

Regional data for Te Whatu Ora – Te Waipounamu

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



Complaints received

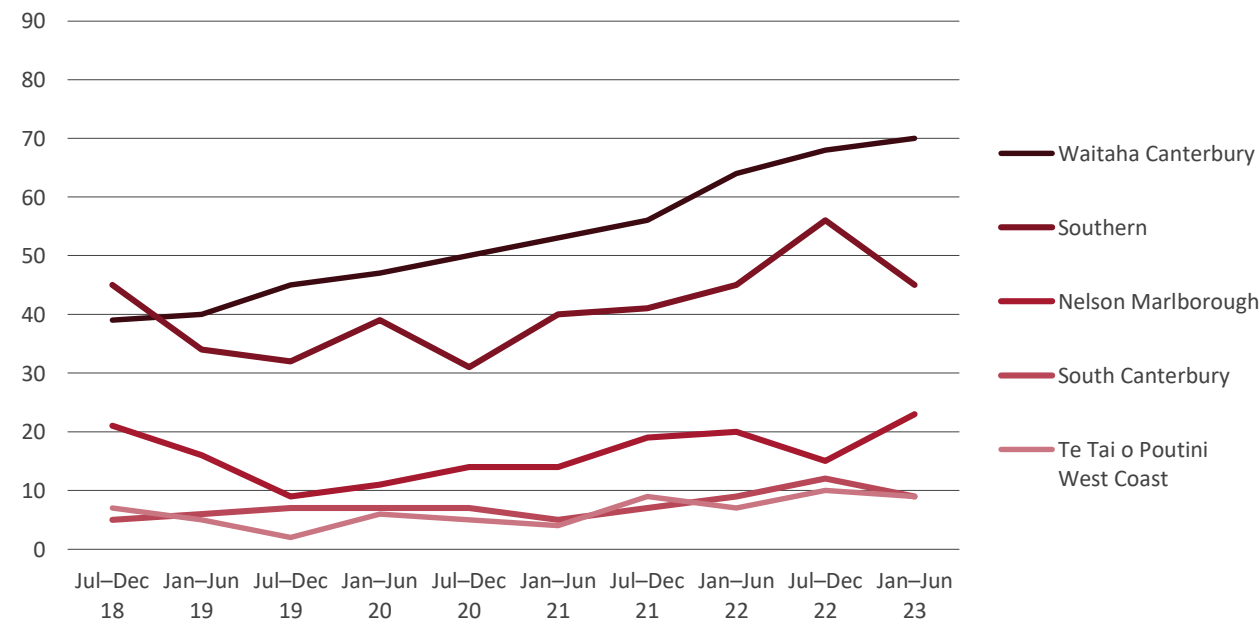
Number of complaints
154 (Decrease)

Number of discharges
102,820 (Decrease)

Rate per 100,000 discharges
149.78 (Decrease)

Decrease from Jul-Dec 2022
(153 average of last 3 periods)
25% of National total

Decrease from Jul-Dec 2022
(150.20 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

Top districts by number of complaints received

- Waitaha Canterbury**
Complaints: 70
Discharges: 55,811
Rate: 125.42
- Southern**
Complaints: 45
Discharges: 25,680
Rate: 175.23
- Nelson Marlborough**
Complaints: 23
Discharges: 12,262
Rate: 187.57
- South Canterbury**
Complaints: 9
Discharges: 6,108
Rate: 147.35
- Te Tai o Poutini West Coast**
Complaints: 9
Discharges: 2,959
Rate: 304.16

Services complained about

42 (27%) (Decrease)
Surgery

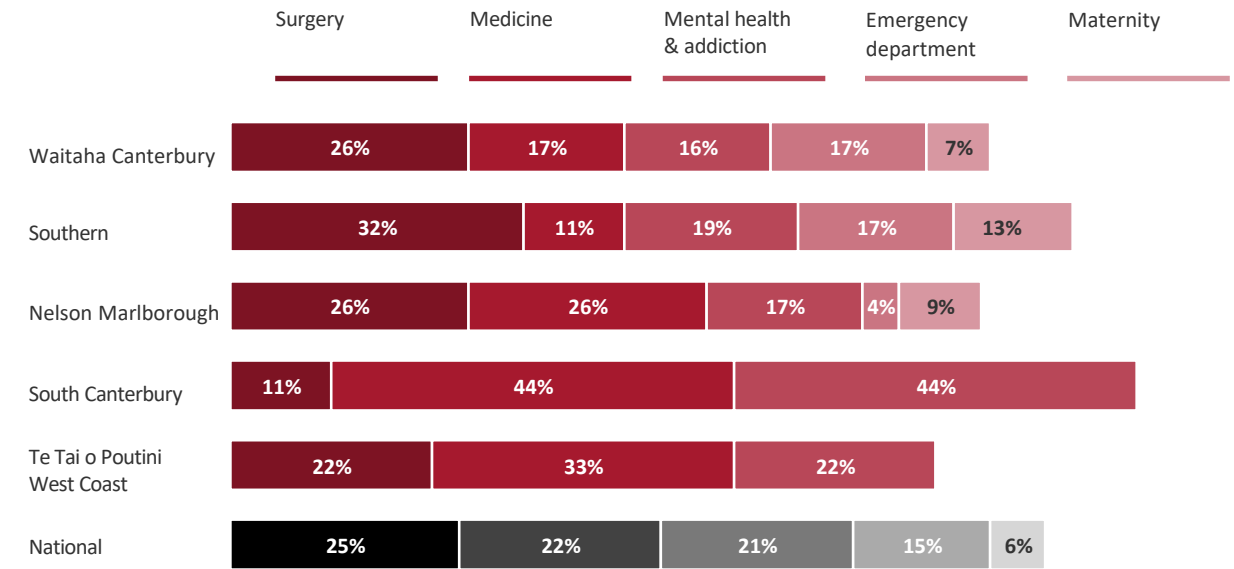
30 (19%) (Increase)
Medicine

32 (20%) (Decrease)
Mental health & addiction

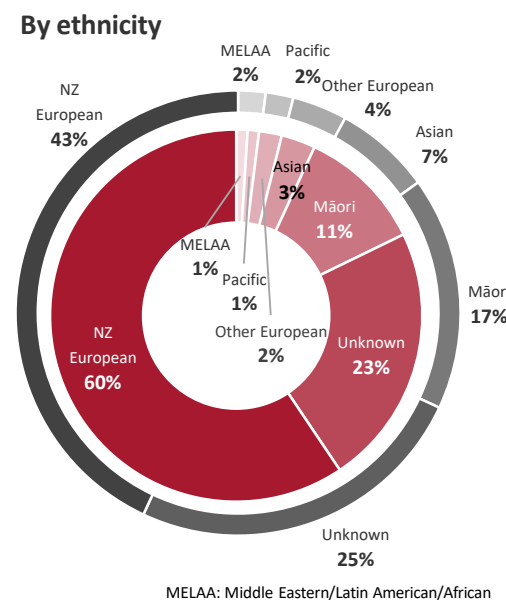
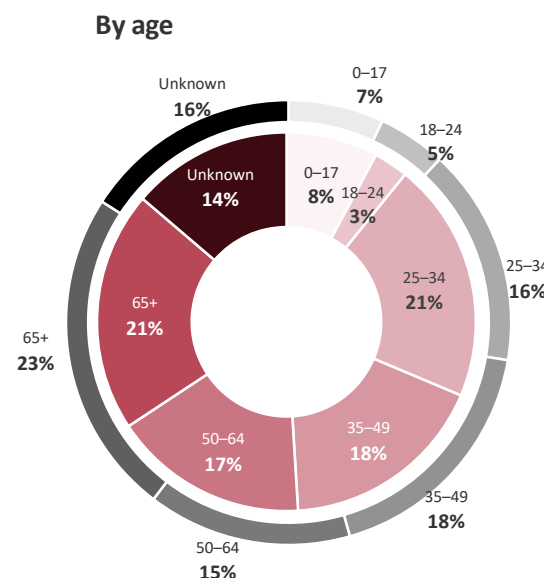
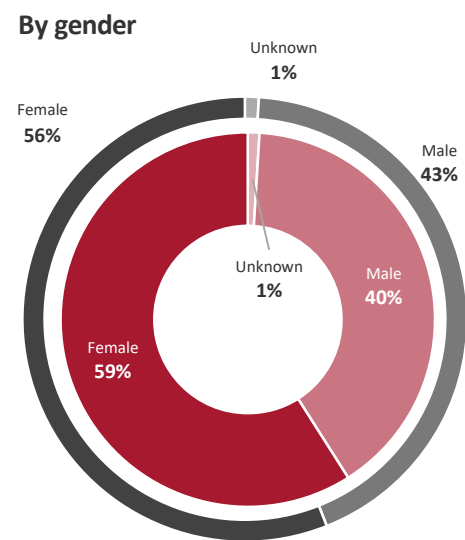
21 (13%) (Increase)
Emergency department

13 (8%) (Increase)
Maternity

Top services complained about by district



Who complained



Issues complained about

Top issue categories

- Care/treatment: 76% (Decrease) vs 81%
- Communication: 61% (Decrease) vs 69%
- Access/funding: 30% (Decrease) vs 27%
- Consent/information: 21% (Decrease) vs 19%
- Facility issues: 14% (Decrease) vs 12%

Top specific issues

- Inadequate clinical treatment: 12% (Increase) vs 11%
- Waiting list/prioritisation issue: 11% (Increase) vs 9%
- Missed/delayed diagnosis: 11% (Decrease) vs 11%
- Lack of access to services: 10% (Increase) vs 9%
- Unexpected treatment outcome: 6% (Decrease) vs 5%

Complaints closed

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

Complaint outcomes

