

Health New Zealand | Te Whatu Ora Te Manawa Taki

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

Complaints received

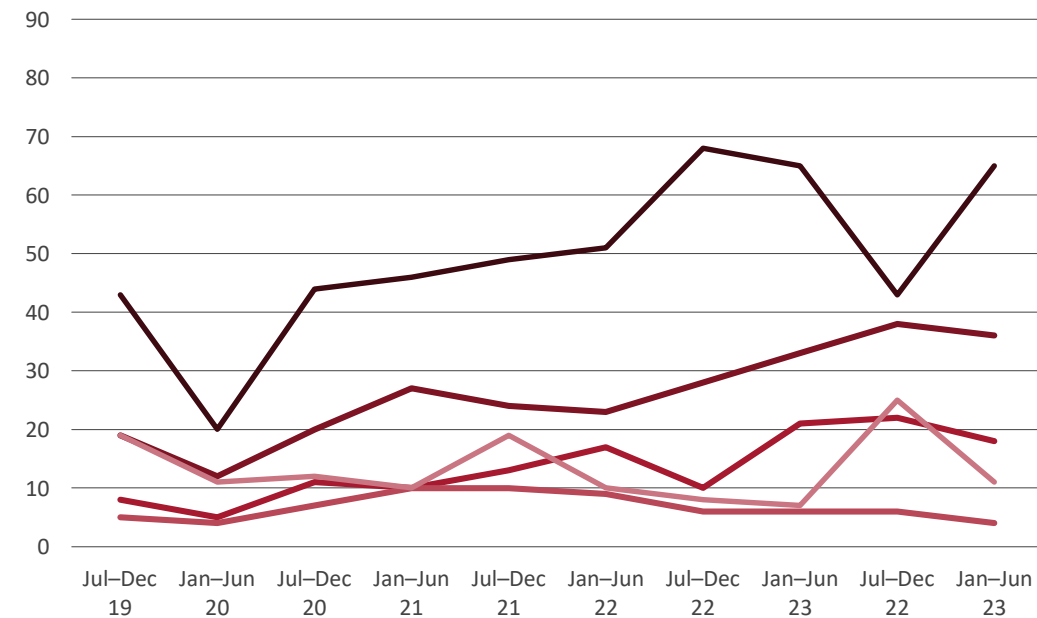
Number of complaints
132 \ominus

No change from Jul-Dec 2023
(126 average of last 3 periods)
20% of national total

Number of discharges
110,045 \Downarrow

Rate per 100,000 discharges
119.95 \Uparrow

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



Key for comparing data:

- \ominus No change from Jul-Dec 2023
- \Uparrow Increase from Jul-Dec 2023
- \Downarrow Decrease from Jul-Dec 2023
- Red circle: Regional data
- Black circle: National data

Top districts by number of complaints received

- 1** Waikato
Complaints: 65
Discharges: 48,591
Rate: 133.77
- 2** Hauora a Toi Bay of Plenty
Complaints: 36
Discharges: 29,532
Rate: 121.90
- 3** Lakes
Complaints: 18
Discharges: 12,271
Rate: 146.69
- 4** Tairāwhiti
Complaints: 4
Discharges: 5,136
Rate: 77.88
- 5** Taranaki
Complaints: 11
Discharges: 14,515
Rate: 75.78

Services complained about

50 (37%) \Uparrow
Surgery

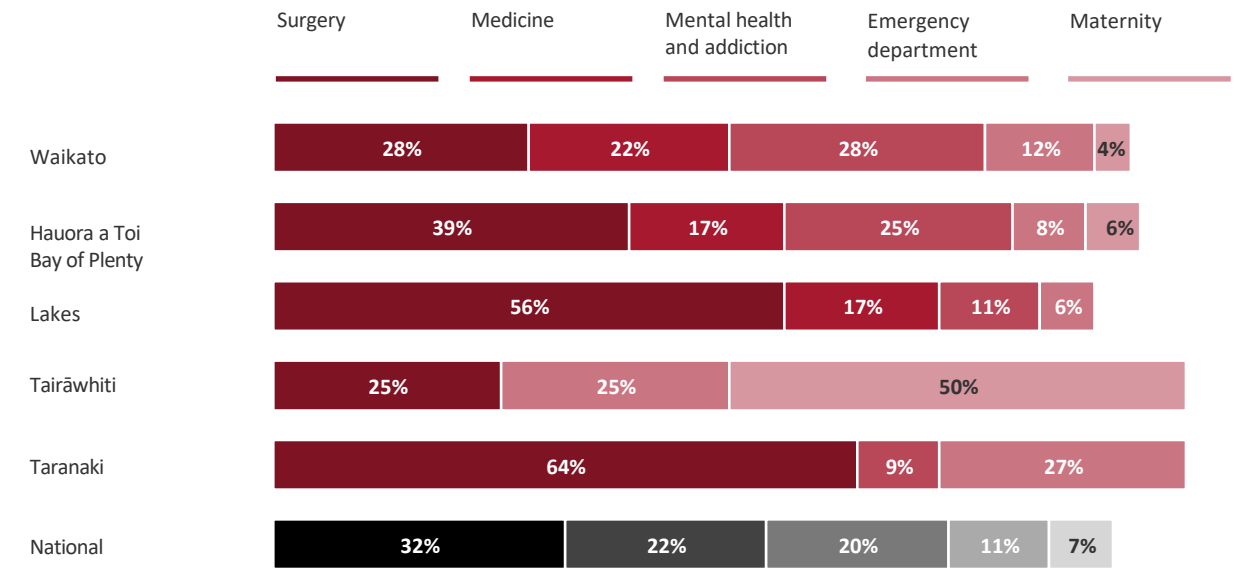
23 (17%) \Uparrow
Medicine

30 (22%) \Uparrow
Mental health and addiction

16 (12%) \Downarrow
Emergency department

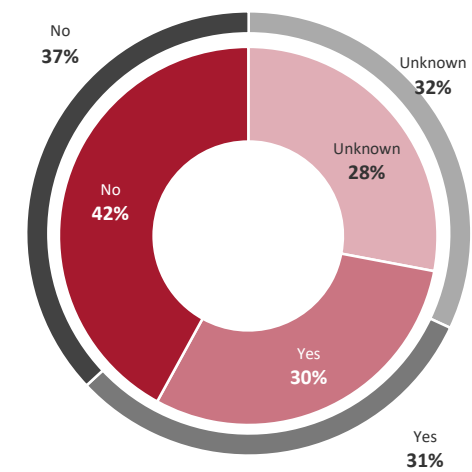
7 (5%) \Downarrow
Maternity

Top services complained about by district

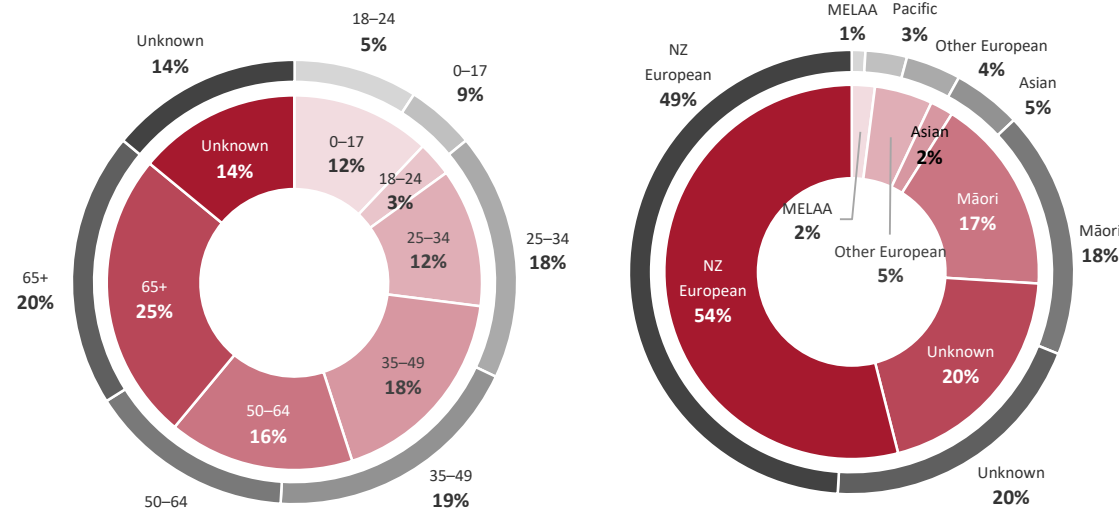


Who complained

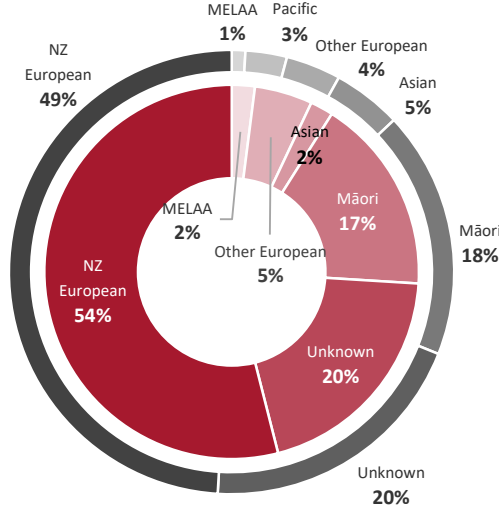
By disability



By age



By ethnicity



By gender Female (60%), Male (38%), Unknown (2%)

Issues complained about

Top issue categories

- 1** Care/treatment **87%** \Uparrow
85%
- 2** Communication **82%** \ominus
81%
- 3** Consent/information **24%** \Uparrow
22%
- 4** Access/funding **22%** \Downarrow
21%
- 5** Complaint process **12%** \Uparrow
13%

Top specific issues

- 1** Missed/incorrect/delayed diagnosis **10%** \Downarrow
10%
- 2** Inadequate treatment **10%** \Uparrow
11%
- 3** Waiting list/prioritisation issue **9%** \Uparrow
8%
- 4** Unexpected treatment outcome **8%** \Uparrow
8%
- 5** Delay in treatment **8%** \Downarrow
8%

Complaints closed

132 \Uparrow
Increase from Jul-Dec 2023
(113 average of last 3 periods)

Outcomes

