

# Mārama RTF national report card

## Tāngata whai ora (March 2021)



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	80%	83%	74%	74%	77%	71%
Neutral	10%	10%	15%	14%	14%	19%
Disagree or Strongly Disagree	10%	7%	11%	12%	9%	10%



### Would recommend service



### Feel respected



### Plan reviewed regularly

	Would recommend service		Feel respected		Plan reviewed regularly	
Agree or Strongly Agree	79%	81%	82%	83%	73%	74%
Neutral	8%	12%	10%	12%	16%	16%
Disagree or Strongly Disagree	13%	7%	8%	5%	11%	10%



### Support needed for future



### National picture

In the past six months, there have been:

**3,324 total surveys**

**1,911**  
NGO surveys

**1,413**  
DHB surveys

	Support needed for future	
Agree or Strongly Agree	73%	78%
Neutral	16%	14%
Disagree or Strongly Disagree	11%	8%

**Key**

■ DHB ■ NGO

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## Whānau (March 2021)



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.



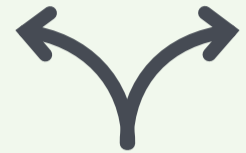
### Good communication

Agree or Strongly Agree	79%	87%
Neutral	11%	7%
Disagree or Strongly Disagree	10%	6%



### Whānau involvement

Agree or Strongly Agree	82%	86%
Neutral	9%	7%
Disagree or Strongly Disagree	9%	7%



### Involved in decision making

Agree or Strongly Agree	73%	75%
Neutral	16%	15%
Disagree or Strongly Disagree	11%	10%



### Would recommend service

Agree or Strongly Agree	77%	89%
Neutral	10%	8%
Disagree or Strongly Disagree	13%	3%



### Feel respected

Agree or Strongly Agree	82%	88%
Neutral	10%	7%
Disagree or Strongly Disagree	8%	5%



### Plan reviewed regularly

Agree or Strongly Agree	67%	80%
Neutral	22%	13%
Disagree or Strongly Disagree	11%	7%



### Support needed for future

Agree or Strongly Agree	74%	83%
Neutral	13%	11%
Disagree or Strongly Disagree	13%	6%



### National picture

In the past six months, there have been:

**3,324 total surveys**

**1,911**  
NGO surveys

**1,413**  
DHB surveys

### Key

■ DHB ■ NGO