

Health New Zealand | Te Whatu Ora Te Waipounamu

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



Complaints received

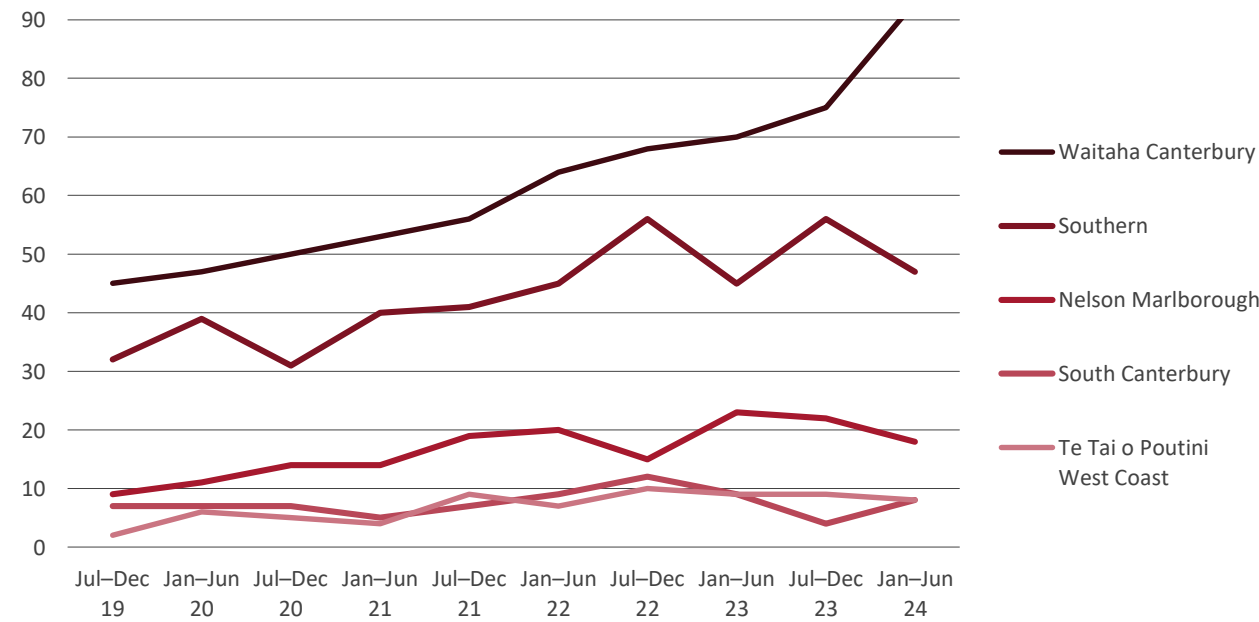
Number of complaints
171 ↗

Increase from Jul-Dec 2023
(159 average of last 3 periods)
25% of National total

Number of discharges
110,685 ↗

Rate per 100,000 discharges
154.49 ↗

Increase from Jul-Dec 2023
(150.95 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

- 1 Waitaha Canterbury
Complaints: 93
Discharges: 59,534
Rate: 156.21
- 2 Southern
Complaints: 47
Discharges: 29,326
Rate: 160.27
- 3 Nelson Marlborough
Complaints: 18
Discharges: 12,428
Rate: 144.83
- 4 South Canterbury
Complaints: 8
Discharges: 6,183
Rate: 129.39
- 5 Te Tai o Poutini West Coast
Complaints: 8
Discharges: 3,214
Rate: 248.91

Services complained about

51 (30%) ↗
Surgery

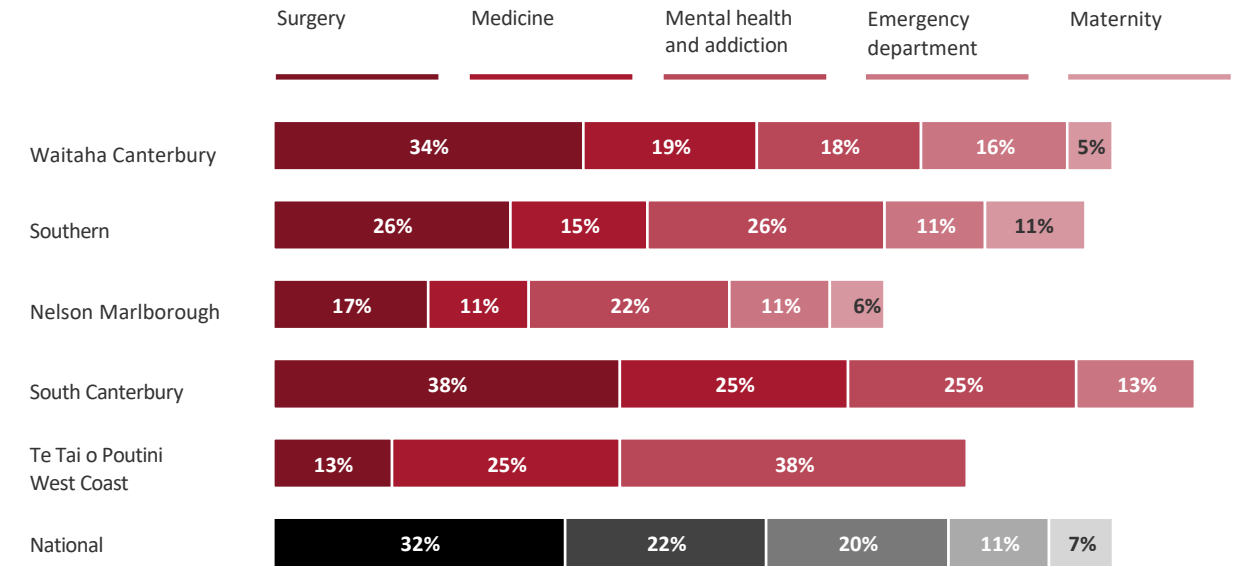
31 (18%) ↘
Medicine

38 (22%) ↘
Mental health and addiction

23 (13%) ↗
Emergency department

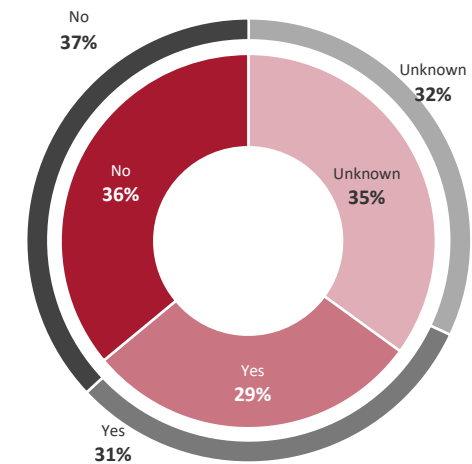
11 (6%) ↗
Maternity

Top services complained about by district



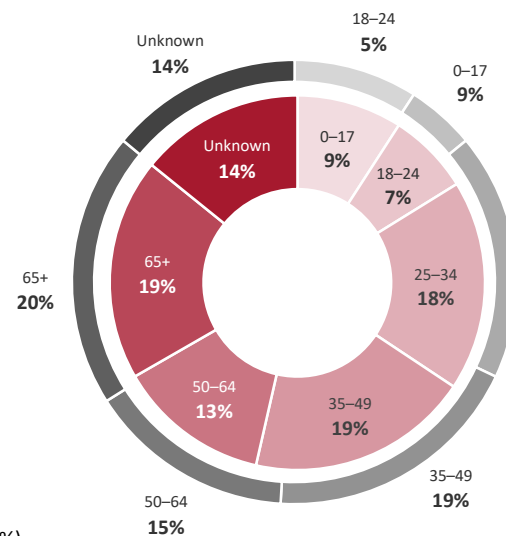
Who complained

By disability

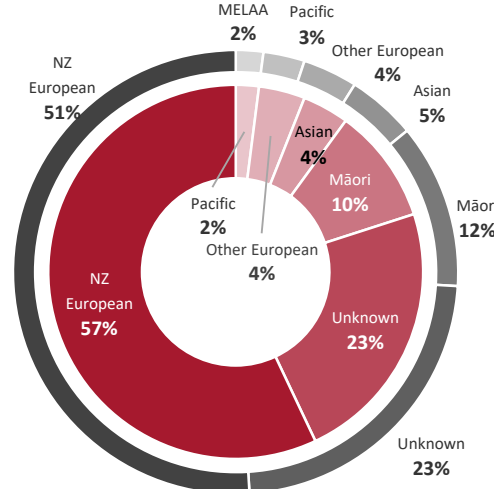


By gender Female (51%), Male (43%), Unknown (4%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- 1 Care/treatment 86% ↗
- 2 Communication 81% ↗
- 3 Access/funding 20% ↗
- 4 Consent/information 18% ↘
- 5 Facility issues 13% ↘

Top specific issues

- 1 Inadequate treatment 13% ↗
- 2 Missed/incorrect/delayed diagnosis 12% ↗
- 3 Waiting list/prioritisation issue 6% ↗
- 4 Delay in treatment 6% ↘
- 5 Inadequate follow-up 6% ↗

Complaints closed

178 ↗

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

Outcomes

