

National data for Te Whatu Ora | Health New Zealand

Trends in complaints received by HDC between 1 July – 31 December 2022

Complaints received

Number of complaints
595 ⬆️

5% increase from Jan-Jun 2022
(532 average of last 4 periods)

Number of discharges
490,632 ⬆️

Rate per 100,000 discharges
121.27 ⬇️

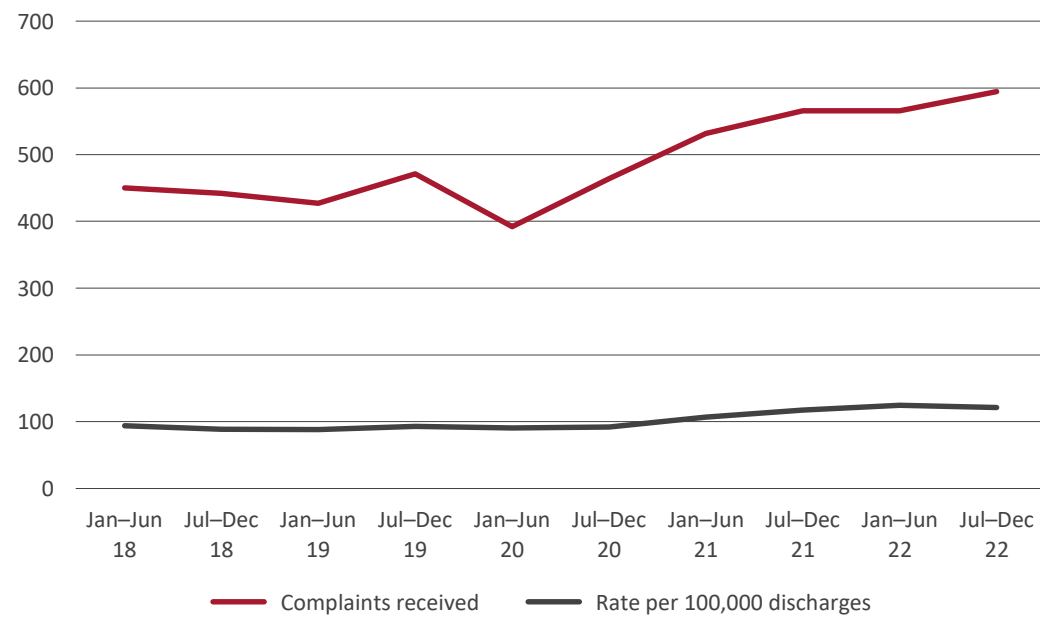
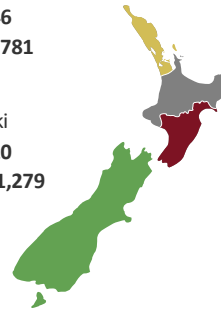
Decrease from Jan-Jun 2022
(110.21 average of last 4 periods)

Key for comparing data:

- ⬆️ No change from Jan-Jun 2022
- ⬆️ Increase from Jan-Jun 2022
- ⬇️ Decrease from Jan-Jun 2022

Top regions by number of complaints received

- 1** Northern North Island
Complaints: 175
Discharges: 183,343
Rate: 95.45
- 2** Te Waipounamu
Complaints: 160
Discharges: 105,229
Rate: 152.05
- 3** Central North Island
Complaints: 146
Discharges: 90,781
Rate: 160.83
- 4** Te Manawa Taki
Complaints: 120
Discharges: 111,279
Rate: 107.84



Services complained about

Surgery
180 (30%) ⬆️

- Top issues:
- 1** Unexpected treatment outcome (18% ⬇️)
 - 2** Waiting list/prioritisation (17% ⬆️)
 - 3** Lack of access to services (9% ⬇️)

Medicine
139 (23%) ⬆️

- Top issues:
- 1** Missed/incorrect/delayed diagnosis (17% ⬆️)
 - 2** Inadequate/inappropriate treatment (10% ⬆️)
 - 3** Delay in treatment (8% ⬆️)

Mental health & addiction
134 (22%) ⬇️

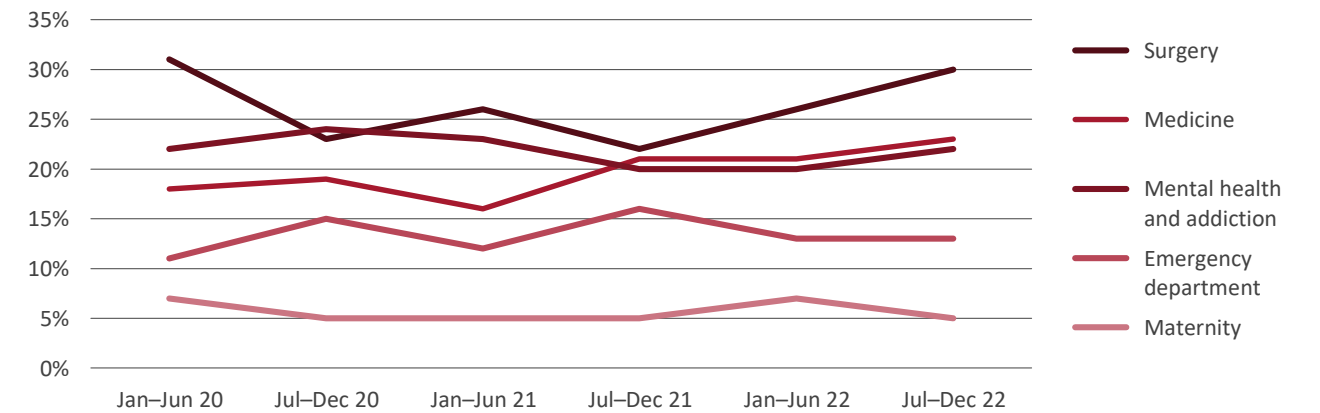
- Top issues:
- 1** Involuntary admission/treatment (16% ⬆️)
 - 2** Waiting list/prioritisation issue (12% ⬆️)
 - 3** Inadequate/inappropriate treatment (8% ⬆️)

Emergency department
78 (13%) ⬆️

- Top issues:
- 1** Missed/incorrect/delayed diagnosis (31% ⬇️)
 - 2** Delay in treatment (21% ⬆️)
 - 3** Inadequate/inappropriate treatment (13% ⬇️)

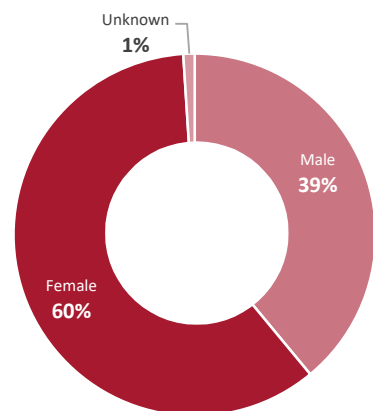
Maternity
29 (5%) ⬇️

- Top issues:
- 1** Inadequate monitoring (21% ⬆️)
 - 2** Unexpected treatment outcome (21% ⬆️)
 - 3** Inadequate/inappropriate treatment (17% ⬆️)

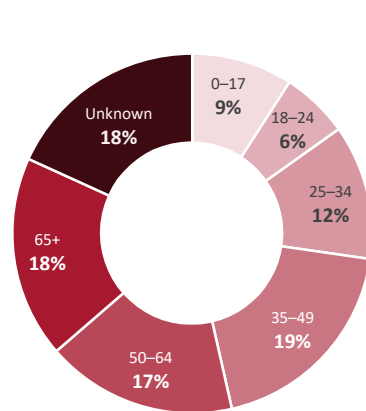


Who complained

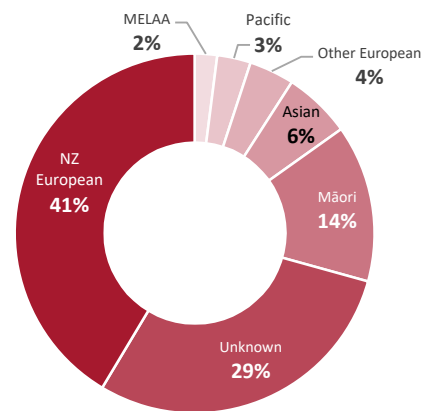
By gender



By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- 1** Care/treatment (83% ⬆️)
- 2** Communication (68% ⬆️)
- 3** Access/funding (25% ⬆️)
- 4** Consent/information (22% ⬆️)
- 5** Facility issues (16% ⬇️)

Top specific issues

- 1** Missed/incorrect/delayed diagnosis (13% ⬆️)
- 2** Inadequate/inappropriate treatment (8% ⬇️)
- 3** Waiting list/Prioritisation issue (8% ⬆️)
- 4** Unexpected treatment outcome (8% ⬇️)
- 5** Lack of access to services (7% ⬆️)

Key complaint issues for Māori

- 1** Unexpected treatment outcome (13% ⬆️)
- 2** Lack of access to services (12% ⬆️)
- 3** Missed/incorrect/delayed diagnosis (11% ⬆️)
- 4** Inadequate/inappropriate treatment (7% ⬇️)
- 5** Inappropriate/delayed discharge/transfer (7% ⬆️)

Complaints closed

468 ⬇️ Decrease from Jan-Jun 2022 (487 average of last 2 periods)

Outcomes

