



Health Services

Consumer Research

*helping you to monitor and improve service delivery*

# **NEW ZEALAND PATIENT SATISFACTION INDEX**

## **MAT ending December 2007**

Date produced: 13 March 2008

Health Services

Consumer Research

New Zealand

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# 1 Overview

## 1.1 Introduction

Back in 1991, the Crown Company Monitoring and Advisory Unit<sup>1</sup> stipulated that each Area Health Board (AHB) should monitor inpatient satisfaction on an ongoing, quarterly basis. The rationale for this was that it would provide the then Department of Health with a performance indicator that, unlike other more traditional measures, was based on the patients' perspective. To assist them with this task, CCMAU provided a few pages of instruction that outlined the methodology to be followed. An appendix contained the questionnaire that featured 26 items with, in most cases, a five point Likert scale response category set (very poor, poor, average, good, very good).

Over the next 9 years or so, all public hospitals dutifully complied by monitoring (often in their own fashion) their inpatients' satisfaction with the care they received from their hospitals. At the end of each quarter, they would calculate the average of the "very good" scores on each of the 26 items on which service delivery was measured and then submit an average of these averages to CCMAU.

Each quarter, CCMAU would produce a "league table" that showed how each Area Health Board compared with another in terms of this average percentage "very good". Although some AHBs at the top of the list would have regarded that comparison as useful, and perhaps as a validation of their business or organisational strategy, others, in particular those whose resulting satisfaction rates tended to be relatively lower in rankings, often questioned its accuracy and validity.

Over time, it became obvious that the patient satisfaction survey suffered from quite a few methodological shortcomings: the questionnaire was found to be wanting, the prescribed methodology was not detailed sufficiently to allow consistent implementation and consequently the scientific validity and reliability of the results left a lot to be desired.

Congruent with our own misgivings, which were expressed in the local medical press in 1999 (see Zwier and Clarke)<sup>2</sup>, CCMAU convened a working party that set itself the task to write the guidelines for a new Patient Satisfaction Survey. The 100-page report which this group produced in June 2000 outlined in great detail the methodology that all District Health Boards (DHBs) now are asked to implement so that they can correctly monitor patient satisfaction among their inpatient and outpatient populations. Starting with the reporting period April-June 2000, each DHB complied with the request from the HMD and sent a questionnaire to a random sample of inpatients and outpatients drawn from the monthly discharge/visit list.

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<sup>1</sup> or CCMAU, which changed its name to the "Hospital Monitoring Directorate" or HMD, and more recently to the District Health Board Funding & Performance Directorate"

<sup>2</sup> Zwier G, Clarke D. How well do we monitor patient satisfaction? Problems with the nation-wide patient survey. NZ Medical Journal 1999; 112 (1097); 371-5

## 1.2 The questionnaire

The inpatient questionnaire asks 17 questions and the outpatient questionnaire asks 15 questions. The inpatient questions cover the usual topics also included in overseas Patient Satisfaction Surveys: patient perceptions of the Emergency Department, the availability of staff, the manner in which they were treated by staff (did they receive enough information, did the staff treat them with dignity and respect?), their opinion of the hospital's facilities (safety & security, cleanliness, food), discharge procedures and the adequacy of communication between different departments involved in their care

The outpatient questionnaire covers the usual topics such as the patients' perceptions of the appointment system, the manner in which they were treated by staff (did they receive enough information, did staff ask permission to treat the patient?), their opinion of the clinic's facilities (e.g., cleanliness), the adequacy of communication between different departments involved in their care and their satisfaction with the organisation of their care with other service providers.

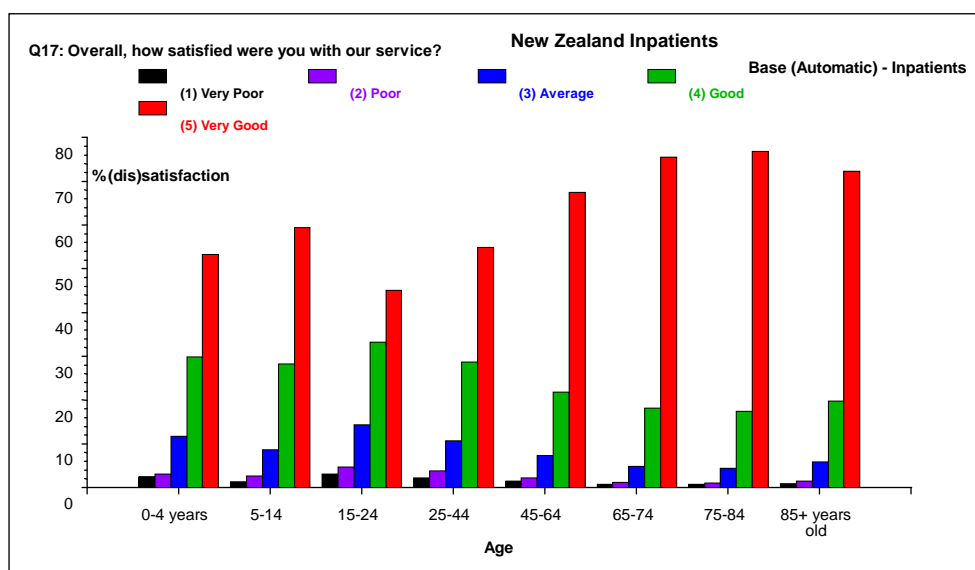
## 1.3 The data

Although the data generated by the "new-look" Patient Survey is much better than any of the data produced previously, not all DHBs are complying 100% with the revised guidelines.

HSCR, which company receives quarterly copies of the DHB dataset from the DHB Funding & Performance Directorate as a result of a request under the Official Information Act, has over the years made a huge effort to increase the accuracy of this dataset: some DHBs used invalid codes, others applied a sequence that varied from the prescribed arrangement and in some cases entire segments were missing from the dataset. In such cases HSCR was required to make contact with various DHBs to ask them to amend or even resubmit their data.

In addition to "cleaning" the data, HSCR has also calculated the weighting factors for each DHB on the basis of the distribution of age, gender and ethnicity and applied the weights to every record in the dataset over the last 25 quarterly periods (i.e. since Oct-Dec 2001). As there are approximately 14,000 records each quarter, this is quite an enormous task.

The reason for weighting the data lies in the need to take into account differences in age and ethnicity distributions among DHBs. For instance, it is well known that older patients are more likely to express satisfaction with services received, than are younger patients (see below).



Thus, a DHB which has a patient profile that is much older than other DHBs may achieve a higher level of patient satisfaction, irrespective of actual differences in the quality of service received. Using weighted data will therefore increase the accuracy of the results and avoid the possibility of interpreting variances due to demographic make-up as real differences. (The methodology used to weight the data is based on a simple division between the proportion a particular subset has in a DHB - for example, Age=85+, Sex=male, Ethnicity=Maori - and the proportion of that same subset in the national database)

Furthermore, to facilitate detailed analysis, all data has been uploaded into “ESPRI” software. Major survey research companies and several DHBs such as Counties Manukau use ESPRI to interrogate their patient and/or staff databases. It is expensive software and HSCR incurs a fee every time the database is uploaded.

However, as a result of the efforts made by New Zealand District Health Boards in implementing a nation-wide Patient Survey, using the Patient Survey Guidelines established the Project Group Members back in June 2000, DHBs around New Zealand can now access a national database which presently consist of some 412,429 patient records and 6.6 million ratings from inpatients and outpatients in 21 District Health Boards.

#### **1.4 The current report**

The availability of the data on ESPRI allows us to generate reports which show satisfaction ratings of inpatients and outpatients on each individual item, using demographics to throw more light on differences between the various DHBs.

In this report, we examine the responses of *inpatients* and *outpatients* in all New Zealand District Health Boards to the questions asked in the respective questionnaires.

Although this report is produced on a quarterly basis, most of the data analysed is actually the 12 month period (or “Moving Annual Total”, or MAT) ending December 2007.

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## **2 Outline of this Report**

This report shows the results of the nation-wide Patient Survey as implemented by every DHB in New Zealand at the request of the Ministry of Health through its DHB Funding and Performance Directorate<sup>3</sup>.

This report covers the period January to December 2007.

### **2.1 Inpatients Report**

- Overview of sampling statistics
- New Zealand inpatient demographics
- Leading DHBs: overall satisfaction ratings ranked by % VG and growth
- DHB-specific results
- Grouped comparisons

### **2.2 Outpatients Report**

- Overview of sampling statistics
- New Zealand outpatient demographics
- Leading DHBs: overall satisfaction ratings ranked by % VG and growth
- DHB-specific results
- Grouped comparisons

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<sup>3</sup> The information in this report may not entirely match that contained in any report produced by the Directorate as HSCR has (1) requested some DHBs to re-supply as data was incorrect or missing; (2) amended some records to comply with instructions as documented in the Patient Survey Guidelines and (3) applied weighting factors to every record for each DHB - on the basis of the distribution of age, gender and ethnicity – to allow for valid comparisons between DHBs with different patient profiles.

## **3 Inpatients**

### **3.1 Sample characteristics**

Although the Patient Guidelines provide detailed advice on the number of inpatient questionnaires that need to be sent out (depending on the total inpatient population), many DHBs sent out fewer than required. This may be partly due to the assumption of a 65% response rate which was used in the Guidelines to estimate the number to be despatched.

As a result, only 3 of the 21 DHBs collect a sufficient number of questionnaires to obtain a valid sample size. Two DHBs (Waikato and Capital & Coast) did not submit any patient survey data. The number of questionnaires processed by Bay of Plenty DHB is significantly higher than the other DHBs because this DHB monitors patient satisfaction at Service-level. The very low number of West Coast DHB questionnaires does not allow meaningful analysis (see over).

Because of the low number of questionnaires in the quarterly sample, the analysis in this report focuses on a “Moving Annual Total” or MAT ending with the December 2007 period.

The inpatients sample characteristics table over the page provides an overview of the number of patients discharged during the quarter, the number of questionnaires posted, the number of survey forms required to attain a valid sample, the actual number of valid returns, the surplus or deficit in the number of survey forms and the response rate. It appears that the data entry error rate is no longer reported by many DHBs and has been dropped from this overview.

The table over the page thus shows how well each DHB complies – or does not comply – with the requirements outlined in the Patient Survey Guidelines.

### 3.1.1 Overview

<b>3 month Period</b>	<b>Inpatients discharged</b>	<b>No of questionnaires posted</b>	<b>Minimum number required</b>	<b>No of valid returns</b>	<b>Over or under</b>	<b>Response rate %</b>
<i>Sector total</i>	114,935	14,545	6,080	5,168		36%
Auckland	11,373	1,222	370	396	26	32%
Bay of Plenty	11,381	2,262	370	755	385	33%
Canterbury	22,286	917	377	352	(25)	38%
Capital & Coast						
Counties Manukau	20,371	1,264	377	279	(98)	22%
Hawkes Bay	2,897	579	338	177	(161)	31%
Hutt	6,756	600	361	320	(41)	53%
Lakes	2,033	750	322	228	(94)	30%
Mid Central	4,464	540	351	276	(75)	51%
Nelson Marlborough	2,986	792	338	332	(6)	42%
Northland	10,806	900	370	339	(31)	38%
Otago	3,048	533	341	229	(112)	43%
South Canterbury	1,301	497	297	166	(131)	33%
Southland	2,516	511	331	220	(111)	43%
Tairāwhiti	2,762	674	335	164	(171)	24%
Taranaki	1,486	929	302	331	29	36%
Waikato						
Wairarapa	1,265	450	291	173	(118)	38%
Waitemata	6,466	600	361	202	(159)	34%
West Coast				12		
Whanganui	738	525	248	217	(31)	41%

### 3.1.2 Demographics: age

Unweighted Table

Row Based Percentages

<b>12 month period Jan – Dec 2007</b>	<b>Total</b>	<b>0-4</b>	<b>5-14</b>	<b>15-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
<i>Sector average</i>	21850	5%	4%	6%	20%	22%	17%	18%	6%
Auckland DHB	1423	6%	5%	4%	22%	24%	16%	16%	8%
Bay of Plenty DHB	3084	4%	5%	6%	22%	22%	18%	17%	6%
Canterbury DHB	1640	7%	3%	5%	19%	23%	19%	19%	6%
Capital and Coast DHB	446	6%	4%	4%	21%	22%	17%	20%	6%
Counties Manukau DHB	1396	14%	4%	10%	24%	20%	12%	11%	4%
Hawke's Bay DHB	752	5%	4%	5%	23%	18%	16%	20%	9%
Hutt DHB	1316	3%	3%	5%	21%	26%	18%	17%	6%
Lakes DHB	1052	5%	5%	8%	22%	20%	17%	18%	5%
MidCentral DHB	1014	4%	3%	5%	21%	22%	17%	21%	7%
Nelson Marlborough DHB	1353	4%	5%	4%	9%	27%	21%	22%	9%
Northland DHB	1466	3%	4%	7%	17%	24%	16%	22%	7%
Otago DHB	834	5%	2%	6%	19%	23%	19%	19%	7%
South Canterbury DHB	575	3%	5%	6%	19%	21%	22%	19%	5%
Southland DHB	820	5%	2%	6%	24%	21%	20%	17%	5%
Tairāwhiti DHB	599	6%	4%	10%	21%	23%	15%	17%	4%
Taranaki DHB	1412	4%	4%	7%	23%	18%	17%	20%	6%
Waikato DHB	307	6%	6%	4%	15%	23%	24%	20%	2%
Wairarapa DHB	692	6%	4%	7%	19%	21%	19%	17%	7%
Waitemata DHB	806	1%	0%	4%	22%	22%	16%	26%	8%
West Coast DHB	79	5%	5%	9%	19%	28%	18%	13%	4%
Whanganui DHB	784	6%	7%	10%	23%	23%	15%	12%	5%

### 3.1.3 Demographics: Sex

Unweighted Table

Row Based Percentages

<b>12 month period Jan – Dec 2007</b>	<b>Total</b>	<b>Female</b>	<b>Male</b>
<i>Sector average</i>	21357	54%	46%
Auckland DHB	1418	57%	43%
Bay of Plenty DHB	3021	41%	59%
Canterbury DHB	1467	56%	44%
Capital and Coast DHB	437	59%	41%
Counties Manukau DHB	1396	62%	38%
Hawke's Bay DHB	737	62%	38%
Hutt DHB	1298	59%	41%
Lakes DHB	1002	61%	39%
MidCentral DHB	1005	58%	42%
Nelson Marlborough DHB	1358	50%	50%
Northland DHB	1432	57%	43%
Otago DHB	828	54%	46%
South Canterbury DHB	577	43%	57%
Southland DHB	812	39%	61%
Tairāwhiti DHB	599	61%	39%
Taranaki DHB	1408	59%	41%
Waikato DHB	305	46%	54%
Wairarapa DHB	674	59%	41%
Waitemata DHB	726	62%	38%
West Coast DHB	79	65%	35%
Whanganui DHB	778	56%	44%

### 3.1.4 Demographics: Ethnicity

Unweighted Table

Row Based Percentages

<b>12 month period Jan – Dec 2007</b>	<b>Total</b>	<b>European</b>	<b>Maori</b>	<b>Pacific</b>	<b>Asian</b>	<b>Other</b>
<i>Sector average</i>	21714	81%	10%	3%	2%	4%
Auckland DHB	1401	79%	7%	5%	5%	5%
Bay of Plenty DHB	3075	84%	11%	0%	1%	4%
Canterbury DHB	1625	87%	5%	1%	1%	6%
Capital and Coast DHB	447	85%	4%	5%	4%	2%
Counties Manukau DHB	1396	37%	23%	28%	7%	5%
Hawke's Bay DHB	748	84%	12%	2%	1%	2%
Hutt DHB	1315	80%	8%	4%	5%	3%
Lakes DHB	1029	71%	26%	1%	2%	0%
MidCentral DHB	1012	87%	7%	1%	1%	4%
Nelson Marlborough DHB	1322	93%	4%	0%	1%	3%
Northland DHB	1463	81%	14%	1%	0%	5%
Otago DHB	833	93%	2%	1%	1%	3%
South Canterbury DHB	577	91%	4%	1%	4%	0%
Southland DHB	816	88%	5%	0%	0%	6%
Tairāwhiti DHB	596	71%	22%	1%	0%	6%
Taranaki DHB	1407	89%	6%	0%	0%	4%
Waikato DHB	306	83%	12%	1%	0%	4%
Wairarapa DHB	685	84%	10%	0%	0%	6%
Waitemata DHB	805	84%	6%	2%	4%	4%
West Coast DHB	79	94%	4%	1%	0%	1%
Whanganui DHB	777	86%	11%	1%	1%	2%

### **3.2 Leading DHBs**

Although it has been well established that it is not appropriate to compare hospitals of different size (see e.g. the Annual Survey Report of the Victorian Patient Satisfaction Monitor), to provide an indication of how DHBs rank, this report provides an overview of the last 12 month period.

The leading DHB table ranks DHBs first in terms of patients rating their overall satisfaction with this DHB as “Very good”, then in terms of the increase in the combined percentage “Very good” and “Good”

The +/-% columns indicates the increase or decrease in percentage points compared to the same 12 month period one year earlier. Thus, in this table, the annual period ending December 2007 is compared to the annual period ending December 2006.

This table thus shows how each DHB compares to all other New Zealand DHB and if there is a relative increase or decrease in rank place.

### 3.2.1 Overall satisfaction

(weighted data)

Rank on MAT %VG	MAT to December 07	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
	<i>Total</i>	21678	1%	2%	8%	24%	<b>64%</b>	0%	0%
1	Nelson Marlborough	1364	1%	1%	7%	14%	<b>77%</b>	-2%	-3%
2	Tairāwhiti DHB	543	1%	1%	4%	18%	<b>76%</b>	3%	2%
3	South Canterbury	659	0%	1%	5%	22%	<b>72%</b>	-2%	0%
4	Canterbury DHB	1564	1%	2%	5%	22%	<b>70%</b>	2%	1%
5	Otago DHB	857	1%	1%	6%	22%	<b>70%</b>	-2%	0%
6	Waikato DHB	318	1%	3%	7%	21%	<b>67%</b>	4%	0%
7	Wairarapa DHB	699	1%	1%	7%	24%	<b>67%</b>	4%	4%
8	Hawke's Bay DHB	726	2%	2%	8%	21%	<b>67%</b>	2%	1%
9	Southland DHB	1058	1%	2%	9%	23%	<b>66%</b>	-1%	-2%
10	Northland DHB	1413	1%	2%	8%	24%	<b>65%</b>	2%	1%
11	West Coast DHB	91	1%	5%	1%	27%	<b>65%</b>	-14%	-2%
12	Taranaki DHB	1725	1%	2%	7%	26%	<b>64%</b>	-3%	-1%
13	Whanganui DHB	775	2%	2%	9%	24%	<b>63%</b>	-2%	-1%
14	MidCentral DHB	1027	2%	3%	10%	22%	<b>62%</b>	0%	-1%
15	Auckland DHB	1349	2%	2%	9%	25%	<b>62%</b>	0%	0%
16	Bay of Plenty DHB	2849	2%	3%	9%	25%	<b>61%</b>	0%	-1%
17	Lakes DHB	983	2%	3%	10%	25%	<b>60%</b>	-4%	-3%
18	Hutt DHB	1391	1%	1%	7%	31%	<b>60%</b>	0%	2%
19	Waitemata DHB	765	3%	4%	9%	24%	<b>59%</b>	2%	1%
20	Counties Manukau	1094	2%	4%	12%	30%	<b>53%</b>	-2%	1%
21	Capital and Coast	427	1%	4%	9%	39%	<b>46%</b>	-13%	0%

### 3.2.2 Overall growth

(weighted data)

Rank on MAT +/- G&VG	MAT to December 07	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
	Total	21678	1%	2%	8%	24%	64%	0%	0%
1	Wairarapa DHB	699	1%	1%	7%	24%	67%	4%	4%
2	Tairāwhiti DHB	543	1%	1%	4%	18%	76%	3%	2%
3	Hutt DHB	1391	1%	1%	7%	31%	60%	0%	2%
4	Northland DHB	1413	1%	2%	8%	24%	65%	2%	1%
5	Waitemata DHB	765	3%	4%	9%	24%	59%	2%	1%
6	Canterbury DHB	1564	1%	2%	5%	22%	70%	2%	1%
7	Hawke's Bay DHB	726	2%	2%	8%	21%	67%	2%	1%
8	Counties Manukau	1094	2%	4%	12%	30%	53%	-2%	1%
9	South Canterbury	659	0%	1%	5%	22%	72%	-2%	0%
10	Waikato DHB	318	1%	3%	7%	21%	67%	4%	0%
11	Capital and Coast	427	1%	4%	9%	39%	46%	-13%	0%
12	Otago DHB	857	1%	1%	6%	22%	70%	-2%	0%
13	Auckland DHB	1349	2%	2%	9%	25%	62%	0%	0%
14	Bay of Plenty DHB	2849	2%	3%	9%	25%	61%	0%	-1%
15	MidCentral DHB	1027	2%	3%	10%	22%	62%	0%	-1%
16	Taranaki DHB	1725	1%	2%	7%	26%	64%	-3%	-1%
17	Whanganui DHB	775	2%	2%	9%	24%	63%	-2%	-1%
18	Southland DHB	1058	1%	2%	9%	23%	66%	-1%	-2%
19	West Coast DHB	91	1%	5%	1%	27%	65%	-14%	-2%
20	Lakes DHB	983	2%	3%	10%	25%	60%	-4%	-3%
21	Nelson Marlborough	1364	1%	1%	7%	14%	77%	-2%	-3%

### 3.3 DHB-specific results

In the DHB-specific results pages, the ratings obtained by each DHB on every item in the Inpatient questionnaire is shown over the last 12 months (MAT = Moving Annual Total). Both Very Good (VG) and the Very Good/Good combined percentage (VG/G) are shown here.

Again the +/-% columns indicates the increase or decrease in satisfaction compared to the same 12 month period one year earlier. Thus the MAT ending December 2007 is compared to the MAT ending December 2006.

Although it is not necessary to weight the data, since no comparisons with other DHBs are made on these pages, for the sake of continuity all data shown in these tables are weighted.

In addition to this annual data, the change in overall satisfaction among inpatients in each DHB is graphically represented in the form of a control chart.

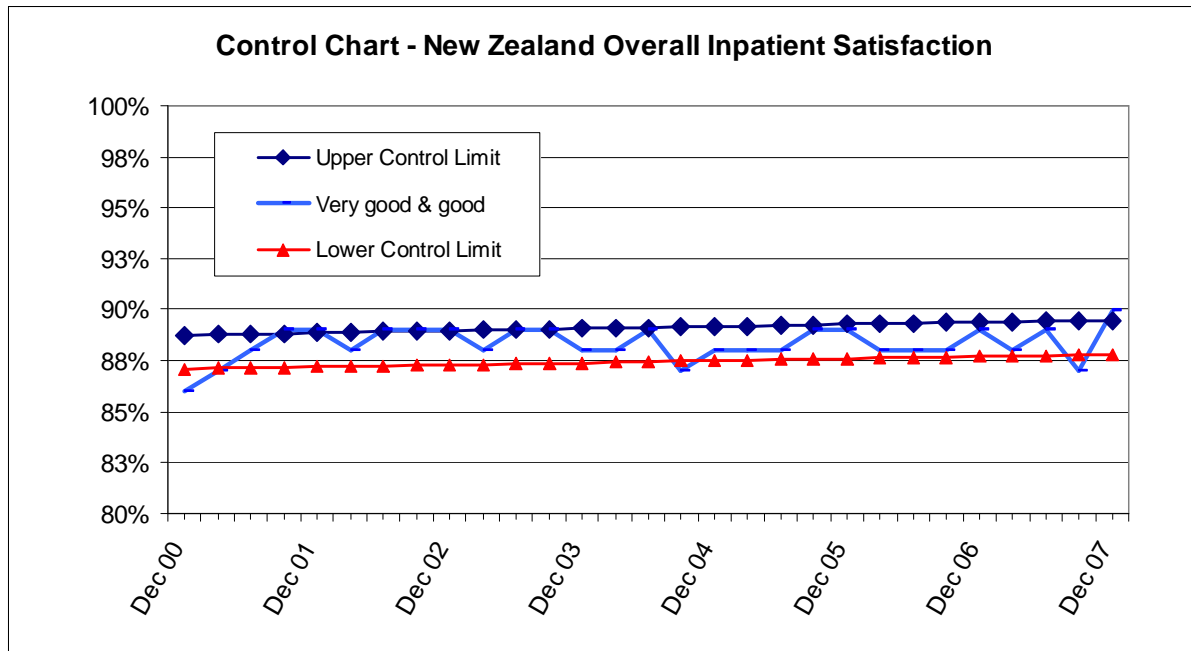
The control chart shows the “Upper Control Limit” (UCL) and the “Lower Control Limit” (LCL) of the series over the last 32 quarterly periods.

The Upper and Lower control limits will vary depending on the variation from quarter to quarter: the greater the variation, the wider the space between the limits. The control limits represent two standard deviations on either side of the distribution.

For any increase in satisfaction to be significant, the combined percentage of “very good” and “good” responses must be greater than the Upper Control Limit. Conversely, any real decrease in satisfaction can only occur when the series dips below the Lower Control Limit.

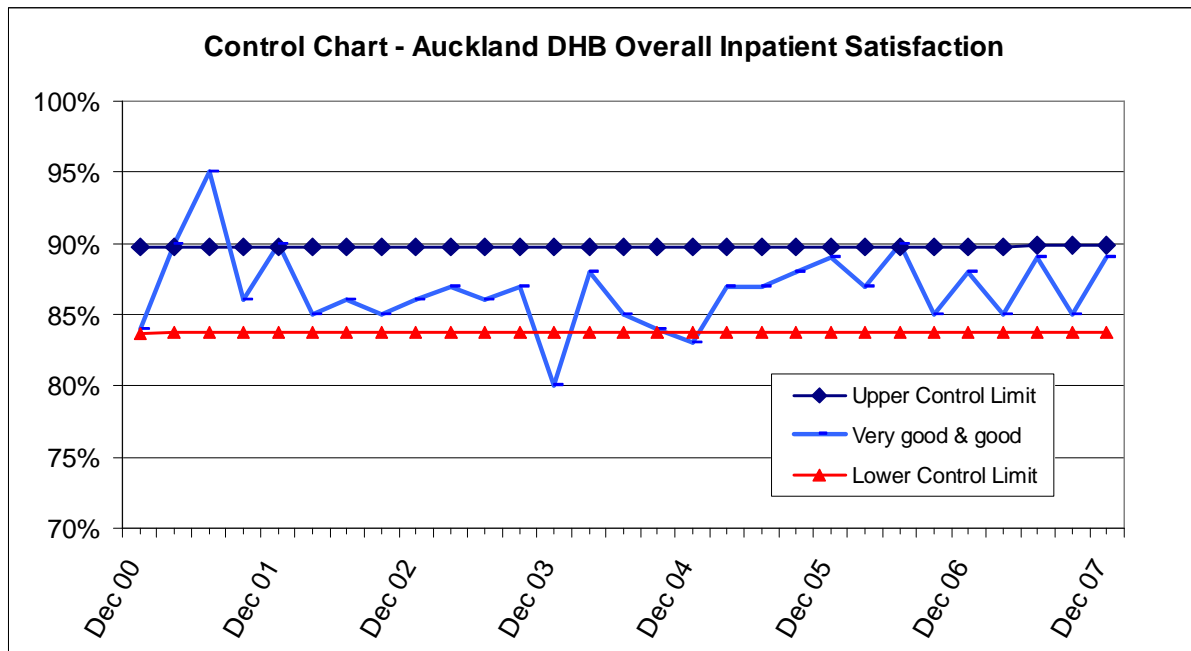
*Please note: As from the April - June 2005 report, the UCL and LCL have been slightly amended so as to incorporate the slope of the distribution. This small improvement makes it clear whether overall satisfaction with the DHB is increasing (slanting upwards) or decreasing (slanting downwards) over time. From this it is evident that overall inpatient satisfaction in New Zealand has increased only slightly over the last five years.*

### 3.3.1 All New Zealand



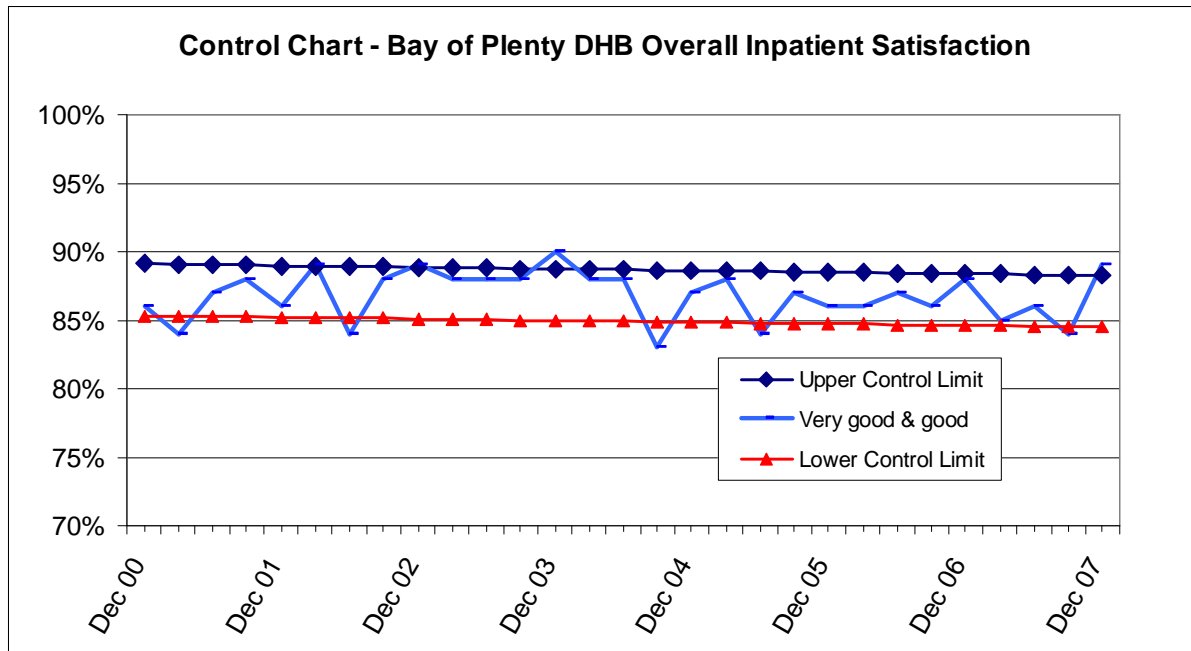
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	13728	5%	7%	16%	26%	45%	0%	0%
How ED would treat problem	13761	3%	5%	13%	28%	51%	-1%	0%
Explaining what was wrong	18012	2%	3%	10%	29%	57%	1%	0%
Info on treatment options	15959	2%	4%	12%	30%	52%	1%	0%
Asking your permission	17619	1%	2%	8%	29%	60%	0%	0%
Listening to you	19709	1%	2%	8%	29%	60%	0%	1%
Involving family/whanau	16366	2%	2%	8%	27%	62%	1%	0%
Offering cultural choices	8562	3%	3%	11%	30%	53%	0%	0%
Dignity and respect	19589	1%	1%	6%	23%	69%	0%	0%
Internal co-ordination	16118	2%	2%	8%	26%	63%	0%	0%
Preparation for discharge	19202	3%	5%	13%	27%	52%	0%	0%
External co-ordination	15207	2%	4%	10%	27%	57%	0%	0%
Staff availability	21344	1%	3%	11%	28%	56%	0%	0%
Cleanliness of ward/unit	21511	2%	3%	11%	28%	57%	-1%	-1%
Quality of Hospital food	20155	6%	8%	26%	31%	29%	-1%	-1%
Safety and Security	21472	1%	1%	6%	25%	67%	1%	0%
Overall satisfaction	21677	1%	2%	8%	24%	64%	0%	0%

### 3.3.2 Auckland DHB



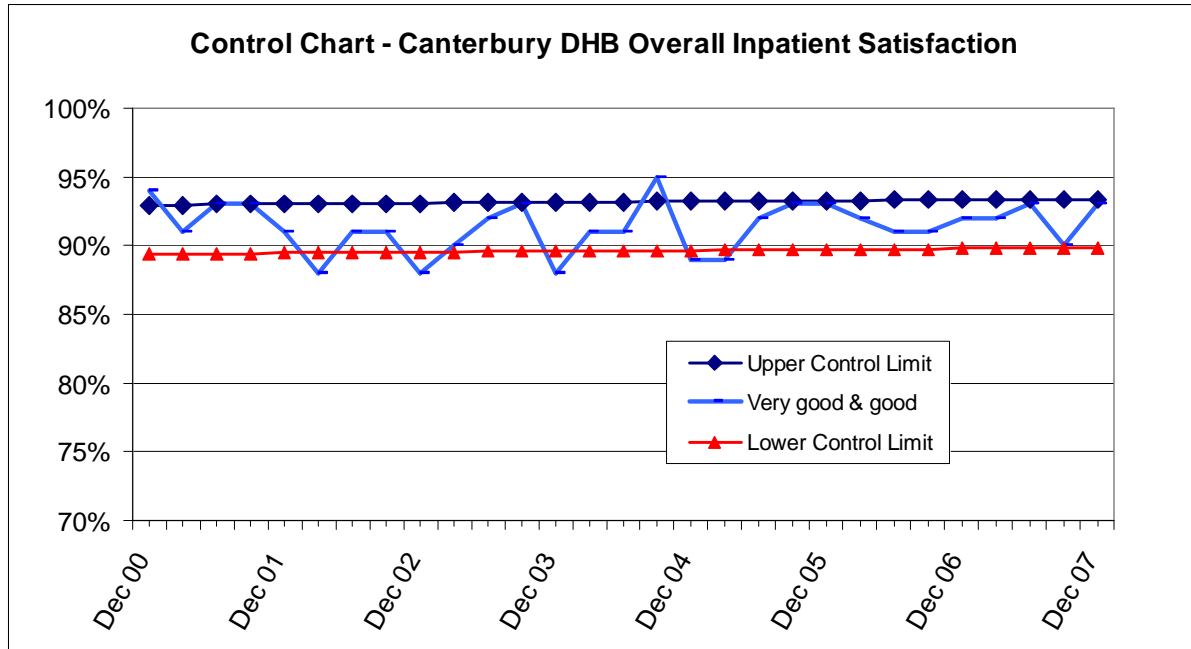
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	916	5%	9%	17%	27%	42%	1%	-1%
How ED would treat problem	894	3%	5%	14%	29%	49%	2%	-1%
Explaining what was wrong	1283	2%	4%	11%	30%	53%	1%	-1%
Info on treatment options	1149	3%	5%	13%	31%	48%	-1%	-2%
Asking your permission	1224	2%	4%	9%	28%	58%	2%	-2%
Listening to you	1370	2%	3%	9%	30%	56%	-1%	1%
Involving family/whanau	1096	2%	3%	9%	28%	59%	-1%	0%
Offering cultural choices	560	4%	4%	13%	29%	50%	0%	-1%
Dignity and respect	1364	2%	2%	6%	23%	67%	0%	-1%
Internal co-ordination	1115	2%	3%	9%	26%	60%	0%	0%
Preparation for discharge	1330	5%	7%	15%	27%	46%	-1%	-3%
External co-ordination	1026	3%	5%	13%	29%	50%	-2%	-3%
Staff availability	1359	2%	4%	13%	30%	51%	-2%	-1%
Cleanliness of ward/unit	1376	2%	3%	11%	28%	56%	-5%	-1%
Quality of Hospital food	1244	8%	9%	27%	29%	26%	2%	2%
Safety and Security	1372	2%	2%	8%	24%	64%	-2%	-2%
Overall satisfaction	1349	2%	2%	9%	25%	62%	0%	0%

### 3.3.3 Bay of Plenty DHB



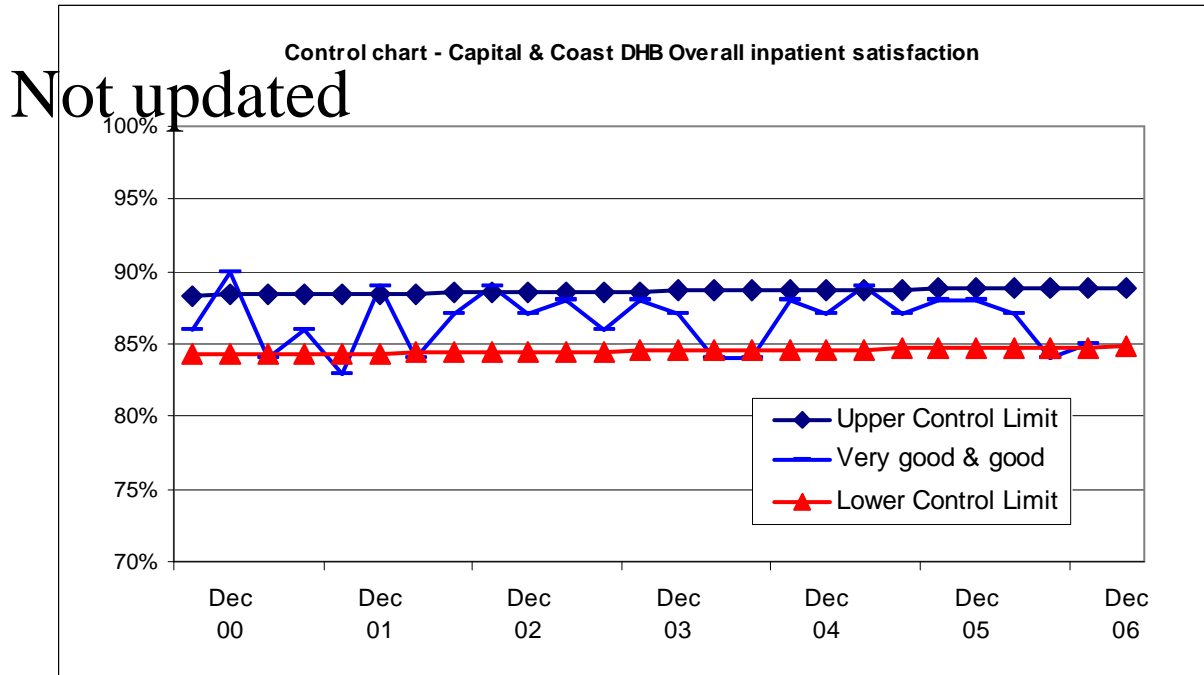
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	1739	5%	9%	14%	27%	45%	1%	1%
How ED would treat problem	1839	2%	4%	12%	25%	57%	1%	0%
Explaining what was wrong	2005	2%	4%	10%	29%	55%	2%	1%
Info on treatment options	1670	3%	6%	12%	30%	51%	3%	1%
Asking your permission	1908	2%	3%	10%	29%	56%	1%	-2%
Listening to you	2209	1%	2%	8%	33%	56%	3%	1%
Involving family/whanau	1593	2%	2%	8%	27%	60%	2%	0%
Offering cultural choices	894	3%	4%	11%	34%	48%	-2%	1%
Dignity and respect	2222	2%	1%	6%	25%	66%	0%	-2%
Internal co-ordination	1611	2%	3%	7%	27%	61%	1%	0%
Preparation for discharge	2141	4%	6%	14%	28%	48%	1%	0%
External co-ordination	1547	3%	4%	10%	27%	56%	3%	0%
Staff availability	2841	2%	4%	12%	30%	52%	-1%	0%
Cleanliness of ward/unit	2852	2%	3%	13%	30%	52%	0%	-2%
Quality of Hospital food	2610	10%	10%	28%	29%	22%	-2%	-4%
Safety and Security	2820	1%	2%	8%	28%	61%	2%	-1%
Overall satisfaction	2849	2%	3%	9%	25%	61%	0%	-1%

### 3.3.4 Canterbury DHB



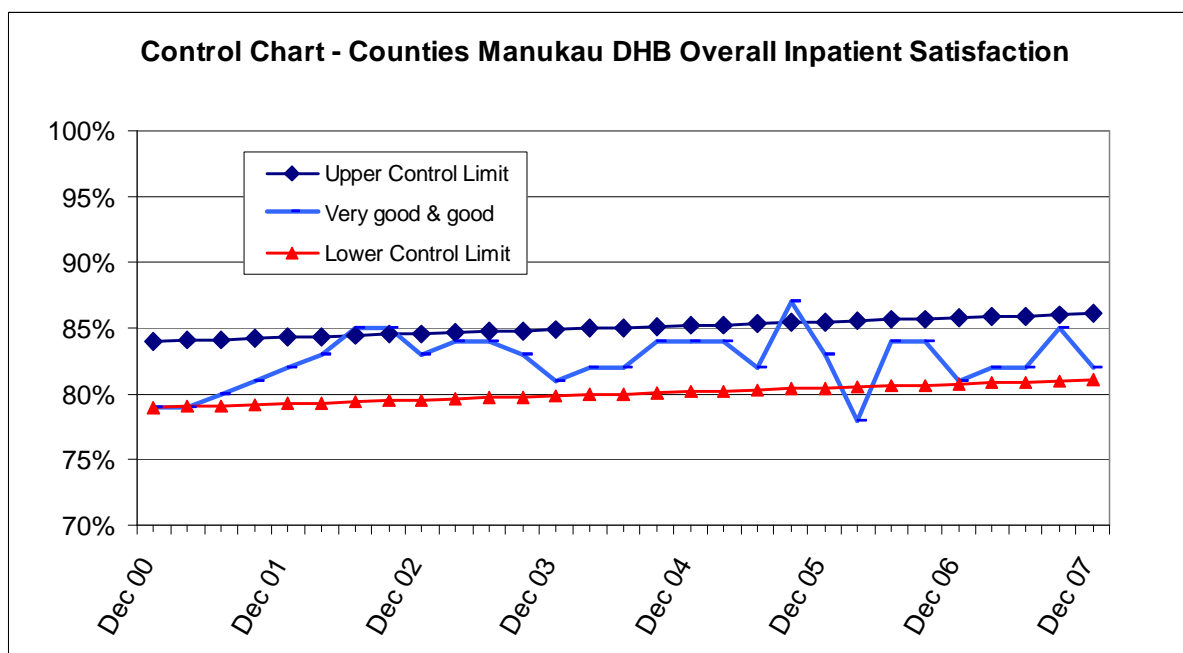
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&V G
ED keep you informed of wait	1028	2%	7%	15%	26%	49%	-2%	-2%
How ED would treat problem	999	2%	6%	14%	29%	50%	-3%	0%
Explaining what was wrong	1353	1%	2%	9%	29%	59%	2%	2%
Info on treatment options	1173	2%	3%	13%	30%	53%	1%	1%
Asking your permission	1322	1%	2%	7%	26%	64%	3%	1%
Listening to you	1469	1%	3%	6%	28%	62%	0%	1%
Involving family/whanau	1268	1%	2%	7%	26%	64%	0%	0%
Offering cultural choices	472	2%	4%	14%	28%	53%	6%	3%
Dignity and respect	1494	1%	1%	5%	20%	73%	0%	0%
Internal co-ordination	1213	1%	1%	6%	24%	67%	2%	2%
Preparation for discharge	1449	2%	5%	12%	27%	53%	1%	1%
External co-ordination	1056	2%	4%	11%	28%	55%	1%	0%
Staff availability	1512	1%	3%	10%	29%	57%	2%	1%
Cleanliness of ward/unit	1514	1%	2%	9%	24%	64%	0%	-1%
Quality of Hospital food	1419	4%	5%	21%	29%	41%	6%	2%
Safety and Security	1511	1%	1%	5%	20%	74%	3%	0%
Overall satisfaction	1564	1%	2%	5%	22%	70%	2%	1%

### 3.3.5 Capital & Coast DHB



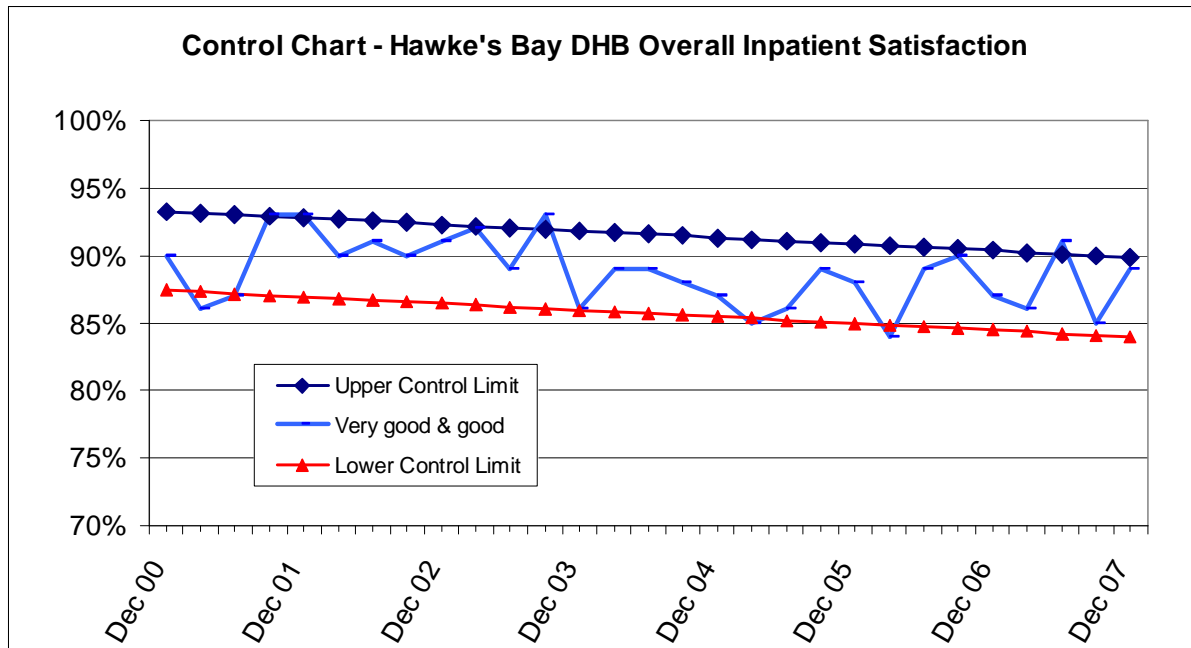
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	276	4%	5%	21%	36%	34%	-9%	-2%
How ED would treat problem	258	2%	5%	23%	31%	39%	-14%	-9%
Explaining what was wrong	377	1%	3%	12%	39%	46%	-10%	-2%
Info on treatment options	324	2%	5%	15%	36%	40%	-14%	-9%
Asking your permission	334	3%	3%	13%	42%	40%	-20%	-9%
Listening to you	410	1%	3%	12%	41%	43%	-15%	-5%
Involving family/whanau	322	1%	5%	12%	41%	41%	-18%	-8%
Offering cultural choices	171	5%	6%	18%	39%	32%	-20%	-10%
Dignity and respect	403	1%	2%	9%	35%	53%	-14%	-4%
Internal co-ordination	363	1%	2%	11%	42%	44%	-14%	0%
Preparation for discharge	408	3%	5%	17%	39%	37%	-8%	3%
External co-ordination	247	5%	4%	17%	36%	38%	-10%	-2%
Staff availability	413	1%	6%	16%	39%	38%	-11%	-2%
Cleanliness of ward/unit	426	1%	3%	17%	47%	31%	-20%	-6%
Quality of Hospital food	399	6%	9%	24%	42%	20%	-5%	3%
Safety and Security	418	1%	2%	8%	39%	50%	-9%	0%
Overall satisfaction	427	1%	4%	9%	39%	46%	-13%	0%

### 3.3.6 Counties Manukau DHB



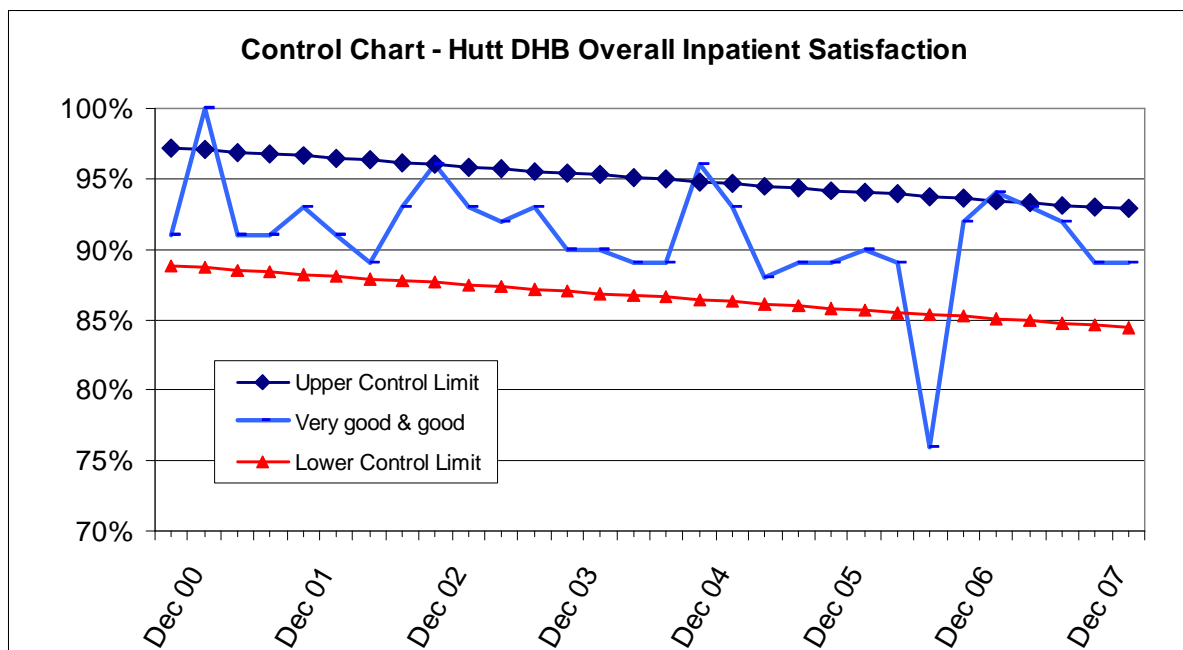
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&V G
ED keep you informed of wait	786	7%	7%	21%	25%	40%	1%	-1%
How ED would treat problem	792	4%	6%	15%	29%	45%	1%	1%
Explaining what was wrong	922	3%	4%	11%	32%	51%	4%	-1%
Info on treatment options	875	3%	5%	13%	32%	48%	1%	0%
Asking your permission	907	2%	3%	8%	30%	57%	3%	2%
Listening to you	974	2%	3%	12%	28%	55%	3%	0%
Involving family/whanau	862	3%	3%	12%	25%	57%	6%	-1%
Offering cultural choices	548	5%	6%	16%	32%	42%	3%	-1%
Dignity and respect	993	2%	2%	8%	25%	63%	4%	-1%
Internal co-ordination	852	2%	4%	11%	28%	56%	-1%	-1%
Preparation for discharge	947	7%	5%	17%	27%	45%	1%	-1%
External co-ordination	850	3%	3%	15%	28%	50%	1%	1%
Staff availability	1067	2%	5%	18%	29%	46%	-2%	-2%
Cleanliness of ward/unit	1069	2%	4%	14%	29%	52%	0%	-1%
Quality of Hospital food	973	7%	10%	28%	30%	25%	-3%	-1%
Safety and Security	1080	1%	2%	10%	28%	60%	0%	1%
Overall satisfaction	1094	2%	4%	12%	30%	53%	-2%	1%

### 3.3.7 Hawke's Bay DHB



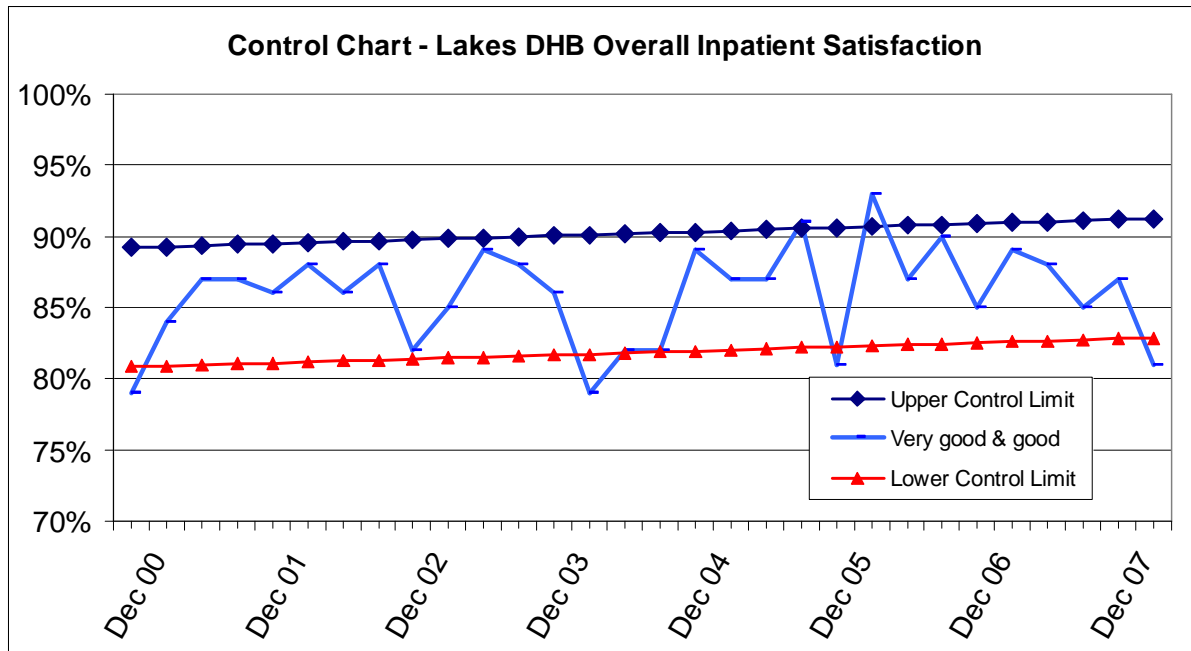
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	453	7%	11%	16%	24%	42%	4%	-3%
How ED would treat problem	451	6%	5%	13%	28%	47%	0%	0%
Explaining what was wrong	623	3%	2%	8%	27%	60%	1%	1%
Info on treatment options	555	3%	4%	12%	28%	53%	-1%	0%
Asking your permission	636	2%	3%	9%	26%	60%	-2%	-1%
Listening to you	702	2%	2%	7%	26%	62%	1%	0%
Involving family/whanau	624	2%	2%	6%	26%	64%	0%	2%
Offering cultural choices	311	4%	2%	14%	31%	50%	-2%	-1%
Dignity and respect	710	2%	1%	5%	21%	72%	-1%	1%
Internal co-ordination	582	3%	2%	6%	23%	66%	0%	-1%
Preparation for discharge	698	4%	6%	13%	23%	53%	-1%	-4%
External co-ordination	574	3%	5%	9%	25%	57%	-4%	1%
Staff availability	720	1%	3%	12%	23%	61%	2%	0%
Cleanliness of ward/unit	727	2%	3%	11%	24%	61%	0%	-4%
Quality of Hospital food	721	5%	7%	24%	30%	34%	-3%	-2%
Safety and Security	720	2%	1%	6%	24%	67%	-5%	0%
Overall satisfaction	726	2%	2%	8%	21%	67%	2%	1%

### 3.3.8 Hutt DB



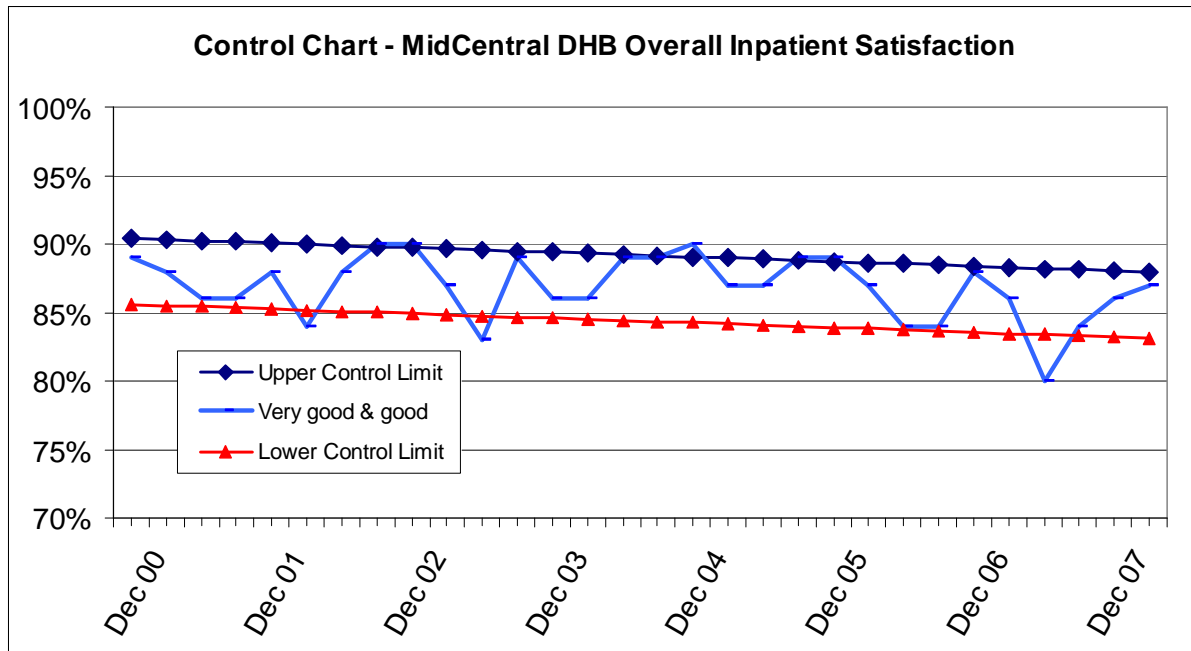
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	840	4%	8%	18%	33%	36%	3%	1%
How ED would treat problem	800	3%	7%	14%	37%	39%	-1%	2%
Explaining what was wrong	1200	1%	3%	9%	35%	52%	-3%	-1%
Info on treatment options	993	3%	4%	12%	38%	44%	0%	2%
Asking your permission	1083	2%	2%	11%	38%	47%	-3%	-1%
Listening to you	1333	1%	2%	9%	39%	49%	-1%	1%
Involving family/whanau	1047	1%	3%	9%	40%	47%	-2%	0%
Offering cultural choices	526	4%	4%	15%	35%	42%	-10%	-6%
Dignity and respect	1292	1%	1%	5%	33%	60%	0%	1%
Internal co-ordination	1126	1%	1%	8%	39%	52%	-4%	0%
Preparation for discharge	1345	2%	5%	14%	38%	41%	-6%	-2%
External co-ordination	815	3%	5%	7%	35%	51%	-1%	1%
Staff availability	1324	1%	3%	10%	39%	48%	-3%	-1%
Cleanliness of ward/unit	1406	0%	2%	9%	43%	46%	0%	1%
Quality of Hospital food	1342	2%	6%	25%	42%	23%	-7%	-3%
Safety and Security	1352	1%	1%	6%	34%	58%	-2%	1%
Overall satisfaction	1391	1%	1%	7%	31%	60%	0%	2%

### 3.3.9 Lakes DHB



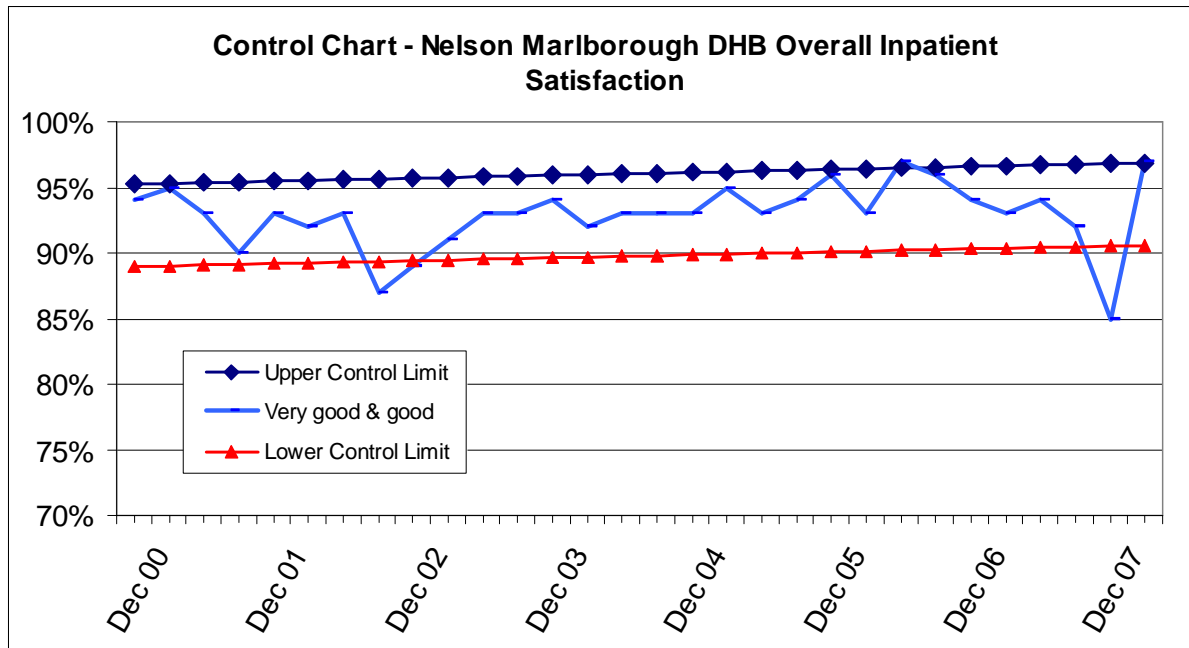
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	686	6%	8%	16%	27%	42%	-6%	-2%
How ED would treat problem	688	3%	5%	14%	29%	48%	-7%	-4%
Explaining what was wrong	732	2%	2%	11%	33%	53%	0%	-1%
Info on treatment options	672	3%	4%	12%	32%	49%	-1%	-1%
Asking your permission	725	2%	2%	7%	32%	57%	-2%	0%
Listening to you	813	2%	2%	8%	29%	59%	-2%	0%
Involving family/whanau	686	2%	3%	7%	28%	61%	-1%	0%
Offering cultural choices	335	2%	5%	13%	30%	50%	2%	0%
Dignity and respect	838	1%	2%	5%	24%	67%	-2%	0%
Internal co-ordination	655	1%	2%	8%	27%	61%	-5%	-1%
Preparation for discharge	808	4%	6%	13%	29%	49%	-5%	0%
External co-ordination	649	3%	4%	13%	27%	54%	-4%	-1%
Staff availability	959	2%	4%	12%	29%	52%	-6%	-3%
Cleanliness of ward/unit	969	2%	4%	14%	29%	50%	-4%	-4%
Quality of Hospital food	933	11%	11%	28%	28%	23%	-4%	-6%
Safety and Security	965	1%	2%	7%	29%	62%	-1%	1%
Overall satisfaction	983	2%	3%	10%	25%	60%	-4%	-3%

### 3.3.10 MidCentral DHB



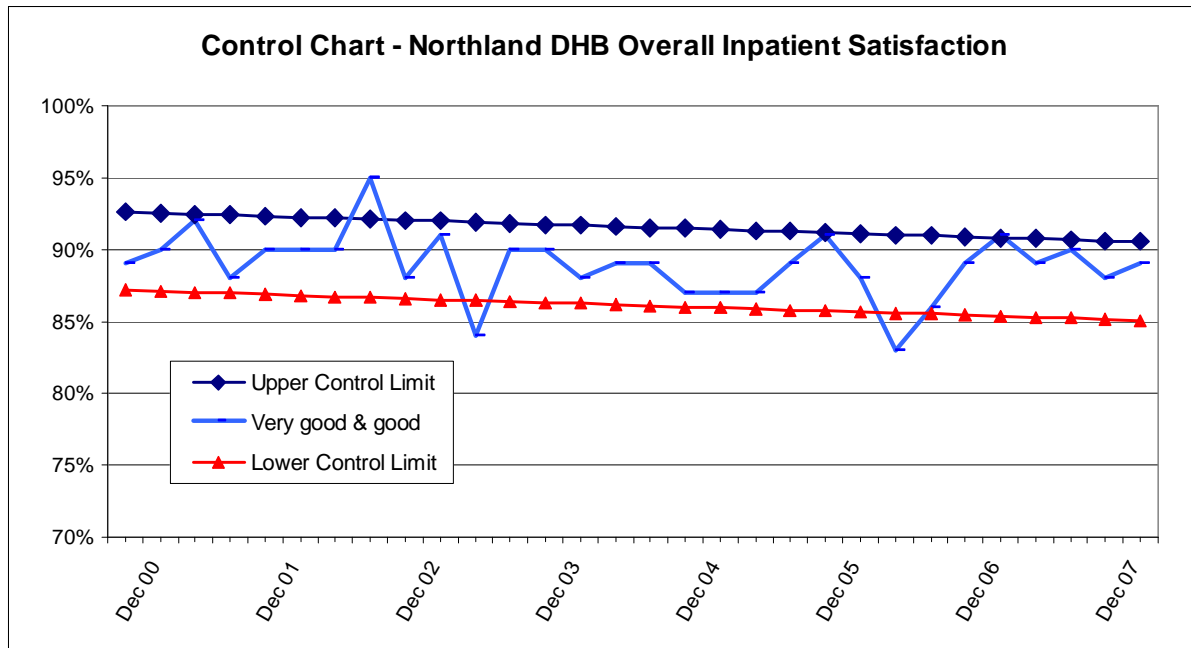
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&V G
ED keep you informed of wait	630	13%	10%	25%	20%	32%	-4%	-6%
How ED would treat problem	626	8%	8%	18%	23%	42%	-1%	-4%
Explaining what was wrong	893	2%	6%	12%	26%	54%	1%	-2%
Info on treatment options	837	4%	7%	12%	26%	52%	3%	-2%
Asking your permission	910	1%	2%	8%	24%	64%	5%	1%
Listening to you	991	2%	3%	10%	26%	59%	2%	0%
Involving family/whanau	853	2%	3%	8%	24%	63%	0%	0%
Offering cultural choices	449	3%	2%	12%	27%	57%	3%	1%
Dignity and respect	991	2%	1%	6%	21%	70%	3%	1%
Internal co-ordination	833	3%	3%	8%	22%	64%	0%	-2%
Preparation for discharge	981	4%	6%	13%	26%	51%	-1%	0%
External co-ordination	795	4%	4%	14%	25%	53%	-2%	-2%
Staff availability	1012	3%	4%	15%	24%	54%	2%	-1%
Cleanliness of ward/unit	1024	2%	4%	10%	24%	60%	3%	0%
Quality of Hospital food	979	9%	9%	30%	25%	27%	-2%	-3%
Safety and Security	1015	1%	1%	7%	21%	69%	3%	0%
Overall satisfaction	1027	2%	3%	10%	22%	62%	0%	-1%

### 3.3.11 Nelson-Marlborough DHB



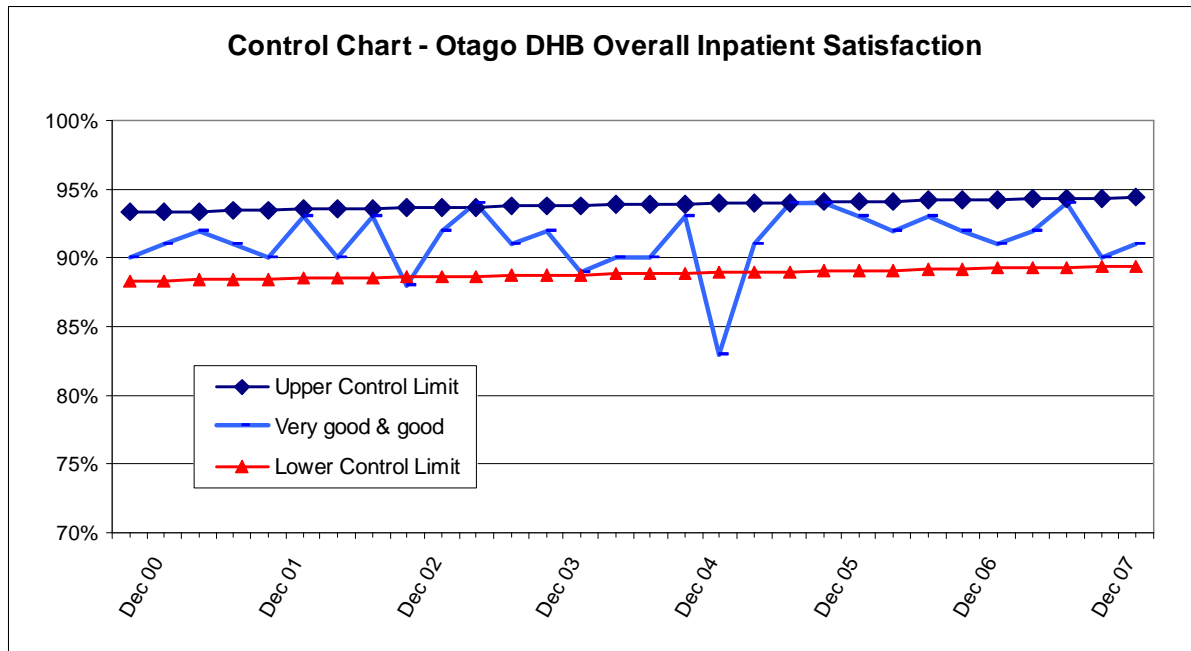
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	925	1%	4%	16%	19%	59%	-2%	-4%
How ED would treat problem	935	1%	2%	12%	23%	62%	-4%	-4%
Explaining what was wrong	1281	1%	1%	10%	23%	65%	-4%	-3%
Info on treatment options	1146	1%	2%	13%	26%	58%	-2%	-3%
Asking your permission	1205	1%	1%	8%	25%	65%	-3%	-2%
Listening to you	1337	1%	2%	8%	24%	65%	-3%	-1%
Involving family/whanau	1173	1%	1%	7%	21%	70%	0%	-2%
Offering cultural choices	510	1%	2%	15%	26%	57%	-1%	-7%
Dignity and respect	1340	1%	0%	6%	16%	77%	-2%	-3%
Internal co-ordination	1001	1%	3%	10%	23%	63%	0%	-1%
Preparation for discharge	1298	2%	3%	14%	26%	55%	-4%	-5%
External co-ordination	1039	1%	2%	9%	26%	63%	-6%	-1%
Staff availability	1347	1%	1%	10%	26%	62%	-6%	-3%
Cleanliness of ward/unit	1346	0%	1%	9%	22%	68%	-6%	-3%
Quality of Hospital food	1234	4%	5%	25%	29%	36%	-5%	-5%
Safety and Security	1373	0%	0%	6%	19%	75%	-2%	-1%
Overall satisfaction	1364	1%	1%	7%	14%	77%	-2%	-3%

### 3.3.12 Northland DHB



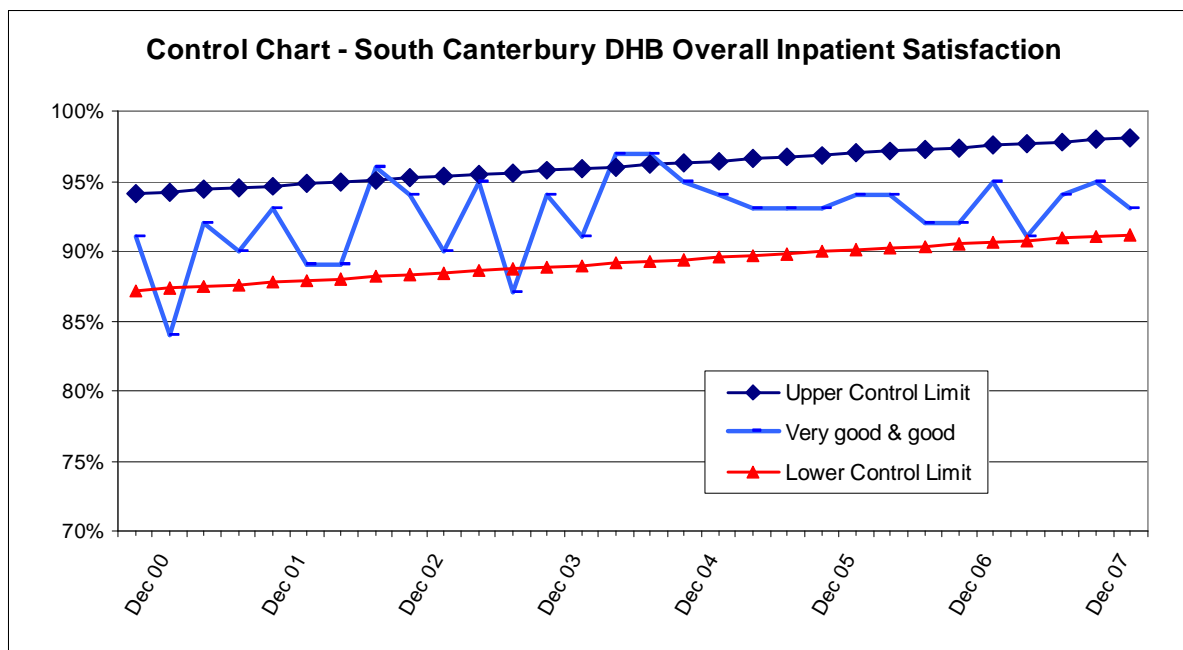
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	818	5%	8%	16%	28%	42%	-2%	1%
How ED would treat problem	811	3%	5%	13%	32%	46%	-4%	0%
Explaining what was wrong	1145	1%	2%	10%	32%	55%	-1%	2%
Info on treatment options	1001	2%	2%	12%	33%	50%	0%	2%
Asking your permission	1128	1%	2%	6%	31%	59%	0%	2%
Listening to you	1268	1%	2%	8%	27%	61%	-1%	0%
Involving family/whanau	1059	1%	1%	8%	26%	63%	-1%	0%
Offering cultural choices	529	2%	4%	13%	32%	50%	-1%	0%
Dignity and respect	1297	1%	1%	5%	22%	71%	2%	0%
Internal co-ordination	978	2%	2%	9%	23%	65%	2%	-1%
Preparation for discharge	1225	3%	5%	11%	25%	56%	1%	0%
External co-ordination	983	3%	4%	9%	26%	57%	1%	1%
Staff availability	1381	1%	4%	10%	28%	57%	4%	1%
Cleanliness of ward/unit	1372	2%	4%	12%	28%	53%	-3%	-2%
Quality of Hospital food	1199	7%	6%	24%	32%	30%	-1%	-1%
Safety and Security	1393	1%	1%	6%	25%	67%	3%	1%
Overall satisfaction	1413	1%	2%	8%	24%	65%	2%	1%

### 3.3.13 Otago DHB



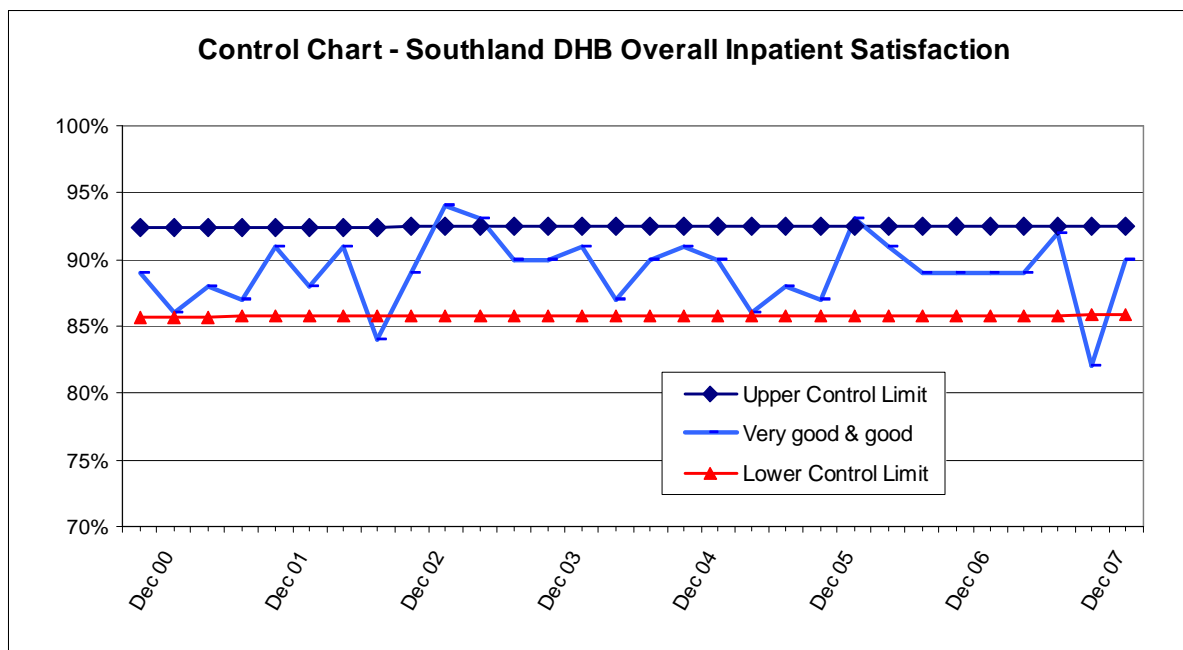
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	519	5%	6%	13%	26%	50%	1%	3%
How ED would treat problem	503	2%	4%	12%	24%	57%	1%	1%
Explaining what was wrong	786	1%	1%	7%	22%	68%	1%	-1%
Info on treatment options	673	1%	2%	9%	28%	59%	-2%	0%
Asking your permission	769	1%	1%	6%	24%	69%	-3%	-1%
Listening to you	850	1%	1%	6%	25%	67%	-3%	1%
Involving family/whanau	732	1%	2%	6%	23%	69%	-2%	1%
Offering cultural choices	252	3%	2%	8%	32%	55%	-10%	-2%
Dignity and respect	859	1%	1%	4%	20%	74%	-4%	0%
Internal co-ordination	694	1%	1%	6%	20%	71%	-2%	-2%
Preparation for discharge	821	2%	4%	12%	27%	55%	-5%	-1%
External co-ordination	680	2%	3%	9%	26%	61%	-2%	1%
Staff availability	846	1%	3%	8%	25%	62%	0%	0%
Cleanliness of ward/unit	857	3%	4%	15%	31%	47%	-7%	-3%
Quality of Hospital food	816	5%	8%	22%	32%	34%	-5%	-4%
Safety and Security	857	0%	1%	4%	21%	73%	-1%	-1%
Overall satisfaction	857	1%	1%	6%	22%	70%	-2%	0%

### 3.3.14 South Canterbury DHB



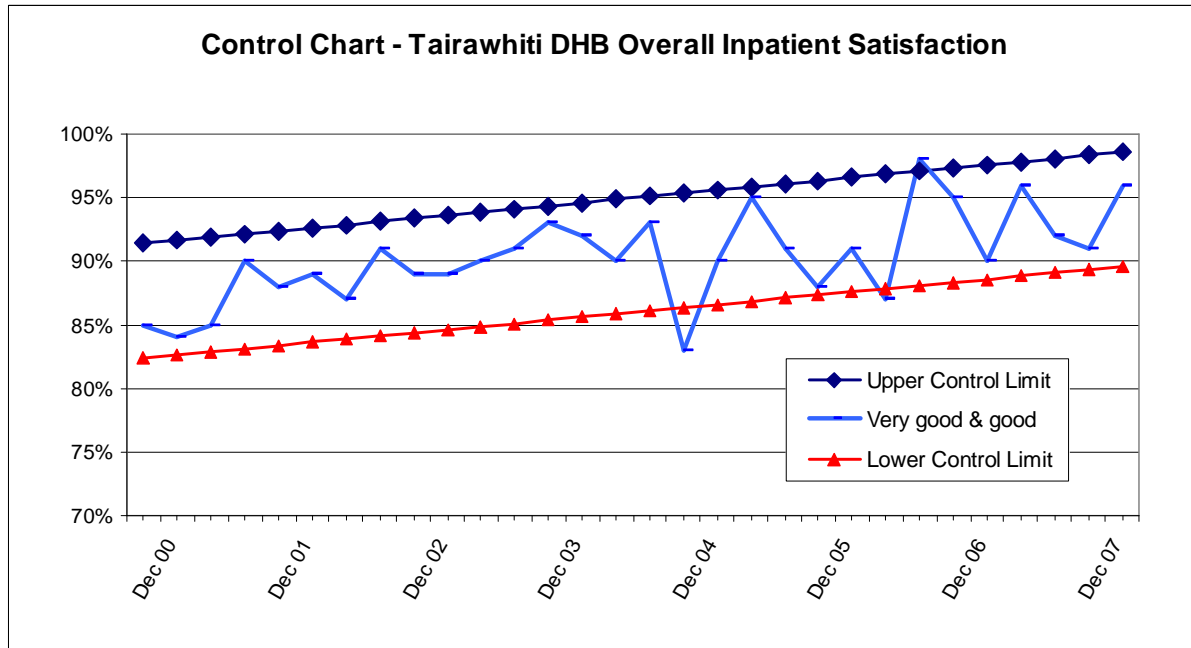
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	349	3%	5%	13%	29%	51%	1%	2%
How ED would treat problem	361	3%	4%	9%	28%	56%	1%	3%
Explaining what was wrong	548	1%	1%	8%	30%	60%	-4%	2%
Info on treatment options	480	1%	4%	10%	28%	57%	-1%	-1%
Asking your permission	551	1%	1%	5%	26%	67%	2%	3%
Listening to you	612	0%	1%	2%	21%	75%	0%	3%
Involving family/whanau	597	1%	1%	5%	25%	67%	-1%	2%
Offering cultural choices	532	0%	1%	5%	25%	69%	0%	3%
Dignity and respect	221	1%	2%	11%	20%	66%	6%	-2%
Internal co-ordination	595	1%	3%	12%	28%	56%	-4%	0%
Preparation for discharge	490	2%	3%	10%	22%	63%	-1%	-1%
External co-ordination	500	1%	1%	5%	23%	70%	-3%	0%
Staff availability	647	0%	2%	7%	22%	68%	-1%	-1%
Cleanliness of ward/unit	645	0%	0%	5%	21%	73%	-2%	-2%
Quality of Hospital food	623	3%	7%	23%	28%	39%	1%	-2%
Safety and Security	654	0%	0%	3%	20%	76%	-1%	-1%
Overall satisfaction	659	0%	1%	5%	22%	72%	-2%	0%

### 3.3.15 Southland DHB



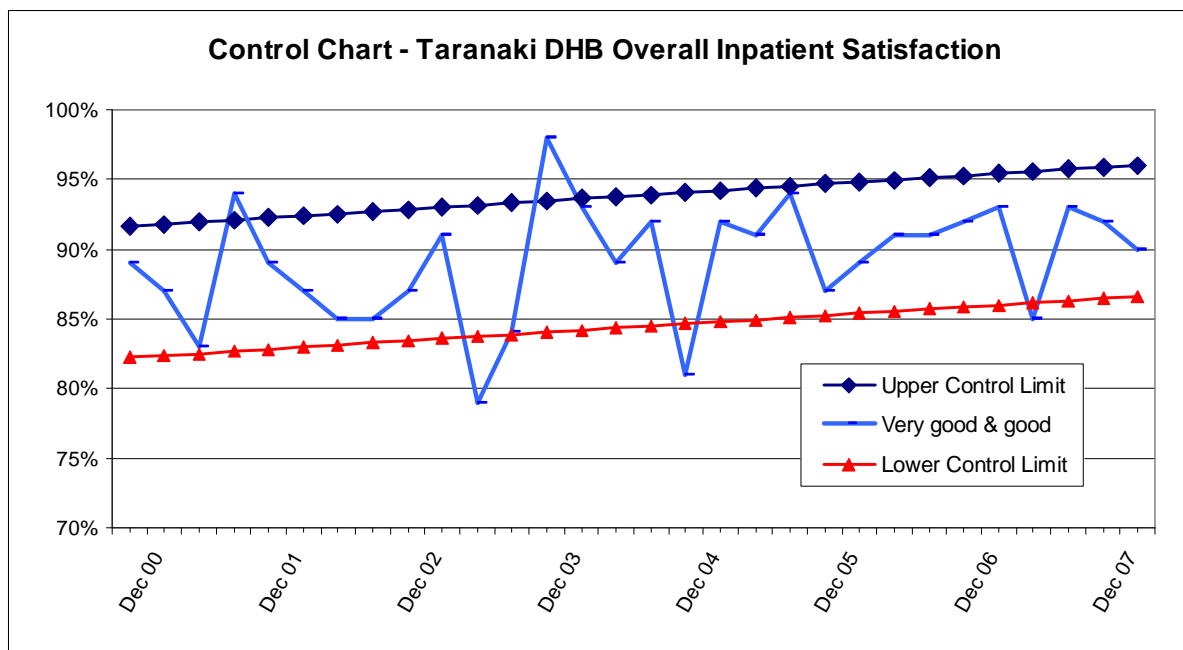
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	652	4%	6%	18%	24%	49%	-1%	-5%
How ED would treat problem	694	3%	6%	10%	31%	50%	0%	3%
Explaining what was wrong	765	2%	3%	9%	27%	60%	5%	2%
Info on treatment options	713	1%	4%	12%	27%	56%	7%	6%
Asking your permission	790	1%	1%	6%	29%	63%	0%	4%
Listening to you	893	1%	2%	9%	27%	61%	3%	2%
Involving family/whanau	769	1%	2%	8%	23%	66%	6%	1%
Offering cultural choices	311	2%	3%	10%	28%	57%	-2%	1%
Dignity and respect	915	1%	1%	4%	23%	71%	3%	3%
Internal co-ordination	733	1%	2%	4%	23%	70%	7%	4%
Preparation for discharge	855	3%	5%	12%	22%	58%	4%	1%
External co-ordination	725	1%	7%	9%	20%	62%	11%	1%
Staff availability	1040	2%	1%	8%	27%	63%	2%	2%
Cleanliness of ward/unit	1051	0%	1%	5%	28%	65%	-3%	1%
Quality of Hospital food	983	5%	8%	26%	33%	28%	-3%	-3%
Safety and Security	1057	1%	0%	3%	24%	71%	-2%	1%
Overall satisfaction	1058	1%	2%	9%	23%	66%	-1%	-2%

### 3.3.16 Tairawhiti DHB



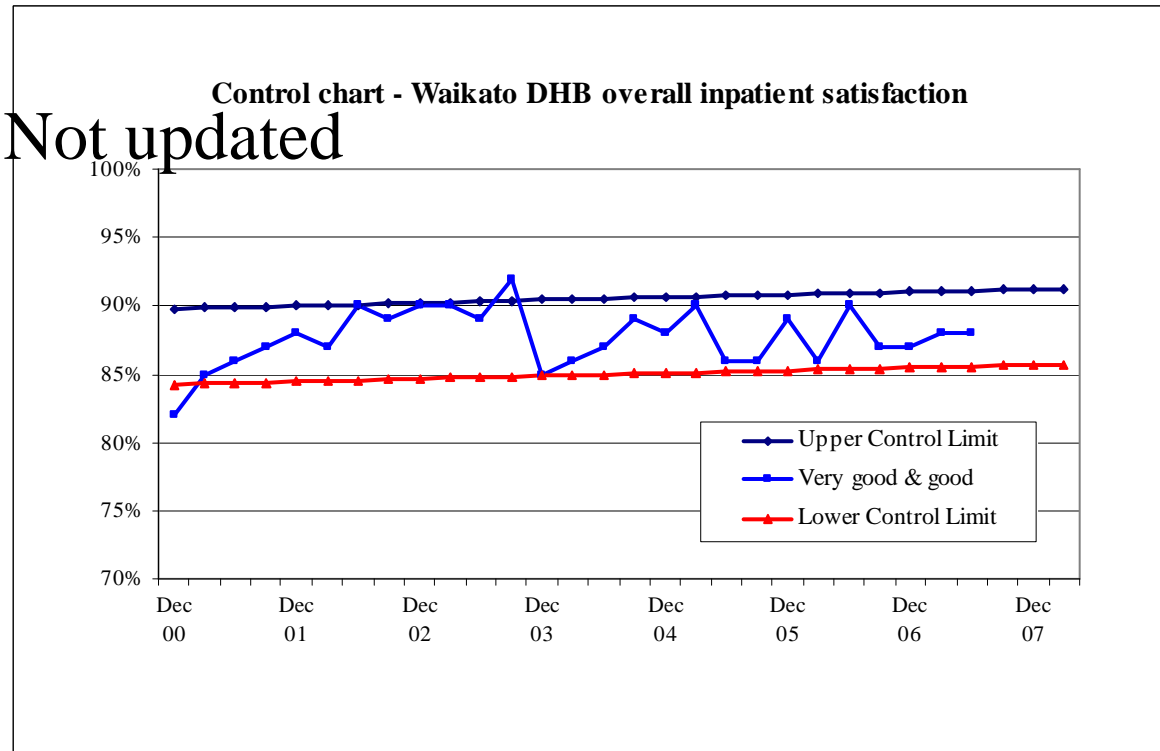
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	280	6%	6%	10%	23%	55%	9%	8%
How ED would treat problem	283	3%	2%	8%	24%	63%	4%	5%
Explaining what was wrong	433	1%	1%	7%	22%	68%	5%	2%
Info on treatment options	396	2%	2%	7%	24%	64%	6%	3%
Asking your permission	446	1%	2%	4%	21%	72%	6%	1%
Listening to you	408	1%	2%	3%	20%	74%	4%	3%
Involving family/whanau	244	2%	0%	8%	26%	63%	4%	5%
Offering cultural choices	505	1%	0%	4%	15%	80%	4%	0%
Dignity and respect	501	1%	1%	5%	18%	75%	5%	1%
Internal co-ordination	384	1%	2%	6%	20%	71%	5%	3%
Preparation for discharge	371	1%	1%	5%	18%	74%	6%	2%
External co-ordination	469	2%	3%	10%	22%	62%	5%	0%
Staff availability	535	2%	1%	6%	21%	69%	4%	0%
Cleanliness of ward/unit	529	2%	2%	8%	25%	63%	5%	3%
Quality of Hospital food	484	8%	7%	22%	30%	33%	-2%	2%
Safety and Security	535	1%	1%	4%	21%	73%	3%	1%
Overall satisfaction	543	1%	1%	4%	18%	76%	3%	2%

### 3.3.17 Taranaki DHB



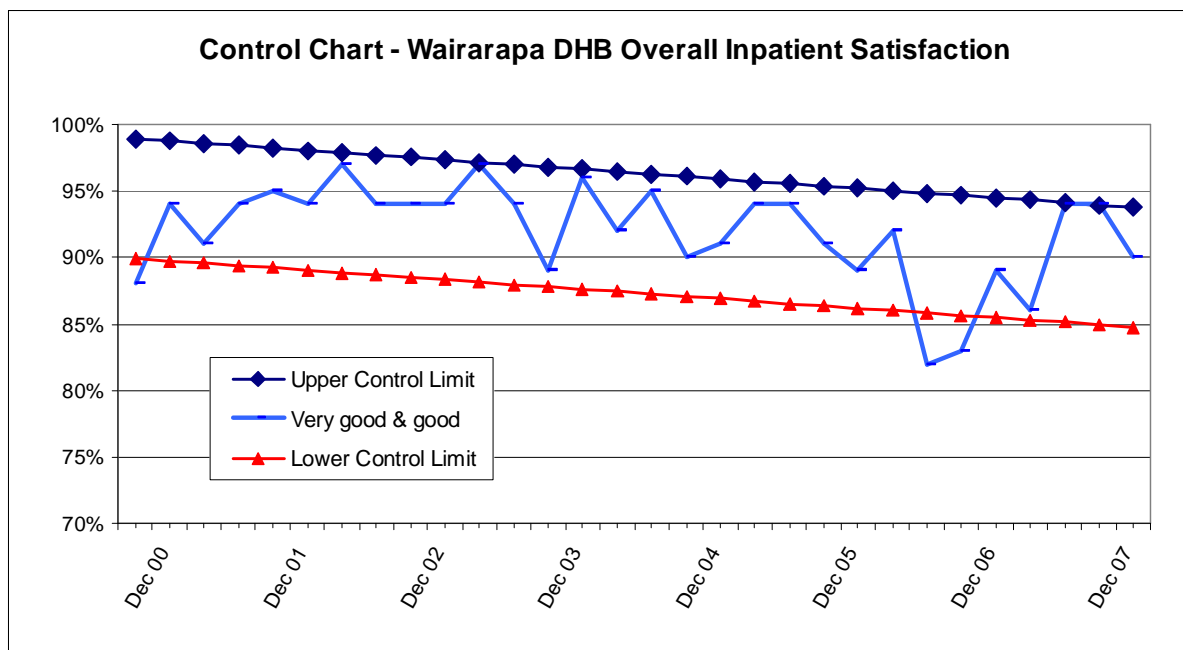
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	995	4%	7%	16%	27%	46%	-1%	-3%
How ED would treat problem	987	2%	5%	12%	27%	54%	0%	1%
Explaining what was wrong	1377	1%	3%	10%	27%	60%	3%	0%
Info on treatment options	1246	1%	3%	11%	30%	54%	1%	1%
Asking your permission	1423	1%	2%	6%	28%	63%	0%	1%
Listening to you	1598	1%	2%	8%	27%	63%	-2%	1%
Involving family/whanau	1350	1%	1%	7%	25%	66%	1%	0%
Offering cultural choices	623	2%	3%	9%	32%	53%	1%	1%
Dignity and respect	1616	1%	1%	4%	20%	74%	0%	0%
Internal co-ordination	1320	1%	1%	6%	23%	69%	0%	2%
Preparation for discharge	1587	1%	4%	11%	26%	58%	-2%	-2%
External co-ordination	1279	2%	3%	8%	26%	61%	-2%	-2%
Staff availability	1707	1%	2%	7%	26%	64%	-3%	1%
Cleanliness of ward/unit	1705	1%	3%	10%	26%	60%	-2%	1%
Quality of Hospital food	1694	6%	9%	33%	31%	21%	-4%	-5%
Safety and Security	1712	1%	1%	6%	27%	66%	-2%	-2%
Overall satisfaction	1725	1%	2%	7%	26%	64%	-3%	-1%

### 3.3.18 Waikato DHB



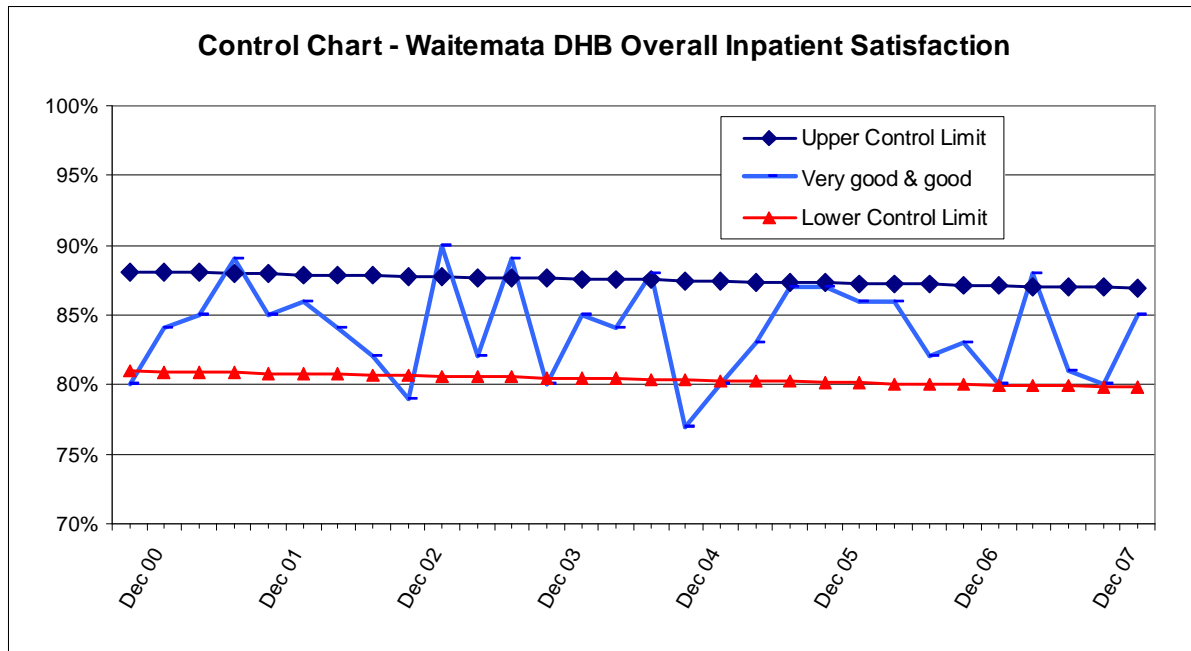
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	215	3%	6%	13%	28%	49%	7%	7%
How ED would treat problem	214	0%	3%	16%	31%	50%	1%	4%
Explaining what was wrong	292	1%	3%	6%	34%	58%	2%	5%
Info on treatment options	263	0%	4%	9%	31%	56%	2%	1%
Asking your permission	290	1%	3%	8%	25%	64%	3%	-1%
Listening to you	293	2%	2%	6%	28%	61%	2%	4%
Involving family/whanau	259	2%	2%	5%	27%	65%	3%	2%
Offering cultural choices	142	2%	1%	7%	31%	58%	8%	7%
Dignity and respect	304	1%	1%	5%	20%	73%	4%	2%
Internal co-ordination	272	2%	1%	7%	19%	71%	5%	1%
Preparation for discharge	297	3%	4%	12%	26%	55%	0%	0%
External co-ordination	253	2%	6%	7%	27%	59%	2%	2%
Staff availability	321	1%	3%	8%	31%	57%	0%	3%
Cleanliness of ward/unit	319	2%	4%	15%	30%	49%	0%	0%
Quality of Hospital food	314	2%	5%	21%	35%	37%	0%	3%
Safety and Security	322	1%	1%	6%	23%	69%	5%	1%
Overall satisfaction	318	1%	3%	7%	21%	67%	4%	0%

### 3.3.19 Wairarapa DHB



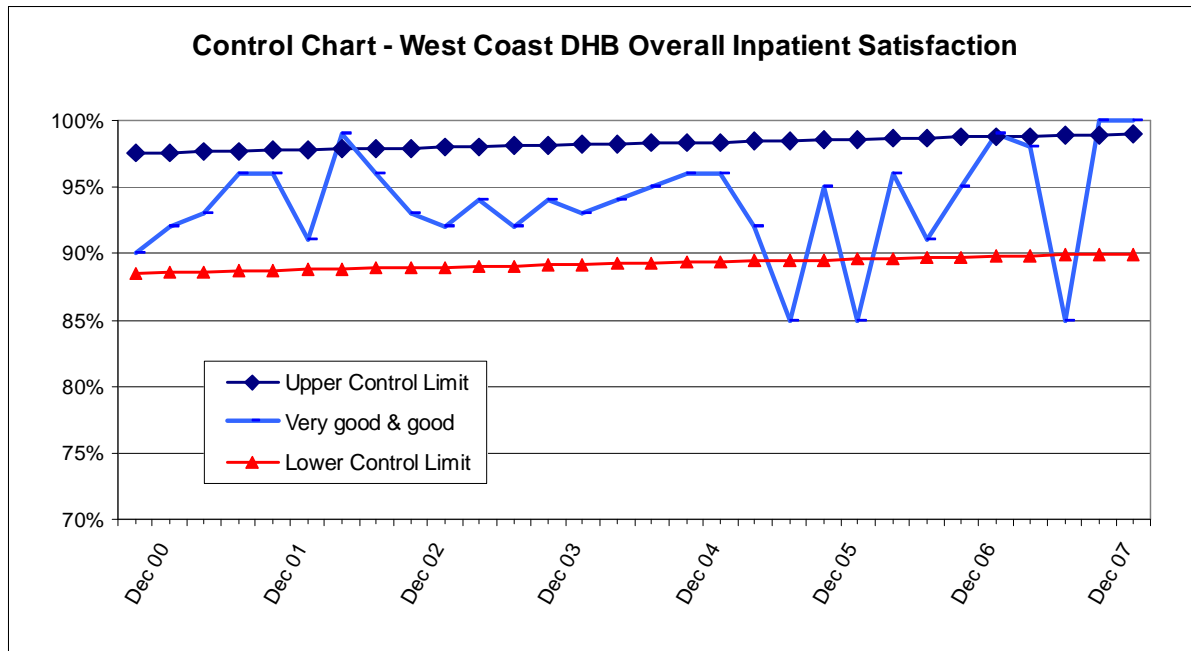
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	465	3%	7%	12%	25%	53%	2%	3%
How ED would treat problem	462	2%	3%	8%	28%	59%	4%	3%
Explaining what was wrong	574	1%	2%	7%	30%	60%	3%	5%
Info on treatment options	526	1%	2%	10%	32%	55%	1%	3%
Asking your permission	584	1%	2%	5%	28%	63%	0%	3%
Listening to you	648	1%	2%	6%	30%	60%	1%	4%
Involving family/whanau	573	1%	1%	7%	23%	67%	5%	3%
Offering cultural choices	225	1%	2%	10%	28%	58%	10%	6%
Dignity and respect	659	0%	1%	4%	21%	73%	2%	4%
Internal co-ordination	520	1%	1%	5%	20%	73%	7%	4%
Preparation for discharge	647	3%	6%	11%	26%	53%	0%	2%
External co-ordination	500	1%	4%	6%	27%	62%	4%	5%
Staff availability	692	0%	3%	9%	28%	60%	1%	4%
Cleanliness of ward/unit	701	1%	2%	6%	17%	75%	6%	1%
Quality of Hospital food	667	3%	6%	21%	30%	40%	3%	2%
Safety and Security	697	1%	0%	3%	18%	78%	11%	4%
Overall satisfaction	699	1%	1%	7%	24%	67%	4%	4%

### 3.3.20 Waitemata DHB



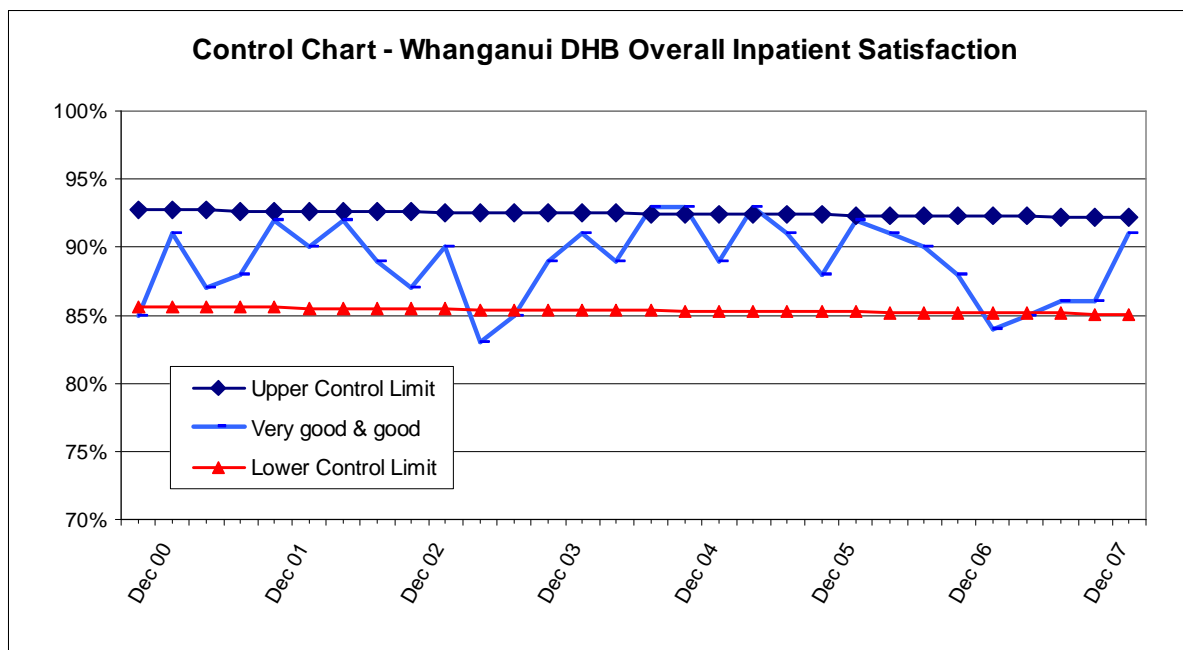
	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	559	5%	9%	16%	30%	40%	1%	4%
How ED would treat problem	558	3%	6%	13%	32%	46%	2%	4%
Explaining what was wrong	667	2%	5%	9%	30%	53%	5%	2%
Info on treatment options	603	2%	6%	12%	32%	48%	1%	2%
Asking your permission	636	2%	3%	9%	31%	54%	2%	2%
Listening to you	720	3%	4%	9%	30%	55%	1%	2%
Involving family/whanau	578	2%	3%	10%	28%	57%	3%	1%
Offering cultural choices	254	4%	5%	14%	31%	46%	2%	0%
Dignity and respect	739	2%	2%	7%	24%	65%	-1%	-1%
Internal co-ordination	595	2%	3%	9%	26%	60%	2%	1%
Preparation for discharge	716	4%	6%	14%	30%	45%	1%	5%
External co-ordination	576	4%	5%	11%	32%	48%	-3%	2%
Staff availability	753	4%	5%	12%	30%	50%	3%	3%
Cleanliness of ward/unit	758	3%	5%	14%	30%	48%	-3%	-5%
Quality of Hospital food	730	8%	11%	26%	29%	26%	2%	1%
Safety and Security	757	1%	1%	6%	29%	62%	0%	2%
Overall satisfaction	765	3%	4%	9%	24%	59%	2%	1%

### 3.3.21 West Coast DHB



	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	36	17%	3%	6%	28%	50%	-17%	-5%
How ED would treat problem	44	2%	14%	11%	20%	55%	-8%	-9%
Explaining what was wrong	85	6%	0%	11%	28%	55%	-15%	-8%
Info on treatment options	77	8%	3%	5%	39%	44%	-20%	-10%
Asking your permission	82	0%	6%	2%	32%	60%	-11%	-3%
Listening to you	80	1%	1%	4%	33%	61%	-10%	0%
Involving family/whanau	42	12%	0%	2%	38%	48%	-17%	3%
Offering cultural choices	89	1%	0%	2%	33%	64%	-13%	1%
Dignity and respect	89	1%	0%	2%	38%	58%	-15%	0%
Internal co-ordination	73	3%	1%	8%	27%	60%	-20%	-6%
Preparation for discharge	71	0%	0%	1%	37%	61%	-16%	3%
External co-ordination	84	1%	2%	2%	32%	63%	-6%	8%
Staff availability	91	0%	5%	5%	27%	62%	-9%	-6%
Cleanliness of ward/unit	93	0%	0%	4%	39%	56%	-14%	1%
Quality of Hospital food	79	1%	3%	23%	33%	42%	-9%	-3%
Safety and Security	89	0%	0%	1%	34%	64%	-10%	3%
Overall satisfaction	91	1%	5%	1%	27%	65%	-14%	-2%

### 3.3.22 Whanganui DHB



	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
ED keep you informed of wait	561	5%	6%	17%	28%	44%	-7%	-3%
How ED would treat problem	562	2%	5%	15%	28%	51%	-6%	-5%
Explaining what was wrong	671	1%	4%	11%	28%	56%	0%	-2%
Info on treatment options	587	2%	4%	12%	30%	52%	1%	3%
Asking your permission	666	1%	3%	10%	26%	61%	-1%	-4%
Listening to you	731	1%	2%	8%	28%	61%	-1%	-1%
Involving family/whanau	639	2%	2%	6%	25%	66%	3%	1%
Offering cultural choices	324	3%	4%	9%	35%	49%	0%	0%
Dignity and respect	742	0%	1%	5%	23%	70%	0%	0%
Internal co-ordination	603	2%	3%	6%	23%	66%	1%	0%
Preparation for discharge	717	4%	5%	11%	25%	55%	2%	2%
External co-ordination	560	2%	4%	11%	27%	56%	5%	3%
Staff availability	777	1%	3%	10%	27%	59%	1%	2%
Cleanliness of ward/unit	772	2%	2%	9%	28%	58%	-2%	-3%
Quality of Hospital food	712	4%	8%	26%	33%	29%	-2%	2%
Safety and Security	773	1%	1%	6%	23%	70%	5%	2%
Overall satisfaction	775	2%	2%	9%	24%	63%	-2%	-1%

### 3.4 Grouped comparison tables

Because satisfaction has been shown to be different between larger and smaller hospitals, it is more accurate to compare DHBs of similar size. For this reason, the 21 DHBs have been divided into three groups:

- larger DHBs: Auckland, Counties Manukau, Waitemata, Waikato, Capital & Coast, Canterbury
- medium sized DHBs: Northland, MidCentral, Bay of Plenty, Hutt, Nelson Marlborough, Otago, Southland
- smaller DHBs: Whanganui, Wairarapa, Hawkes Bay, Taranaki, Lakes, Tairāwhiti, West Coast, South Canterbury

This Grouped comparison table shows how each DHB compares to similar-sized DHBs and whether there is a relative increase or decrease in rank place within the group.

The weighted data is presented over the last 12 months (MAT = Moving Annual Total) and the table is ranked in terms of the percentage change between the year ending December 2007 and the year ending December 2006 in terms of the % Good (G) and the Very Good (VG) combined (i.e. VG/G).

Note: Capital & Coast and Waikato DHBs have not provided data this quarter and as such the following tables may not be a true reflection of the previous MAT for these DHBs.

### 3.4.1 ED keep you informed of wait (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	3780	5%	8%	17%	27%	43%	0%	<b>0%</b>
Waikato DHB	215	3%	6%	13%	28%	49%	7%	<b>7%</b>
Waitemata DHB	559	5%	9%	16%	30%	40%	1%	<b>4%</b>
Counties Manukau DHB	786	7%	7%	21%	25%	40%	1%	<b>-1%</b>
Auckland DHB	916	5%	9%	17%	27%	42%	1%	<b>-1%</b>
Capital and Coast DHB	276	4%	5%	21%	36%	34%	-9%	<b>-2%</b>
Canterbury DHB	1028	2%	7%	15%	26%	49%	-2%	<b>-2%</b>
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,123	5%	7%	17%	26%	45%	0%	<b>0%</b>
Otago DHB	519	5%	6%	13%	26%	50%	1%	<b>3%</b>
Northland DHB	818	5%	8%	16%	28%	42%	-2%	<b>1%</b>
Bay of Plenty DHB	1739	5%	9%	14%	27%	45%	1%	<b>1%</b>
Hutt DHB	840	4%	8%	18%	33%	36%	3%	<b>1%</b>
Nelson Marlborough DHB	925	1%	4%	16%	19%	59%	-2%	<b>-4%</b>
Southland DHB	652	4%	6%	18%	24%	49%	-1%	<b>-5%</b>
MidCentral DHB	630	13%	10%	25%	20%	32%	-4%	<b>-6%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	3,825	5%	7%	15%	27%	46%	-1%	<b>-1%</b>
Tairāwhiti DHB	280	6%	6%	10%	23%	55%	9%	<b>8%</b>
Wairarapa DHB	465	3%	7%	12%	25%	53%	2%	<b>3%</b>
South Canterbury DHB	349	3%	5%	13%	29%	51%	1%	<b>2%</b>
Lakes DHB	686	6%	8%	16%	27%	42%	-6%	<b>-2%</b>
Hawke's Bay DHB	453	7%	11%	16%	24%	42%	4%	<b>-3%</b>
Taranaki DHB	995	4%	7%	16%	27%	46%	-1%	<b>-3%</b>
Whanganui DHB	561	5%	6%	17%	28%	44%	-7%	<b>-3%</b>
West Coast DHB	36	17%	3%	6%	28%	50%	-17%	<b>-5%</b>

### 3.4.2 How ED would treat the problem (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	3715	3%	5%	15%	30%	47%	-1%	<b>0%</b>
Waikato DHB	214	0%	3%	16%	31%	50%	1%	<b>4%</b>
Waitemata DHB	558	3%	6%	13%	32%	46%	2%	<b>4%</b>
Counties Manukau DHB	792	4%	6%	15%	29%	45%	1%	<b>1%</b>
Canterbury DHB	999	2%	6%	14%	29%	50%	-3%	<b>0%</b>
Auckland DHB	894	3%	5%	14%	29%	49%	2%	<b>-1%</b>
Capital and Coast DHB	258	2%	5%	23%	31%	39%	-14%	<b>-9%</b>
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,208	3%	5%	13%	28%	52%	-2%	<b>-1%</b>
Southland DHB	694	3%	6%	10%	31%	50%	0%	<b>3%</b>
Hutt DHB	800	3%	7%	14%	37%	39%	-1%	<b>2%</b>
Otago DHB	503	2%	4%	12%	24%	57%	1%	<b>1%</b>
Bay of Plenty DHB	1839	2%	4%	12%	25%	57%	1%	<b>0%</b>
Northland DHB	811	3%	5%	13%	32%	46%	-4%	<b>0%</b>
MidCentral DHB	626	8%	8%	18%	23%	42%	-1%	<b>-4%</b>
Nelson Marlborough DHB	935	1%	2%	12%	23%	62%	-4%	<b>-4%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	3,838	3%	5%	12%	27%	53%	-2%	<b>-1%</b>
Tairāwhiti DHB	283	3%	2%	8%	24%	63%	4%	<b>5%</b>
Wairarapa DHB	462	2%	3%	8%	28%	59%	4%	<b>3%</b>
South Canterbury DHB	361	3%	4%	9%	28%	56%	1%	<b>3%</b>
Taranaki DHB	987	2%	5%	12%	27%	54%	0%	<b>1%</b>
Hawke's Bay DHB	451	6%	5%	13%	28%	47%	0%	<b>0%</b>
Lakes DHB	688	3%	5%	14%	29%	48%	-7%	<b>-4%</b>
Whanganui DHB	562	2%	5%	15%	28%	51%	-6%	<b>-5%</b>
West Coast DHB	44	2%	14%	11%	20%	55%	-8%	<b>-9%</b>

### 3.4.3 Explaining what was wrong (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4894	2%	3%	10%	31%	54%	1%	0%
Waikato DHB	292	1%	3%	6%	34%	58%	2%	5%
Waitemata DHB	667	2%	5%	9%	30%	53%	5%	2%
Canterbury DHB	1353	1%	2%	9%	29%	59%	2%	2%
Counties Manukau DHB	922	3%	4%	11%	32%	51%	4%	-1%
Auckland DHB	1283	2%	4%	11%	30%	53%	1%	-1%
Capital and Coast DHB	377	1%	3%	12%	39%	46%	-10%	-2%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	8,075	2%	3%	10%	28%	58%	1%	0%
Northland DHB	1145	1%	2%	10%	32%	55%	-1%	2%
Southland DHB	765	2%	3%	9%	27%	60%	5%	2%
Bay of Plenty DHB	2005	2%	4%	10%	29%	55%	2%	1%
Hutt DHB	1200	1%	3%	9%	35%	52%	-3%	-1%
Otago DHB	786	1%	1%	7%	22%	68%	1%	-1%
MidCentral DHB	893	2%	6%	12%	26%	54%	1%	-2%
Nelson Marlborough DHB	1281	1%	1%	10%	23%	65%	-4%	-3%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5,043	1%	2%	9%	28%	59%	1%	1%
Wairarapa DHB	574	1%	2%	7%	30%	60%	3%	5%
Tairāwhiti DHB	433	1%	1%	7%	22%	68%	5%	2%
South Canterbury DHB	548	1%	1%	8%	30%	60%	-4%	2%
Hawke's Bay DHB	623	3%	2%	8%	27%	60%	1%	1%
Taranaki DHB	1377	1%	3%	10%	27%	60%	3%	0%
Lakes DHB	732	2%	2%	11%	33%	53%	0%	-1%
Whanganui DHB	671	1%	4%	11%	28%	56%	0%	-2%
West Coast DHB	85	6%	0%	11%	28%	55%	-15%	-8%

### 3.4.4 Information on treatment options (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4387	2%	5%	13%	31%	49%	-1%	<b>-1%</b>
Waitemata DHB	603	2%	6%	12%	32%	48%	1%	<b>2%</b>
Canterbury DHB	1173	2%	3%	13%	30%	53%	1%	<b>1%</b>
Waikato DHB	263	0%	4%	9%	31%	56%	2%	<b>1%</b>
Counties Manukau DHB	875	3%	5%	13%	32%	48%	1%	<b>0%</b>
Auckland DHB	1149	3%	5%	13%	31%	48%	-1%	<b>-2%</b>
Capital and Coast DHB	324	2%	5%	15%	36%	40%	-14%	<b>-9%</b>
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7,033	2%	4%	12%	30%	52%	1%	<b>1%</b>
Southland DHB	713	1%	4%	12%	27%	56%	7%	<b>6%</b>
Northland DHB	1001	2%	2%	12%	33%	50%	0%	<b>2%</b>
Hutt DHB	993	3%	4%	12%	38%	44%	0%	<b>2%</b>
Bay of Plenty DHB	1670	3%	6%	12%	30%	51%	3%	<b>1%</b>
Otago DHB	673	1%	2%	9%	28%	59%	-2%	<b>0%</b>
MidCentral DHB	837	4%	7%	12%	26%	52%	3%	<b>-2%</b>
Nelson Marlborough DHB	1146	1%	2%	13%	26%	58%	-2%	<b>-3%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4,539	2%	3%	11%	30%	54%	0%	<b>1%</b>
Wairarapa DHB	526	1%	2%	10%	32%	55%	1%	<b>3%</b>
Tairāwhiti DHB	396	2%	2%	7%	24%	64%	6%	<b>3%</b>
Whanganui DHB	587	2%	4%	12%	30%	52%	1%	<b>3%</b>
Taranaki DHB	1246	1%	3%	11%	30%	54%	1%	<b>1%</b>
Hawke's Bay DHB	555	3%	4%	12%	28%	53%	-1%	<b>0%</b>
Lakes DHB	672	3%	4%	12%	32%	49%	-1%	<b>-1%</b>
South Canterbury DHB	480	1%	4%	10%	28%	57%	-1%	<b>-1%</b>
West Coast DHB	77	8%	3%	5%	39%	44%	-20%	<b>-10%</b>

### 3.4.5 Asking your permission to treat you (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4713	2%	3%	8%	29%	58%	0%	-1%
Counties Manukau DHB	907	2%	3%	8%	30%	57%	3%	2%
Waitemata DHB	636	2%	3%	9%	31%	54%	2%	2%
Canterbury DHB	1322	1%	2%	7%	26%	64%	3%	1%
Waikato DHB	290	1%	3%	8%	25%	64%	3%	-1%
Auckland DHB	1224	2%	4%	9%	28%	58%	2%	-2%
Capital and Coast DHB	334	3%	3%	13%	42%	40%	-20%	-9%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7,793	1%	2%	8%	29%	60%	0%	0%
Southland DHB	790	1%	1%	6%	29%	63%	0%	4%
Northland DHB	1128	1%	2%	6%	31%	59%	0%	2%
MidCentral DHB	910	1%	2%	8%	24%	64%	5%	1%
Otago DHB	769	1%	1%	6%	24%	69%	-3%	-1%
Hutt DHB	1083	2%	2%	11%	38%	47%	-3%	-1%
Nelson Marlborough DHB	1205	1%	1%	8%	25%	65%	-3%	-2%
Bay of Plenty DHB	1908	2%	3%	10%	29%	56%	1%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5,113	1%	2%	7%	27%	63%	0%	0%
Wairarapa DHB	584	1%	2%	5%	28%	63%	0%	3%
South Canterbury DHB	551	1%	1%	5%	26%	67%	2%	3%
Tairāwhiti DHB	446	1%	2%	4%	21%	72%	6%	1%
Taranaki DHB	1423	1%	2%	6%	28%	63%	0%	1%
Lakes DHB	725	2%	2%	7%	32%	57%	-2%	0%
Hawke's Bay DHB	636	2%	3%	9%	26%	60%	-2%	-1%
West Coast DHB	82	0%	6%	2%	32%	60%	-11%	-3%
Whanganui DHB	666	1%	3%	10%	26%	61%	-1%	-4%

### 3.4.6 Listening to you (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5236	2%	3%	9%	30%	57%	-1%	0%
Waikato DHB	293	2%	2%	6%	28%	61%	2%	4%
Waitemata DHB	720	3%	4%	9%	30%	55%	1%	2%
Canterbury DHB	1469	1%	3%	6%	28%	62%	0%	1%
Auckland DHB	1370	2%	3%	9%	30%	56%	-1%	1%
Counties Manukau DHB	974	2%	3%	12%	28%	55%	3%	0%
Capital and Coast DHB	410	1%	3%	12%	41%	43%	-15%	-5%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	8,881	1%	2%	8%	30%	59%	1%	0%
Southland DHB	893	1%	2%	9%	27%	61%	3%	2%
Hutt DHB	1333	1%	2%	9%	39%	49%	-1%	1%
Otago DHB	850	1%	1%	6%	25%	67%	-3%	1%
Bay of Plenty DHB	2209	1%	2%	8%	33%	56%	3%	1%
MidCentral DHB	991	2%	3%	10%	26%	59%	2%	0%
Northland DHB	1268	1%	2%	8%	27%	61%	-1%	0%
Nelson Marlborough DHB	1337	1%	2%	8%	24%	65%	-3%	-1%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5,592	1%	2%	7%	26%	64%	-1%	1%
Wairarapa DHB	648	1%	2%	6%	30%	60%	1%	4%
Tairāwhiti DHB	408	1%	2%	3%	20%	74%	4%	3%
South Canterbury DHB	612	0%	1%	2%	21%	75%	0%	3%
Taranaki DHB	1598	1%	2%	8%	27%	63%	-2%	1%
West Coast DHB	80	1%	1%	4%	33%	61%	-10%	0%
Lakes DHB	813	2%	2%	8%	29%	59%	-2%	0%
Hawke's Bay DHB	702	2%	2%	7%	26%	62%	1%	0%
Whanganui DHB	731	1%	2%	8%	28%	61%	-1%	-1%

### 3.4.7 Involving your family/whanau (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4385	2%	3%	9%	28%	59%	0%	-1%
Waikato DHB	259	2%	2%	5%	27%	65%	3%	2%
Waitemata DHB	578	2%	3%	10%	28%	57%	3%	1%
Canterbury DHB	1268	1%	2%	7%	26%	64%	0%	0%
Auckland DHB	1096	2%	3%	9%	28%	59%	-1%	0%
Counties Manukau DHB	862	3%	3%	12%	25%	57%	6%	-1%
Capital and Coast DHB	322	1%	5%	12%	41%	41%	-18%	-8%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7,226	1%	2%	8%	27%	62%	0%	0%
Otago DHB	732	1%	2%	6%	23%	69%	-2%	1%
Southland DHB	769	1%	2%	8%	23%	66%	6%	1%
MidCentral DHB	853	2%	3%	8%	24%	63%	0%	0%
Northland DHB	1059	1%	1%	8%	26%	63%	-1%	0%
Hutt DHB	1047	1%	3%	9%	40%	47%	-2%	0%
Bay of Plenty DHB	1593	2%	2%	8%	27%	60%	2%	0%
Nelson Marlborough DHB	1173	1%	1%	7%	21%	70%	0%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4,755	2%	1%	7%	25%	65%	1%	1%
Tairāwhiti DHB	244	2%	0%	8%	26%	63%	4%	5%
West Coast DHB	42	12%	0%	2%	38%	48%	-17%	3%
Wairarapa DHB	573	1%	1%	7%	23%	67%	5%	3%
South Canterbury DHB	597	1%	1%	5%	25%	67%	-1%	2%
Hawke's Bay DHB	624	2%	2%	6%	26%	64%	0%	2%
Whanganui DHB	639	2%	2%	6%	25%	66%	3%	1%
Taranaki DHB	1350	1%	1%	7%	25%	66%	1%	0%
Lakes DHB	686	2%	3%	7%	28%	61%	-1%	0%

### 3.4.8 Offering cultural choices (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	2147	4%	5%	14%	31%	47%	1%	-1%
Waikato DHB	142	2%	1%	7%	31%	58%	8%	7%
Canterbury DHB	472	2%	4%	14%	28%	53%	6%	3%
Waitemata DHB	254	4%	5%	14%	31%	46%	2%	0%
Auckland DHB	560	4%	4%	13%	29%	50%	0%	-1%
Counties Manukau DHB	548	5%	6%	16%	32%	42%	3%	-1%
Capital and Coast DHB	171	5%	6%	18%	39%	32%	-20%	-10%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	3,471	3%	3%	12%	31%	51%	-2%	-1%
Southland DHB	311	2%	3%	10%	28%	57%	-2%	1%
MidCentral DHB	449	3%	2%	12%	27%	57%	3%	1%
Bay of Plenty DHB	894	3%	4%	11%	34%	48%	-2%	1%
Northland DHB	529	2%	4%	13%	32%	50%	-1%	0%
Otago DHB	252	3%	2%	8%	32%	55%	-10%	-2%
Hutt DHB	526	4%	4%	15%	35%	42%	-10%	-6%
Nelson Marlborough DHB	510	1%	2%	15%	26%	57%	-1%	-7%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	2,944	2%	2%	8%	28%	60%	1%	1%
Wairarapa DHB	225	1%	2%	10%	28%	58%	10%	6%
South Canterbury DHB	532	0%	1%	5%	25%	69%	0%	3%
West Coast DHB	89	1%	0%	2%	33%	64%	-13%	1%
Taranaki DHB	623	2%	3%	9%	32%	53%	1%	1%
Tairāwhiti DHB	505	1%	0%	4%	15%	80%	4%	0%
Whanganui DHB	324	3%	4%	9%	35%	49%	0%	0%
Lakes DHB	335	2%	5%	13%	30%	50%	2%	0%
Hawke's Bay DHB	311	4%	2%	14%	31%	50%	-2%	-1%

### 3.4.9 Treatment with dignity and respect (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5297	2%	2%	6%	23%	67%	-1%	<b>0%</b>
Waikato DHB	304	1%	1%	5%	20%	73%	4%	<b>2%</b>
Canterbury DHB	1494	1%	1%	5%	20%	73%	0%	<b>0%</b>
Auckland DHB	1364	2%	2%	6%	23%	67%	0%	<b>-1%</b>
Counties Manukau DHB	993	2%	2%	8%	25%	63%	4%	<b>-1%</b>
Waitemata DHB	739	2%	2%	7%	24%	65%	-1%	<b>-1%</b>
Capital and Coast DHB	403	1%	2%	9%	35%	53%	-14%	<b>-4%</b>
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	8,916	1%	1%	5%	23%	69%	1%	<b>0%</b>
Southland DHB	915	1%	1%	4%	23%	71%	3%	<b>3%</b>
Hutt DHB	1292	1%	1%	5%	33%	60%	0%	<b>1%</b>
MidCentral DHB	991	2%	1%	6%	21%	70%	3%	<b>1%</b>
Northland DHB	1297	1%	1%	5%	22%	71%	2%	<b>0%</b>
Otago DHB	859	1%	1%	4%	20%	74%	-4%	<b>0%</b>
Bay of Plenty DHB	2222	2%	1%	6%	25%	66%	0%	<b>-2%</b>
Nelson Marlborough DHB	1340	1%	0%	6%	16%	77%	-2%	<b>-3%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5,376	1%	1%	5%	21%	72%	0%	<b>1%</b>
Wairarapa DHB	659	0%	1%	4%	21%	73%	2%	<b>4%</b>
Hawke's Bay DHB	710	2%	1%	5%	21%	72%	-1%	<b>1%</b>
Tairāwhiti DHB	501	1%	1%	5%	18%	75%	5%	<b>1%</b>
Taranaki DHB	1616	1%	1%	4%	20%	74%	0%	<b>0%</b>
West Coast DHB	89	1%	0%	2%	38%	58%	-15%	<b>0%</b>
Whanganui DHB	742	0%	1%	5%	23%	70%	0%	<b>0%</b>
Lakes DHB	838	1%	2%	5%	24%	67%	-2%	<b>0%</b>
South Canterbury DHB	221	1%	2%	11%	20%	66%	6%	<b>-2%</b>

### 3.4.10 Internal coordination (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4410	2%	3%	9%	27%	61%	-1%	0%
Canterbury DHB	1213	1%	1%	6%	24%	67%	2%	2%
Waitemata DHB	595	2%	3%	9%	26%	60%	2%	1%
Waikato DHB	272	2%	1%	7%	19%	71%	5%	1%
Auckland DHB	1115	2%	3%	9%	26%	60%	0%	0%
Capital and Coast DHB	363	1%	2%	11%	42%	44%	-14%	0%
Counties Manukau DHB	852	2%	4%	11%	28%	56%	-1%	-1%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,976	2%	2%	8%	26%	63%	0%	0%
Southland DHB	733	1%	2%	4%	23%	70%	7%	4%
Bay of Plenty DHB	1611	2%	3%	7%	27%	61%	1%	0%
Hutt DHB	1126	1%	1%	8%	39%	52%	-4%	0%
Nelson Marlborough DHB	1001	1%	3%	10%	23%	63%	0%	-1%
Northland DHB	978	2%	2%	9%	23%	65%	2%	-1%
Otago DHB	694	1%	1%	6%	20%	71%	-2%	-2%
MidCentral DHB	833	3%	3%	8%	22%	64%	0%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4,732	1%	2%	7%	24%	66%	0%	1%
Wairarapa DHB	520	1%	1%	5%	20%	73%	7%	4%
Tairāwhiti DHB	384	1%	2%	6%	20%	71%	5%	3%
Taranaki DHB	1320	1%	1%	6%	23%	69%	0%	2%
South Canterbury DHB	595	1%	3%	12%	28%	56%	-4%	0%
Whanganui DHB	603	2%	3%	6%	23%	66%	1%	0%
Hawke's Bay DHB	582	3%	2%	6%	23%	66%	0%	-1%
Lakes DHB	655	1%	2%	8%	27%	61%	-5%	-1%
West Coast DHB	73	3%	1%	8%	27%	60%	-20%	-6%

### 3.4.11 Preparation for discharge (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5147	4%	6%	14%	28%	48%	-1%	<b>0%</b>
Waitemata DHB	716	4%	6%	14%	30%	45%	1%	<b>5%</b>
Capital and Coast DHB	408	3%	5%	17%	39%	37%	-8%	<b>3%</b>
Canterbury DHB	1449	2%	5%	12%	27%	53%	1%	<b>1%</b>
Waikato DHB	297	3%	4%	12%	26%	55%	0%	<b>0%</b>
Counties Manukau DHB	947	7%	5%	17%	27%	45%	1%	<b>-1%</b>
Auckland DHB	1330	5%	7%	15%	27%	46%	-1%	<b>-3%</b>
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	8,666	3%	5%	13%	28%	51%	0%	<b>0%</b>
Southland DHB	855	3%	5%	12%	22%	58%	4%	<b>1%</b>
MidCentral DHB	981	4%	6%	13%	26%	51%	-1%	<b>0%</b>
Bay of Plenty DHB	2141	4%	6%	14%	28%	48%	1%	<b>0%</b>
Northland DHB	1225	3%	5%	11%	25%	56%	1%	<b>0%</b>
Otago DHB	821	2%	4%	12%	27%	55%	-5%	<b>-1%</b>
Hutt DHB	1345	2%	5%	14%	38%	41%	-6%	<b>-2%</b>
Nelson Marlborough DHB	1298	2%	3%	14%	26%	55%	-4%	<b>-5%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5,389	3%	4%	11%	25%	57%	-1%	<b>-1%</b>
West Coast DHB	71	0%	0%	1%	37%	61%	-16%	<b>3%</b>
Wairarapa DHB	647	3%	6%	11%	26%	53%	0%	<b>2%</b>
Whanganui DHB	717	4%	5%	11%	25%	55%	2%	<b>2%</b>
Tairāwhiti DHB	371	1%	1%	5%	18%	74%	6%	<b>2%</b>
Lakes DHB	808	4%	6%	13%	29%	49%	-5%	<b>0%</b>
South Canterbury DHB	490	2%	3%	10%	22%	63%	-1%	<b>-1%</b>
Taranaki DHB	1587	1%	4%	11%	26%	58%	-2%	<b>-2%</b>
Hawke's Bay DHB	698	4%	6%	13%	23%	53%	-1%	<b>-4%</b>

### 3.4.12 External coordination (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4008	3%	4%	13%	29%	51%	-1%	0%
Waitemata DHB	576	4%	5%	11%	32%	48%	-3%	2%
Waikato DHB	253	2%	6%	7%	27%	59%	2%	2%
Counties Manukau DHB	850	3%	3%	15%	28%	50%	1%	1%
Canterbury DHB	1056	2%	4%	11%	28%	55%	1%	0%
Capital and Coast DHB	247	5%	4%	17%	36%	38%	-10%	-2%
Auckland DHB	1026	3%	5%	13%	29%	50%	-2%	-3%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,584	2%	4%	10%	27%	58%	1%	0%
Southland DHB	725	1%	7%	9%	20%	62%	11%	1%
Northland DHB	983	3%	4%	9%	26%	57%	1%	1%
Otago DHB	680	2%	3%	9%	26%	61%	-2%	1%
Hutt DHB	815	3%	5%	7%	35%	51%	-1%	1%
Bay of Plenty DHB	1547	3%	4%	10%	27%	56%	3%	0%
Nelson Marlborough DHB	1039	1%	2%	9%	26%	63%	-6%	-1%
MidCentral DHB	795	4%	4%	14%	25%	53%	-2%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4,615	2%	3%	9%	26%	60%	0%	1%
West Coast DHB	84	1%	2%	2%	32%	63%	-6%	8%
Wairarapa DHB	500	1%	4%	6%	27%	62%	4%	5%
Whanganui DHB	560	2%	4%	11%	27%	56%	5%	3%
Hawke's Bay DHB	574	3%	5%	9%	25%	57%	-4%	1%
South Canterbury DHB	500	1%	1%	5%	23%	70%	-3%	0%
Tairāwhiti DHB	469	2%	3%	10%	22%	62%	5%	0%
Lakes DHB	649	3%	4%	13%	27%	54%	-4%	-1%
Taranaki DHB	1279	2%	3%	8%	26%	61%	-2%	-2%

### 3.4.13 Staff availability (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5425	2%	4%	13%	30%	51%	-1%	0%
Waitemata DHB	753	4%	5%	12%	30%	50%	3%	3%
Waikato DHB	321	1%	3%	8%	31%	57%	0%	3%
Canterbury DHB	1512	1%	3%	10%	29%	57%	2%	1%
Auckland DHB	1359	2%	4%	13%	30%	51%	-2%	-1%
Capital and Coast DHB	413	1%	6%	16%	39%	38%	-11%	-2%
Counties Manukau DHB	1067	2%	5%	18%	29%	46%	-2%	-2%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9,791	1%	3%	11%	29%	56%	0%	1%
Southland DHB	1040	2%	1%	8%	27%	63%	2%	2%
Northland DHB	1381	1%	4%	10%	28%	57%	4%	1%
Bay of Plenty DHB	2841	2%	4%	12%	30%	52%	-1%	0%
Otago DHB	846	1%	3%	8%	25%	62%	0%	0%
Hutt DHB	1324	1%	3%	10%	39%	48%	-3%	-1%
MidCentral DHB	1012	3%	4%	15%	24%	54%	2%	-1%
Nelson Marlborough DHB	1347	1%	1%	10%	26%	62%	-6%	-3%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,128	1%	3%	9%	26%	61%	-1%	0%
Wairarapa DHB	692	0%	3%	9%	28%	60%	1%	4%
Whanganui DHB	777	1%	3%	10%	27%	59%	1%	2%
Taranaki DHB	1707	1%	2%	7%	26%	64%	-3%	1%
Hawke's Bay DHB	720	1%	3%	12%	23%	61%	2%	0%
Tairāwhiti DHB	535	2%	1%	6%	21%	69%	4%	0%
South Canterbury DHB	647	0%	2%	7%	22%	68%	-1%	-1%
Lakes DHB	959	2%	4%	12%	29%	52%	-6%	-3%
West Coast DHB	91	0%	5%	5%	27%	62%	-9%	-6%

### 3.4.14 Cleanliness of ward/unit (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5462	2%	3%	12%	29%	54%	-2%	-1%
Waikato DHB	319	2%	4%	15%	30%	49%	0%	0%
Counties Manukau DHB	1069	2%	4%	14%	29%	52%	0%	-1%
Canterbury DHB	1514	1%	2%	9%	24%	64%	0%	-1%
Auckland DHB	1376	2%	3%	11%	28%	56%	-5%	-1%
Waitemata DHB	758	3%	5%	14%	30%	48%	-3%	-5%
Capital and Coast DHB	426	1%	3%	17%	47%	31%	-20%	-6%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9,908	2%	2%	11%	30%	55%	0%	0%
Southland DHB	1051	0%	1%	5%	28%	65%	-3%	1%
Hutt DHB	1406	0%	2%	9%	43%	46%	0%	1%
MidCentral DHB	1024	2%	4%	10%	24%	60%	3%	0%
Bay of Plenty DHB	2852	2%	3%	13%	30%	52%	0%	-2%
Northland DHB	1372	2%	4%	12%	28%	53%	-3%	-2%
Otago DHB	857	3%	4%	15%	31%	47%	-7%	-3%
Nelson Marlborough DHB	1346	0%	1%	9%	22%	68%	-6%	-3%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,141	1%	3%	9%	25%	62%	-1%	-1%
Tairāwhiti DHB	529	2%	2%	8%	25%	63%	5%	3%
Wairarapa DHB	701	1%	2%	6%	17%	75%	6%	1%
West Coast DHB	93	0%	0%	4%	39%	56%	-14%	1%
Taranaki DHB	1705	1%	3%	10%	26%	60%	-2%	1%
South Canterbury DHB	645	0%	0%	5%	21%	73%	-2%	-2%
Whanganui DHB	772	2%	2%	9%	28%	58%	-2%	-3%
Hawke's Bay DHB	727	2%	3%	11%	24%	61%	0%	-4%
Lakes DHB	969	2%	4%	14%	29%	50%	-4%	-4%

### 3.4.15 Quality of hospital food (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5079	6%	8%	25%	31%	30%	1%	1%
Capital and Coast DHB	399	6%	9%	24%	42%	20%	-5%	3%
Waikato DHB	314	2%	5%	21%	35%	37%	0%	3%
Auckland DHB	1244	8%	9%	27%	29%	26%	2%	2%
Canterbury DHB	1419	4%	5%	21%	29%	41%	6%	2%
Waitemata DHB	730	8%	11%	26%	29%	26%	2%	1%
Counties Manukau DHB	973	7%	10%	28%	30%	25%	-3%	-1%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9,163	7%	8%	26%	32%	27%	-2%	-1%
Northland DHB	1199	7%	6%	24%	32%	30%	-1%	-1%
Southland DHB	983	5%	8%	26%	33%	28%	-3%	-3%
Hutt DHB	1342	2%	6%	25%	42%	23%	-7%	-3%
MidCentral DHB	979	9%	9%	30%	25%	27%	-2%	-3%
Bay of Plenty DHB	2610	10%	10%	28%	29%	22%	-2%	-4%
Otago DHB	816	5%	8%	22%	32%	34%	-5%	-4%
Nelson Marlborough DHB	1234	4%	5%	25%	29%	36%	-5%	-5%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5,913	6%	8%	27%	30%	29%	-2%	-2%
Tairāwhiti DHB	484	8%	7%	22%	30%	33%	-2%	2%
Whanganui DHB	712	4%	8%	26%	33%	29%	-2%	2%
Wairarapa DHB	667	3%	6%	21%	30%	40%	3%	2%
Hawke's Bay DHB	721	5%	7%	24%	30%	34%	-3%	-2%
South Canterbury DHB	623	3%	7%	23%	28%	39%	1%	-2%
West Coast DHB	79	1%	3%	23%	33%	42%	-9%	-3%
Taranaki DHB	1694	6%	9%	33%	31%	21%	-4%	-5%
Lakes DHB	933	11%	11%	28%	28%	23%	-4%	-6%

### 3.4.16 Safety and security (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5460	1%	2%	7%	26%	65%	0%	0%
Waitemata DHB	757	1%	1%	6%	29%	62%	0%	2%
Waikato DHB	322	1%	1%	6%	23%	69%	5%	1%
Counties Manukau DHB	1080	1%	2%	10%	28%	60%	0%	1%
Capital and Coast DHB	418	1%	2%	8%	39%	50%	-9%	0%
Canterbury DHB	1511	1%	1%	5%	20%	74%	3%	0%
Auckland DHB	1372	2%	2%	8%	24%	64%	-2%	-2%
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9,867	1%	1%	6%	25%	66%	2%	0%
Southland DHB	1057	1%	0%	3%	24%	71%	-2%	1%
Northland DHB	1393	1%	1%	6%	25%	67%	3%	1%
Hutt DHB	1352	1%	1%	6%	34%	58%	-2%	1%
MidCentral DHB	1015	1%	1%	7%	21%	69%	3%	0%
Otago DHB	857	0%	1%	4%	21%	73%	-1%	-1%
Bay of Plenty DHB	2820	1%	2%	8%	28%	61%	2%	-1%
Nelson Marlborough DHB	1373	0%	0%	6%	19%	75%	-2%	-1%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,145	1%	1%	5%	24%	69%	0%	0%
Wairarapa DHB	697	1%	0%	3%	18%	78%	11%	4%
West Coast DHB	89	0%	0%	1%	34%	64%	-10%	3%
Whanganui DHB	773	1%	1%	6%	23%	70%	5%	2%
Tairāwhiti DHB	535	1%	1%	4%	21%	73%	3%	1%
Lakes DHB	965	1%	2%	7%	29%	62%	-1%	1%
Hawke's Bay DHB	720	2%	1%	6%	24%	67%	-5%	0%
South Canterbury DHB	654	0%	0%	3%	20%	76%	-1%	-1%
Taranaki DHB	1712	1%	1%	6%	27%	66%	-2%	-2%

**3.4.17 Overall satisfaction (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5517	2%	3%	8%	26%	61%	-1%	<b>0%</b>
Waitemata DHB	765	3%	4%	9%	24%	59%	2%	<b>1%</b>
Canterbury DHB	1564	1%	2%	5%	22%	70%	2%	<b>1%</b>
Counties Manukau DHB	1094	2%	4%	12%	30%	53%	-2%	<b>1%</b>
Waikato DHB	318	1%	3%	7%	21%	67%	4%	<b>0%</b>
Capital and Coast DHB	427	1%	4%	9%	39%	46%	-13%	<b>0%</b>
Auckland DHB	1349	2%	2%	9%	25%	62%	0%	<b>0%</b>
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9,959	1%	2%	8%	23%	65%	1%	<b>0%</b>
Hutt DHB	1391	1%	1%	7%	31%	60%	0%	<b>2%</b>
Northland DHB	1413	1%	2%	8%	24%	65%	2%	<b>1%</b>
Otago DHB	857	1%	1%	6%	22%	70%	-2%	<b>0%</b>
Bay of Plenty DHB	2849	2%	3%	9%	25%	61%	0%	<b>-1%</b>
MidCentral DHB	1027	2%	3%	10%	22%	62%	0%	<b>-1%</b>
Southland DHB	1058	1%	2%	9%	23%	66%	-1%	<b>-2%</b>
Nelson Marlborough DHB	1364	1%	1%	7%	14%	77%	-2%	<b>-3%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6,201	1%	2%	7%	24%	66%	-1%	<b>0%</b>
Wairarapa DHB	699	1%	1%	7%	24%	67%	4%	<b>4%</b>
Tairāwhiti DHB	543	1%	1%	4%	18%	76%	3%	<b>2%</b>
Hawke's Bay DHB	726	2%	2%	8%	21%	67%	2%	<b>1%</b>
South Canterbury DHB	659	0%	1%	5%	22%	72%	-2%	<b>0%</b>
Taranaki DHB	1725	1%	2%	7%	26%	64%	-3%	<b>-1%</b>
Whanganui DHB	775	2%	2%	9%	24%	63%	-2%	<b>-1%</b>
West Coast DHB	91	1%	5%	1%	27%	65%	-14%	<b>-2%</b>
Lakes DHB	983	2%	3%	10%	25%	60%	-4%	<b>-3%</b>

## **4 Outpatients**

### **4.1 Sample characteristics**

As noted above, although the Patient Guidelines provide detailed advice on the number of outpatient questionnaires that need to be sent out (depending on the total outpatient population), many DHBs sent out fewer than required.

During the last quarter, only 5 of the 18 DHBs which submitted data collect a sufficient number of questionnaires to obtain a valid sample size. As before, the number of questionnaires processed by Bay of Plenty DHB is higher than the others because this DHB monitors patient satisfaction at Service-level.

The analysis in this outpatient report thus focuses on a “Moving Annual Total” or MAT ending with the December 2007 period.

The outpatients sample characteristics table over the page provides an overview of the number of patients discharged during the quarter, the number of questionnaires posted, the number of survey forms required to attain a valid sample, the actual number of valid returns, the surplus or deficit in the number of survey forms and the response rate.

This table thus shows how well each DHB complies – or does not comply - with the requirements outlined in the Patient Survey Guidelines. Similar to the inpatients, the very low number of returned questionnaires from West Coast DHB outpatients should be of great concern.

#### 4.1.1 Overview

3 month Period	Outpatients visits	No of questionnaires posted	Minimum number required	No of valid returns	Over or under	Response rate %
<i>Sector total</i>	584,782	15,669	6,629	6,089		39%
Auckland	125,855	1,268	384	514	130	41%
Bay of Plenty	60,973	1,829	381	677	296	37%
Canterbury	104,646	1,350	384	581	197	43%
Capital & Coast						
Counties Manukau	90,757	1,663	382	568	186	34%
Hawke's Bay	13,371	863	370	262	(108)	30%
Hutt	34,244	600	379	297	(82)	50%
Lakes	5,437	775	357	258	(99)	33%
Mid Central	30,657	583	379	318	(61)	55%
Nelson Marlborough	20,123	762	377	302	(75)	40%
Northland	26,312	900	377	375	(2)	42%
Otago	16,790	585	375	255	(120)	44%
South Canterbury	9,087	610	368	181	(187)	30%
Southland	8,813	567	367	248	(119)	44%
Tairāwhiti	2,982	637	338	176	(162)	28%
Taranaki	7,082	930	364	347	(17)	37%
Waikato						
Wairarapa	5,001	552	357	219	(138)	40%
Waitemata	20,926	600	377	219	(360)	3%
West Coast				17		
Whanganui	1,726	595	313	275	(313)	0%

#### 4.1.2 Demographics: age

Unweighted Table

Row Based Percentages

<b>12 month Period Jan – Dec 2007</b>	<b>Total</b>	<b>0-4</b>	<b>5-14</b>	<b>15-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
<i>Sector average</i>	25148	4%	5%	4%	15%	28%	21%	19%	4%
Auckland DHB	1782	4%	7%	2%	15%	26%	20%	20%	6%
Bay of Plenty DHB	2993	4%	4%	3%	13%	28%	23%	20%	5%
Canterbury DHB	2498	3%	5%	4%	20%	28%	21%	17%	3%
Counties Manukau DHB	2255	6%	5%	5%	18%	28%	19%	16%	4%
Hawke's Bay DHB	1042	4%	5%	3%	13%	26%	24%	21%	4%
Hutt DHB	1219	3%	7%	5%	19%	24%	17%	19%	6%
Lakes DHB	1241	4%	7%	3%	15%	28%	23%	17%	3%
MidCentral DHB	1219	5%	4%	4%	13%	28%	24%	19%	4%
Nelson Marlborough DHB	1338	4%	4%	3%	11%	29%	21%	23%	6%
Northland DHB	1601	3%	4%	3%	13%	30%	22%	20%	4%
Otago DHB	904	3%	4%	4%	10%	31%	23%	20%	4%
South Canterbury DHB	858	3%	4%	3%	16%	27%	22%	21%	4%
Southland DHB	960	2%	5%	4%	15%	30%	21%	18%	4%
Tairāwhiti DHB	683	4%	4%	5%	16%	31%	18%	18%	5%
Taranaki DHB	1455	4%	5%	4%	12%	27%	21%	21%	5%
Waikato DHB	267	2%	3%	3%	13%	33%	22%	19%	4%
Wairarapa DHB	906	4%	4%	3%	11%	30%	22%	21%	6%
Waitemata DHB	834	1%	2%	3%	14%	28%	25%	22%	5%
West Coast DHB	122	2%	2%	2%	12%	25%	34%	21%	3%
Whanganui DHB	971	8%	6%	5%	16%	32%	19%	12%	3%

#### 4.1.3 Demographics: Sex

Unweighted Table

Row Based Percentages

<b>12 month Period Jan – Dec 2007</b>	<b>Total</b>	<b>Female</b>	<b>Male</b>
<i>Sector average</i>	24524	54%	46%
Auckland DHB	1779	57%	43%
Bay of Plenty DHB	2903	42%	58%
Canterbury DHB	2268	64%	36%
Counties Manukau DHB	2254	58%	42%
Hawke's Bay DHB	1023	56%	44%
Hutt DHB	1194	62%	38%
Lakes DHB	1217	56%	44%
MidCentral DHB	1211	53%	47%
Nelson Marlborough DHB	1339	52%	48%
Northland DHB	1535	57%	43%
Otago DHB	903	56%	44%
South Canterbury DHB	854	38%	62%
Southland DHB	951	43%	57%
Tairāwhiti DHB	681	58%	42%
Taranaki DHB	1452	55%	45%
Waikato DHB	269	58%	42%
Wairarapa DHB	882	56%	44%
Waitemata DHB	719	55%	45%
West Coast DHB	119	46%	54%
Whanganui DHB	971	56%	44%

#### 4.1.4 Demographics: Ethnicity

Unweighted Table

Row Based Percentages

<b>12 month Period Jan – Dec 2007</b>	<b>Total</b>	<b>European</b>	<b>Maori</b>	<b>Pacific</b>	<b>Asian</b>	<b>Other</b>
<i>Sector average</i>	25009	82%	9%	3%	3%	4%
Auckland DHB	1772	79%	6%	4%	7%	4%
Bay of Plenty DHB	2969	86%	10%	0%	1%	4%
Canterbury DHB	2481	88%	5%	1%	1%	5%
Counties Manukau DHB	2254	46%	17%	18%	11%	8%
Hawke's Bay DHB	1030	84%	11%	2%	1%	2%
Hutt DHB	1220	81%	7%	3%	6%	3%
Lakes DHB	1223	73%	23%	2%	2%	0%
MidCentral DHB	1216	85%	8%	1%	2%	5%
Nelson Marlborough DHB	1321	92%	4%	1%	1%	2%
Northland DHB	1601	81%	13%	1%	0%	4%
Otago DHB	900	93%	3%	0%	0%	3%
South Canterbury DHB	850	94%	2%	1%	4%	0%
Southland DHB	958	91%	4%	0%	0%	5%
Tairāwhiti DHB	683	71%	22%	1%	0%	6%
Taranaki DHB	1452	90%	5%	0%	0%	4%
Waikato DHB	266	80%	12%	2%	1%	6%
Wairarapa DHB	893	87%	8%	0%	0%	4%
Waitemata DHB	831	84%	5%	2%	5%	4%
West Coast DHB	122	91%	7%	1%	1%	0%
Whanganui DHB	967	89%	9%	1%	1%	1%

## 4.2 Leading DHBs

The leading DHB table ranks DHBs first in terms of patients rating their overall satisfaction with this DHB as “Very good”, then in terms of the increase in the combined percentage “Very good” and “Good”

The +/-% columns indicates the increase or decrease in percentage points compared to the same 12 month period one year earlier. Thus, in this table, the annual period ending December 2007 is compared to the annual period ending December 2006.

This table thus shows how each DHB compares to all other New Zealand DHB and if there is a relative increase or decrease in rank place.

#### 4.2.1 Overall satisfaction

(weighted data)

Rank on MAT %VG	MAT to December 07	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
	<i>DHB Average</i>	25408	1%	1%	6%	23%	<b>68%</b>	0%	0%
1	Nelson Marlborough DHB	1390	1%	1%	4%	19%	<b>76%</b>	-1%	1%
2	South Canterbury DHB	840	1%	1%	5%	19%	<b>74%</b>	2%	-1%
3	Hawke's Bay DHB	1021	2%	2%	5%	19%	<b>72%</b>	7%	0%
4	Waikato DHB	281	1%	1%	6%	19%	<b>72%</b>	6%	1%
5	Canterbury DHB	2490	1%	1%	6%	21%	<b>72%</b>	-1%	1%
6	Wairarapa DHB	898	1%	1%	4%	23%	<b>71%</b>	5%	3%
7	Bay of Plenty DHB	2924	1%	1%	6%	21%	<b>71%</b>	2%	1%
8	West Coast DHB	147	5%	1%	5%	20%	<b>69%</b>	13%	-4%
9	Tairāwhiti DHB	672	2%	1%	6%	22%	<b>69%</b>	-3%	-2%
10	MidCentral DHB	1258	1%	2%	8%	20%	<b>68%</b>	1%	-2%
11	Otago DHB	959	0%	2%	6%	23%	<b>68%</b>	-1%	-2%
12	Northland DHB	1606	1%	1%	5%	25%	<b>67%</b>	1%	2%
13	Taranaki DHB	1707	0%	2%	6%	24%	<b>67%</b>	-3%	-3%
14	Lakes DHB	1219	1%	1%	7%	24%	<b>66%</b>	1%	0%
15	Auckland DHB	1758	1%	1%	7%	25%	<b>66%</b>	2%	1%
16	Counties Manukau DHB	1984	1%	1%	7%	26%	<b>66%</b>	0%	0%
17	Waitemata DHB	817	2%	2%	6%	26%	<b>65%</b>	-4%	-1%
18	Whanganui DHB	958	2%	1%	7%	28%	<b>62%</b>	-4%	1%
19	Southland DHB	1306	1%	1%	7%	29%	<b>61%</b>	-1%	6%
20	Hutt DHB	1169	1%	1%	5%	33%	<b>60%</b>	1%	1%
21	Capital & Coast DHB								

#### 4.2.2 Overall growth

(weighted data)

Rank on MAT +/- G&VG	MAT to December 07	No of patients	Very poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
	<i>DHB Average</i>	25408	1%	1%	6%	23%	68%	0%	<b>0%</b>
1	Southland DHB	1306	1%	1%	7%	29%	61%	-1%	<b>6%</b>
2	Wairarapa DHB	898	1%	1%	4%	23%	71%	5%	<b>3%</b>
3	Northland DHB	1606	1%	1%	5%	25%	67%	1%	<b>2%</b>
4	Auckland DHB	1758	1%	1%	7%	25%	66%	2%	<b>1%</b>
5	Canterbury DHB	2490	1%	1%	6%	21%	72%	-1%	<b>1%</b>
6	Whanganui DHB	958	2%	1%	7%	28%	62%	-4%	<b>1%</b>
7	Bay of Plenty DHB	2924	1%	1%	6%	21%	71%	2%	<b>1%</b>
8	Nelson Marlborough DHB	1390	1%	1%	4%	19%	76%	-1%	<b>1%</b>
9	Hutt DHB	1169	1%	1%	5%	33%	60%	1%	<b>1%</b>
10	Waikato DHB	281	1%	1%	6%	19%	72%	6%	<b>1%</b>
11	Hawke's Bay DHB	1021	2%	2%	5%	19%	72%	7%	<b>0%</b>
12	Lakes DHB	1219	1%	1%	7%	24%	66%	1%	<b>0%</b>
13	Counties Manukau DHB	1984	1%	1%	7%	26%	66%	0%	<b>0%</b>
14	South Canterbury DHB	840	1%	1%	5%	19%	74%	2%	<b>-1%</b>
15	Waitemata DHB	817	2%	2%	6%	26%	65%	-4%	<b>-1%</b>
16	Otago DHB	959	0%	2%	6%	23%	68%	-1%	<b>-2%</b>
17	MidCentral DHB	1258	1%	2%	8%	20%	68%	1%	<b>-2%</b>
18	Tairāwhiti DHB	672	2%	1%	6%	22%	69%	-3%	<b>-2%</b>
19	Taranaki DHB	1707	0%	2%	6%	24%	67%	-3%	<b>-3%</b>
20	West Coast DHB	147	5%	1%	5%	20%	69%	13%	<b>-4%</b>
21	Capital & Coast DHB								

### 4.3 DHB-specific results

In the DHB-specific results pages, the ratings obtained by each DHB on every item in the Outpatient questionnaire is shown over the last 12 months (MAT = Moving Annual Total). Both Very Good (VG) and the Very Good/Good combined percentage (VG/G) are shown here.

Again the +/-% columns indicates the increase or decrease in satisfaction compared to the same 12 month period one year earlier. Thus the MAT ending December 2007 is compared to the MAT ending December 2006.

Although it is not necessary to weight the data, since no comparisons with other DHBs are made on these pages, for the sake of continuity all data shown in these tables are weighted.

In addition to this annual data, the change in overall satisfaction among outpatients in each DHB is graphically represented in the form of a control chart.

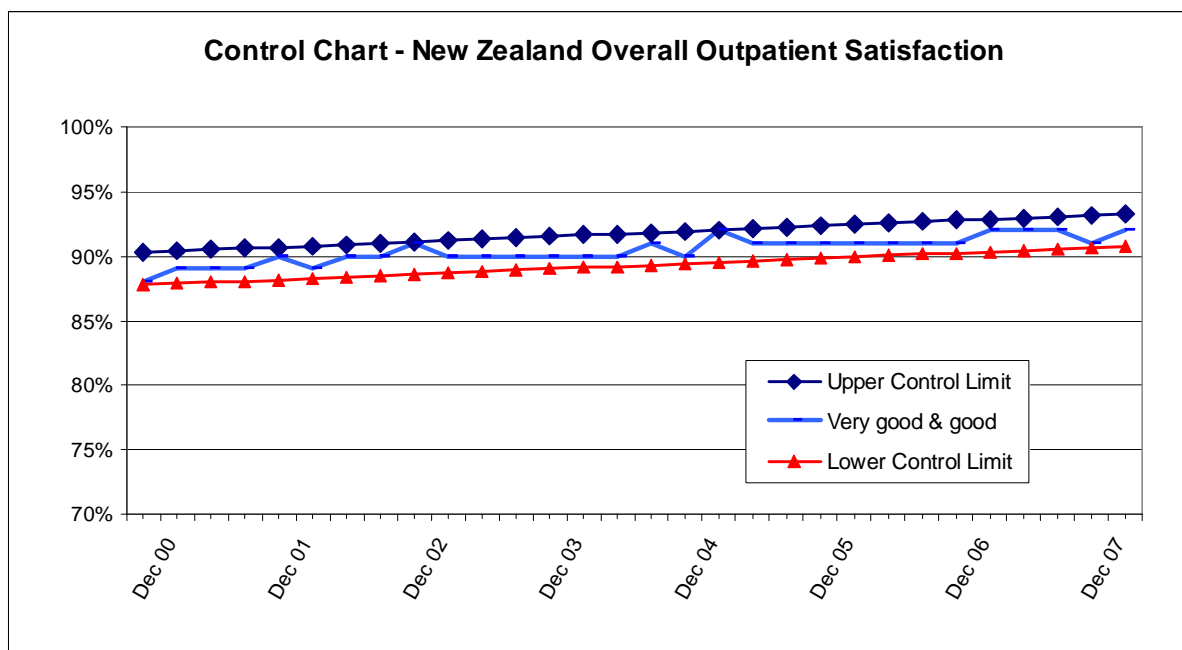
The control chart shows the “Upper Control Limit” (UCL) and the “Lower Control Limit” (LCL) of the series over the last 32 quarterly periods.

The Upper and Lower control limits will vary depending on the variation from quarter to quarter: the greater the variation, the wider the space between the limits. The control limits represent two standard deviations on either side of the distribution.

For any increase in satisfaction to be significant, the combined percentage of “very good” and “good” responses must be greater than the Upper Control Limit. Conversely, any real decrease in satisfaction can only occur when the series dips below the Lower Control Limit.

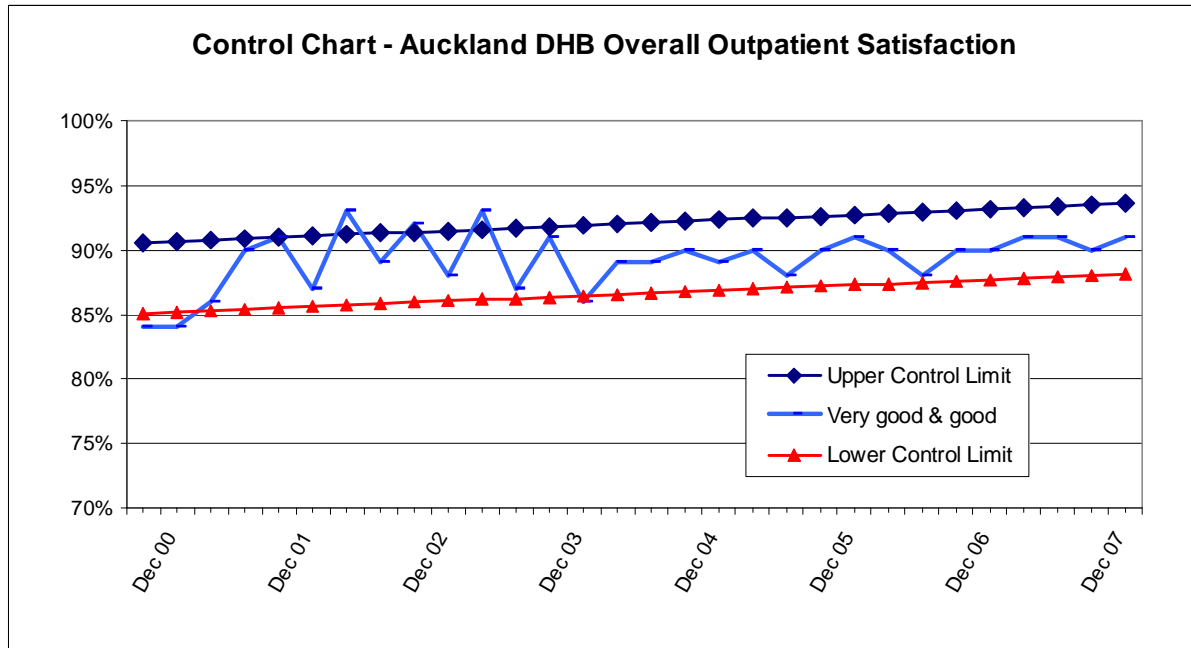
***Please note: As from the April - June 2005 report, the UCL and LCL have been slightly amended so as to incorporate the slope of the distribution. This small improvement makes it clear whether overall satisfaction with the DHB is increasing (slanting upwards) or decreasing (slanting downwards) over time. From this it is evident that overall outpatient satisfaction in New Zealand has increased substantially over the last five years.***

### 4.3.1 All New Zealand



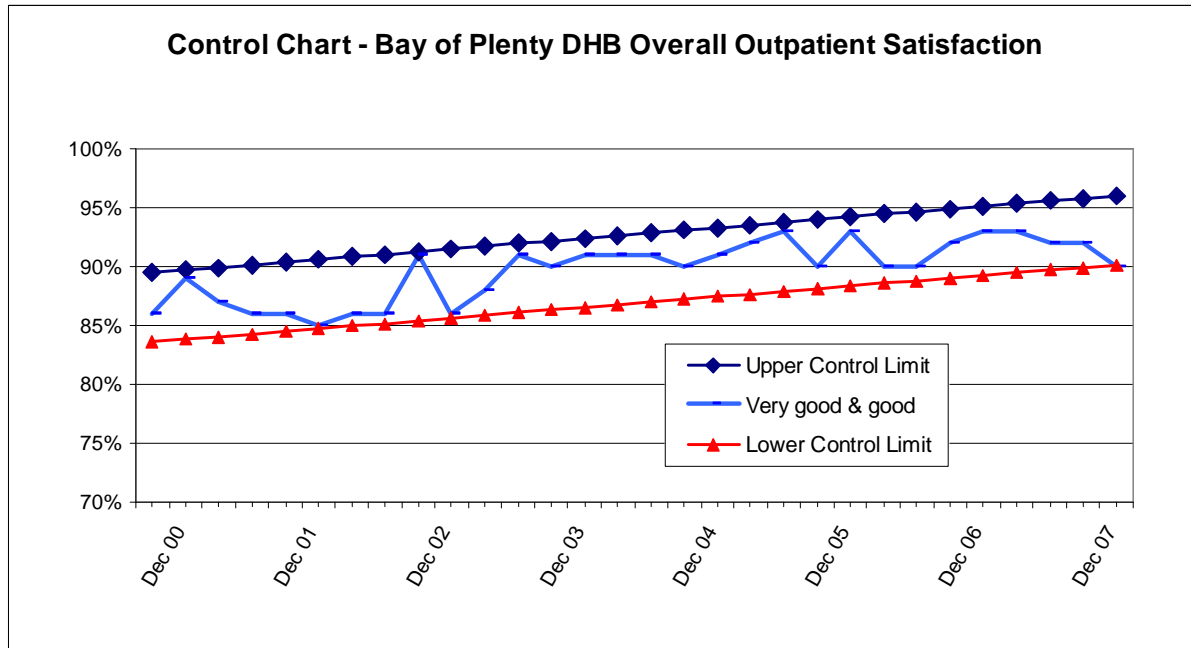
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	24337	1%	2%	10%	36%	51%	0%	0%
Effort to Make a Suitable Time	22241	2%	3%	9%	32%	54%	-1%	0%
Clear Info For Appointment	23911	1%	2%	7%	31%	60%	1%	1%
Making You Feel Welcome	25643	1%	2%	9%	29%	60%	0%	0%
Keeping You Informed of Wait	23374	6%	10%	17%	28%	39%	0%	1%
Explaining What Was Wrong	22095	1%	2%	8%	27%	62%	0%	0%
Info on Treatment Options	18525	2%	3%	10%	29%	57%	0%	0%
Asking Your Permission	19877	1%	2%	7%	29%	61%	0%	0%
Listening to You	23951	1%	1%	7%	28%	62%	0%	0%
Offering Choices Specific to Your Culture	10338	2%	3%	10%	32%	53%	0%	0%
Treatment With Dignity and Respect	24621	1%	1%	4%	24%	70%	0%	0%
External Co-ordination	16588	2%	3%	8%	28%	60%	0%	0%
Cleanliness of the facilities	25556	0%	1%	7%	28%	64%	0%	0%
Info How to Manage Condition	21708	1%	3%	8%	26%	62%	1%	0%
Overall satisfaction	25408	1%	1%	6%	23%	68%	0%	0%

### 4.3.2 Auckland DHB



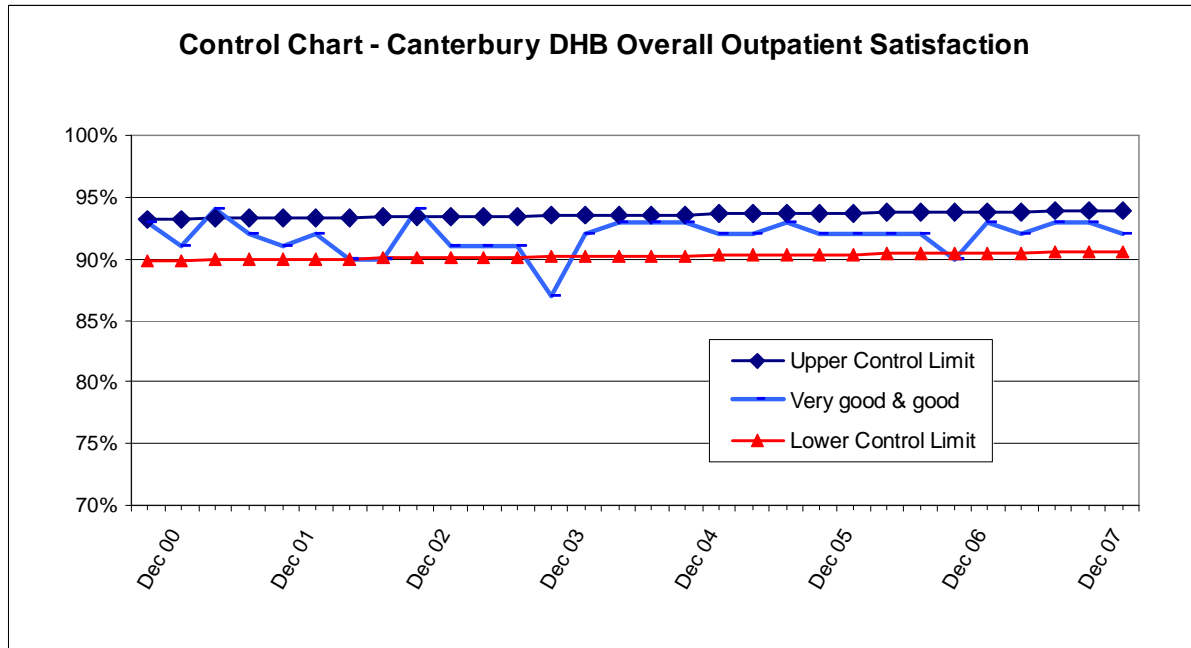
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1782	2%	2%	14%	37%	46%	0%	-1%
Effort to Make a Suitable Time	1492	3%	4%	13%	32%	48%	1%	-1%
Clear Info For Appointment	1734	1%	2%	8%	32%	57%	1%	-1%
Making You Feel Welcome	1792	1%	3%	13%	33%	49%	-4%	-2%
Keeping You Informed of Wait	1655	8%	14%	21%	27%	29%	-3%	-1%
Explaining What Was Wrong	1533	1%	2%	8%	28%	61%	0%	1%
Info on Treatment Options	1351	2%	4%	8%	29%	58%	1%	2%
Asking Your Permission	1422	2%	2%	7%	29%	60%	0%	0%
Listening to You	1720	1%	1%	7%	30%	60%	-1%	1%
Offering Choices Specific to Your Culture	680	3%	3%	12%	34%	48%	0%	2%
Treatment With Dignity and Respect	1748	1%	1%	5%	24%	69%	1%	-1%
External Co-ordination	1176	2%	2%	8%	30%	59%	3%	2%
Cleanliness of the facilities	1767	0%	1%	6%	29%	63%	-4%	0%
Info How to Manage Condition	1568	1%	2%	8%	28%	61%	2%	1%
Overall satisfaction	1758	1%	1%	7%	25%	66%	2%	1%

### 4.3.3 Bay of Plenty DHB



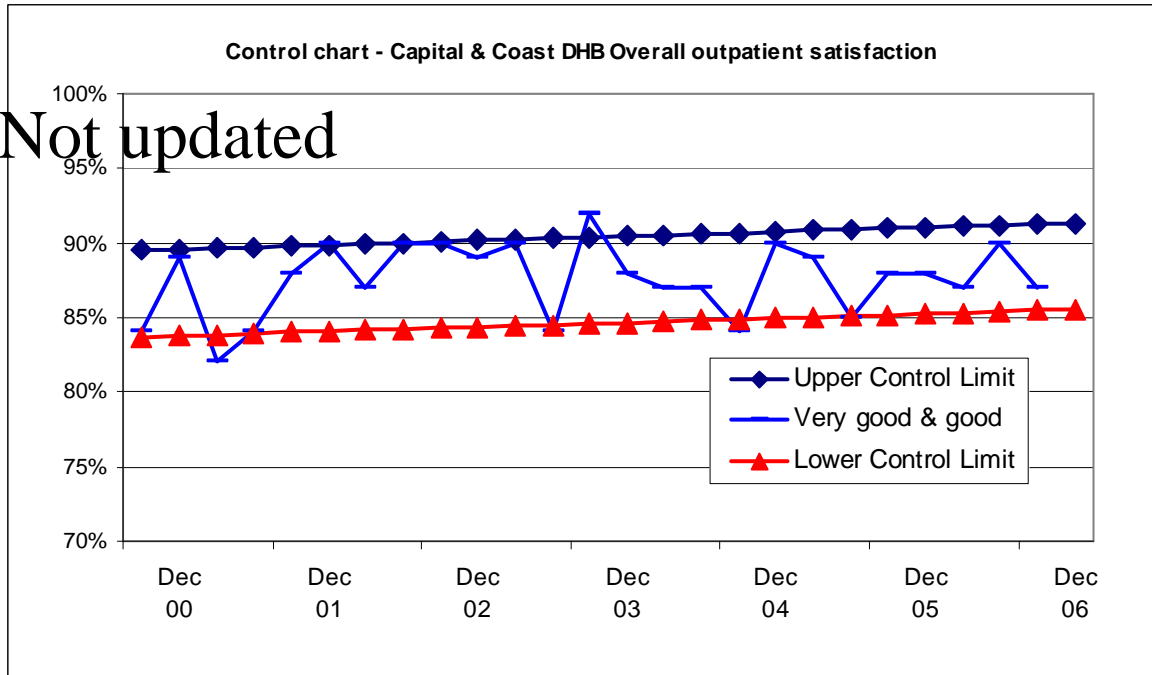
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	2805	1%	2%	8%	33%	57%	0%	0%
Effort to Make a Suitable Time	2363	3%	3%	9%	29%	56%	0%	0%
Clear Info For Appointment	2503	2%	2%	7%	29%	60%	1%	1%
Making You Feel Welcome	2911	1%	1%	9%	28%	61%	1%	0%
Keeping You Informed of Wait	2590	6%	8%	13%	28%	45%	1%	1%
Explaining What Was Wrong	2346	1%	2%	7%	26%	64%	2%	1%
Info on Treatment Options	1757	3%	3%	10%	29%	56%	0%	0%
Asking Your Permission	2037	1%	2%	6%	29%	62%	1%	0%
Listening to You	2601	1%	1%	7%	30%	61%	1%	0%
Offering Choices Specific to Your Culture	852	3%	3%	10%	31%	53%	-1%	0%
Treatment With Dignity and Respect	2727	0%	1%	3%	23%	72%	1%	1%
External Co-ordination	1818	2%	4%	7%	26%	61%	0%	1%
Cleanliness of the facilities	2922	0%	1%	7%	29%	63%	3%	1%
Info How to Manage Condition	2280	2%	2%	7%	24%	65%	0%	0%
Overall satisfaction	2924	1%	1%	6%	21%	71%	2%	1%

#### 4.3.4 Canterbury DHB



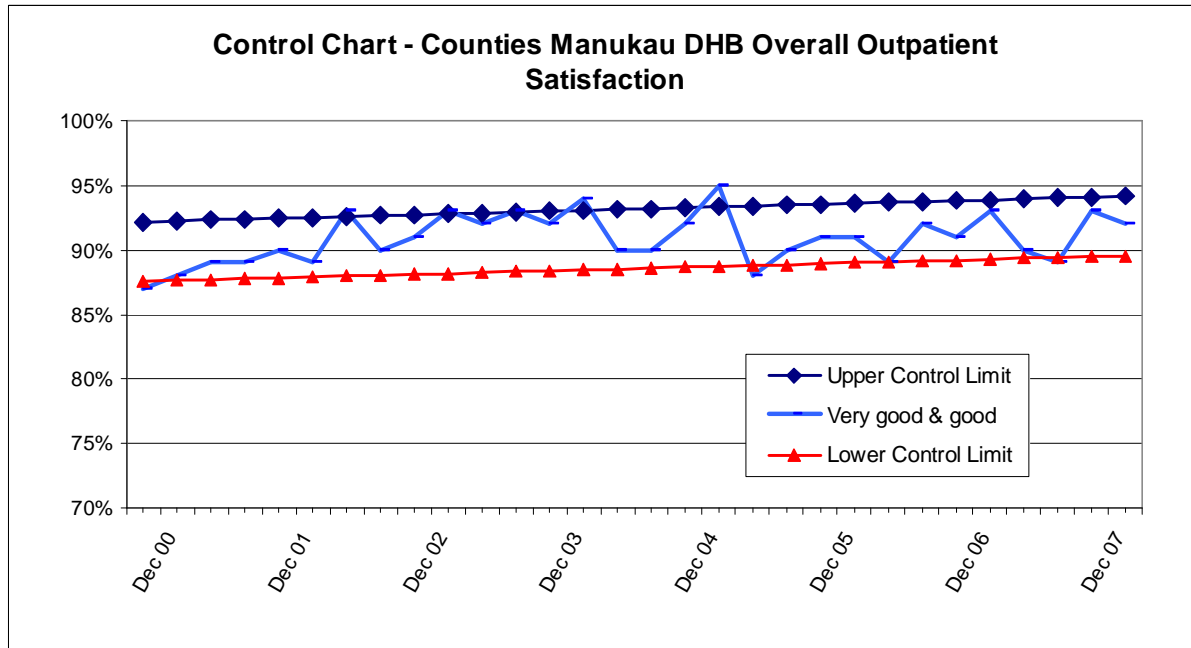
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	2424	0%	2%	10%	38%	50%	0%	1%
Effort to Make a Suitable Time	2044	1%	3%	10%	30%	56%	0%	0%
Clear Info For Appointment	2335	1%	2%	6%	30%	62%	2%	1%
Making You Feel Welcome	2485	1%	2%	9%	27%	62%	1%	1%
Keeping You Informed of Wait	2232	6%	12%	19%	26%	38%	1%	0%
Explaining What Was Wrong	2088	1%	2%	7%	25%	66%	2%	2%
Info on Treatment Options	1807	1%	2%	10%	26%	60%	1%	2%
Asking Your Permission	1901	1%	2%	7%	28%	62%	0%	1%
Listening to You	2414	1%	1%	7%	25%	66%	3%	1%
Offering Choices Specific to Your Culture	713	2%	3%	10%	34%	52%	5%	4%
Treatment With Dignity and Respect	2454	1%	1%	3%	21%	75%	1%	1%
External Co-ordination	1486	1%	2%	9%	28%	60%	1%	0%
Cleanliness of the facilities	2472	0%	0%	5%	25%	69%	-1%	0%
Info How to Manage Condition	2089	1%	2%	7%	24%	66%	2%	1%
Overall satisfaction	2490	1%	1%	6%	21%	72%	-1%	1%

4.3.5 Capital & Coast DHB



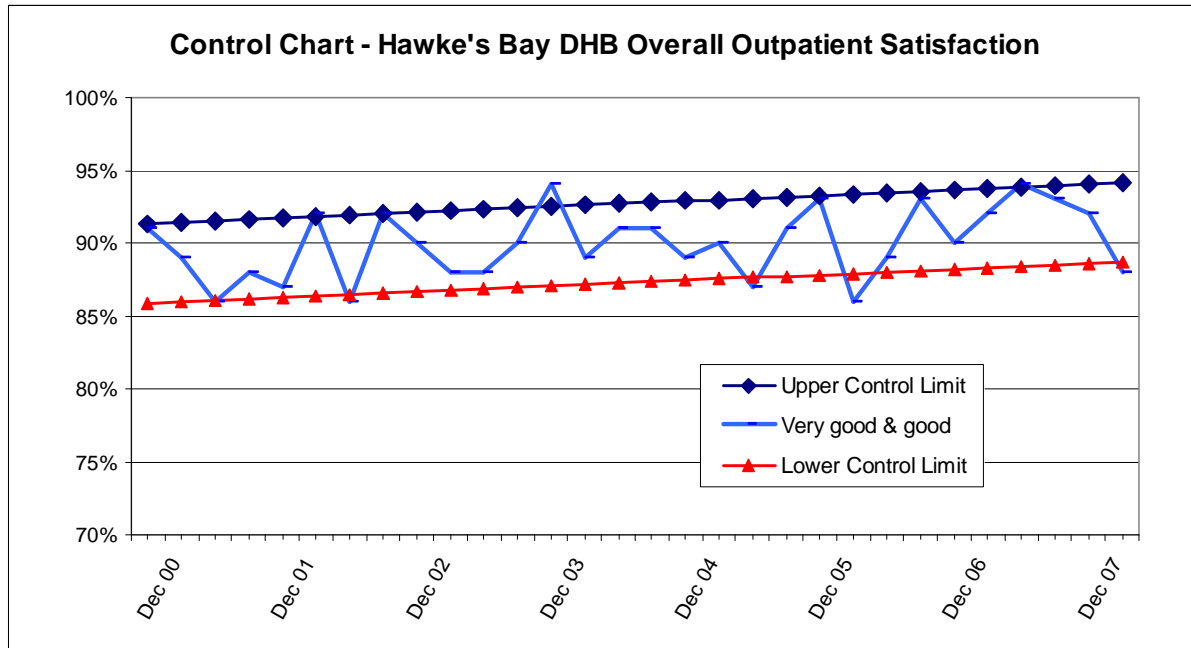
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time								
Effort to Make a Suitable Time								
Clear Info For Appointment								
Making You Feel Welcome								
Keeping You Informed of Wait								
Explaining What Was Wrong								
Info on Treatment Options								
Asking Your Permission								
Listening to You								
Offering Choices Specific to Your Culture								
Treatment With Dignity and Respect								
External Co-ordination								
Cleanliness of the facilities								
Info How to Manage Condition								
Overall satisfaction								

#### 4.3.6 Counties Manukau DHB



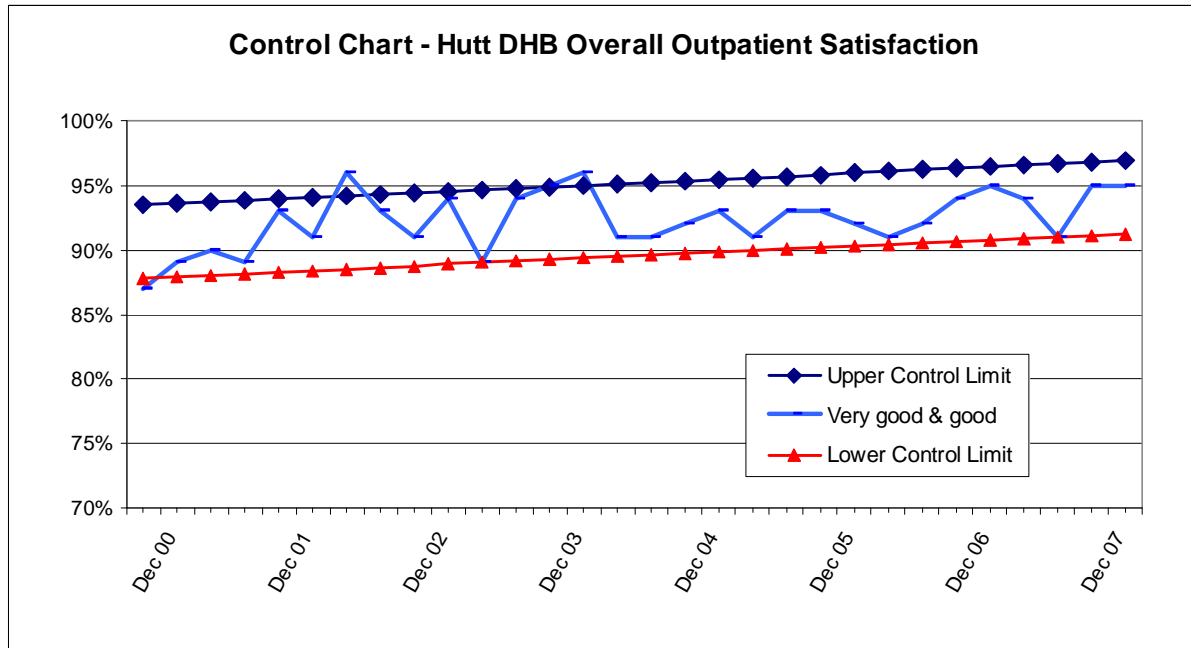
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1897	1%	2%	10%	39%	49%	0%	3%
Effort to Make a Suitable Time	1857	1%	2%	10%	35%	51%	-2%	2%
Clear Info For Appointment	1929	1%	1%	8%	32%	59%	2%	2%
Making You Feel Welcome	1976	1%	2%	10%	31%	57%	0%	1%
Keeping You Informed of Wait	1853	6%	9%	19%	29%	37%	2%	2%
Explaining What Was Wrong	1788	2%	2%	8%	30%	58%	-4%	0%
Info on Treatment Options	1600	2%	3%	11%	32%	51%	-3%	0%
Asking Your Permission	1625	1%	3%	7%	32%	58%	1%	1%
Listening to You	1923	1%	1%	9%	30%	58%	-2%	0%
Offering Choices Specific to Your Culture	1022	2%	4%	13%	34%	48%	-1%	1%
Treatment With Dignity and Respect	1948	0%	1%	5%	26%	67%	-2%	0%
External Co-ordination	1519	2%	3%	8%	29%	59%	-1%	-1%
Cleanliness of the facilities	1985	0%	1%	5%	25%	68%	0%	0%
Info How to Manage Condition	1739	1%	2%	9%	28%	59%	0%	-1%
Overall satisfaction	1984	1%	1%	7%	26%	66%	0%	0%

#### 4.3.7 Hawke's Bay DHB



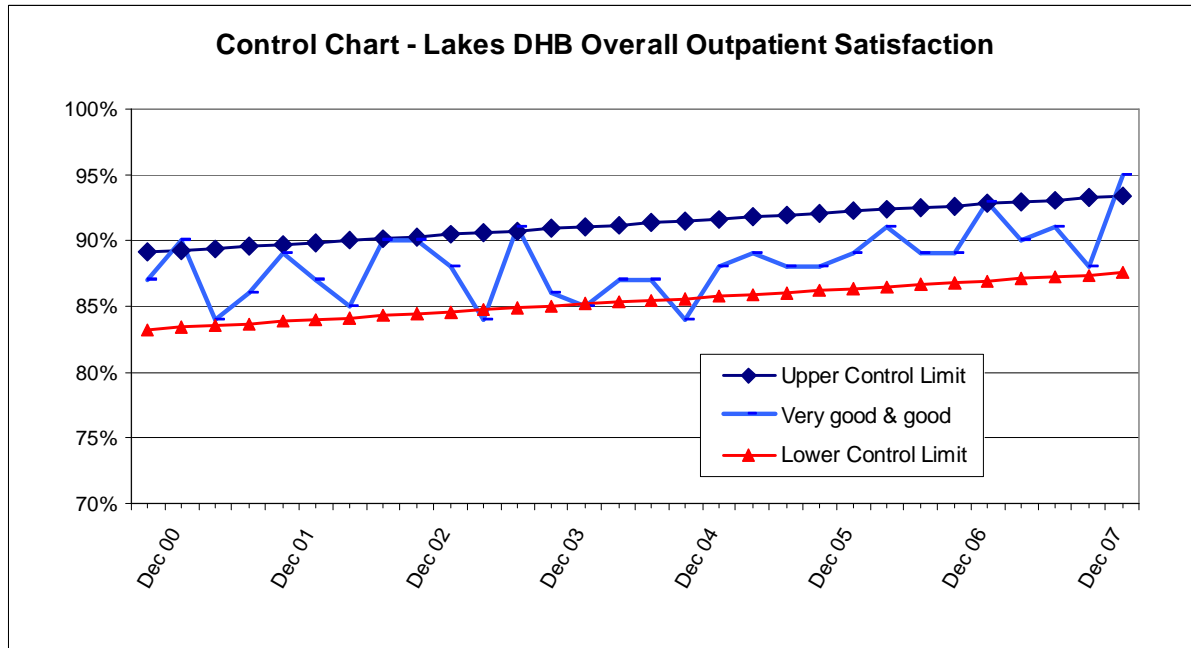
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	990	2%	2%	7%	32%	57%	2%	2%
Effort to Make a Suitable Time	863	3%	2%	9%	31%	55%	0%	0%
Clear Info For Appointment	950	2%	2%	9%	26%	63%	2%	-2%
Making You Feel Welcome	1025	1%	2%	7%	26%	64%	6%	3%
Keeping You Informed of Wait	930	9%	10%	17%	24%	40%	3%	0%
Explaining What Was Wrong	851	3%	2%	7%	22%	66%	2%	-4%
Info on Treatment Options	719	3%	4%	10%	24%	59%	0%	-3%
Asking Your Permission	752	2%	3%	7%	24%	64%	5%	-1%
Listening to You	960	2%	1%	7%	24%	66%	3%	-2%
Offering Choices Specific to Your Culture	369	4%	2%	10%	26%	58%	4%	-1%
Treatment With Dignity and Respect	992	1%	1%	5%	18%	75%	3%	-2%
External Co-ordination	627	3%	4%	6%	22%	65%	0%	-4%
Cleanliness of the facilities	1012	1%	1%	6%	21%	71%	7%	0%
Info How to Manage Condition	878	2%	3%	8%	22%	66%	5%	-1%
Overall satisfaction	1021	2%	2%	5%	19%	72%	7%	0%

4.3.8 *Hutt DHB*



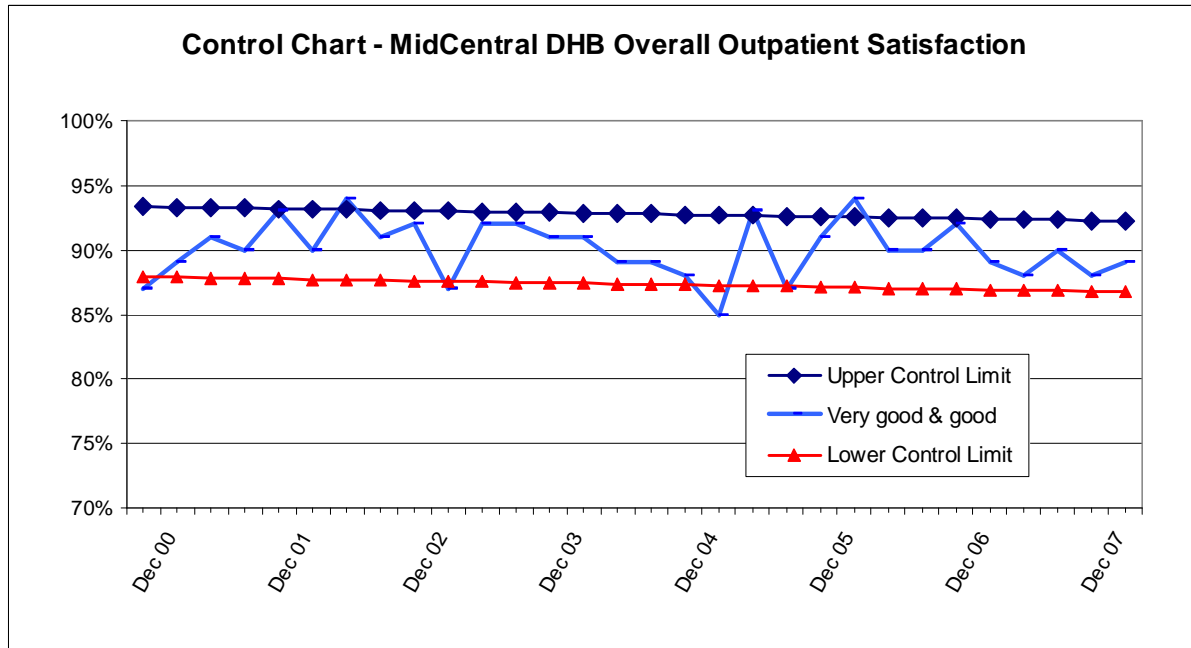
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1321	1%	2%	12%	44%	41%	-2%	-3%
Effort to Make a Suitable Time	1174	1%	2%	11%	40%	46%	0%	-2%
Clear Info For Appointment	1269	1%	2%	6%	42%	49%	0%	1%
Making You Feel Welcome	1319	1%	1%	9%	37%	52%	1%	0%
Keeping You Informed of Wait	1095	3%	7%	16%	43%	32%	3%	4%
Explaining What Was Wrong	1223	1%	2%	9%	35%	55%	5%	1%
Info on Treatment Options	1114	1%	3%	10%	39%	47%	1%	-1%
Asking Your Permission	1172	1%	1%	7%	37%	55%	1%	-1%
Listening to You	1110	1%	1%	7%	42%	49%	-1%	3%
Offering Choices Specific to Your Culture	709	1%	2%	8%	42%	48%	-1%	2%
Treatment With Dignity and Respect	1141	0%	1%	5%	35%	59%	2%	1%
External Co-ordination	1059	1%	1%	9%	37%	51%	1%	1%
Cleanliness of the facilities	1333	0%	1%	8%	45%	47%	-4%	-2%
Info How to Manage Condition	1203	1%	2%	9%	37%	52%	2%	2%
Overall satisfaction	1169	1%	1%	5%	33%	60%	1%	1%

### 4.3.9 Lakes DHB



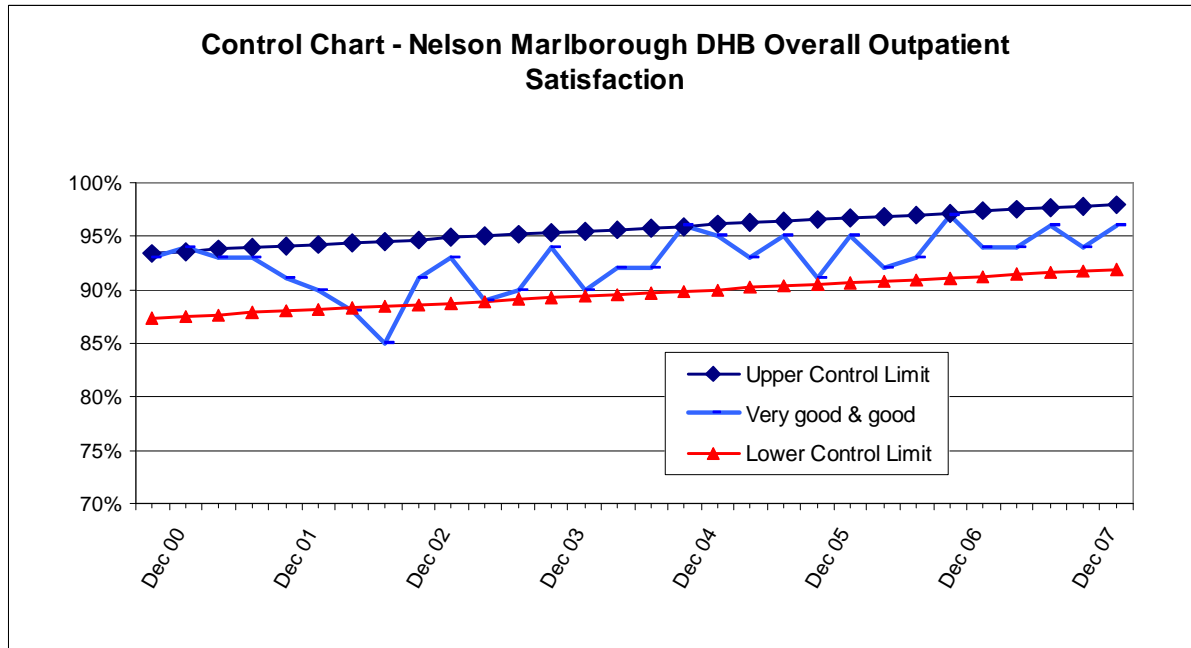
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1078	1%	2%	7%	34%	56%	7%	2%
Effort to Make a Suitable Time	1051	2%	2%	8%	29%	59%	6%	1%
Clear Info For Appointment	1113	1%	2%	8%	29%	61%	4%	1%
Making You Feel Welcome	1215	1%	2%	9%	26%	62%	5%	3%
Keeping You Informed of Wait	1132	7%	9%	14%	27%	43%	5%	5%
Explaining What Was Wrong	993	1%	3%	7%	25%	63%	3%	1%
Info on Treatment Options	833	2%	5%	10%	25%	58%	1%	-3%
Asking Your Permission	907	2%	3%	7%	24%	64%	4%	-1%
Listening to You	1169	2%	2%	6%	26%	64%	1%	0%
Offering Choices Specific to Your Culture	417	3%	4%	12%	30%	50%	0%	2%
Treatment With Dignity and Respect	1191	1%	1%	4%	22%	72%	1%	1%
External Co-ordination	722	2%	3%	7%	27%	60%	-1%	0%
Cleanliness of the facilities	1216	0%	2%	10%	33%	55%	1%	2%
Info How to Manage Condition	989	2%	4%	9%	29%	57%	1%	0%
Overall satisfaction	1219	1%	1%	7%	24%	66%	1%	0%

4.3.10 MidCentral DHB



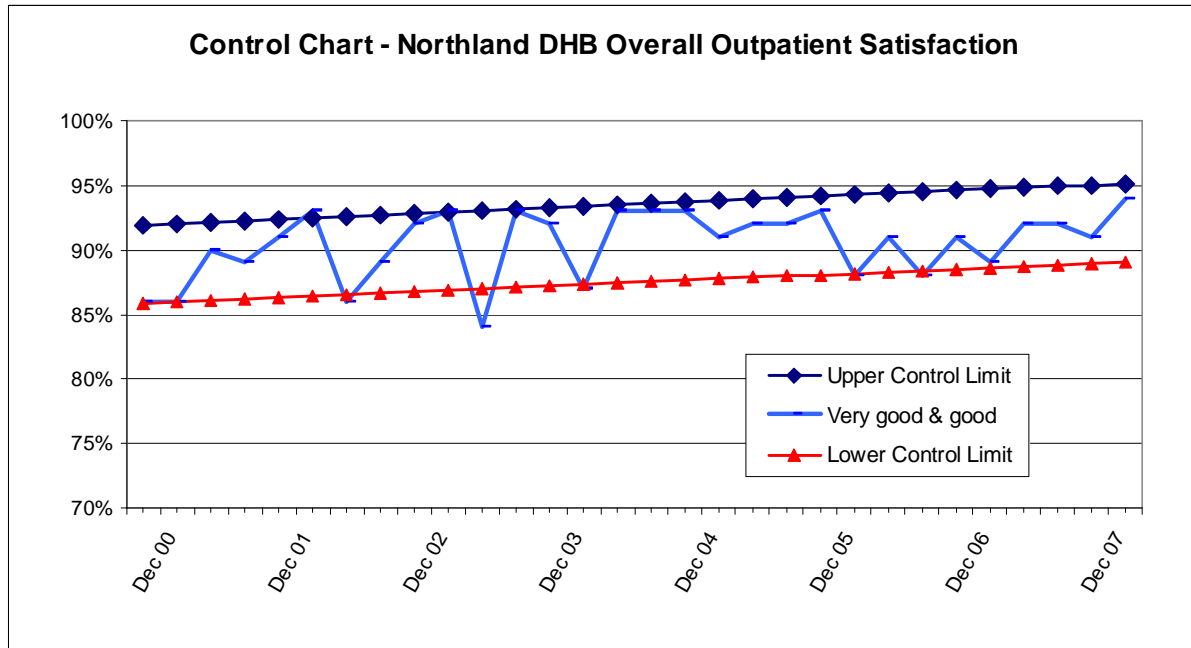
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1141	1%	2%	13%	32%	51%	1%	-2%
Effort to Make a Suitable Time	1120	3%	4%	12%	27%	54%	0%	-1%
Clear Info For Appointment	1193	1%	2%	9%	26%	62%	1%	-1%
Making You Feel Welcome	1262	1%	3%	12%	27%	58%	-1%	-2%
Keeping You Informed of Wait	1166	7%	11%	19%	26%	36%	-2%	-4%
Explaining What Was Wrong	1080	2%	3%	10%	24%	61%	1%	-1%
Info on Treatment Options	982	2%	5%	11%	24%	58%	1%	-2%
Asking Your Permission	1038	1%	2%	7%	27%	64%	3%	2%
Listening to You	1216	2%	2%	6%	27%	63%	1%	1%
Offering Choices Specific to Your Culture	534	1%	2%	10%	29%	58%	-2%	0%
Treatment With Dignity and Respect	1247	1%	1%	6%	21%	71%	1%	-1%
External Co-ordination	809	1%	2%	7%	27%	62%	2%	2%
Cleanliness of the facilities	1255	0%	1%	7%	26%	66%	1%	0%
Info How to Manage Condition	1079	2%	2%	10%	22%	64%	1%	-2%
Overall satisfaction	1258	1%	2%	8%	20%	68%	1%	-2%

#### 4.3.11 Nelson Marlborough DHB



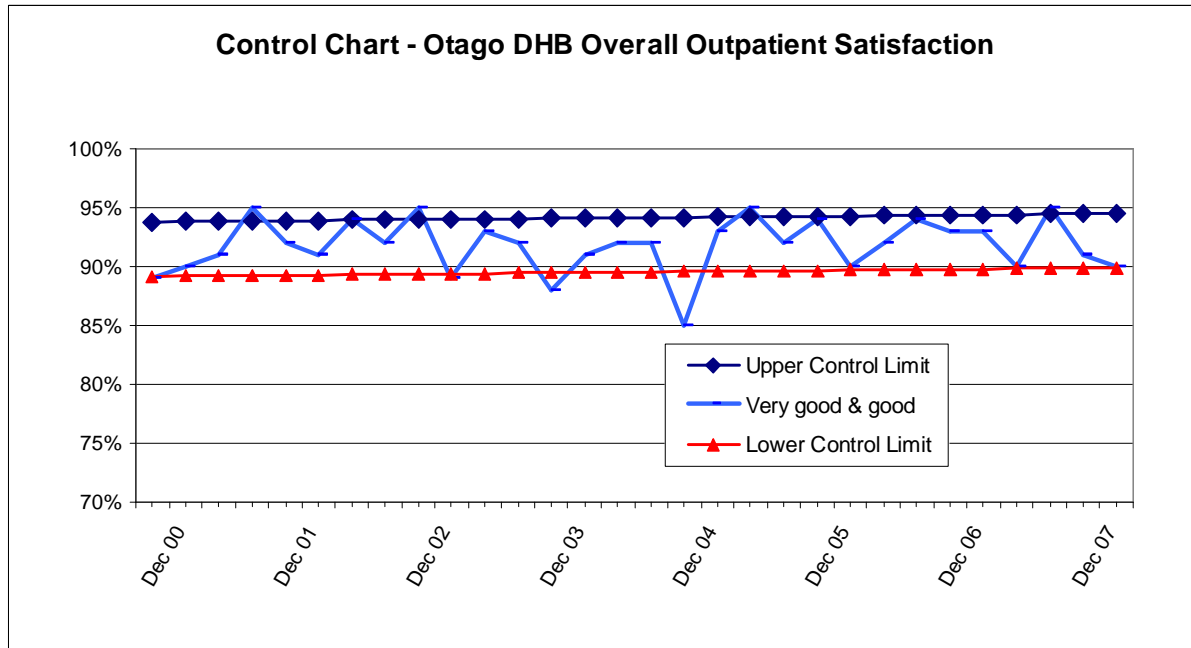
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1355	0%	1%	10%	35%	53%	-1%	1%
Effort to Make a Suitable Time	1161	1%	3%	8%	30%	58%	0%	1%
Clear Info For Appointment	1293	1%	1%	6%	27%	65%	-2%	0%
Making You Feel Welcome	1374	0%	1%	9%	23%	67%	-1%	1%
Keeping You Informed of Wait	1272	5%	8%	18%	26%	43%	0%	0%
Explaining What Was Wrong	1225	1%	1%	4%	22%	72%	2%	2%
Info on Treatment Options	990	1%	1%	7%	27%	63%	2%	4%
Asking Your Permission	1105	1%	1%	5%	29%	65%	1%	0%
Listening to You	1317	1%	1%	6%	27%	66%	1%	1%
Offering Choices Specific to Your Culture	520	0%	1%	9%	32%	58%	2%	-2%
Treatment With Dignity and Respect	1370	1%	1%	3%	21%	75%	-1%	0%
External Co-ordination	849	1%	2%	6%	27%	64%	2%	1%
Cleanliness of the facilities	1382	0%	0%	5%	21%	74%	-1%	-1%
Info How to Manage Condition	1268	1%	2%	6%	23%	68%	1%	0%
Overall satisfaction	1390	1%	1%	4%	19%	76%	-1%	1%

4.3.12 Northland DHB



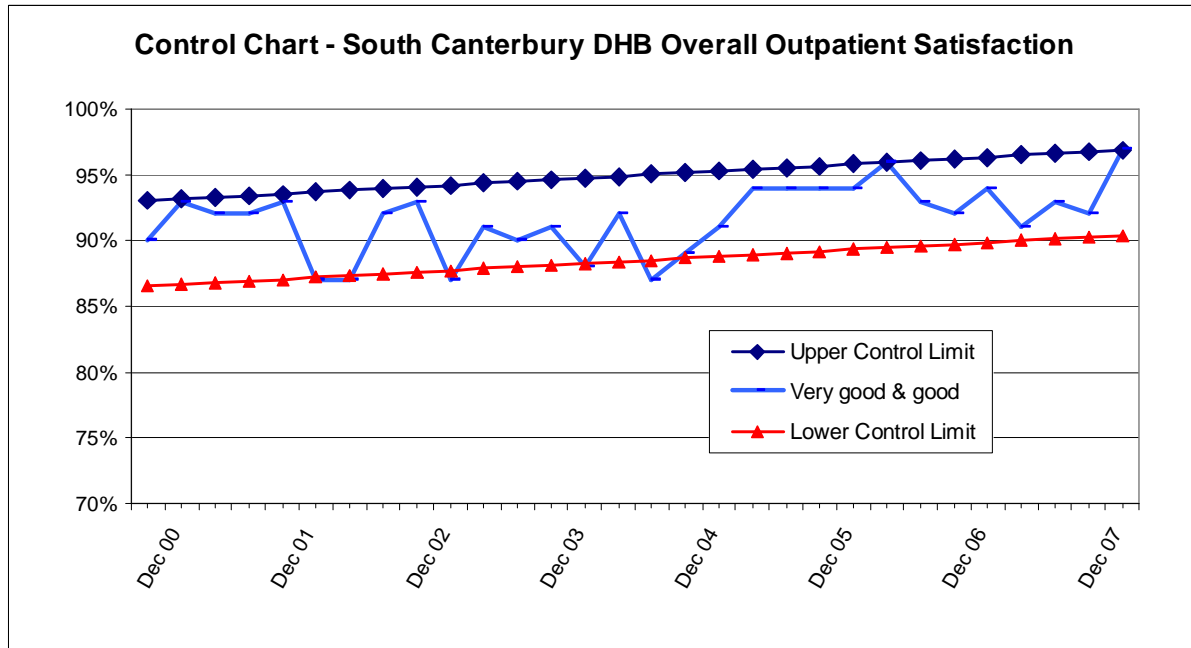
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1539	1%	1%	10%	37%	51%	-1%	0%
Effort to Make a Suitable Time	1439	1%	3%	8%	33%	54%	-1%	0%
Clear Info For Appointment	1496	1%	3%	7%	34%	56%	-2%	1%
Making You Feel Welcome	1602	1%	2%	9%	29%	59%	1%	1%
Keeping You Informed of Wait	1478	5%	11%	17%	28%	39%	1%	1%
Explaining What Was Wrong	1391	1%	2%	9%	27%	61%	-1%	1%
Info on Treatment Options	1196	2%	4%	10%	30%	55%	1%	1%
Asking Your Permission	1234	2%	1%	9%	29%	59%	-1%	1%
Listening to You	1524	1%	1%	9%	28%	61%	-1%	1%
Offering Choices Specific to Your Culture	724	1%	1%	9%	33%	57%	-1%	1%
Treatment With Dignity and Respect	1571	1%	1%	5%	25%	68%	-1%	1%
External Co-ordination	1078	3%	2%	8%	28%	59%	0%	1%
Cleanliness of the facilities	1604	1%	1%	11%	31%	55%	-4%	-2%
Info How to Manage Condition	1358	2%	3%	8%	28%	59%	-1%	-1%
Overall satisfaction	1606	1%	1%	5%	25%	67%	1%	2%

### 4.3.13 Otago DHB



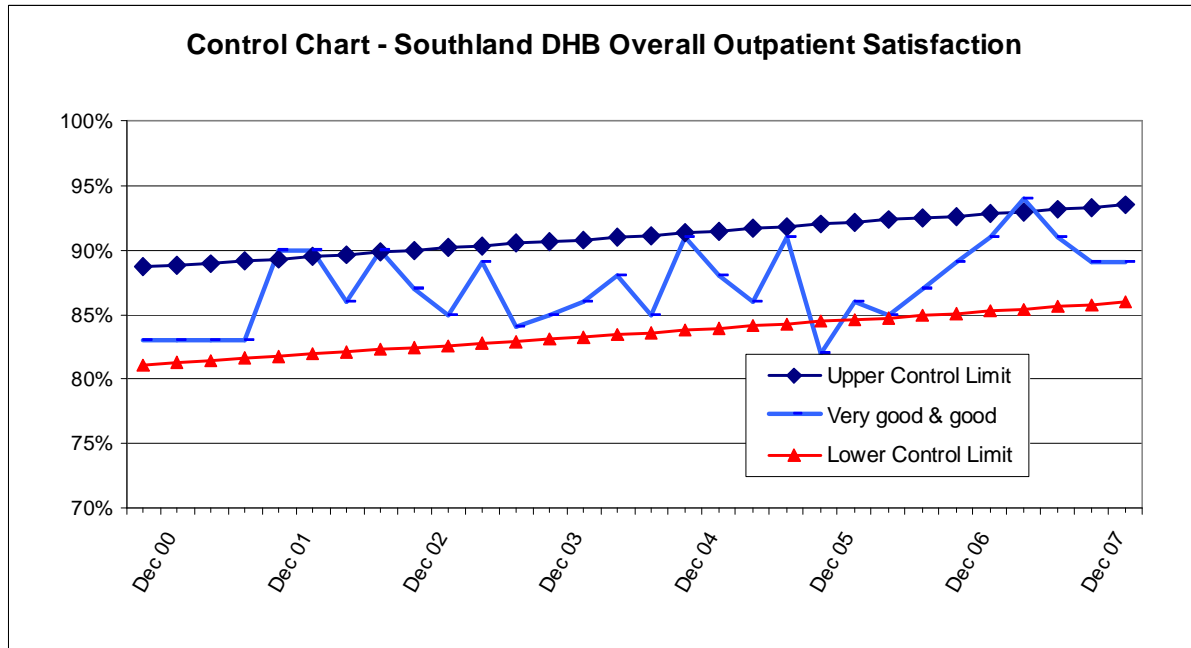
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	931	1%	1%	9%	34%	54%	-4%	-1%
Effort to Make a Suitable Time	884	3%	2%	7%	29%	60%	-6%	-1%
Clear Info For Appointment	935	1%	2%	5%	28%	63%	-1%	-2%
Making You Feel Welcome	990	1%	1%	9%	25%	64%	-1%	-4%
Keeping You Informed of Wait	938	6%	11%	17%	28%	37%	-2%	-2%
Explaining What Was Wrong	895	1%	2%	8%	26%	63%	-3%	0%
Info on Treatment Options	761	1%	5%	9%	28%	57%	-3%	-1%
Asking Your Permission	809	1%	1%	6%	28%	63%	-3%	0%
Listening to You	957	1%	2%	6%	25%	65%	-3%	-2%
Offering Choices Specific to Your Culture	346	3%	3%	10%	27%	55%	2%	-2%
Treatment With Dignity and Respect	976	1%	1%	3%	20%	74%	-1%	-1%
External Co-ordination	724	2%	2%	8%	26%	63%	-2%	-3%
Cleanliness of the facilities	962	1%	3%	15%	28%	53%	-2%	-6%
Info How to Manage Condition	858	2%	3%	8%	27%	60%	-1%	-1%
Overall satisfaction	959	0%	2%	6%	23%	68%	-1%	-2%

#### 4.3.14 South Canterbury DHB



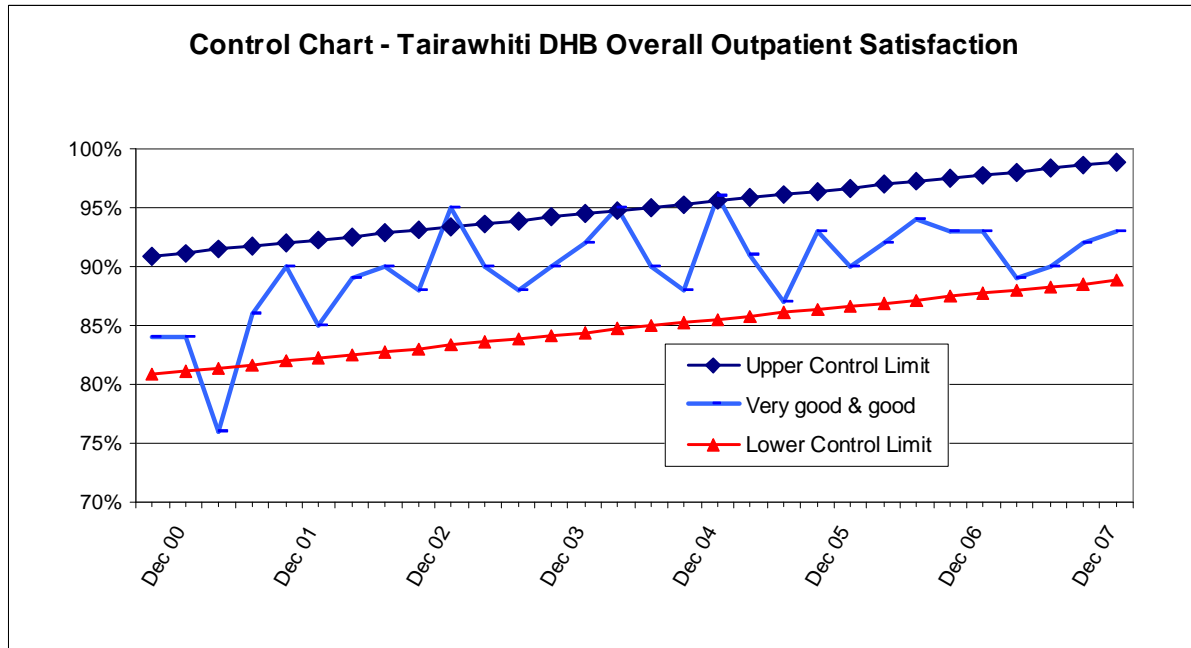
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	759	1%	2%	7%	33%	56%	1%	0%
Effort to Make a Suitable Time	729	1%	3%	7%	32%	57%	-1%	1%
Clear Info For Appointment	757	1%	1%	6%	29%	63%	1%	1%
Making You Feel Welcome	822	0%	1%	7%	23%	68%	3%	1%
Keeping You Informed of Wait	752	4%	10%	20%	25%	41%	0%	-3%
Explaining What Was Wrong	785	2%	2%	6%	25%	66%	0%	-2%
Info on Treatment Options	278	3%	1%	9%	27%	59%	3%	2%
Asking Your Permission	825	0%	1%	3%	19%	76%	0%	0%
Listening to You	567	2%	3%	7%	29%	59%	-1%	0%
Offering Choices Specific to Your Culture	638	1%	2%	6%	23%	67%	2%	1%
Treatment With Dignity and Respect	682	1%	2%	8%	25%	65%	-1%	-1%
External Co-ordination	552	3%	2%	6%	25%	65%	1%	-2%
Cleanliness of the facilities	835	0%	0%	5%	25%	70%	-2%	-2%
Info How to Manage Condition	668	3%	2%	4%	26%	65%	-2%	2%
Overall satisfaction	840	1%	1%	5%	19%	74%	2%	-1%

4.3.15 Southland DHB



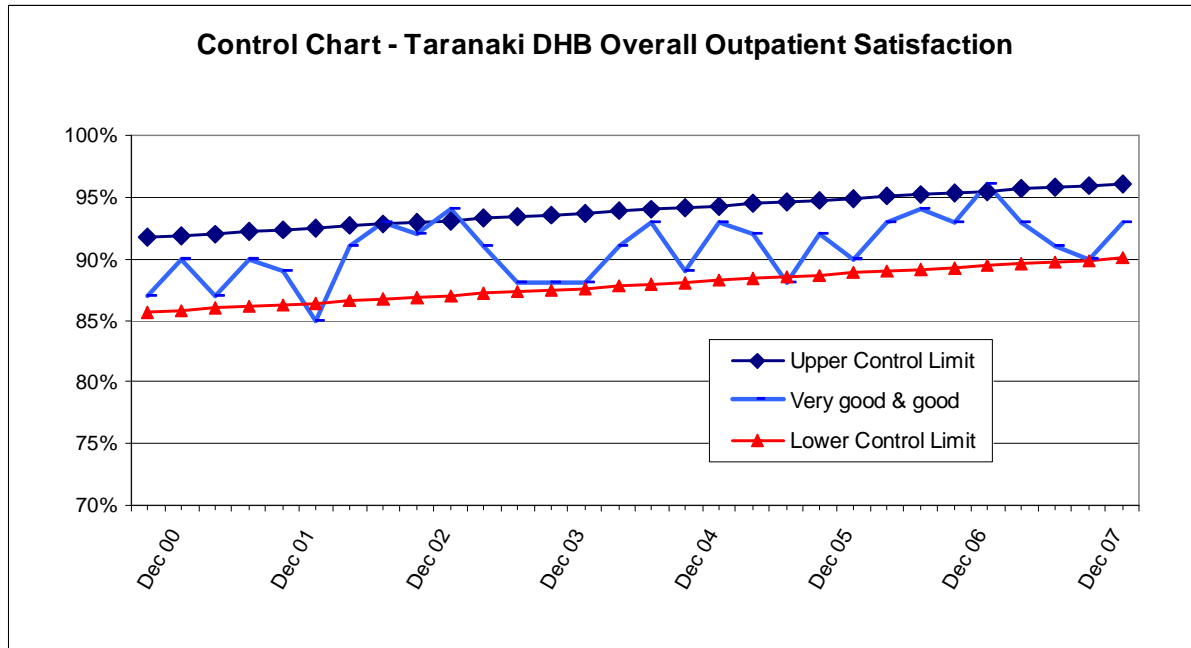
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1196	0%	2%	15%	39%	43%	-6%	-4%
Effort to Make a Suitable Time	1167	3%	2%	8%	41%	46%	-6%	-2%
Clear Info For Appointment	1250	0%	2%	4%	34%	59%	2%	3%
Making You Feel Welcome	1305	0%	1%	9%	33%	56%	-4%	2%
Keeping You Informed of Wait	1209	7%	9%	14%	33%	37%	-9%	1%
Explaining What Was Wrong	1125	1%	4%	9%	29%	57%	-6%	-5%
Info on Treatment Options	917	2%	3%	13%	27%	55%	-2%	0%
Asking Your Permission	1014	1%	2%	6%	32%	58%	2%	3%
Listening to You	1256	1%	1%	9%	33%	56%	-2%	-1%
Offering Choices Specific to Your Culture	469	1%	2%	8%	41%	47%	-16%	2%
Treatment With Dignity and Respect	1273	0%	0%	5%	30%	65%	-3%	0%
External Co-ordination	757	2%	4%	9%	32%	53%	-9%	-3%
Cleanliness of the facilities	1307	0%	0%	4%	26%	69%	1%	2%
Info How to Manage Condition	1114	1%	5%	8%	24%	61%	-1%	-3%
Overall satisfaction	1306	1%	1%	7%	29%	61%	-1%	6%

#### 4.3.16 Tairawhiti DHB



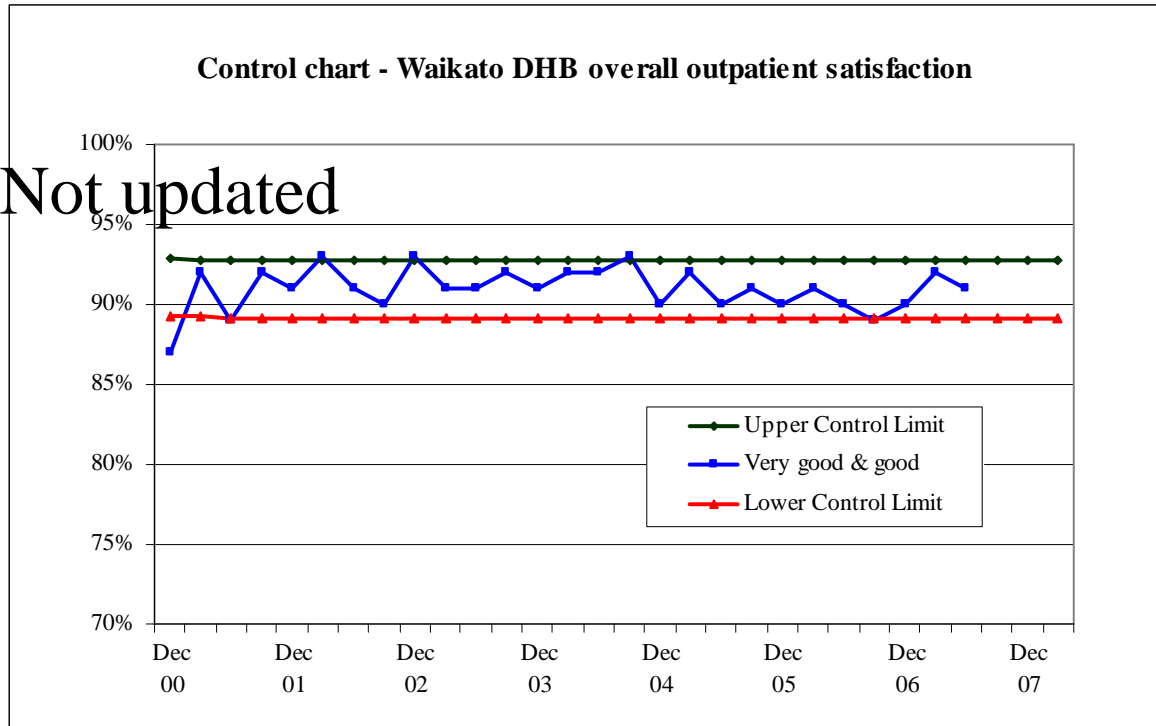
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	574	1%	2%	10%	32%	55%	-1%	-1%
Effort to Make a Suitable Time	599	3%	4%	9%	31%	54%	-4%	-2%
Clear Info For Appointment	631	1%	1%	8%	28%	61%	1%	-2%
Making You Feel Welcome	667	1%	1%	7%	30%	61%	-3%	-2%
Keeping You Informed of Wait	622	6%	11%	15%	26%	41%	0%	-2%
Explaining What Was Wrong	663	1%	1%	7%	23%	68%	-2%	-5%
Info on Treatment Options	650	1%	2%	7%	26%	64%	1%	-3%
Asking Your Permission	374	1%	1%	8%	28%	61%	1%	-5%
Listening to You	592	2%	3%	7%	23%	66%	3%	-1%
Offering Choices Specific to Your Culture	520	2%	4%	6%	25%	63%	3%	2%
Treatment With Dignity and Respect	541	2%	2%	7%	26%	63%	-1%	-2%
External Co-ordination	431	2%	3%	6%	27%	61%	1%	-1%
Cleanliness of the facilities	664	2%	2%	11%	31%	54%	-2%	-1%
Info How to Manage Condition	574	2%	3%	7%	27%	61%	-2%	-1%
Overall satisfaction	672	2%	1%	6%	22%	69%	-3%	-2%

4.3.17 Taranaki DHB



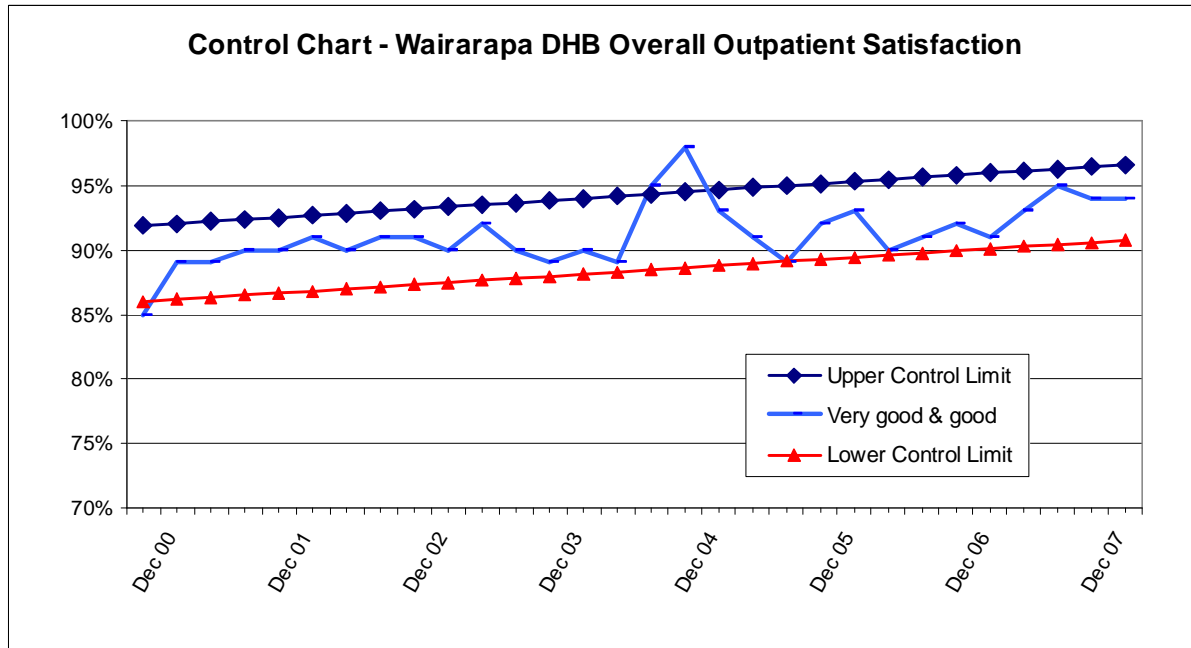
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	1716	0%	3%	9%	34%	54%	0%	-2%
Effort to Make a Suitable Time	1543	1%	2%	11%	31%	55%	-2%	-4%
Clear Info For Appointment	1638	1%	2%	8%	31%	58%	0%	-2%
Making You Feel Welcome	1799	1%	1%	8%	28%	63%	0%	-1%
Keeping You Informed of Wait	1627	4%	10%	17%	28%	41%	-1%	0%
Explaining What Was Wrong	1433	1%	2%	10%	27%	60%	-5%	-3%
Info on Treatment Options	1226	1%	4%	11%	29%	55%	-4%	-2%
Asking Your Permission	1315	1%	2%	8%	29%	59%	-2%	-2%
Listening to You	1670	0%	2%	7%	27%	64%	-1%	-3%
Offering Choices Specific to Your Culture	639	2%	5%	13%	31%	49%	-4%	-5%
Treatment With Dignity and Respect	1749	0%	1%	4%	23%	72%	-1%	-1%
External Co-ordination	1066	1%	2%	8%	28%	60%	-4%	-4%
Cleanliness of the facilities	1760	0%	1%	7%	27%	66%	-3%	-1%
Info How to Manage Condition	1420	0%	3%	8%	24%	65%	1%	-1%
Overall satisfaction	1707	0%	2%	6%	24%	67%	-3%	-3%

4.3.18 Waikato DHB



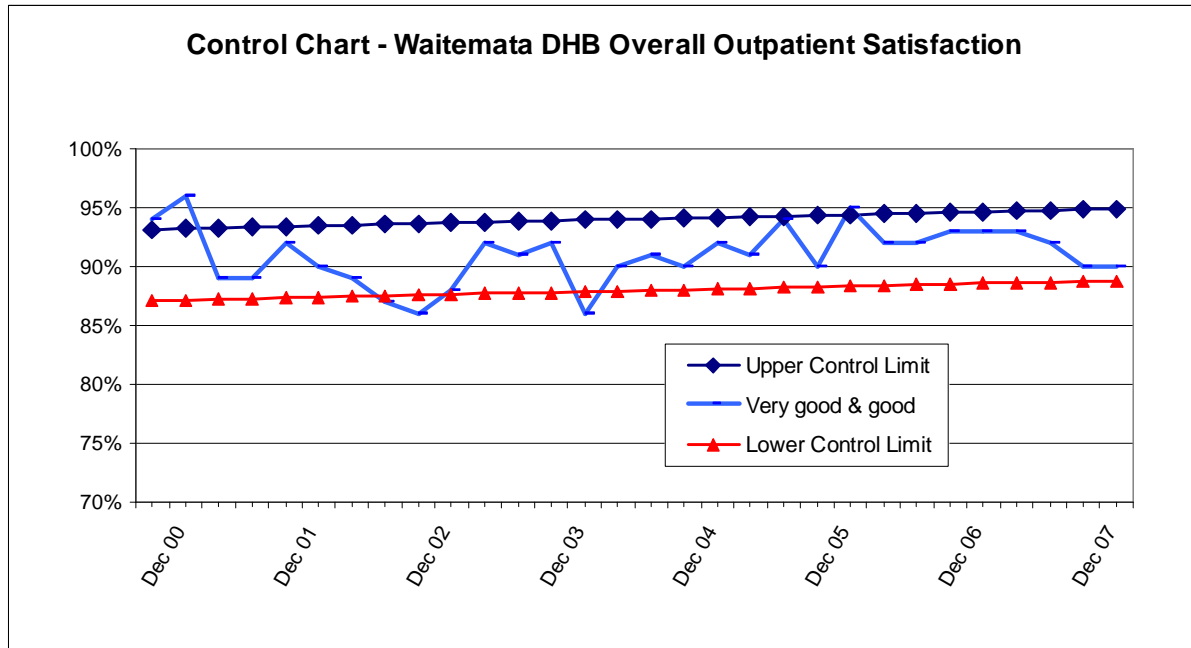
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	253	1%	0%	7%	32%	60%	9%	4%
Effort to Make a Suitable Time	261	2%	2%	5%	33%	59%	4%	4%
Clear Info For Appointment	264	0%	0%	7%	33%	60%	4%	3%
Making You Feel Welcome	280	1%	1%	5%	30%	63%	3%	3%
Keeping You Informed of Wait	251	5%	11%	13%	33%	39%	2%	8%
Explaining What Was Wrong	230	1%	2%	6%	27%	64%	5%	2%
Info on Treatment Options	210	3%	2%	6%	32%	56%	1%	1%
Asking Your Permission	219	1%	1%	5%	33%	59%	0%	4%
Listening to You	267	1%	3%	6%	27%	63%	4%	1%
Offering Choices Specific to Your Culture	112	0%	2%	13%	39%	46%	-5%	2%
Treatment With Dignity and Respect	268	0%	1%	3%	27%	68%	1%	2%
External Co-ordination	189	1%	2%	7%	28%	63%	3%	4%
Cleanliness of the facilities	279	1%	1%	9%	39%	50%	-1%	1%
Info How to Manage Condition	253	2%	0%	8%	30%	60%	0%	2%
Overall satisfaction	281	1%	1%	6%	19%	72%	6%	1%

#### 4.3.19 Wairarapa DHB



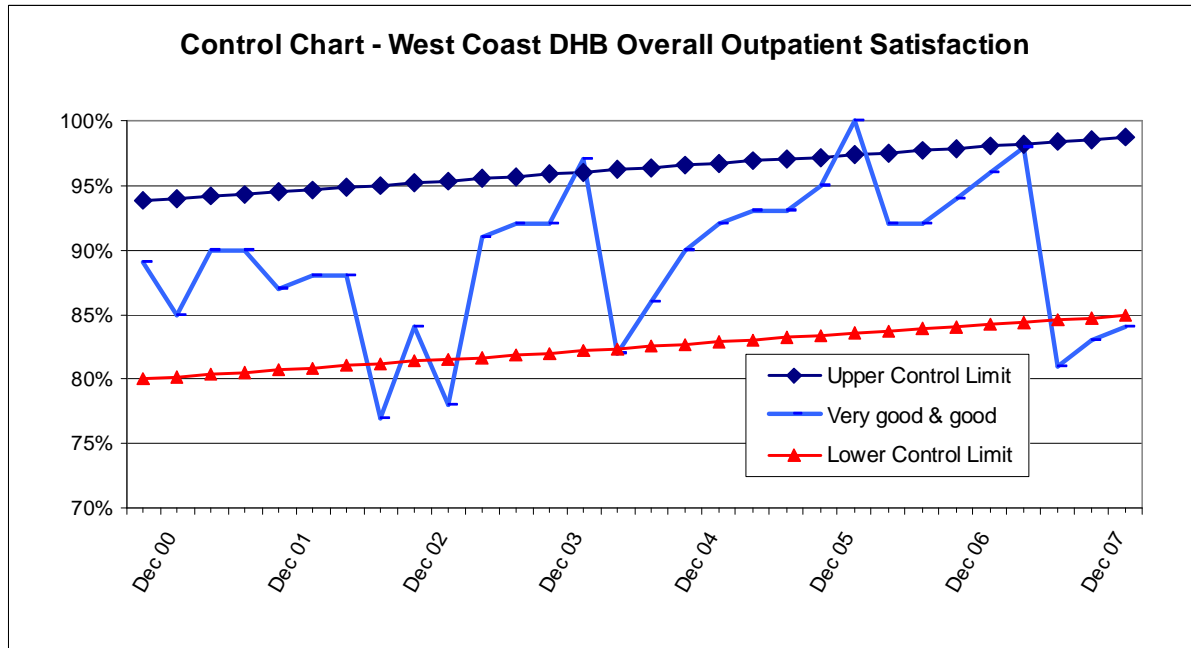
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	777	1%	1%	9%	37%	53%	0%	1%
Effort to Make a Suitable Time	784	1%	2%	8%	35%	54%	2%	2%
Clear Info For Appointment	825	0%	1%	6%	30%	63%	4%	4%
Making You Feel Welcome	893	1%	0%	9%	29%	61%	3%	1%
Keeping You Informed of Wait	819	5%	10%	16%	28%	41%	2%	5%
Explaining What Was Wrong	749	1%	2%	7%	26%	64%	1%	1%
Info on Treatment Options	635	1%	2%	10%	28%	59%	2%	3%
Asking Your Permission	693	1%	2%	7%	28%	63%	2%	1%
Listening to You	860	1%	1%	5%	29%	64%	1%	2%
Offering Choices Specific to Your Culture	285	2%	2%	9%	30%	56%	2%	2%
Treatment With Dignity and Respect	876	0%	0%	4%	21%	75%	3%	0%
External Co-ordination	519	1%	2%	7%	27%	63%	1%	5%
Cleanliness of the facilities	896	0%	1%	2%	16%	82%	5%	1%
Info How to Manage Condition	732	1%	2%	5%	22%	70%	3%	2%
Overall satisfaction	898	1%	1%	4%	23%	71%	5%	3%

#### 4.3.20 Waitemata DHB



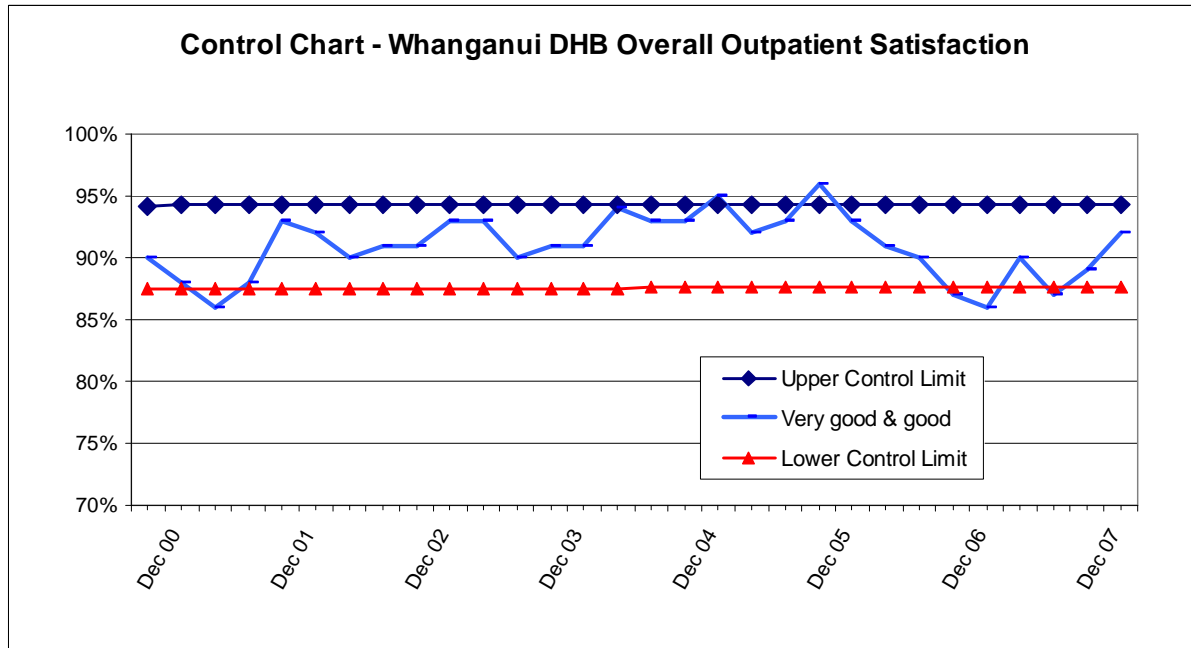
	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	791	1%	2%	10%	36%	51%	-2%	-2%
Effort to Make a Suitable Time	734	1%	3%	12%	31%	52%	-4%	-1%
Clear Info For Appointment	785	1%	1%	8%	28%	62%	0%	-2%
Making You Feel Welcome	816	1%	2%	7%	31%	59%	-1%	1%
Keeping You Informed of Wait	727	6%	10%	21%	26%	37%	-2%	-3%
Explaining What Was Wrong	706	2%	3%	9%	25%	61%	-5%	-4%
Info on Treatment Options	631	2%	5%	10%	27%	56%	-2%	-4%
Asking Your Permission	620	2%	2%	8%	30%	58%	-5%	-1%
Listening to You	770	2%	2%	6%	27%	63%	-3%	-2%
Offering Choices Specific to Your Culture	311	2%	3%	14%	30%	51%	-6%	-5%
Treatment With Dignity and Respect	794	1%	1%	5%	23%	70%	-4%	-3%
External Co-ordination	532	2%	4%	9%	29%	56%	-5%	-3%
Cleanliness of the facilities	816	1%	1%	7%	30%	61%	-8%	-4%
Info How to Manage Condition	713	2%	2%	7%	27%	61%	-2%	0%
Overall satisfaction	817	2%	2%	6%	26%	65%	-4%	-1%

4.3.21 West Coast DHB



	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	134	0%	0%	4%	37%	59%	17%	4%
Effort to Make a Suitable Time	139	1%	1%	5%	26%	67%	23%	4%
Clear Info For Appointment	140	1%	0%	9%	27%	63%	18%	-1%
Making You Feel Welcome	147	1%	3%	11%	32%	53%	8%	-3%
Keeping You Informed of Wait	141	5%	13%	11%	31%	39%	-1%	-11%
Explaining What Was Wrong	149	3%	0%	6%	31%	60%	7%	-2%
Info on Treatment Options	143	5%	0%	10%	30%	56%	5%	-8%
Asking Your Permission	73	4%	0%	8%	26%	60%	16%	-3%
Listening to You	132	2%	2%	9%	26%	61%	14%	-6%
Offering Choices Specific to Your Culture	123	5%	1%	11%	27%	56%	9%	-8%
Treatment With Dignity and Respect	119	0%	0%	9%	27%	63%	15%	-3%
External Co-ordination	116	1%	4%	8%	22%	66%	18%	-3%
Cleanliness of the facilities	143	0%	0%	10%	34%	57%	10%	2%
Info How to Manage Condition	131	3%	3%	8%	27%	59%	10%	-4%
Overall satisfaction	147	5%	1%	5%	20%	69%	13%	-4%

### 4.3.22 Whanganui DHB



	No of patients	Very Poor	Poor	Average	Good	Very Good	MAT 07/06 +/- VG	MAT 07/06 +/- G&VG
Suitability of Appointment Time	872	1%	1%	11%	36%	50%	0%	1%
Effort to Make a Suitable Time	837	3%	3%	11%	34%	50%	-2%	0%
Clear Info For Appointment	869	1%	2%	8%	34%	55%	-3%	1%
Making You Feel Welcome	961	1%	2%	10%	31%	56%	-3%	0%
Keeping You Informed of Wait	886	6%	9%	19%	29%	36%	0%	3%
Explaining What Was Wrong	843	1%	3%	8%	26%	62%	-3%	-2%
Info on Treatment Options	725	1%	4%	11%	29%	54%	-2%	-1%
Asking Your Permission	743	2%	3%	9%	28%	59%	-2%	-1%
Listening to You	923	1%	1%	9%	28%	61%	-3%	-1%
Offering Choices Specific to Your Culture	357	2%	3%	15%	36%	44%	-2%	0%
Treatment With Dignity and Respect	954	1%	1%	4%	23%	71%	-1%	0%
External Co-ordination	558	2%	3%	9%	26%	59%	3%	0%
Cleanliness of the facilities	944	1%	1%	9%	34%	55%	-4%	0%
Info How to Manage Condition	793	1%	3%	9%	29%	57%	-5%	1%
Overall satisfaction	958	2%	1%	7%	28%	62%	-4%	1%

#### 4.4 Grouped comparison tables

As was noted above, because satisfaction has been shown to be different between larger and smaller hospitals, it is more accurate to compare DHBs of similar size.

For this reason, the 21 DHBs have been divided into three groups:

- larger DHBs: Auckland, Counties Manukau, Waitemata, Waikato, Capital & Coast, Canterbury
- medium sized DHBs: Northland, MidCentral, Bay of Plenty, Hutt, Nelson Marlborough, Otago, Southland
- smaller DHBs: Whanganui, Wairarapa, Hawkes Bay, Taranaki, Lakes, Tairāwhiti, West Coast, South Canterbury

This Grouped comparison table shows how each DHB compares to similar-sized DHBs and whether there is a relative increase or decrease in rank place within the group.

The weighted data is presented over the last 12 months (MAT = Moving Annual Total) and the table is ranked in terms of the percentage change between the year ending December 2007 and the year ending December 2006 in terms of the % Good (G) and the Very Good (VG) combined (i.e. VG/G).

#### 4.4.1 Suitability of appointment time (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7147	1%	2%	11%	37%	49%	0%	1%
Waikato DHB	253	1%	0%	7%	32%	60%	9%	4%
Counties Manukau DHB	1897	1%	2%	10%	39%	49%	0%	3%
Canterbury DHB	2424	0%	2%	10%	38%	50%	0%	1%
Auckland DHB	1782	2%	2%	14%	37%	46%	0%	-1%
Waitemata DHB	791	1%	2%	10%	36%	51%	-2%	-2%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	10288	1%	2%	10%	36%	51%	-3%	-2%
Nelson Marlborough DHB	1355	0%	1%	10%	35%	53%	-1%	1%
Northland DHB	1539	1%	1%	10%	37%	51%	-1%	0%
Bay of Plenty DHB	2805	1%	2%	8%	33%	57%	0%	0%
Otago DHB	931	1%	1%	9%	34%	54%	-4%	-1%
MidCentral DHB	1141	1%	2%	13%	32%	51%	1%	-2%
Hutt DHB	1321	1%	2%	12%	44%	41%	-2%	-3%
Southland DHB	1196	0%	2%	15%	39%	43%	-6%	-4%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6900	1%	2%	9%	34%	55%	2%	0%
West Coast DHB	134	0%	0%	4%	37%	59%	17%	4%
Lakes DHB	1078	1%	2%	7%	34%	56%	7%	2%
Hawke's Bay DHB	990	2%	2%	7%	32%	57%	2%	2%
Whanganui DHB	872	1%	1%	11%	36%	50%	0%	1%
Wairarapa DHB	777	1%	1%	9%	37%	53%	0%	1%
South Canterbury DHB	759	1%	2%	7%	33%	56%	1%	0%
Tairāwhiti DHB	574	1%	2%	10%	32%	55%	-1%	-1%
Taranaki DHB	1716	0%	3%	9%	34%	54%	0%	-2%

#### 4.4.2 Effort to make a suitable time (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6388	2%	3%	11%	32%	52%	0%	<b>0%</b>
Waikato DHB	261	2%	2%	5%	33%	59%	4%	<b>4%</b>
Counties Manukau DHB	1857	1%	2%	10%	35%	51%	-2%	<b>2%</b>
Canterbury DHB	2044	1%	3%	10%	30%	56%	0%	<b>0%</b>
Auckland DHB	1492	3%	4%	13%	32%	48%	1%	<b>-1%</b>
Waitemata DHB	734	1%	3%	12%	31%	52%	-4%	<b>-1%</b>
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9308	2%	3%	9%	32%	54%	-2%	<b>0%</b>
Nelson Marlborough DHB	1161	1%	3%	8%	30%	58%	0%	<b>1%</b>
Bay of Plenty DHB	2363	3%	3%	9%	29%	56%	0%	<b>0%</b>
Northland DHB	1439	1%	3%	8%	33%	54%	-1%	<b>0%</b>
Otago DHB	884	3%	2%	7%	29%	60%	-6%	<b>-1%</b>
MidCentral DHB	1120	3%	4%	12%	27%	54%	0%	<b>-1%</b>
Southland DHB	1167	3%	2%	8%	41%	46%	-6%	<b>-2%</b>
Hutt DHB	1174	1%	2%	11%	40%	46%	0%	<b>-2%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6545	2%	2%	9%	31%	55%	1%	<b>0%</b>
West Coast DHB	139	1%	1%	5%	26%	67%	23%	<b>4%</b>
Wairarapa DHB	784	1%	2%	8%	35%	54%	2%	<b>2%</b>
South Canterbury DHB	729	1%	3%	7%	32%	57%	-1%	<b>1%</b>
Lakes DHB	1051	2%	2%	8%	29%	59%	6%	<b>1%</b>
Whanganui DHB	837	3%	3%	11%	34%	50%	-2%	<b>0%</b>
Hawke's Bay DHB	863	3%	2%	9%	31%	55%	0%	<b>0%</b>
Tairāwhiti DHB	599	3%	4%	9%	31%	54%	-4%	<b>-2%</b>
Taranaki DHB	1543	1%	2%	11%	31%	55%	-2%	<b>-4%</b>

#### 4.4.3 Clear information for appointment (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7047	1%	2%	7%	31%	60%	2%	1%
Waikato DHB	264	0%	0%	7%	33%	60%	4%	3%
Counties Manukau DHB	1929	1%	1%	8%	32%	59%	2%	2%
Canterbury DHB	2335	1%	2%	6%	30%	62%	2%	1%
Auckland DHB	1734	1%	2%	8%	32%	57%	1%	-1%
Waitemata DHB	785	1%	1%	8%	28%	62%	0%	-2%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9939	1%	2%	7%	31%	59%	0%	1%
Southland DHB	1250	0%	2%	4%	34%	59%	2%	3%
Northland DHB	1496	1%	3%	7%	34%	56%	-2%	1%
Bay of Plenty DHB	2503	2%	2%	7%	29%	60%	1%	1%
Hutt DHB	1269	1%	2%	6%	42%	49%	0%	1%
Nelson Marlborough DHB	1293	1%	1%	6%	27%	65%	-2%	0%
MidCentral DHB	1193	1%	2%	9%	26%	62%	1%	-1%
Otago DHB	935	1%	2%	5%	28%	63%	-1%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6923	1%	2%	8%	29%	60%	2%	0%
Wairarapa DHB	825	0%	1%	6%	30%	63%	4%	4%
Lakes DHB	1113	1%	2%	8%	29%	61%	4%	1%
South Canterbury DHB	757	1%	1%	6%	29%	63%	1%	1%
Whanganui DHB	869	1%	2%	8%	34%	55%	-3%	1%
West Coast DHB	140	1%	0%	9%	27%	63%	18%	-1%
Hawke's Bay DHB	950	2%	2%	9%	26%	63%	2%	-2%
Taranaki DHB	1638	1%	2%	8%	31%	58%	0%	-2%
Tairāwhiti DHB	631	1%	1%	8%	28%	61%	1%	-2%

#### 4.4.4 Making you feel welcome (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7349	1%	2%	10%	30%	57%	0%	0%
Waikato DHB	280	1%	1%	5%	30%	63%	3%	3%
Waitemata DHB	816	1%	2%	7%	31%	59%	-1%	1%
Canterbury DHB	2485	1%	2%	9%	27%	62%	1%	1%
Counties Manukau DHB	1976	1%	2%	10%	31%	57%	0%	1%
Auckland DHB	1792	1%	3%	13%	33%	49%	-4%	-2%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	10763	1%	1%	10%	29%	60%	-1%	0%
Southland DHB	1305	0%	1%	9%	33%	56%	-4%	2%
Nelson Marlborough DHB	1374	0%	1%	9%	23%	67%	-1%	1%
Northland DHB	1602	1%	2%	9%	29%	59%	1%	1%
Bay of Plenty DHB	2911	1%	1%	9%	28%	61%	1%	0%
Hutt DHB	1319	1%	1%	9%	37%	52%	1%	0%
MidCentral DHB	1262	1%	3%	12%	27%	58%	-1%	-2%
Otago DHB	990	1%	1%	9%	25%	64%	-1%	-4%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7529	1%	1%	8%	28%	62%	2%	0%
Lakes DHB	1215	1%	2%	9%	26%	62%	5%	3%
Hawke's Bay DHB	1025	1%	2%	7%	26%	64%	6%	3%
Wairarapa DHB	893	1%	0%	9%	29%	61%	3%	1%
South Canterbury DHB	822	0%	1%	7%	23%	68%	3%	1%
Whanganui DHB	961	1%	2%	10%	31%	56%	-3%	0%
Taranaki DHB	1799	1%	1%	8%	28%	63%	0%	-1%
Tairāwhiti DHB	667	1%	1%	7%	30%	61%	-3%	-2%
West Coast DHB	147	1%	3%	11%	32%	53%	8%	-3%

#### 4.4.5 Keeping you informed of wait (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6718	7%	11%	19%	27%	35%	0%	1%
Waikato DHB	251	5%	11%	13%	33%	39%	2%	8%
Counties Manukau DHB	1853	6%	9%	19%	29%	37%	2%	2%
Canterbury DHB	2232	6%	12%	19%	26%	38%	1%	0%
Auckland DHB	1655	8%	14%	21%	27%	29%	-3%	-1%
Waitemata DHB	727	6%	10%	21%	26%	37%	-2%	-3%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9748	6%	9%	16%	30%	39%	-1%	0%
Hutt DHB	1095	3%	7%	16%	43%	32%	3%	4%
Northland DHB	1478	5%	11%	17%	28%	39%	1%	1%
Bay of Plenty DHB	2590	6%	8%	13%	28%	45%	1%	1%
Southland DHB	1209	7%	9%	14%	33%	37%	-9%	1%
Nelson Marlborough DHB	1272	5%	8%	18%	26%	43%	0%	0%
Otago DHB	938	6%	11%	17%	28%	37%	-2%	-2%
MidCentral DHB	1166	7%	11%	19%	26%	36%	-2%	-4%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6909	6%	10%	17%	27%	41%	1%	1%
Wairarapa DHB	819	5%	10%	16%	28%	41%	2%	5%
Lakes DHB	1132	7%	9%	14%	27%	43%	5%	5%
Whanganui DHB	886	6%	9%	19%	29%	36%	0%	3%
Hawke's Bay DHB	930	9%	10%	17%	24%	40%	3%	0%
Taranaki DHB	1627	4%	10%	17%	28%	41%	-1%	0%
Tairāwhiti DHB	622	6%	11%	15%	26%	41%	0%	-2%
South Canterbury DHB	752	4%	10%	20%	25%	41%	0%	-3%
West Coast DHB	141	5%	13%	11%	31%	39%	-1%	-11%

#### 4.4.6 Explaining what was wrong (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6345	1%	2%	8%	27%	62%	0%	1%
Waikato DHB	230	1%	2%	6%	27%	64%	5%	2%
Canterbury DHB	2088	1%	2%	7%	25%	66%	2%	2%
Auckland DHB	1533	1%	2%	8%	28%	61%	0%	1%
Counties Manukau DHB	1788	2%	2%	8%	30%	58%	-4%	0%
Waitemata DHB	706	2%	3%	9%	25%	61%	-5%	-4%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9285	1%	2%	8%	27%	62%	0%	0%
Nelson Marlborough DHB	1225	1%	1%	4%	22%	72%	2%	2%
Bay of Plenty DHB	2346	1%	2%	7%	26%	64%	2%	1%
Hutt DHB	1223	1%	2%	9%	35%	55%	5%	1%
Northland DHB	1391	1%	2%	9%	27%	61%	-1%	1%
Otago DHB	895	1%	2%	8%	26%	63%	-3%	0%
MidCentral DHB	1080	2%	3%	10%	24%	61%	1%	-1%
Southland DHB	1125	1%	4%	9%	29%	57%	-6%	-5%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6466	1%	2%	8%	25%	64%	0%	-2%
Lakes DHB	993	1%	3%	7%	25%	63%	3%	1%
Wairarapa DHB	749	1%	2%	7%	26%	64%	1%	1%
South Canterbury DHB	785	2%	2%	6%	25%	66%	0%	-2%
Whanganui DHB	843	1%	3%	8%	26%	62%	-3%	-2%
West Coast DHB	149	3%	0%	6%	31%	60%	7%	-2%
Taranaki DHB	1433	1%	2%	10%	27%	60%	-5%	-3%
Hawke's Bay DHB	851	3%	2%	7%	22%	66%	2%	-4%
Tairāwhiti DHB	663	1%	1%	7%	23%	68%	-2%	-5%

**4.4.7 Information on treatment options (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5599	2%	3%	10%	29%	56%	0%	1%
Auckland DHB	1351	2%	4%	8%	29%	58%	1%	2%
Canterbury DHB	1807	1%	2%	10%	26%	60%	1%	2%
Waikato DHB	210	3%	2%	6%	32%	56%	1%	1%
Counties Manukau DHB	1600	2%	3%	11%	32%	51%	-3%	0%
Waitemata DHB	631	2%	5%	10%	27%	56%	-2%	-4%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7717	2%	3%	10%	29%	56%	0%	0%
Nelson Marlborough DHB	990	1%	1%	7%	27%	63%	2%	4%
Northland DHB	1196	2%	4%	10%	30%	55%	1%	1%
Bay of Plenty DHB	1757	3%	3%	10%	29%	56%	0%	0%
Southland DHB	917	2%	3%	13%	27%	55%	-2%	0%
Otago DHB	761	1%	5%	9%	28%	57%	-3%	-1%
Hutt DHB	1114	1%	3%	10%	39%	47%	1%	-1%
MidCentral DHB	982	2%	5%	11%	24%	58%	1%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5209	2%	3%	10%	27%	58%	0%	-2%
Wairarapa DHB	635	1%	2%	10%	28%	59%	2%	3%
South Canterbury DHB	278	3%	1%	9%	27%	59%	3%	2%
Whanganui DHB	725	1%	4%	11%	29%	54%	-2%	-1%
Taranaki DHB	1226	1%	4%	11%	29%	55%	-4%	-2%
Tairāwhiti DHB	650	1%	2%	7%	26%	64%	1%	-3%
Hawke's Bay DHB	719	3%	4%	10%	24%	59%	0%	-3%
Lakes DHB	833	2%	5%	10%	25%	58%	1%	-3%
West Coast DHB	143	5%	0%	10%	30%	56%	5%	-8%

#### 4.4.8 Asking your permission to treat you (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5787	1%	2%	7%	30%	60%	0%	1%
Waikato DHB	219	1%	1%	5%	33%	59%	0%	4%
Counties Manukau DHB	1625	1%	3%	7%	32%	58%	1%	1%
Canterbury DHB	1901	1%	2%	7%	28%	62%	0%	1%
Auckland DHB	1422	2%	2%	7%	29%	60%	0%	0%
Waitemata DHB	620	2%	2%	8%	30%	58%	-5%	-1%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	8409	1%	2%	6%	30%	61%	0%	1%
Southland DHB	1014	1%	2%	6%	32%	58%	2%	3%
MidCentral DHB	1038	1%	2%	7%	27%	64%	3%	2%
Northland DHB	1234	2%	1%	9%	29%	59%	-1%	1%
Nelson Marlborough DHB	1105	1%	1%	5%	29%	65%	1%	0%
Bay of Plenty DHB	2037	1%	2%	6%	29%	62%	1%	0%
Otago DHB	809	1%	1%	6%	28%	63%	-3%	0%
Hutt DHB	1172	1%	1%	7%	37%	55%	1%	-1%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	5682	1%	2%	7%	26%	64%	1%	-1%
Wairarapa DHB	693	1%	2%	7%	28%	63%	2%	1%
South Canterbury DHB	825	0%	1%	3%	19%	76%	0%	0%
Whanganui DHB	743	2%	3%	9%	28%	59%	-2%	-1%
Lakes DHB	907	2%	3%	7%	24%	64%	4%	-1%
Hawke's Bay DHB	752	2%	3%	7%	24%	64%	5%	-1%
Taranaki DHB	1315	1%	2%	8%	29%	59%	-2%	-2%
West Coast DHB	73	4%	0%	8%	26%	60%	16%	-3%
Tairāwhiti DHB	374	1%	1%	8%	28%	61%	1%	-5%

#### 4.4.9 Listening to you (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7094	1%	1%	7%	28%	62%	1%	0%
Canterbury DHB	2414	1%	1%	7%	25%	66%	3%	1%
Waikato DHB	267	1%	3%	6%	27%	63%	4%	1%
Auckland DHB	1720	1%	1%	7%	30%	60%	-1%	1%
Counties Manukau DHB	1923	1%	1%	9%	30%	58%	-2%	0%
Waitemata DHB	770	2%	2%	6%	27%	63%	-3%	-2%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9981	1%	1%	7%	30%	60%	-1%	0%
Hutt DHB	1110	1%	1%	7%	42%	49%	-1%	3%
MidCentral DHB	1216	2%	2%	6%	27%	63%	1%	1%
Nelson Marlborough DHB	1317	1%	1%	6%	27%	66%	1%	1%
Northland DHB	1524	1%	1%	9%	28%	61%	-1%	1%
Bay of Plenty DHB	2601	1%	1%	7%	30%	61%	1%	0%
Southland DHB	1256	1%	1%	9%	33%	56%	-2%	-1%
Otago DHB	957	1%	2%	6%	25%	65%	-3%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6873	1%	2%	7%	26%	64%	1%	-1%
Wairarapa DHB	860	1%	1%	5%	29%	64%	1%	2%
South Canterbury DHB	567	2%	3%	7%	29%	59%	-1%	0%
Lakes DHB	1169	2%	2%	6%	26%	64%	1%	0%
Tairāwhiti DHB	592	2%	3%	7%	23%	66%	3%	-1%
Whanganui DHB	923	1%	1%	9%	28%	61%	-3%	-1%
Hawke's Bay DHB	960	2%	1%	7%	24%	66%	3%	-2%
Taranaki DHB	1670	0%	2%	7%	27%	64%	-1%	-3%
West Coast DHB	132	2%	2%	9%	26%	61%	14%	-6%

**4.4.10 Offering choices specific to your culture (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	2838	2%	3%	12%	34%	49%	0%	1%
Canterbury DHB	713	2%	3%	10%	34%	52%	5%	4%
Auckland DHB	680	3%	3%	12%	34%	48%	0%	2%
Waikato DHB	112	0%	2%	13%	39%	46%	-5%	2%
Counties Manukau DHB	1022	2%	4%	13%	34%	48%	-1%	1%
Waitemata DHB	311	2%	3%	14%	30%	51%	-6%	-5%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4154	1%	2%	9%	34%	54%	-2%	1%
Southland DHB	469	1%	2%	8%	41%	47%	-16%	2%
Hutt DHB	709	1%	2%	8%	42%	48%	-1%	2%
Northland DHB	724	1%	1%	9%	33%	57%	-1%	1%
MidCentral DHB	534	1%	2%	10%	29%	58%	-2%	0%
Bay of Plenty DHB	852	3%	3%	10%	31%	53%	-1%	0%
Nelson Marlborough DHB	520	0%	1%	9%	32%	58%	2%	-2%
Otago DHB	346	3%	3%	10%	27%	55%	2%	-2%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	3348	2%	3%	10%	28%	56%	1%	-1%
Lakes DHB	417	3%	4%	12%	30%	50%	0%	2%
Wairarapa DHB	285	2%	2%	9%	30%	56%	2%	2%
Tairarwhiti DHB	520	2%	4%	6%	25%	63%	3%	2%
South Canterbury DHB	638	1%	2%	6%	23%	67%	2%	1%
Whanganui DHB	357	2%	3%	15%	36%	44%	-2%	0%
Hawke's Bay DHB	369	4%	2%	10%	26%	58%	4%	-1%
Taranaki DHB	639	2%	5%	13%	31%	49%	-4%	-5%
West Coast DHB	123	5%	1%	11%	27%	56%	9%	-8%

**4.4.11 Treatment with dignity and respect (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7212	1%	1%	5%	23%	71%	0%	<b>0%</b>
Waikato DHB	268	0%	1%	3%	27%	68%	1%	<b>2%</b>
Canterbury DHB	2454	1%	1%	3%	21%	75%	1%	<b>1%</b>
Counties Manukau DHB	1948	0%	1%	5%	26%	67%	-2%	<b>0%</b>
Auckland DHB	1748	1%	1%	5%	24%	69%	1%	<b>-1%</b>
Waitemata DHB	794	1%	1%	5%	23%	70%	-4%	<b>-3%</b>
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	10305	1%	1%	4%	25%	70%	-1%	<b>0%</b>
Northland DHB	1571	1%	1%	5%	25%	68%	-1%	<b>1%</b>
Hutt DHB	1141	0%	1%	5%	35%	59%	2%	<b>1%</b>
Bay of Plenty DHB	2727	0%	1%	3%	23%	72%	1%	<b>1%</b>
Nelson Marlborough DHB	1370	1%	1%	3%	21%	75%	-1%	<b>0%</b>
Southland DHB	1273	0%	0%	5%	30%	65%	-3%	<b>0%</b>
MidCentral DHB	1247	1%	1%	6%	21%	71%	1%	<b>-1%</b>
Otago DHB	976	1%	1%	3%	20%	74%	-1%	<b>-1%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7104	1%	1%	5%	22%	71%	1%	<b>0%</b>
Lakes DHB	1191	1%	1%	4%	22%	72%	1%	<b>1%</b>
Wairarapa DHB	876	0%	0%	4%	21%	75%	3%	<b>0%</b>
Whanganui DHB	954	1%	1%	4%	23%	71%	-1%	<b>0%</b>
Taranaki DHB	1749	0%	1%	4%	23%	72%	-1%	<b>-1%</b>
South Canterbury DHB	682	1%	2%	8%	25%	65%	-1%	<b>-1%</b>
Hawke's Bay DHB	992	1%	1%	5%	18%	75%	3%	<b>-2%</b>
Tairāwhiti DHB	541	2%	2%	7%	26%	63%	-1%	<b>-2%</b>
West Coast DHB	119	0%	0%	9%	27%	63%	15%	<b>-3%</b>

#### 4.4.12 External coordination (weighted data)

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4902	2%	3%	8%	29%	59%	0%	0%
Waikato DHB	189	1%	2%	7%	28%	63%	3%	4%
Auckland DHB	1176	2%	2%	8%	30%	59%	3%	2%
Canterbury DHB	1486	1%	2%	9%	28%	60%	1%	0%
Counties Manukau DHB	1519	2%	3%	8%	29%	59%	-1%	-1%
Waitemata DHB	532	2%	4%	9%	29%	56%	-5%	-3%
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7094	2%	2%	8%	29%	59%	-1%	1%
MidCentral DHB	809	1%	2%	7%	27%	62%	2%	2%
Nelson Marlborough DHB	849	1%	2%	6%	27%	64%	2%	1%
Hutt DHB	1059	1%	1%	9%	37%	51%	1%	1%
Northland DHB	1078	3%	2%	8%	28%	59%	0%	1%
Bay of Plenty DHB	1818	2%	4%	7%	26%	61%	0%	1%
Otago DHB	724	2%	2%	8%	26%	63%	-2%	-3%
Southland DHB	757	2%	4%	9%	32%	53%	-9%	-3%
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	4591	2%	3%	7%	26%	62%	1%	-1%
Wairarapa DHB	519	1%	2%	7%	27%	63%	1%	5%
Whanganui DHB	558	2%	3%	9%	26%	59%	3%	0%
Lakes DHB	722	2%	3%	7%	27%	60%	-1%	0%
Tairāwhiti DHB	431	2%	3%	6%	27%	61%	1%	-1%
South Canterbury DHB	552	3%	2%	6%	25%	65%	1%	-2%
West Coast DHB	116	1%	4%	8%	22%	66%	18%	-3%
Hawke's Bay DHB	627	3%	4%	6%	22%	65%	0%	-4%
Taranaki DHB	1066	1%	2%	8%	28%	60%	-4%	-4%

**4.4.13 Cleanliness of the facilities (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7319	0%	1%	6%	27%	66%	1%	<b>1%</b>
Waikato DHB	279	1%	1%	9%	39%	50%	-1%	<b>1%</b>
Counties Manukau DHB	1985	0%	1%	5%	25%	68%	0%	<b>0%</b>
Canterbury DHB	2472	0%	0%	5%	25%	69%	-1%	<b>0%</b>
Auckland DHB	1767	0%	1%	6%	29%	63%	-4%	<b>0%</b>
Waitemata DHB	816	1%	1%	7%	30%	61%	-8%	<b>-4%</b>
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	10765	0%	1%	8%	29%	61%	0%	<b>-1%</b>
Southland DHB	1307	0%	0%	4%	26%	69%	1%	<b>2%</b>
Bay of Plenty DHB	2922	0%	1%	7%	29%	63%	3%	<b>1%</b>
MidCentral DHB	1255	0%	1%	7%	26%	66%	1%	<b>0%</b>
Nelson Marlborough DHB	1382	0%	0%	5%	21%	74%	-1%	<b>-1%</b>
Hutt DHB	1333	0%	1%	8%	45%	47%	-4%	<b>-2%</b>
Northland DHB	1604	1%	1%	11%	31%	55%	-4%	<b>-2%</b>
Otago DHB	962	1%	3%	15%	28%	53%	-2%	<b>-6%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7470	0%	1%	7%	27%	65%	1%	<b>0%</b>
West Coast DHB	143	0%	0%	10%	34%	57%	10%	<b>2%</b>
Lakes DHB	1216	0%	2%	10%	33%	55%	1%	<b>2%</b>
Wairarapa DHB	896	0%	1%	2%	16%	82%	5%	<b>1%</b>
Whanganui DHB	944	1%	1%	9%	34%	55%	-4%	<b>0%</b>
Hawke's Bay DHB	1012	1%	1%	6%	21%	71%	7%	<b>0%</b>
Taranaki DHB	1760	0%	1%	7%	27%	66%	-3%	<b>-1%</b>
Tairāwhiti DHB	664	2%	2%	11%	31%	54%	-2%	<b>-1%</b>
South Canterbury DHB	835	0%	0%	5%	25%	70%	-2%	<b>-2%</b>

**4.4.14 Information on how to manage the condition (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6362	1%	2%	8%	27%	62%	2%	<b>1%</b>
Waikato DHB	253	2%	0%	8%	30%	60%	0%	<b>2%</b>
Auckland DHB	1568	1%	2%	8%	28%	61%	2%	<b>1%</b>
Canterbury DHB	2089	1%	2%	7%	24%	66%	2%	<b>1%</b>
Waitemata DHB	713	2%	2%	7%	27%	61%	-2%	<b>0%</b>
Counties Manukau DHB	1739	1%	2%	9%	28%	59%	0%	<b>-1%</b>
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	9160	1%	3%	8%	26%	62%	-1%	<b>-1%</b>
Hutt DHB	1203	1%	2%	9%	37%	52%	2%	<b>2%</b>
Bay of Plenty DHB	2280	2%	2%	7%	24%	65%	0%	<b>0%</b>
Nelson Marlborough DHB	1268	1%	2%	6%	23%	68%	1%	<b>0%</b>
Otago DHB	858	2%	3%	8%	27%	60%	-1%	<b>-1%</b>
Northland DHB	1358	2%	3%	8%	28%	59%	-1%	<b>-1%</b>
MidCentral DHB	1079	2%	2%	10%	22%	64%	1%	<b>-2%</b>
Southland DHB	1114	1%	5%	8%	24%	61%	-1%	<b>-3%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	6185	2%	3%	7%	25%	63%	1%	<b>0%</b>
Wairarapa DHB	732	1%	2%	5%	22%	70%	3%	<b>2%</b>
South Canterbury DHB	668	3%	2%	4%	26%	65%	-2%	<b>2%</b>
Whanganui DHB	793	1%	3%	9%	29%	57%	-5%	<b>1%</b>
Lakes DHB	989	2%	4%	9%	29%	57%	1%	<b>0%</b>
Tairāwhiti DHB	574	2%	3%	7%	27%	61%	-2%	<b>-1%</b>
Hawke's Bay DHB	878	2%	3%	8%	22%	66%	5%	<b>-1%</b>
Taranaki DHB	1420	0%	3%	8%	24%	65%	1%	<b>-1%</b>
West Coast DHB	131	3%	3%	8%	27%	59%	10%	<b>-4%</b>

**4.4.15 Overall satisfaction (weighted data)**

<b>Grouped DHBs Larger</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7330	1%	1%	6%	23%	68%	0%	<b>1%</b>
Auckland DHB	1758	1%	1%	7%	25%	66%	2%	<b>1%</b>
Canterbury DHB	2490	1%	1%	6%	21%	72%	-1%	<b>1%</b>
Waikato DHB	281	1%	1%	6%	19%	72%	6%	<b>1%</b>
Counties Manukau DHB	1984	1%	1%	7%	26%	66%	0%	<b>0%</b>
Waitemata DHB	817	2%	2%	6%	26%	65%	-4%	<b>-1%</b>
Capital and Coast DHB								
<b>Grouped DHBs Medium</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	10612	1%	1%	6%	24%	68%	0%	<b>1%</b>
Southland DHB	1306	1%	1%	7%	29%	61%	-1%	<b>6%</b>
Northland DHB	1606	1%	1%	5%	25%	67%	1%	<b>2%</b>
Bay of Plenty DHB	2924	1%	1%	6%	21%	71%	2%	<b>1%</b>
Nelson Marlborough DHB	1390	1%	1%	4%	19%	76%	-1%	<b>1%</b>
Hutt DHB	1169	1%	1%	5%	33%	60%	1%	<b>1%</b>
Otago DHB	959	0%	2%	6%	23%	68%	-1%	<b>-2%</b>
MidCentral DHB	1258	1%	2%	8%	20%	68%	1%	<b>-2%</b>
<b>Grouped DHBs Smaller</b>	<b>No of patients</b>	<b>Very poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very good</b>	<b>MAT 07/06 +/- VG</b>	<b>MAT 07/06 +/- G&amp;VG</b>
Total	7462	1%	1%	6%	23%	68%	1%	<b>0%</b>
Wairarapa DHB	898	1%	1%	4%	23%	71%	5%	<b>3%</b>
Whanganui DHB	958	2%	1%	7%	28%	62%	-4%	<b>1%</b>
Hawke's Bay DHB	1021	2%	2%	5%	19%	72%	7%	<b>0%</b>
Lakes DHB	1219	1%	1%	7%	24%	66%	1%	<b>0%</b>
South Canterbury DHB	840	1%	1%	5%	19%	74%	2%	<b>-1%</b>
Tairāwhiti DHB	672	2%	1%	6%	22%	69%	-3%	<b>-2%</b>
Taranaki DHB	1707	0%	2%	6%	24%	67%	-3%	<b>-3%</b>
West Coast DHB	147	5%	1%	5%	20%	69%	13%	<b>-4%</b>