

# Health New Zealand | Te Whatu Ora Central North Island

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

## Complaints received

Number of complaints

**137** ⬇️

Decrease from Jan-Jun 2023  
(157 average of last 3 periods)

Number of discharges

**93,135** ⬆️

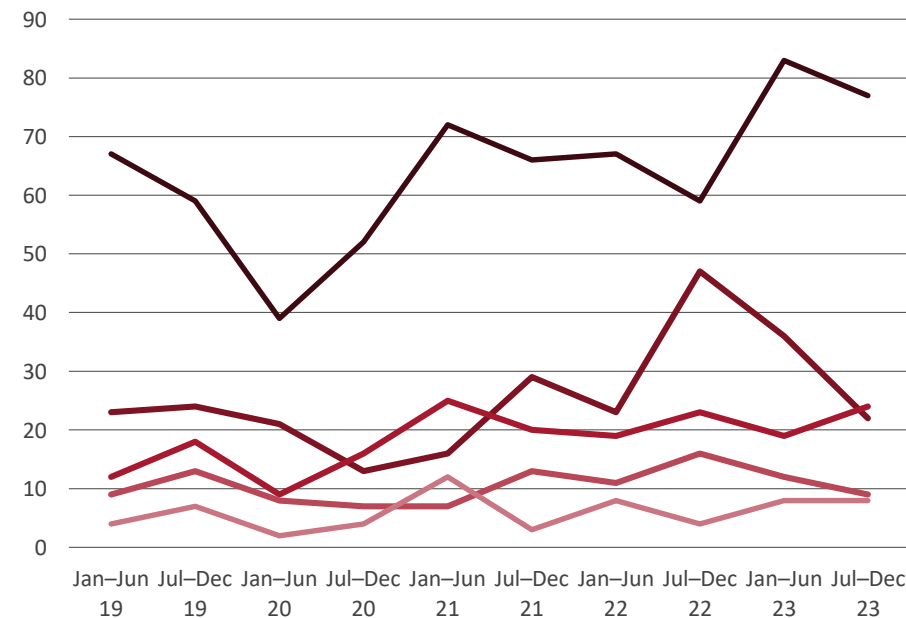
Rate per 100,000 discharges

**147.10** ⬇️

Decrease from from Jan-Jun 2023  
(162.51 average of last 3 periods)

Key for comparing data:

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



### Top districts by number of complaints received

- 1 Capital, Coast and Hutt Valley  
Complaints: 77  
Discharges: 47,300  
Rate: 162.79
- 2 Ruahine o Tararua  
Complaints: 22  
Discharges: 15,745  
Rate: 139.73
- 3 Te Matau a Māui Hawke's Bay  
Complaints: 24  
Discharges: 18,502  
Rate: 129.72
- 4 Whanganui  
Complaints: 9  
Discharges: 6,864  
Rate: 131.12
- 5 Wairarapa  
Complaints: 8  
Discharges: 4,724  
Rate: 169.35

## Services complained about



**40 (28%)** Ⓞ  
Surgery



**29 (21%)** Ⓞ  
Medicine



**23 (16%)** ⬇️  
Mental health and addiction

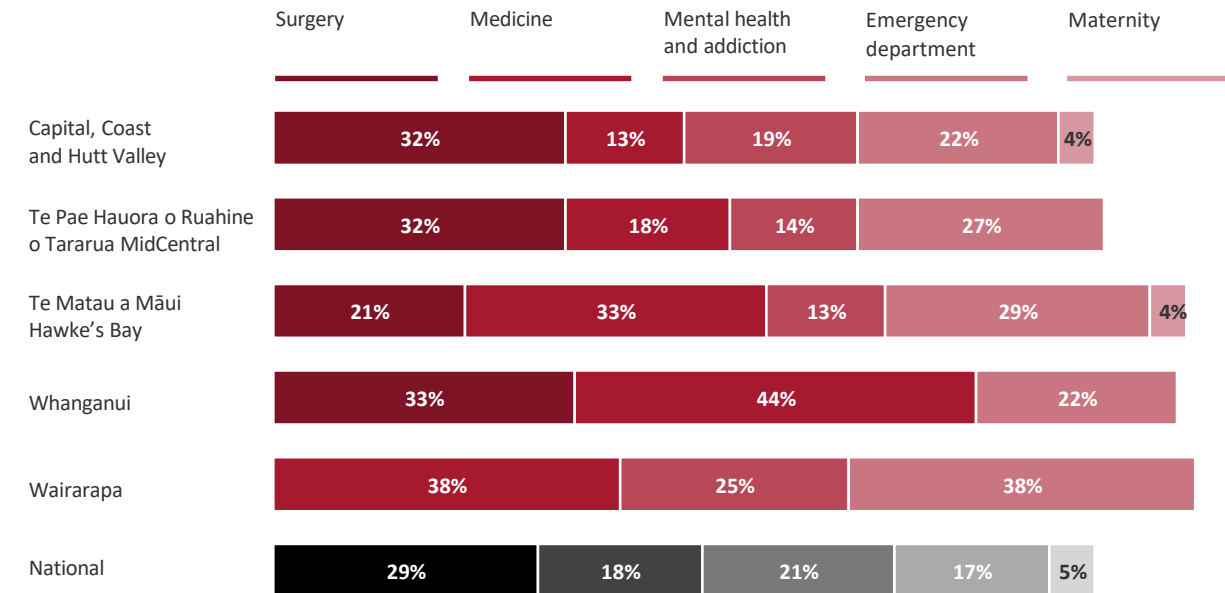


**35 (25%)** Ⓞ  
Emergency department



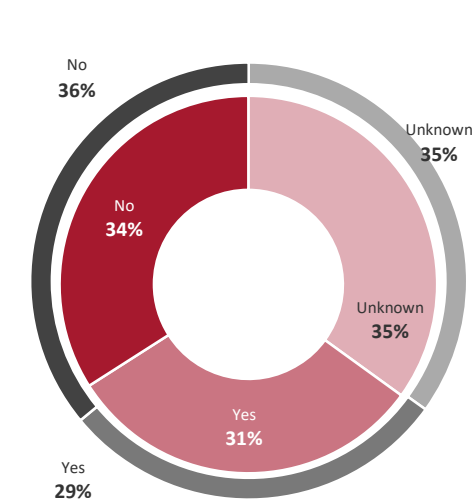
**4 (3%)** ⬇️  
Maternity

### Top services complained about by district



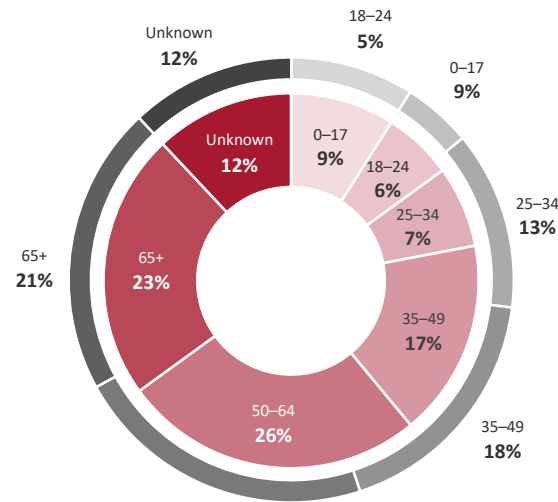
## Who complained

By disability

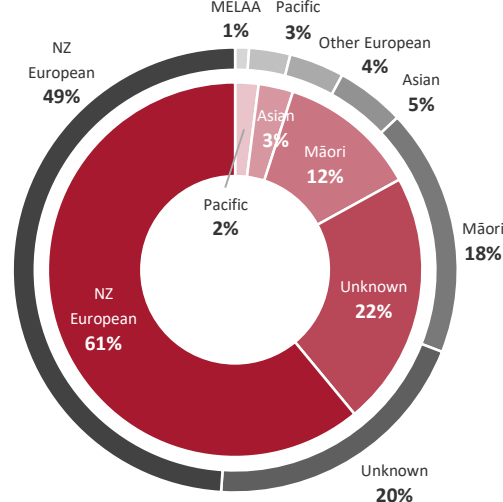


By gender Female (57%), Male (42%), Unknown (1%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

## Issues complained about

Top issue categories

- 1 Care/treatment 85% ⬇️
- 2 Communication 80% Ⓞ
- 3 Access/funding 27% ⬇️
- 4 Consent/information 18% Ⓞ
- 5 Facility issues 13% Ⓞ

Top specific issues

- 1 Delay in treatment 15% Ⓞ
- 2 Missed/incorrect diagnosis 9% Ⓞ
- 3 Inadequate treatment 9% ⬇️
- 4 Waiting/list prioritisation 8% ⬇️
- 5 Access to services 6% Ⓞ

## Complaints closed

**105** ⬇️

Decrease from Jan-Jun 2023  
(128 average of last 2 periods)

Outcomes

