

# Health New Zealand | Te Whatu Ora Northern North Island

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

## Complaints received

Number of complaints  
**233** ⬇️

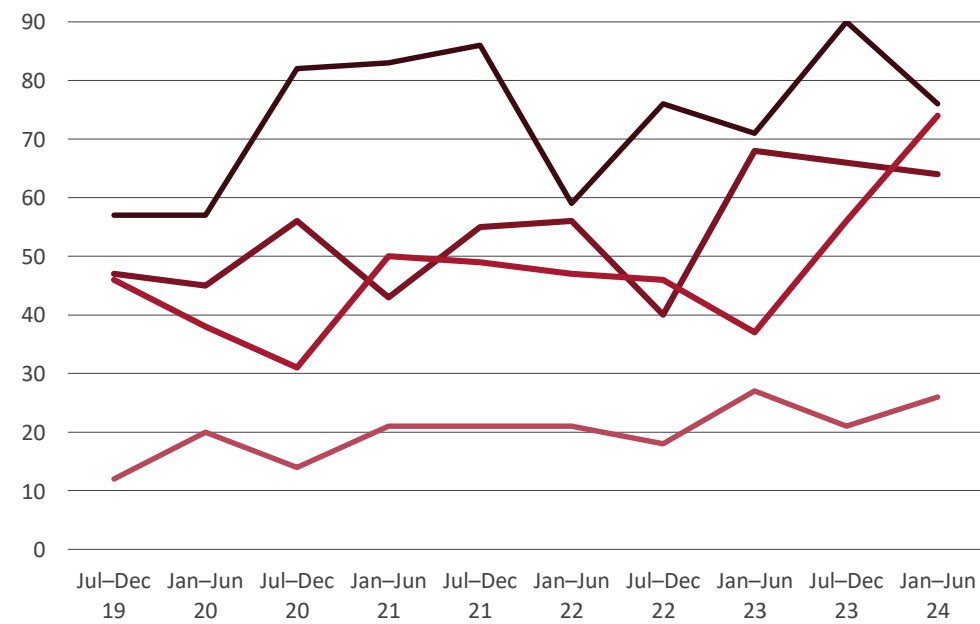
Increase from Jul-Dec 2023  
(200 average of last 3 periods)

35% of national total

Number of discharges  
**194,023** ⬇️

Rate per 100,000 discharges  
**120.09** ⬆️

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



Key for comparing data:

- ⊖ No change from Jul-Dec 2023
- ⬆️ Decrease from Jul-Dec 2023
- ⬆️ Regional data
- ⬆️ National data

### Top districts by number of complaints received

- Te Toka Tumai Auckland  
Complaints: 76  
Discharges: 63,189  
Rate: 120.27
- Waitematā  
Complaints: 64  
Discharges: 56,493  
Rate: 113.29
- Counties Manukau  
Complaints: 74  
Discharges: 50,870  
Rate: 145.47
- Te Tai Tokerau  
Complaints: 26  
Discharges: 23,471  
Rate: 110.77

## Services complained about

**73 (30%)** ⬇️  
Surgery

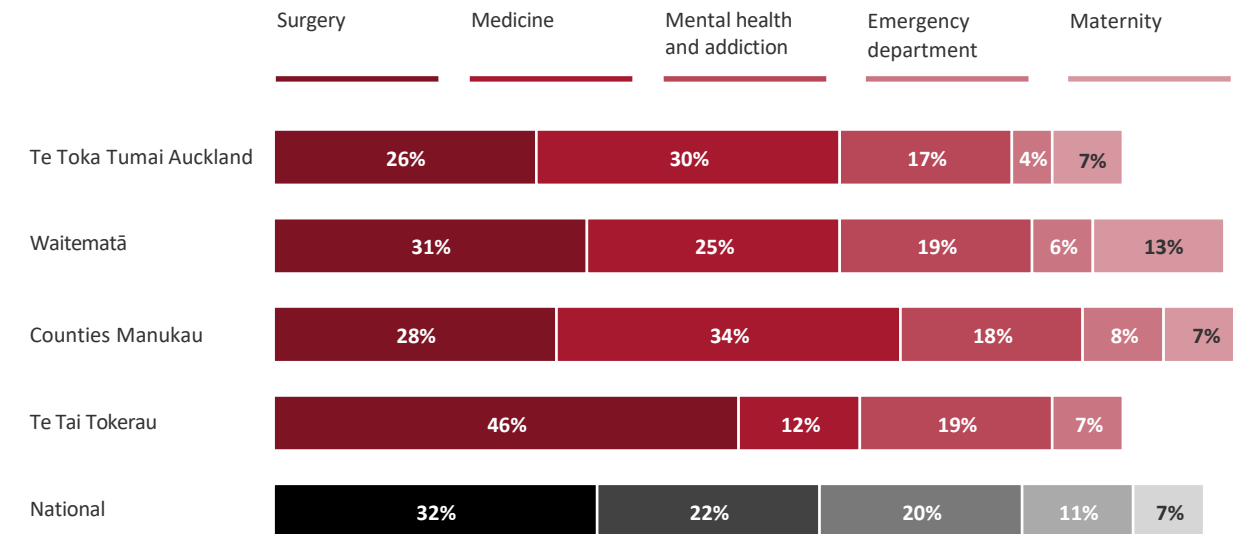
**67 (28%)** ⬆️  
Medicine

**43 (18%)** ⬇️  
Mental health & addiction

**15 (6%)** ⬇️  
Emergency department

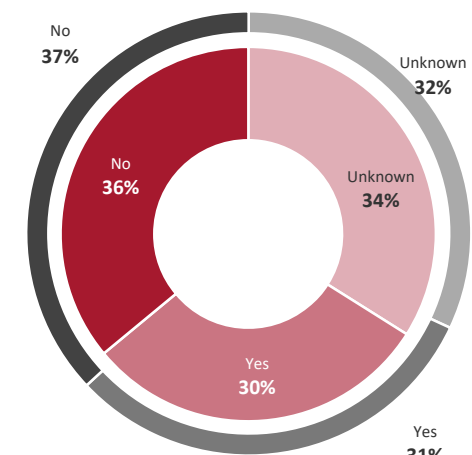
**18 (8%)** ⬆️  
Maternity

### Top services complained about by district



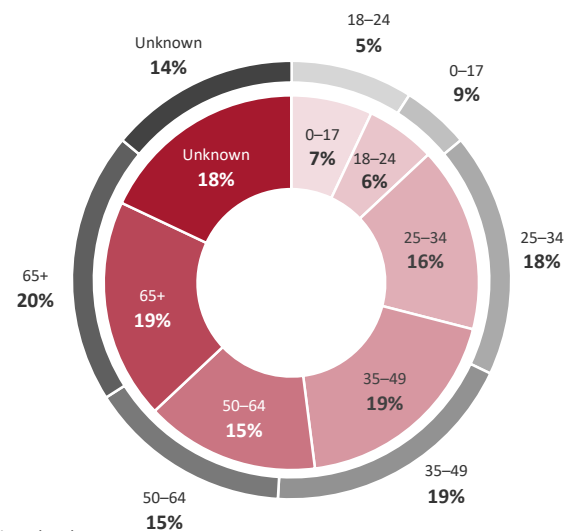
## Who complained

### By disability

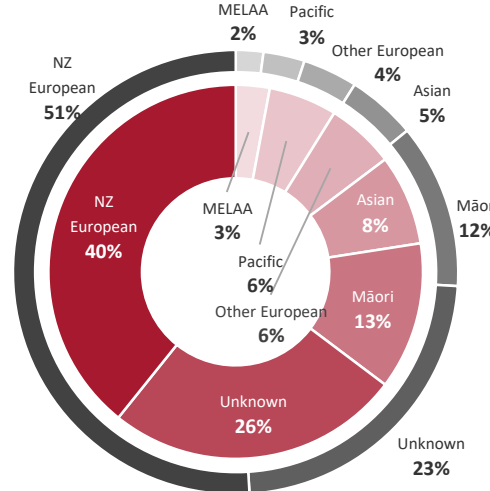


By gender Female (59%), Male (38%), Unknown/other (3%)

### By age



### By ethnicity



MELAA: Middle Eastern/Latin American/African

## Issues complained about

### Top issue categories

- Care/treatment 84% ⬇️
- Communication 81% ⬆️
- Access/funding 21% ⬆️
- Consent/information 20% ⬆️
- Complaints process 18% ⬆️

### Top specific issues

- Unexpected treatment outcome 10% ⬆️
- Inadequate treatment 9% ⬆️
- Delay in treatment 9% ⬆️
- Missed/incorrect/delayed diagnosis 9% ⬆️
- Waiting list/prioritisation 9% ⬆️

## Complaints closed

**199** ⬆️

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

### Outcomes

