

National data for Te Whatu Ora | Health New Zealand

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

Complaints received

Number of complaints
626 ⬆️

5% increase from Jul-Dec 2022
(565 average of last 4 periods)

Number of discharges
487,334 ⬇️

Rate per 100,000 discharges
128.45 ⬆️

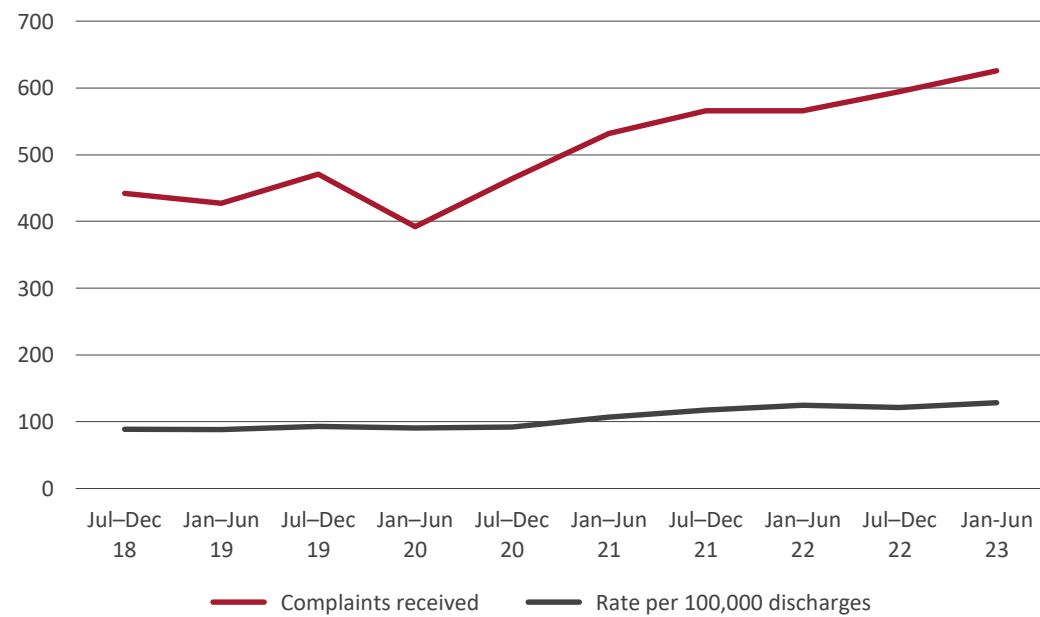
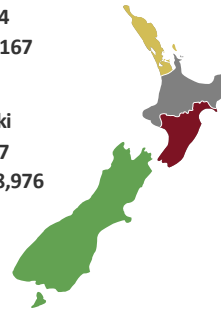
Increase from Jul-Dec 2022
(117.53 average of last 4 periods)

Key for comparing data:

- ⊖ No change from Jul-Dec 2022
- ⬆️ Increase from Jul-Dec 2022
- ⬇️ Decrease from Jul-Dec 2022

Top regions by number of complaints received

- 1 Northern North Island**
Complaints: 198
Discharges: 187,391
Rate: 106.20
- 2 Te Waipounamu**
Complaints: 154
Discharges: 102,820
Rate: 149.78
- 3 Central North Island**
Complaints: 154
Discharges: 88,167
Rate: 174.67
- 4 Te Manawa Taki**
Complaints: 127
Discharges: 108,976
Rate: 116.54



Services complained about

Surgery
161 (25%) ⬇️

- Top issues:
- 1 Waiting list/prioritisation 20% ⬇️
 - 2 Lack of access to services 16% ⬆️
 - 3 Unexpected treatment outcome 11% ⬆️

Medicine
140 (22%) ⊖

- Top issues:
- 1 Inadequate treatment 15% ⬆️
 - 2 Missed/incorrect/delayed diagnosis 11% ⬇️
 - 3 Lack of access to services 9% ⬆️

Mental health & addiction
134 (21%) ⊖

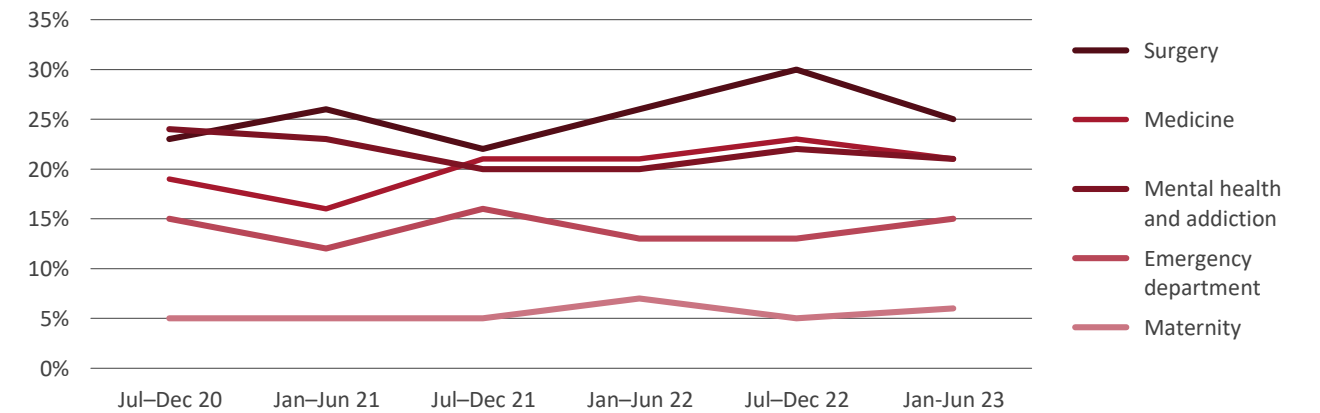
- Top issues:
- 1 Involuntary admission/treatment 18% ⬆️
 - 2 Inadequate treatment 11% ⬆️
 - 3 Delayed discharge/transfer 10% ⬆️

Emergency department
96 (15%) ⬆️

- Top issues:
- 1 Missed/incorrect/delayed diagnosis 21% ⬇️
 - 2 Delay in treatment 18% ⬇️
 - 3 Waiting list/prioritisation issue 14% ⬆️

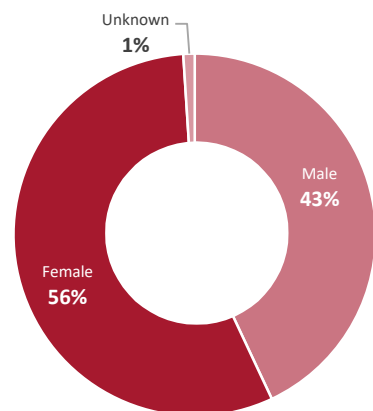
Maternity
36 (6%) ⬆️

- Top issues:
- 1 Unexpected treatment outcome 22% ⬆️
 - 2 Inadequate treatment 17% ⊖
 - 3 Inadequate consent 14% ⬆️

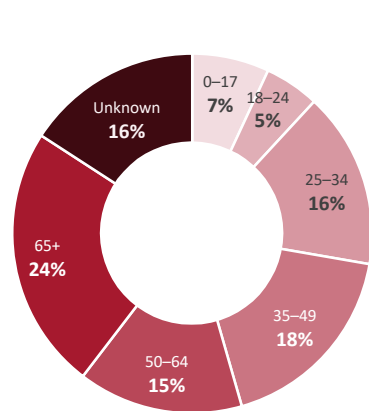


Who complained

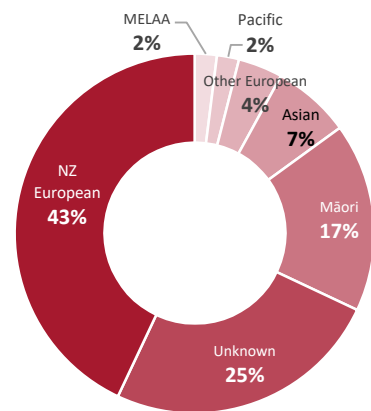
By gender



By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- 1 Care/treatment 81% ⬆️
- 2 Communication 69% ⬆️
- 3 Access/funding 27% ⬆️
- 4 Consent/information 19% ⬇️
- 5 Facility issues 12% ⬇️

Top specific issues

- 1 Inadequate treatment 11% ⬇️
- 2 Missed/delayed diagnosis 11% ⬆️
- 3 Waiting list/Prioritisation issue 9% ⬆️
- 4 Lack of access to services 9% ⬆️
- 5 Delay in treatment 7% ⬆️

Key complaint issues for Māori

- 1 Missed/delayed diagnosis 13% ⬆️
- 2 Lack of access to services 11% ⬇️
- 3 Inadequate treatment 7% ⊖
- 4 Disrespectful manner/attitude 6% ⬆️
- 5 Inappropriate/delayed discharge/transfer 6% ⬇️

Complaints closed

644 ⬆️ Increase from Jul-Dec 2022
(445 average of last 4 periods)

Outcomes

- Non-investigation 587
- Investigation 57
- Breach finding 31