

National data for Health New Zealand | Te Whatu Ora

Trends in complaints received by HDC between 1 July – 31 December 2023

Complaints received

Number of complaints
653 ⬆️
4% increase from Jan-Jun 2023
(588 average of 4 last periods)

Number of discharges
509,223 ⬆️

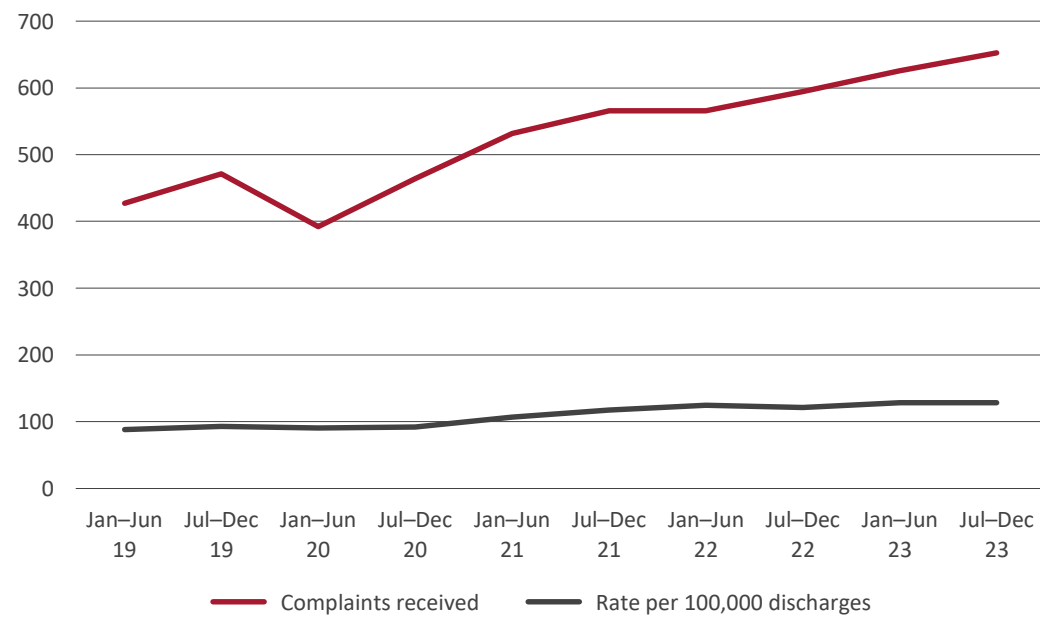
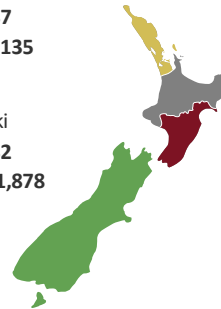
Rate per 100,000 discharges
128.23 ⬇️
Decrease from Jan-Jun 2023
(122.95 average of last 4 periods)

Key for comparing data:

- ⊖ No change from Jan-Jun 2023
- ⬆️ Increase from Jan-Jun 2023
- ⬇️ Decrease from Jan-Jun 2023

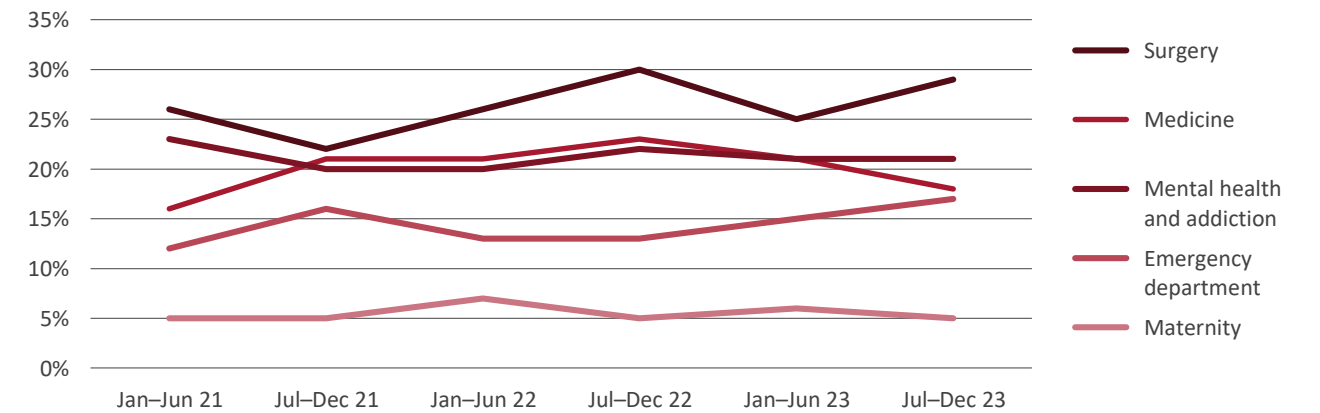
Top regions by number of complaints received

- 1** Northern North Island
Complaints: 226
Discharges: 195,611
Rate: 115.53
- 2** Te Waipounamu
Complaints: 164
Discharges: 108,599
Rate: 151.01
- 3** Central North Island
Complaints: 137
Discharges: 93,135
Rate: 147.10
- 4** Te Manawa Taki
Complaints: 132
Discharges: 111,878
Rate: 117.99

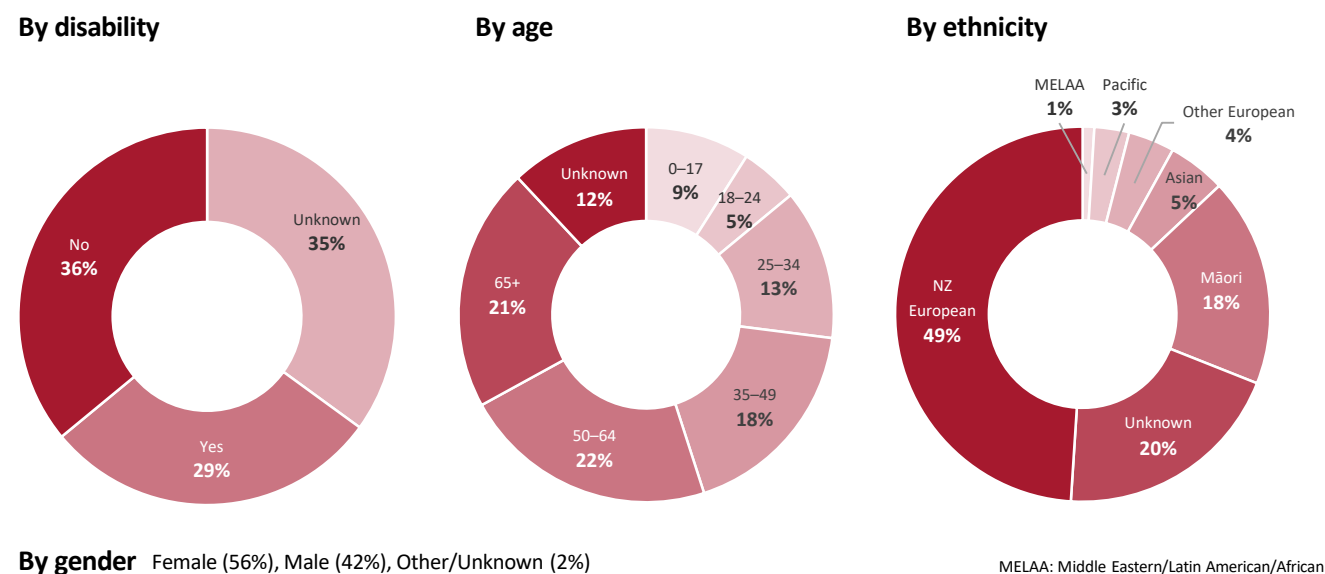


Services complained about

Service	Complaints	Percentage	Trend	Top issues
Surgery	196	29%	⬆️	<ol style="list-style-type: none"> Unexpected treatment outcome (21% ⬆️) Waiting list/prioritisation (17% ⬇️) Lack of access to services (12% ⬇️)
Medicine	123	18%	⬇️	<ol style="list-style-type: none"> Inadequate treatment (16% ⬆️) Delay in treatment (10% ⬆️) Missed/incorrect diagnosis (8% ⬇️)
Mental health and addiction	141	21%	⊖	<ol style="list-style-type: none"> Involuntary admission/treatment (13% ⬇️) Inadequate treatment (10% ⬇️) Inappropriate prescribing (9% ⬆️)
Emergency department	113	17%	⬆️	<ol style="list-style-type: none"> Missed/incorrect/diagnosis (26% ⬆️) Delay in treatment (24% ⬆️) Waiting list/prioritisation (9% ⬆️)
Maternity	34	5%	⬇️	<ol style="list-style-type: none"> Inadequate monitoring (18% ⬆️) Inadequate consent (12% ⬆️) Lack of access to services (12% ⬆️)



Who complained



Issues complained about

Category	Issue	Percentage	Trend
Top issue categories	Care/treatment	84%	⬆️
	Communication	80%	⬆️
	Access/funding	23%	⬇️
	Consent/information	19%	⊖
	Medication	12%	⬆️
Top specific issues	Missed/incorrect/delayed diagnosis	11%	⊖
	Delay in Treatment	9%	⬆️
	Inadequate treatment	8%	⬇️
	Waiting list/prioritisation issue	7%	⬇️
	Unexpected treatment outcome	7%	⬆️
Key complaint issues for Māori	Missed/incorrect/delayed diagnosis	14%	⬆️
	Delay in treatment	10%	⬆️
	Unexpected treatment outcome	9%	⬆️
	Lack of access to services	7%	⬇️
	Inadequate treatment	7%	⊖

Complaints closed

499 ⬇️
Decrease from Jan-Jun 2023
(487 average of last 4 periods)

Outcomes

- Non-investigation: 477
- Investigation: 17
- Breach finding: 10