

Health New Zealand | Te Whatu Ora Te Manawa Taki

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

Complaints received

Number of complaints

132 ⬇️

Increase from Jan-Jun 2023
(119 average of last 3 periods)

Number of discharges

111,878 ⬇️

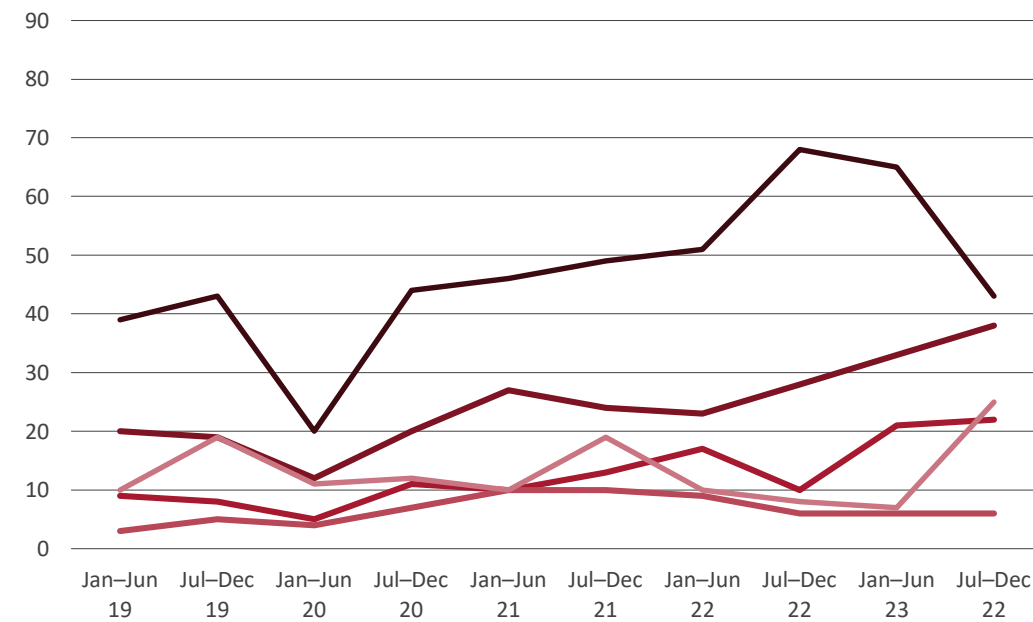
Rate per 100,000 discharges

117.99 ⬆️

Increase from Jan-Jul 2022
(111.12 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** Waikato
Complaints: 43
Discharges: 49,656
Rate: 86.80
- 2** Hauora a Toi Bay of Plenty
Complaints: 38
Discharges: 29,844
Rate: 127.33
- 3** Lakes
Complaints: 22
Discharges: 12,546
Rate: 175.35
- 4** Tairāwhiti
Complaints: 6
Discharges: 5,033
Rate: 119.21
- 5** Taranaki
Complaints: 25
Discharges: 14,799
Rate: 169.93

Services complained about



39 (28%) ⬇️
Surgery



20 (15%) ⬇️
Medicine



26 (19%) ⬇️
Mental health and addiction

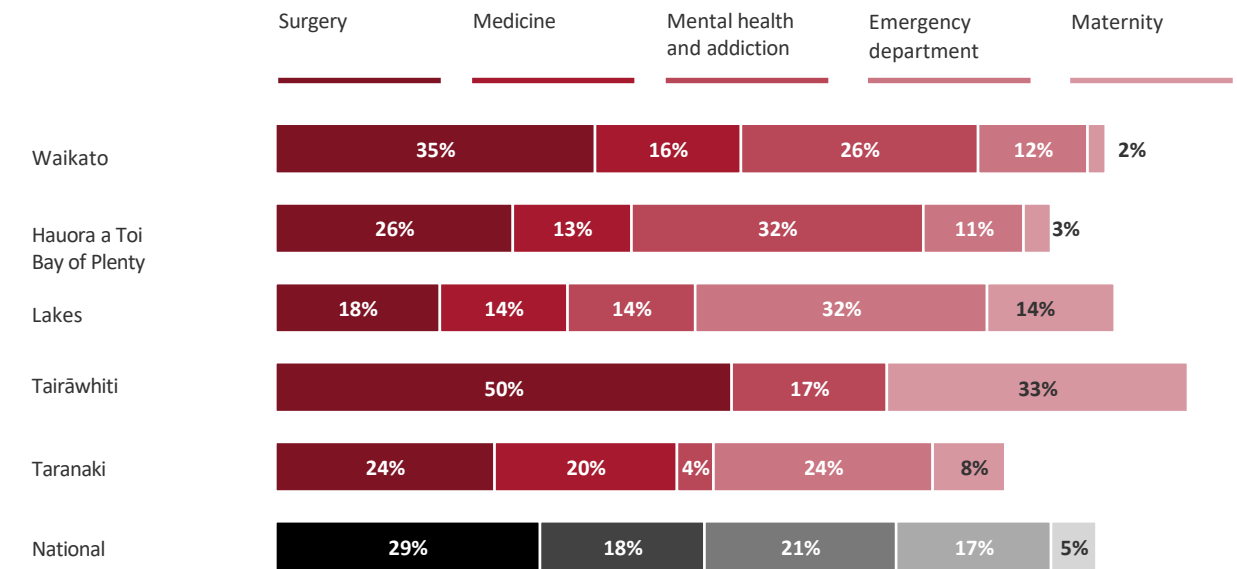


22 (16%) ⬆️
Emergency department



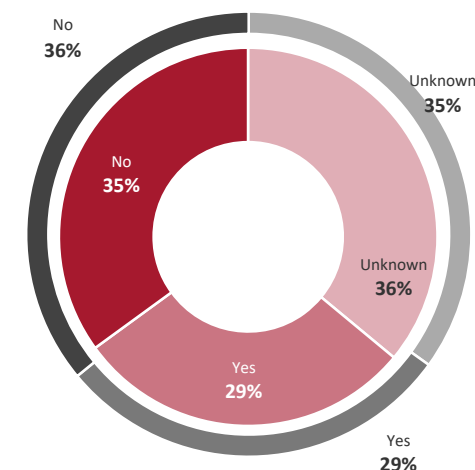
9 (7%) ⬆️
Maternity

Top services complained about by district



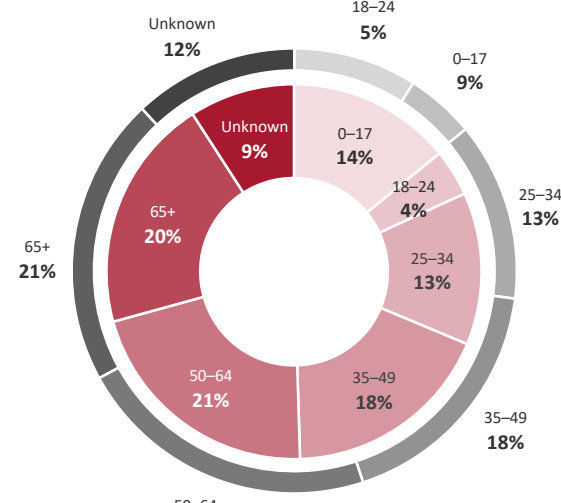
Who complained

By disability

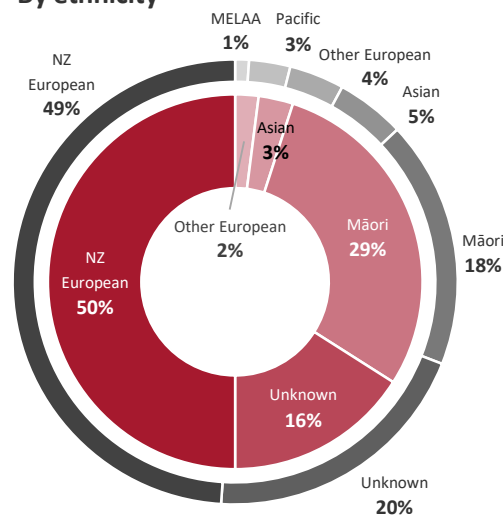


By gender Female (55%), Male (42%), Unknown (3%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- 1** Care/treatment **82%** ⬆️
- 2** Communication **82%** ⬆️
- 3** Access/funding **28%** ⬆️
- 4** Medication **14%** ⬆️
- 5** Consent/information **14%** ⬇️

Top specific issues

- 1** Missed/incorrect/delayed diagnosis **11%** ⬇️
- 2** Delay in treatment **10%** ⬆️
- 3** Inadequate treatment **9%** ⬇️
- 4** Lack of access to services **8%** ⬇️
- 5** Waiting list/prioritisation issue **8%** ⬇️

Complaints closed

104 ⬆️

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

Outcomes

