

# Regional data for Te Whatu Ora – Northern North Island

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

## Complaints received

Number of complaints

**175** ⬇️

Decrease from Jan-Jun 2022  
179 average of last 2 periods  
29% of National total

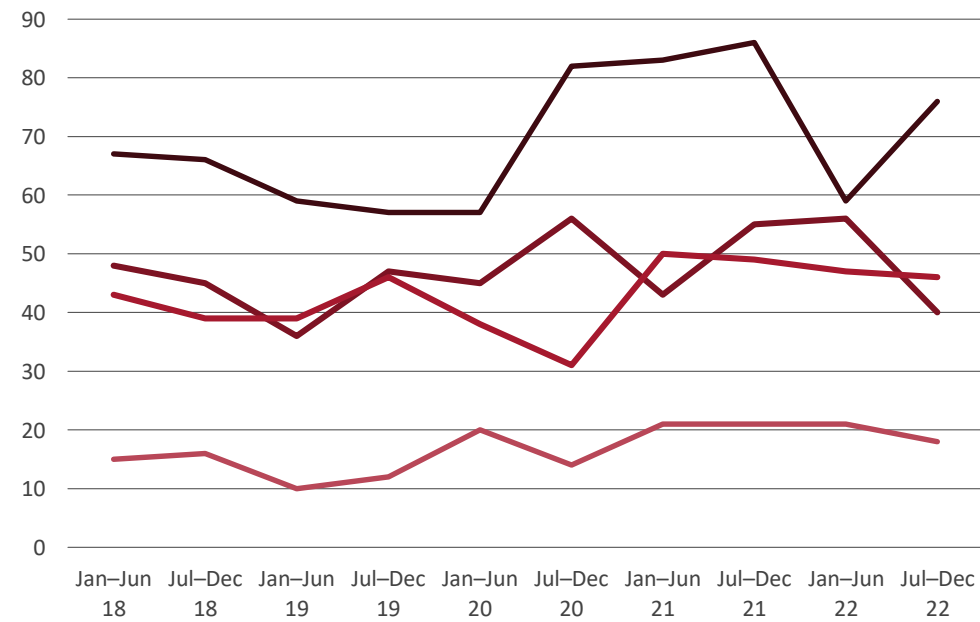
Number of discharges

**183,343** ⬆️

Rate per 100,000 discharges

**95.45** ⬇️

Decrease from Jan-Jun 2022  
(101.4 average of last 2 periods)



Key for comparing data:

- ⊖ No change from Jan-Jun 2022
- ⬆️ Increase from Jan-Jun 2022
- ⬇️ Decrease from Jan-Jun 2022
- Regional data
- National data

### Top districts by number of complaints received

- Te Toka Tumai Auckland  
Complaints: 76  
Discharges: 62,398  
Rate: 121.80
- Counties Manukau  
Complaints: 46  
Discharges: 42,125  
Rate: 109.20
- Waitematā  
Complaints: 40  
Discharges: 55,574  
Rate: 71.98
- Te Tai Tokerau  
Complaints: 18  
Discharges: 23,246  
Rate: 77.43

## Services complained about



**59 (33%)** ⬆️  
Surgery



**41 (23%)** ⬇️  
Medicine



**38 (21%)** ⬆️  
Mental health and addiction

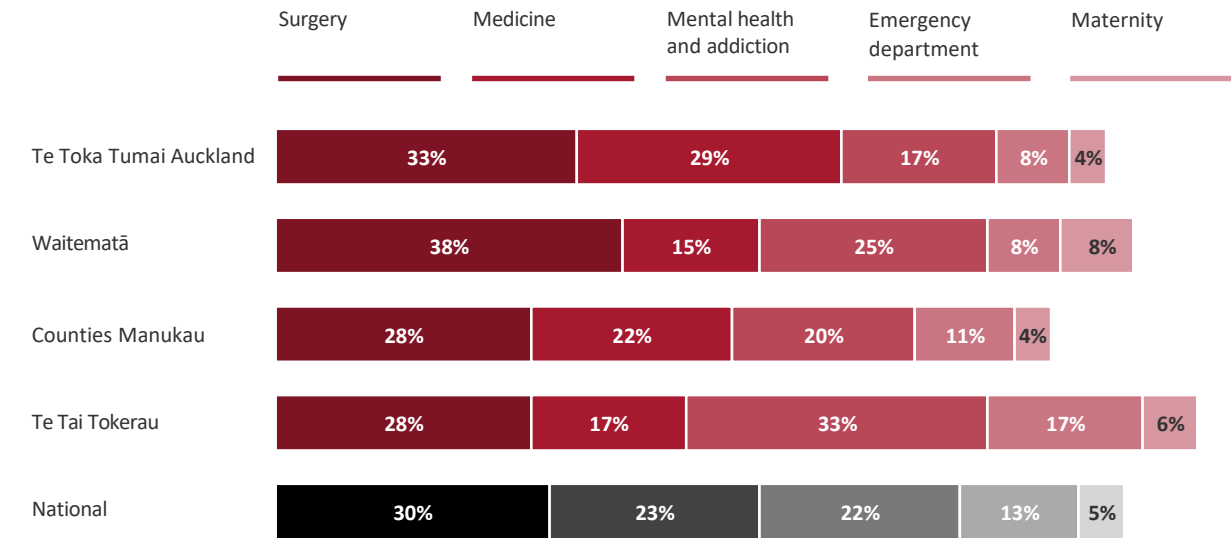


**17 (9%)** ⬇️  
Emergency department



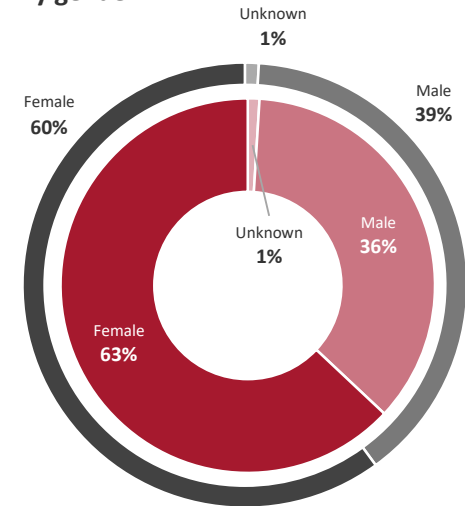
**9 (5%)** ⬇️  
Maternity

### Top services complained about by district

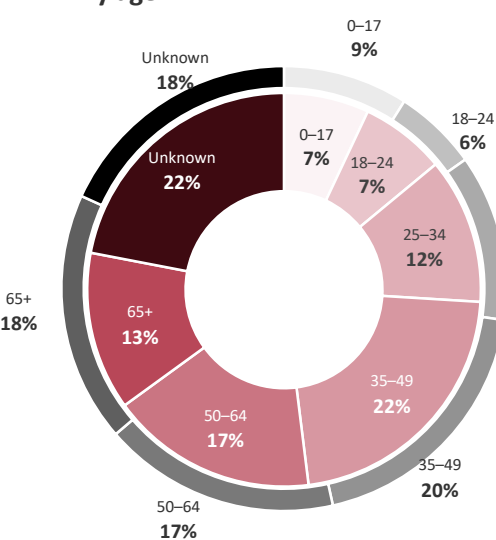


## Who complained

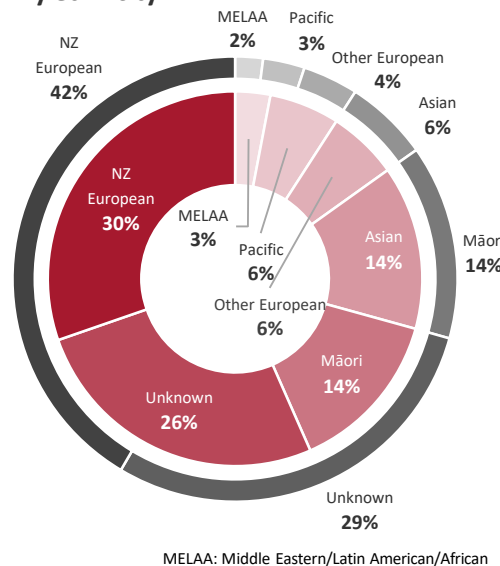
By gender



By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

## Issues complained about

Top issue categories

- Care/treatment: 79% (outer ring), 83% (inner ring)
- Communication: 70% (outer ring), 68% (inner ring)
- Consent/information: 27% (outer ring), 22% (inner ring)
- Access/funding: 19% (outer ring), 16% (inner ring)
- Facility issues: 15% (outer ring), 16% (inner ring)

Top specific issues

- Missed/incorrect/delayed diagnosis: 9% (outer ring), 13% (inner ring)
- Inadequate/inappropriate treatment: 9% (outer ring), 8% (inner ring)
- Unexpected treatment outcome: 7% (outer ring), 8% (inner ring)
- Consent not obtained: 7% (outer ring), 4% (inner ring)
- Waiting list/prioritisation issue: 7% (outer ring), 8% (inner ring)

## Complaints closed

**159** ⬇️

Decrease from Jan-Jun 2022  
(172 average of last 2 periods)

Complaint outcomes

