## 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.

	Good communication		Whānau involvement		Involved in decision making	
Agree or Strongly Agree	<b>75%</b>	68%	71%	60%	71%	65%
Neutral	13%	15%	16%	19%	16%	17%
Disagree or Strongly Disagree	<b>12%</b> <sup>†</sup>	17%	<b>13%</b> <sup>↑</sup>	21%^	13%	18%
	Would recommend service		Feel respected			
					Plan reviewed regularly	
Agree or Strongly Agree	70%	72%	78%	71%	65%	64%
Neutral	14%	13%	10%	13%	21%	20%
Disagree or Strongly Disagree	<b>16%</b> <sup>↑</sup>	<b>15%</b> <sup>†</sup>	<b>12%</b> <sup>↑</sup>	<b>16%</b> <sup>↑</sup>	<b>14%</b> <sup>↑</sup>	<b>16%</b> <sup>†</sup>
	Support needed for future		National picture In the past six months, there have been:		Key  DHB	
Agree or Strongly Agree	66%	66%	2,288 total surveys  1,058 DHB surveys  1,230 NGO surveys		_	rse than
Neutral	18%	18%			last report  Better than last report	
Disagree or Strongly Disagree	<b>16%</b> <sup>↑</sup>	<b>16%</b> <sup>↑</sup>				



## 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.

Agree or Strongly Agree	Good communication  80%  70%		Whānau involvement  82%  73%		Involved in decision making 80% 72%	
Neutral	8%	19%	9%	15%	12%	18%
Disagree or Strongly Disagree	<b>12%</b> <sup>↑</sup>	11%⁴	9%⁴	12%	8%^	10%
	Would recommend service		Feel respected		Plan reviewed regularly	
Agree or Strongly Agree	76%	83%	85%	78%	68%	72%
Neutral	11%	9%	8%	12%	19%	18%
Disagree or Strongly Disagree	<b>13%</b> <sup>↑</sup>	8%*	7%⁴	<b>10%</b> ⁴	13%⁴	10%⁴
	Support needed for future		National picture In the past six months, there have been:		<b>Key</b> ■ DHB	
Agree or Strongly Agree	66%	80%	2,228 total surveys  1,058  DHB surveys  1,230  NGO surveys		<ul><li>NGO</li><li>↑ Worse than last report</li></ul>	
Neutral	20%	15%			<b>↓</b> Bette	
Disagree or Strongly Disagree	14%⁴	5%⁺				

