

National data for Health New Zealand | Te Whatu Ora

Trends in complaints received by HDC between 1 January – 30 June 2024

Complaints received

Number of complaints
674 ⬆️

3% increase from Jul-Dec 2023
(610 average of 4 last periods)

Number of discharges
507,638 ⬇️

Rate per 100,000 discharges
132.77 ⬆️

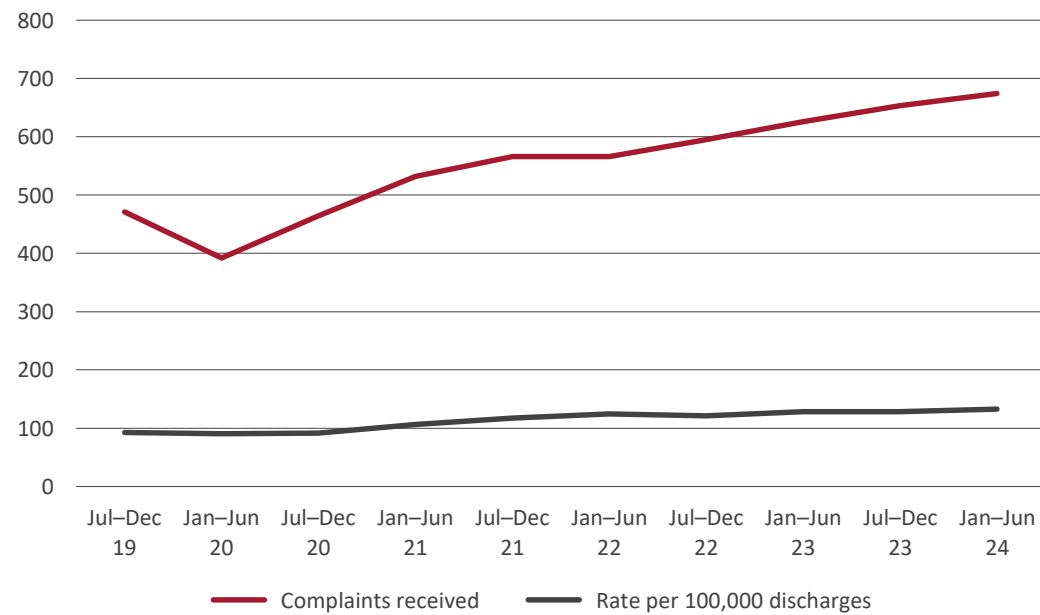
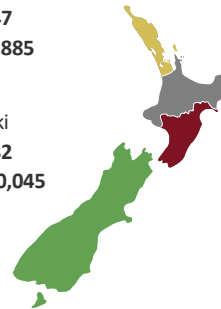
Increase from Jul-Dec 2023
(125.68 average of last 4 periods)

Key for comparing data:

- ⊖ No change from Jul-Dec 2023
- ⬆️ Increase from Jul-Dec 2023
- ⬇️ Decrease from Jul-Dec 2023

Top regions by number of complaints received

- 1** Northern North Island
Complaints: 233
Discharges: 194,023
Rate: 120.09
- 2** Te Waipounamu
Complaints: 171
Discharges: 110,685
Rate: 154.49
- 3** Central North Island
Complaints: 147
Discharges: 92,885
Rate: 158.26
- 4** Te Manawa Taki
Complaints: 132
Discharges: 110,045
Rate: 119.95



Services complained about

Surgery
223 (32%) ⬆️

- Top issues:
- 1 Waiting list/prioritisation (19% ⬆️)
 - 2 Unexpected treatment outcome (15% ⬆️)
 - 3 Inadequate treatment (11% ⬆️)

Medicine
152 (22%) ⬆️

- Top issues:
- 1 Inadequate treatment (14% ⬇️)
 - 2 Missed/incorrect diagnosis (11% ⬆️)
 - 3 Unexpected treatment outcome (8% ⬆️)

Mental health and addiction
137 (20%) ⬇️

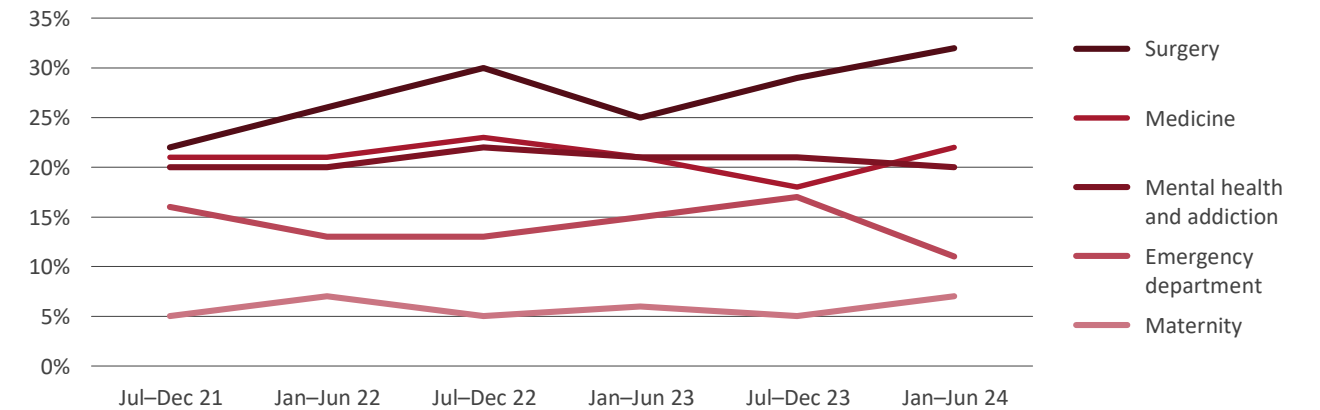
- Top issues:
- 1 Involuntary admission/treatment (18% ⬆️)
 - 2 Inadequate treatment (10% ⊖)
 - 3 Communication with consumer (8% ⬆️)

Emergency department
76 (11%) ⬇️

- Top issues:
- 1 Missed/incorrect/diagnosis (30% ⬆️)
 - 2 Delay in treatment (28% ⬆️)
 - 3 Inadequate assessment (8% ⬆️)

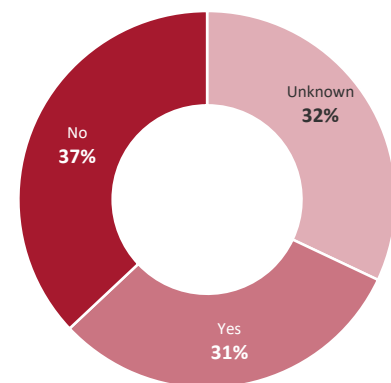
Maternity
46 (7%) ⬆️

- Top issues:
- 1 Delay in treatment (20% ⬆️)
 - 2 Inadequate consent (15% ⬆️)
 - 3 Unexpected treatment outcome (15% ⬆️)

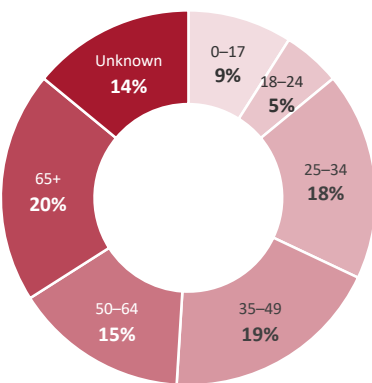


Who complained

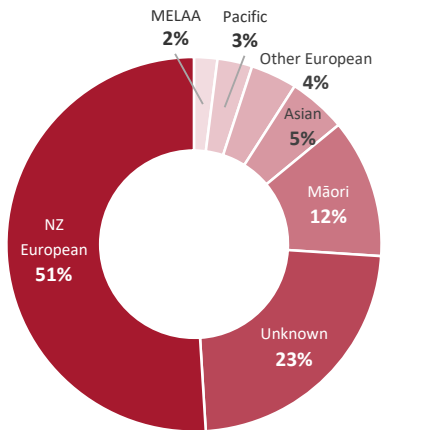
By disability



By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

By gender Female (57%), Male (40%), Other/Unknown (3%)

Issues complained about

Top issue categories

- 1 Care/treatment (85% ⬆️)
- 2 Communication (81% ⬆️)
- 3 Consent/information (22% ⬆️)
- 4 Access/funding (21% ⬇️)
- 5 Complaint process (13% ⬆️)

Top specific issues

- 1 Inadequate treatment (11% ⬆️)
- 2 Missed/incorrect/delayed diagnosis (10% ⬇️)
- 3 Unexpected treatment outcome (8% ⬆️)
- 4 Waiting list/prioritisation issue (8% ⬆️)
- 5 Delay in treatment (8% ⬇️)

Key complaint issues for Māori

- 1 Inadequate treatment (19% ⬆️)
- 2 Missed/incorrect/delayed diagnosis (15% ⬆️)
- 3 Inadequate consent (7% ⬆️)
- 4 Waiting list/prioritisation issue (7% ⬇️)
- 5 Involuntary treatment (6% ⬆️)

Complaints closed

656 ⬆️

Increase from Jul-Dec 2023
(529 average of last 4 periods)

Outcomes

