

Regional data for Te Whatu Ora – Te Manawa Taki

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



Complaints received

Number of complaints

127 ↗

Increase from Jul-Dec 2022
119 average of last 3 periods
20% of National total

Number of discharges

108,976 ↘

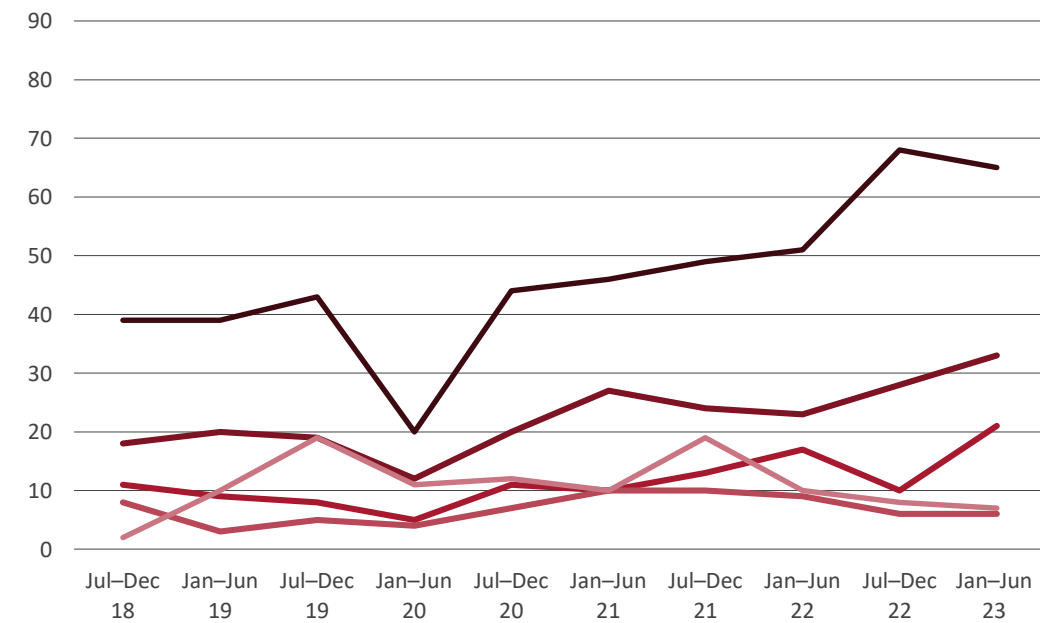
Rate per 100,000 discharges

116.54 ↗

Decrease from Jul-Dec 2022
111.12 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 Waikato**
Complaints: 65
Discharges: 48,538
Rate: 133.92
- 2 Hauora a Toi Bay of Plenty**
Complaints: 33
Discharges: 29,503
Rate: 111.85
- 3 Lakes**
Complaints: 21
Discharges: 12,370
Rate: 169.77
- 4 Taranaki**
Complaints: 7
Discharges: 13,727
Rate: 50.99
- 5 Tairāwhiti**
Complaints: 6
Discharges: 4,838
Rate: 124.02

Services complained about



37 (28%) ↗
Surgery



33 (25%) ↗
Medicine



25 (19%) ↘
Mental health & addiction

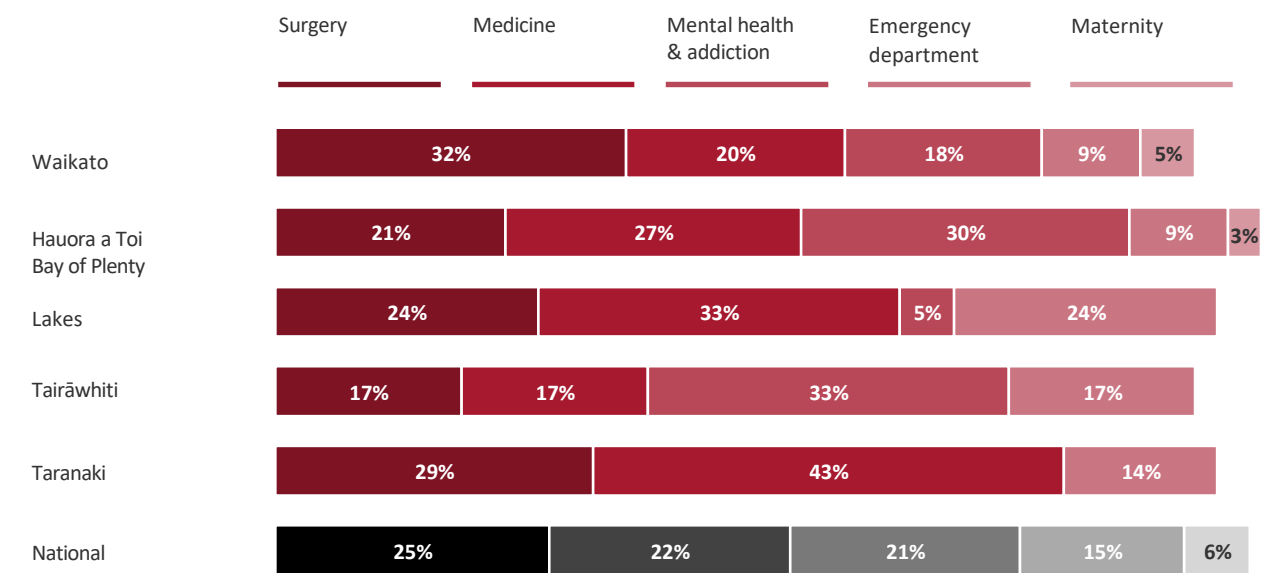


16 (12%) ↘
Emergency department

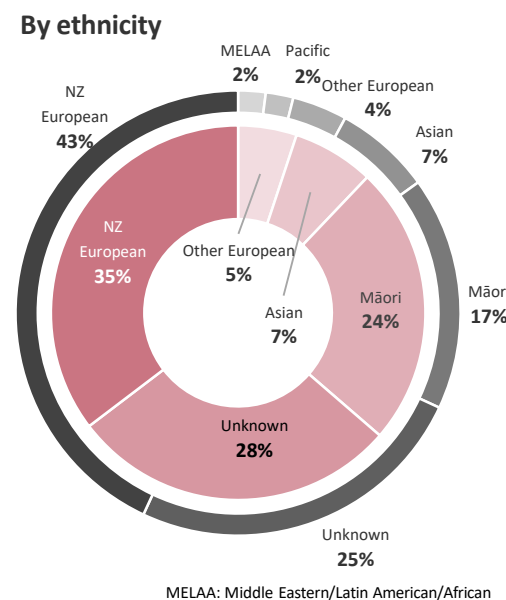
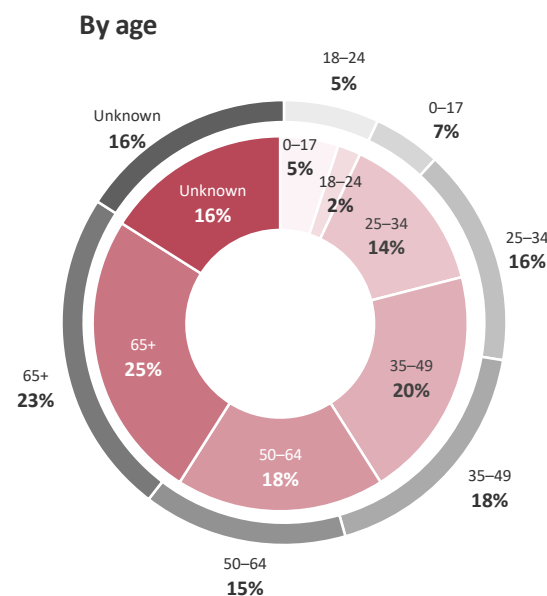
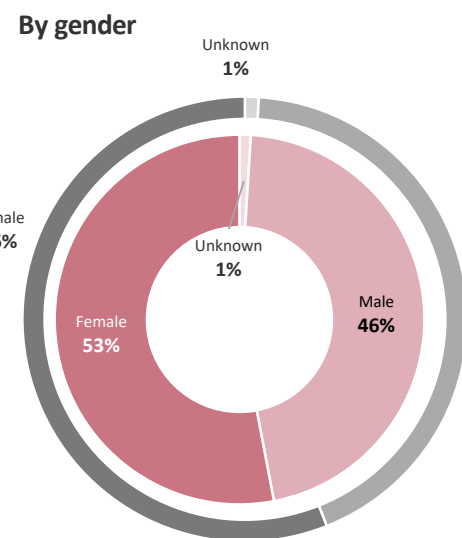


4 (3%) ↘
Maternity

Top services complained about by district



Who complained



Issues complained about

Top issue categories

- 1 Care/treatment** 80% ↗
81%
- 2 Communication** 68% ↗
69%
- 3 Access/funding** 27% ↘
27%
- 4 Consent/information** 14% ↘
19%
- 5 Facility issues** 10% ↘
12%

Top specific issues

- 1 Missed/incorrect/delayed diagnosis** 16% ↗
11%
- 2 Lack of access to services** 11% ↗
9%
- 3 Inadequate treatment** 11% ↗
11%
- 4 Waiting list/prioritisation issue** 8% ↗
9%
- 5 Delay in treatment** 8% ↗
7%

Complaints closed

143 ↗

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

Complaint outcomes

