

Regional data for Te Whatu Ora – Central North Island

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

Complaints received

Number of complaints

154 ⬆️

Increase from Jul-Dec 2022
136 average of last 3 periods
25% of National total

Number of discharges

88,167 ⬇️

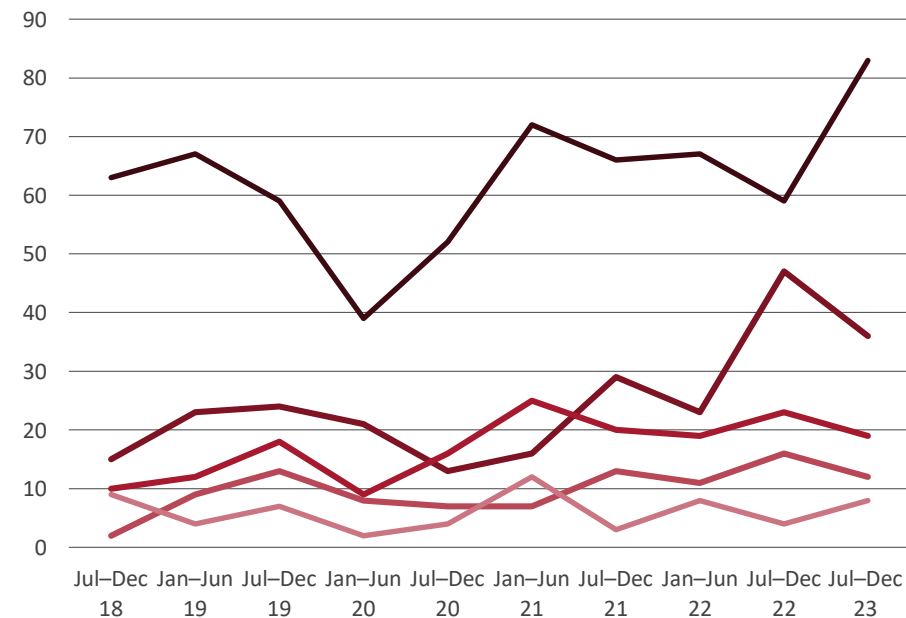
Rate per 100,000 discharges

174.67 ⬆️

Increase from Jul-Dec 2022
162.51 average of last 2 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



Top districts by number of complaints received

- 1 Capital, Coast and Hutt Valley**
Complaints: 83
Discharges: 44,739
Rate: 185.52
- 2 Ruahine o Tararua**
Complaints: 36
Discharges: 14,728
Rate: 244.43
- 3 Te Matau a Māui Hawke's Bay**
Complaints: 19
Discharges: 18,072
Rate: 105.14
- 4 Whanganui**
Complaints: 12
Discharges: 6,483
Rate: 185.10
- 5 Wairarapa**
Complaints: 8
Discharges: 4,145
Rate: 193.00

Services complained about



32 (20%) ⬇️
Surgery



32 (20%) ⬇️
Medicine



29 (18%) ⬇️
Mental health and addiction

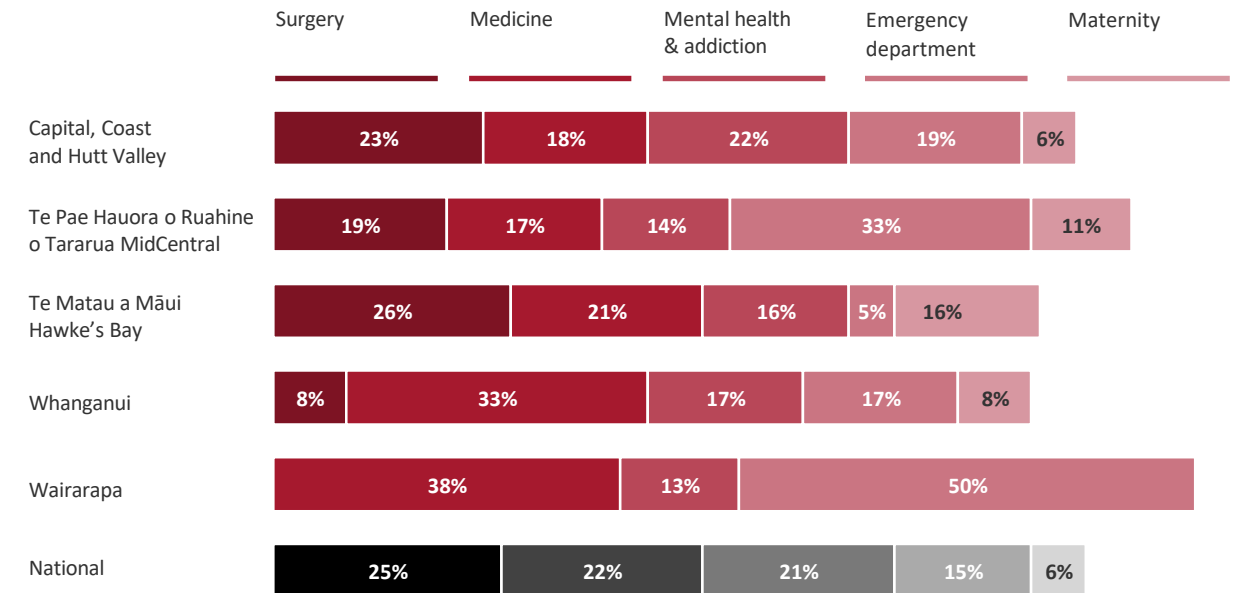


35 (22%) ⬆️
Emergency department



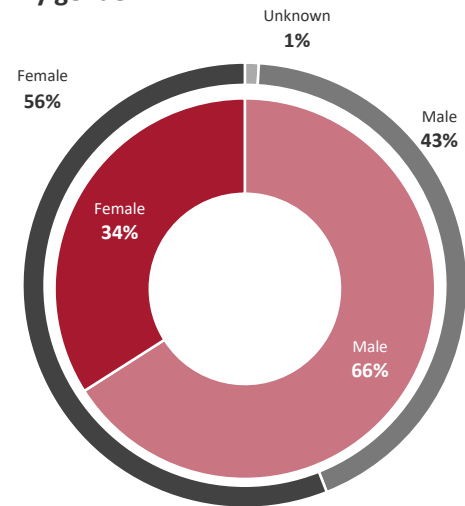
13 (8%) ⬆️
Maternity

Top services complained about by district

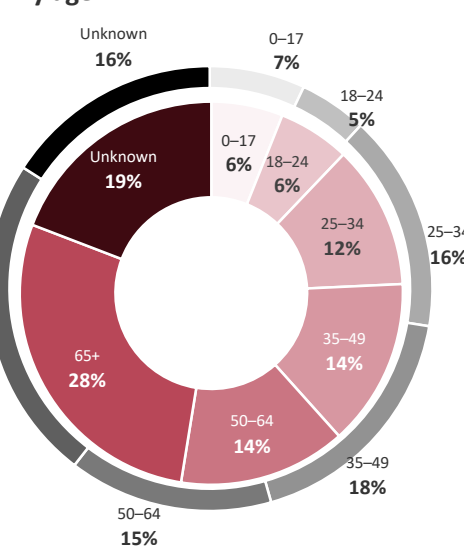


Who complained

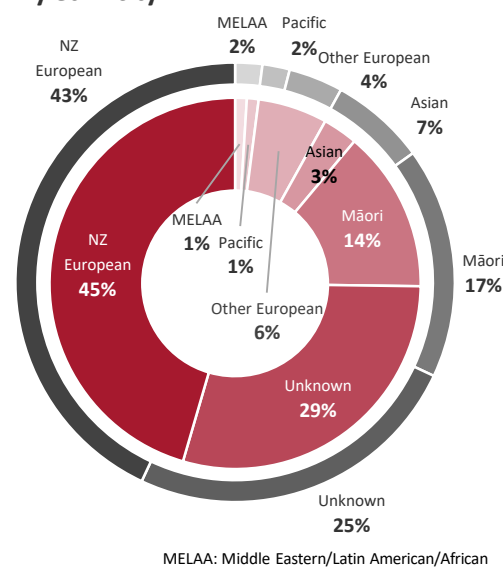
By gender



By age



By ethnicity



Issues complained about

Top issue categories

- 1 Care/treatment** 88% ⬆️ 81%
- 2 Communication** 72% ⬆️ 69%
- 3 Access/funding** 27% ⬆️ 27%
- 4 Consent/information** 15% ⬆️ 19%
- 5 Facility issues** 12% ⬆️ 12%

Top specific issues

- 1 Inadequate clinical treatment** 16% ⬆️ 11%
- 2 Missed/delayed diagnosis** 12% ⬆️ 11%
- 3 Waiting list/prioritisation issue** 11% ⬆️ 9%
- 4 Delay in treatment** 10% ⬆️ 5%
- 5 Communication with consumer** 5% ⬆️ 7%

Complaints closed

159 ⬆️

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

Complaint outcomes

