

Health New Zealand | Te Whatu Ora Northern North Island

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

Complaints received

Number of complaints

226 ↗

Increase from Jul-Dec 2022
(171 average of last 3 periods)

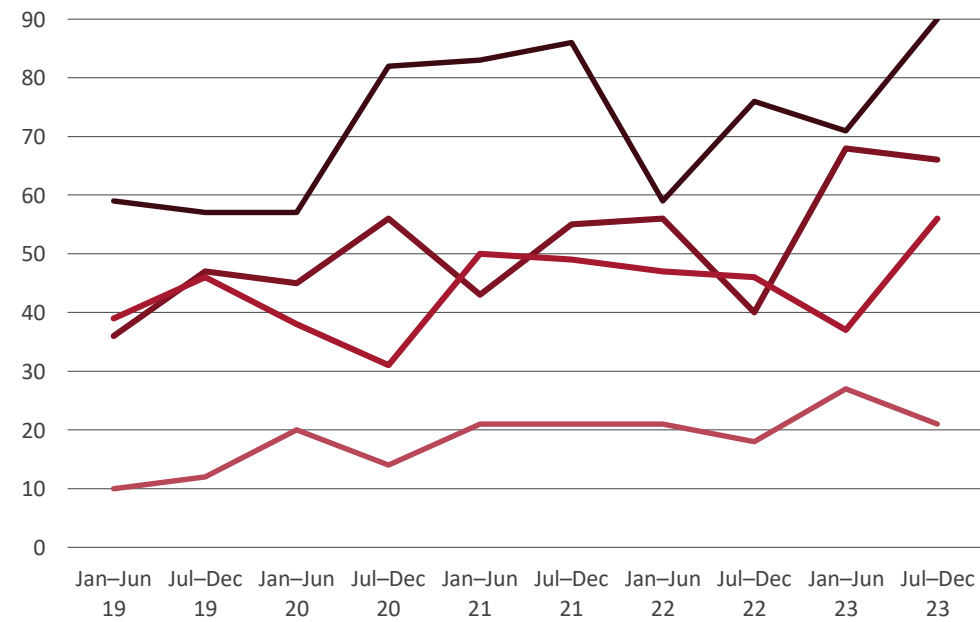
Number of discharges

195,611 ↗

Rate per 100,000 discharges

115.53 ↗

Increase from Jul-Dec 2022
(125.82 average of last 3 periods)



Te Toka Tumai Auckland
Waitemata
Counties Manukau
Te Tai Tokerau

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

- Te Toka Tumai Auckland
Complaints: 90
Discharges: 63,844
Rate: 140.97
- Waitemata
Complaints: 66
Discharges: 56,734
Rate: 116.33
- Counties Manukau
Complaints: 56
Discharges: 50,572
Rate: 110.73
- Te Tai Tokerau
Complaints: 21
Discharges: 24,461
Rate: 85.85

Services complained about



74 (32%) ↗
Surgery



37 (16%) ↗
Medicine



50 (21%) ↗
Mental health & addiction

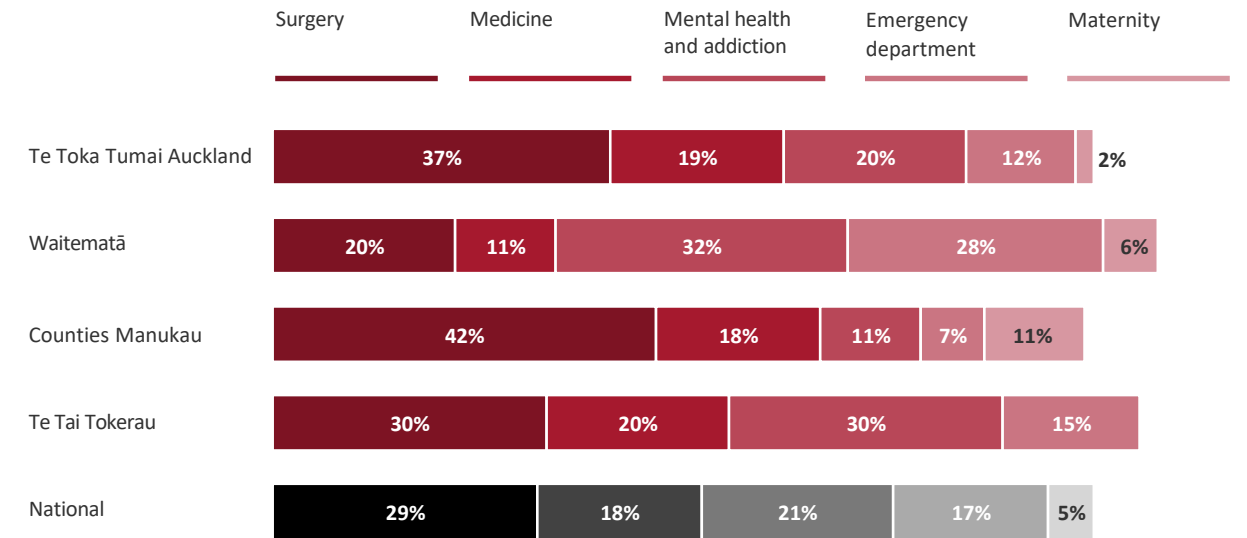


35 (15%) ↗
Emergency department



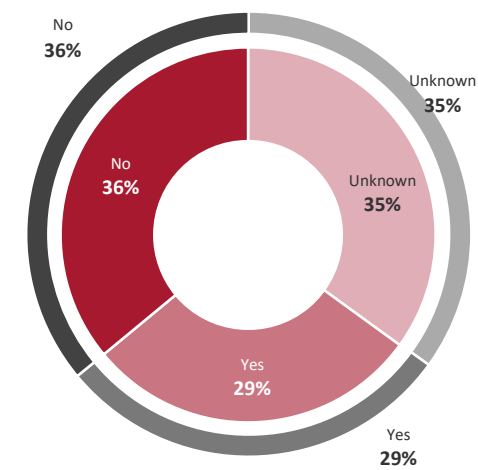
12 (5%) ↗
Maternity

Top services complained about by district



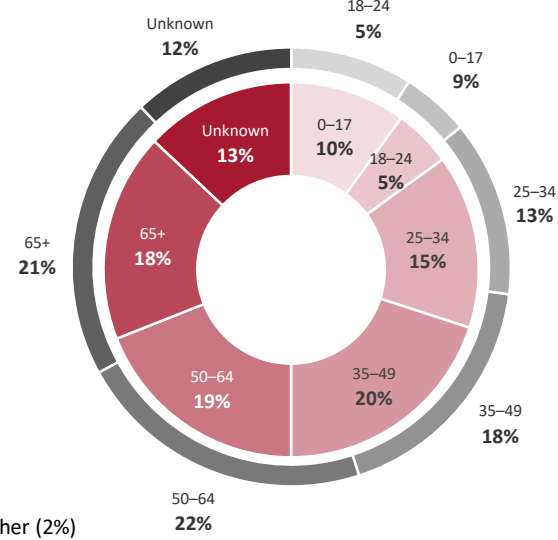
Who complained

By disability

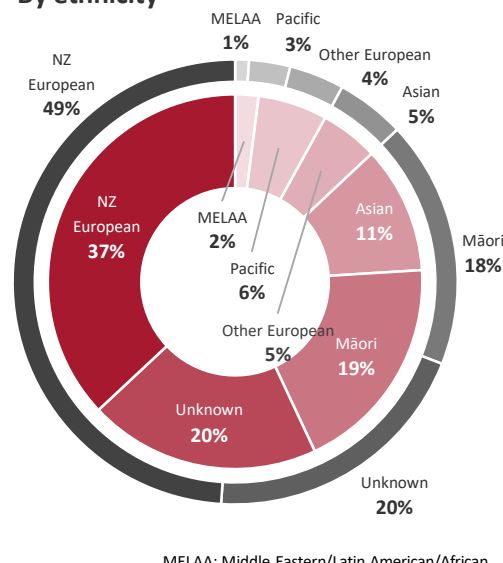


By gender Female (53%), Male (45%), Unknown/other (2%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- Care/treatment: 85% ↗ (Regional), 84% (National)
- Communication: 78% ↗ (Regional), 80% (National)
- Access/funding: 23% ↗ (Regional), 23% (National)
- Consent/information: 23% ↘ (Regional), 19% (National)
- Facility issues: 11% ↘ (Regional), 11% (National)

Top specific issues

- Missed/incorrect/delayed diagnosis: 12% ↗ (Regional), 11% (National)
- Waiting list/prioritisation issue: 9% ↗ (Regional), 7% (National)
- Inadequate treatment: 9% ↘ (Regional), 8% (National)
- Unexpected treatment outcome: 8% ↗ (Regional), 7% (National)
- Delay in treatment: 7% ↗ (Regional), 9% (National)

Complaints closed

169 ↗

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

Outcomes

