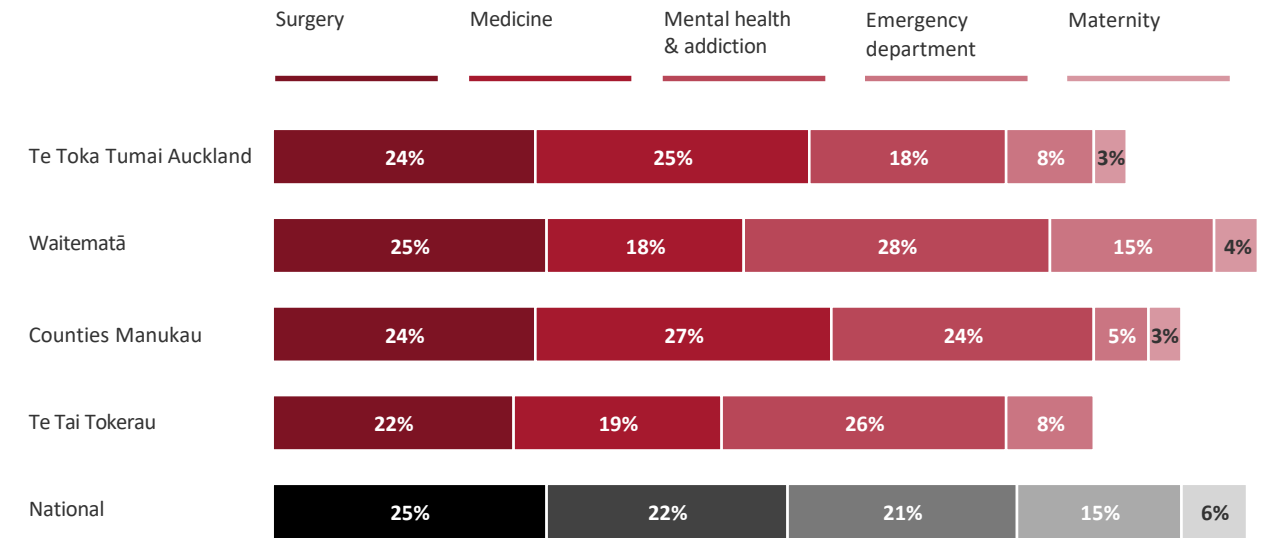


24 (12%) ↗
Emergency department



6 (3%) ↘
Maternity

Top services complained about by district

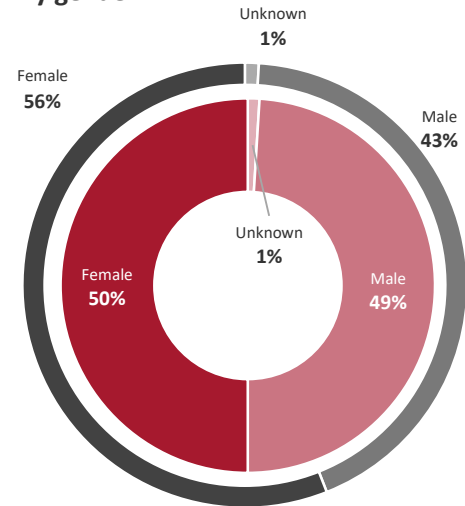


Top districts by number of complaints received

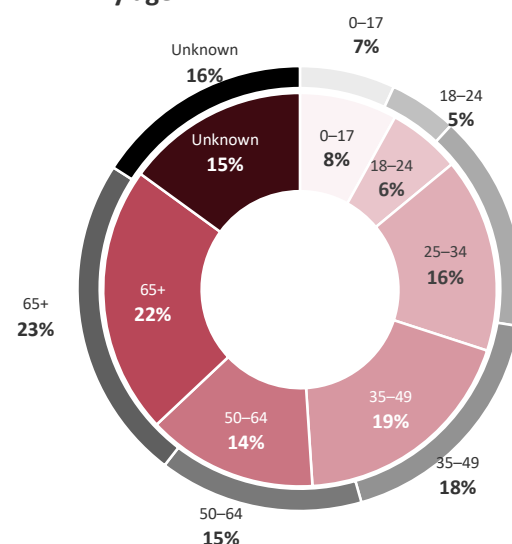
- Te Toka Tumai Auckland**
Complaints: 71
Discharges: 62,260
Rate: 114.04
- Waitematā**
Complaints: 68
Discharges: 54,510
Rate: 124.75
- Counties Manukau**
Complaints: 37
Discharges: 47,001
Rate: 78.72
- Te Tai Tokerau**
Complaints: 27
Discharges: 23,620
Rate: 114.31

Who complained

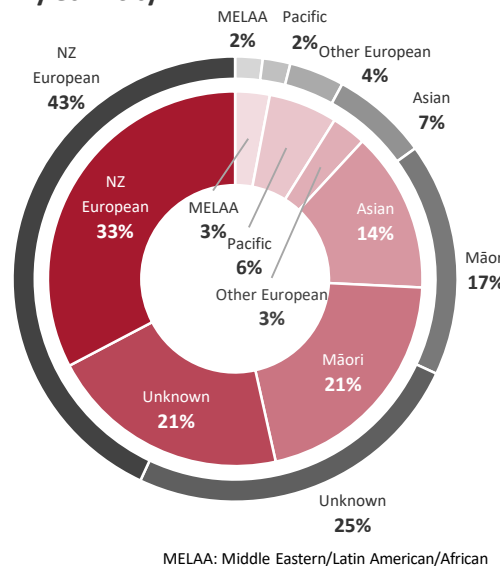
By gender



By age



By ethnicity



Issues complained about

Top issue categories

- Care/treatment: 76% ↘, 81% ↘
- Communication: 70% ↘, 69% ↘
- Access/funding: 24% ↗, 27% ↗
- Consent/information: 23% ↘, 19% ↘
- Facility issues: 11% ↘, 12% ↘

Top specific issues

- Lack of access to services: 11% ↗, 9%
- Inadequate clinical treatment: 8% ↘, 11%
- Waiting list/prioritisation issue: 7% ↘, 9%
- Delay in treatment: 7% ↗, 7%
- Missed/incorrect/delayed diagnosis: 7% ↘, 11%

Complaints closed

208 ↗

Increase from Jul-Dec 2022
(184 average of last 2 periods)

Complaint outcomes

