

Health New Zealand | Te Whatu Ora Central North Island

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

Complaints received

Number of complaints

147 ↗

Increase from Jul-Dec 2023
(146 average of last 3 periods)

22% of national total

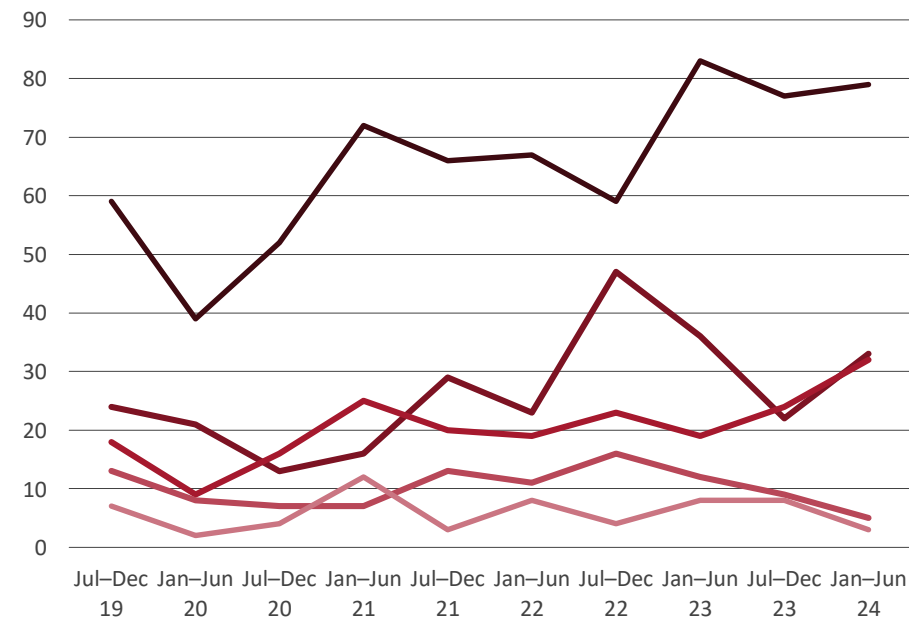
Number of discharges

92,885 ↘

Rate per 100,000 discharges

158.26 ↘

Increase from Jul-Dec 2023
(160.87 average of last 3 periods)



Key for comparing data:

- ⊖ No change from Jul-Dec 2023
- ↗ Increase from Jul-Dec 2023
- ↘ Decrease from Jul-Dec 2023
- Regional data
- National data

Top districts by number of complaints received

- Capital, Coast and Hutt Valley
Complaints: 79
Discharges: 45,888
Rate: 172.16
- Ruahine o Tararua
Complaints: 33
Discharges: 15,752
Rate: 209.50
- Te Matau a Māui Hawke's Bay
Complaints: 32
Discharges: 19,660
Rate: 162.77
- Whanganui
Complaints: 5
Discharges: 6,792
Rate: 73.62
- Wairarapa
Complaints: 3
Discharges: 4,793
Rate: 62.59

Services complained about



52 (34%) ↕
Surgery



31 (20%) ↘
Medicine



26 (17%) ↕
Mental health and addiction

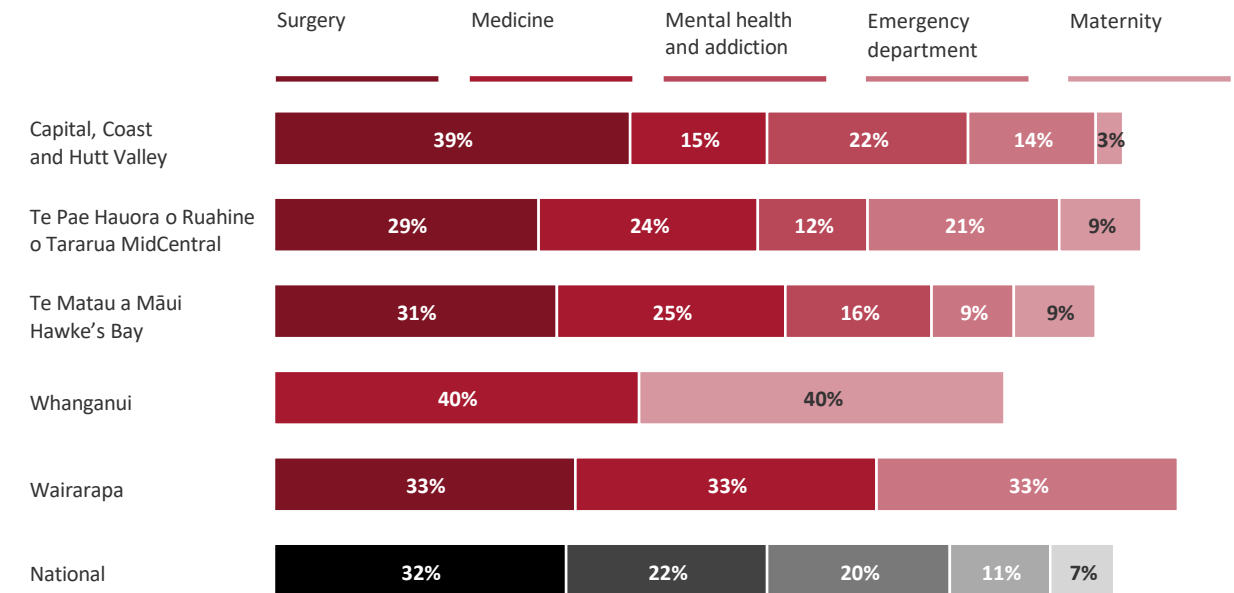


22 (7%) ↘
Emergency department



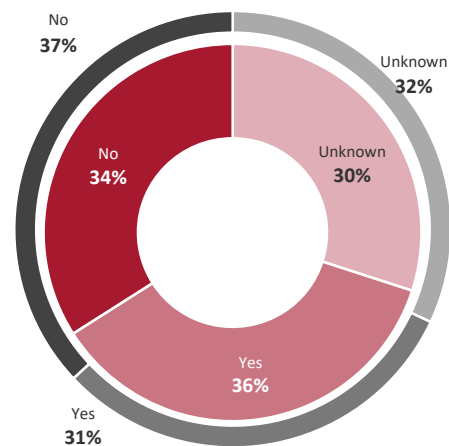
10 (7%) ↕
Maternity

Top services complained about by district



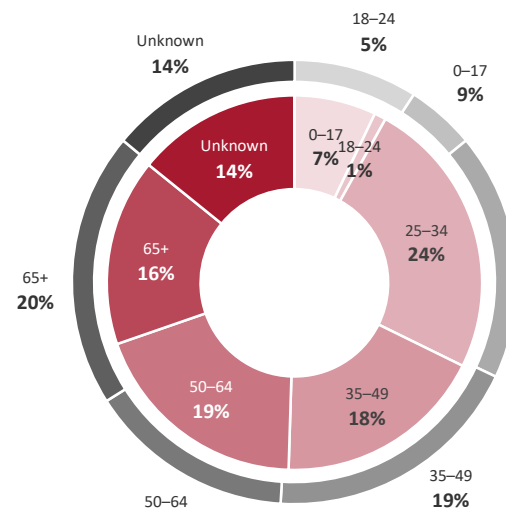
Who complained

By disability

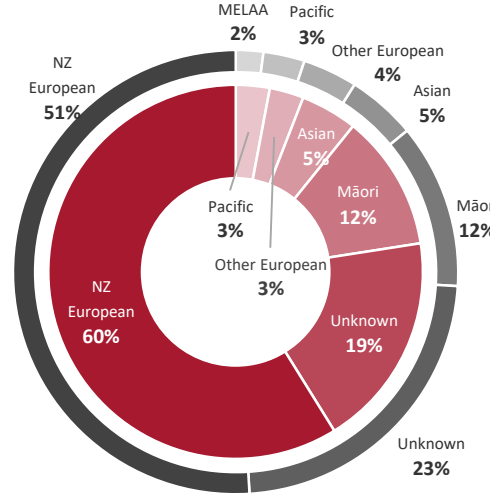


By gender Female (59%), Male (39%), Unknown/other (2%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- Care/treatment: 87% ↕ (Regional), 85% (National)
- Communication: 84% ↕ (Regional), 81% (National)
- Consent/information: 27% ↕ (Regional), 22% (National)
- Access/funding: 14% ↘ (Regional), 21% (National)
- Facility issues: 12% ↘ (Regional), 12% (National)

Top specific issues

- Missed/incorrect/delayed diagnosis: 12% ↕ (Regional), 10% (National)
- Waiting/list prioritisation issue: 9% ↕ (Regional), 8% (National)
- Inadequate treatment: 9% ↘ (Regional), 11% (National)
- Unexpected treatment outcome: 9% ↕ (Regional), 8% (National)
- Delay in treatment: 9% ↘ (Regional), 8% (National)

Complaints closed

157 ↗

Increase from Jul-Dec 2023
(120 average of last 3 periods)

Outcomes

