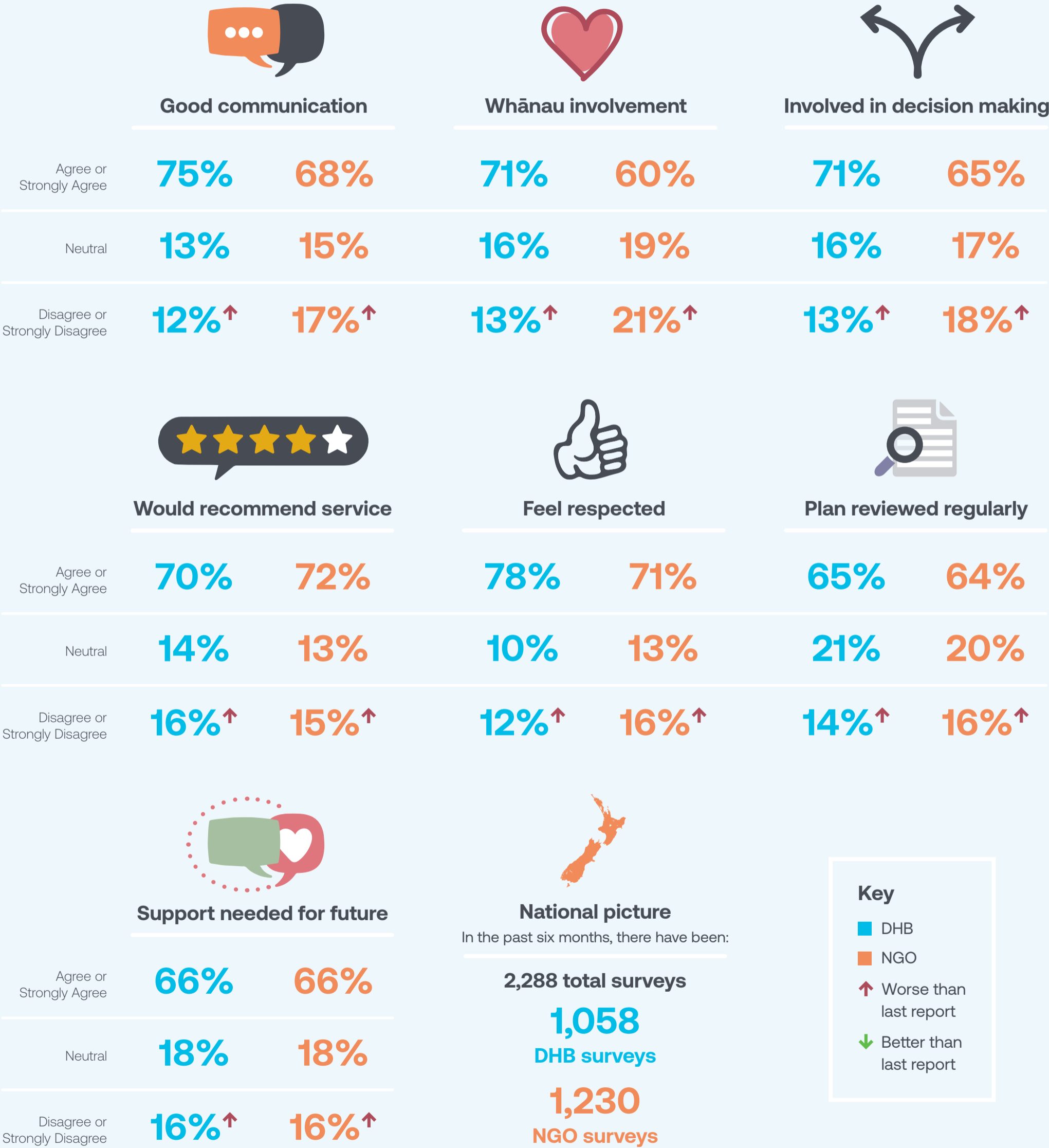


# Mārama RTF national report card

## Tāngata whai ora (March 2022)



Mārama Real-Time Feedback (RTF) is a simple method of finding out what tāngata whai ora and whānau think of the services they receive from DHB or NGO mental health or addiction services. The short survey is made up of seven simple questions, as shown in the results below.



Key

DHB

NGO

↑ Worse than last report

↓ Better than last report

# Mārama RTF national report card

## Whānau

(March 2022)



Mārama Real-Time Feedback (RTF) is a simple method of finding out what tāngata whai ora and whānau think of the services they receive from DHB or NGO mental health or addiction services. The short survey is made up of seven simple questions, as shown in the results below.



### Good communication

Agree or Strongly Agree

80% 70%

Neutral

8% 19%

Disagree or Strongly Disagree

12%↑ 11%↓

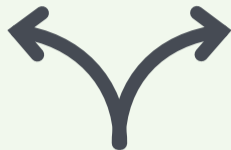


### Whānau involvement

82% 73%

9% 15%

9%↓ 12%↑



### Involved in decision making

80% 72%

12% 18%

8%↑ 10%↑



### Would recommend service

Agree or Strongly Agree

76% 83%

Neutral

11% 9%

Disagree or Strongly Disagree

13%↑ 8%↓



### Feel respected

85% 78%

8% 12%

7%↓ 10%↓



### Plan reviewed regularly

68% 72%

19% 18%

13%↓ 10%↓



### Support needed for future

Agree or Strongly Agree

66% 80%

Neutral

20% 15%

Disagree or Strongly Disagree

14%↓ 5%↓



### National picture

In the past six months, there have been:

2,228 total surveys

1,058  
DHB surveys

1,230  
NGO surveys

#### Key

- DHB
- NGO
- ↑ Worse than last report
- ↓ Better than last report