

Mārama RTF national report card

Tāngata whai ora (Sept 2020)



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

	Good communication		Whānau involvement		Involved in decision making	
Agree or Strongly Agree	79%	83%	71%	74%	73%	71%
Neutral	13%	10%	18%	14%	14%	19%
Disagree or Strongly Disagree	8%	7%	11%	12%	13%	10%



Would recommend service



Feel respected



Plan reviewed regularly

	Would recommend service		Feel respected		Plan reviewed regularly	
Agree or Strongly Agree	76%	81%	77%	83%	72%	74%
Neutral	15%	12%	14%	12%	19%	16%
Disagree or Strongly Disagree	9%	7%	9%	5%	9%	10%



Support needed for future



National picture

In the past six months, there have been:

Agree or Strongly Agree	72%	78%
Neutral	19%	14%
Disagree or Strongly Disagree	9%	8%

1356 total surveys

879
NGO surveys

477
DHB surveys

Key

■ DHB ■ NGO

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Whānau (Sept 2020)



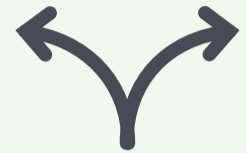
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Good communication



Whānau involvement



Involved in decision making

	Good communication		Whānau involvement		Involved in decision making	
Agree or Strongly Agree	88%	91%	82%	91%	84%	85%
Neutral	3%	6%	10%	3%	10%	8%
Disagree or Strongly Disagree	9%	3%	8%	6%	6%	7%



Would recommend service



Feel respected



Plan reviewed regularly

	Would recommend service		Feel respected		Plan reviewed regularly	
Agree or Strongly Agree	83%	90%	86%	92%	71%	87%
Neutral	13%	7%	9%	5%	19%	9%
Disagree or Strongly Disagree	4%	3%	5%	3%	10%	4%



Support needed for future



National picture

In the past six months, there have been:

1356 total surveys

879
NGO surveys

477
DHB surveys

	Support needed for future	
Agree or Strongly Agree	78%	88%
Neutral	14%	9%
Disagree or Strongly Disagree	8%	3%

Key
■ DHB ■ NGO