Summary of service provider complaint report

Central East AMHS

2020-21



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2020-21 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

Interpreting the data

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHCC, reflecting that people feel confident to raise their concerns with the service.



The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



identify key themes and emerging issues across the sector



gain insights into the concerns/experiences of consumers, families and carers



increase awareness of systemic issues and improvement opportunities



inform our projects and recommendations



understand the **status of complaint processes** and reporting across the sector





Number of complaints and compliments

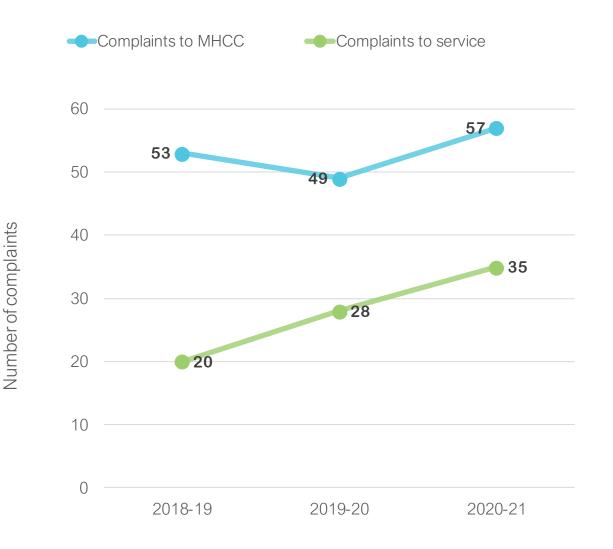


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How many complaints were made? 2020-21

Complaints to MHCC about Central East AMHS **5O** Complaints to Central East AMHS

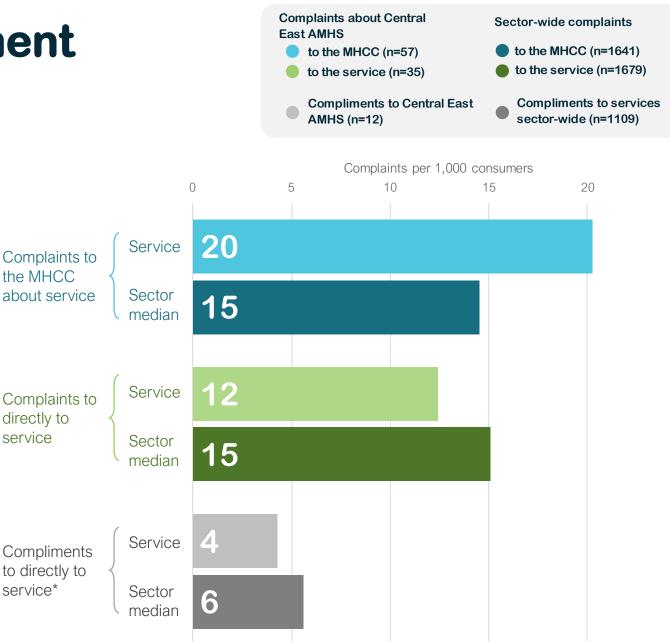
- The number of complaints to both the MHCC about Central East AMHS and to Central East AMHS directly rose in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Central East AMHS. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- However, the MHCC notes the increase in complaints made directly to Central East AMHS, suggesting that improvements have been made in this regard.





Complaint and compliment rates 2020-21

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared to the sector, a slightly higher rate of complaints was made to the MHCC about Central East AMHS, and a slightly lower rate of complaints was made directly to the service.
- A slightly lower rate of compliments was made to Central East AMHS compared to the sector.



*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

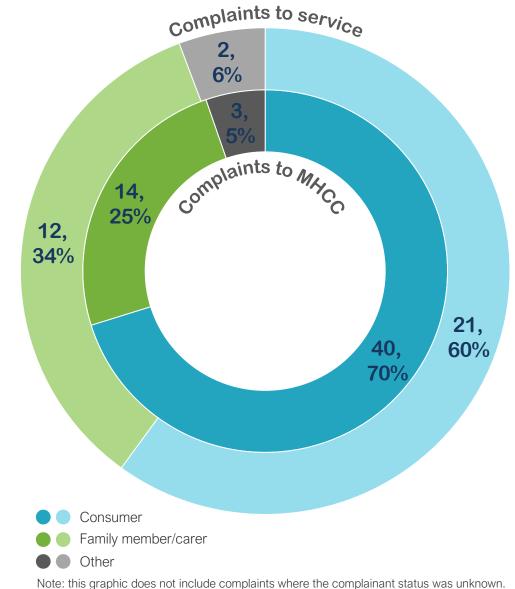


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Who is making complaints? 2020-21

Complaints raised about Central East AMHS

- The proportions of complaints made by different groups to the MHCC about Central East AMHS were broadly consistent with the sector, with consumers making most complaints.
- Similarly, more complaints were made directly to Central East AMHS, by consumers than those made by family members/ carers, consistent with the sector as a whole.





Issues raised in complaints and compliments



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What were compliments about? 2020-21

Issues raised in compliments about Central East AMHS

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Central East AMHS were most commonly about caring/supportive/compassionate staff and good clinical care, and greater percentages of compliments raised those themes compared to the sector as a whole.
- A lower percentage of compliments made to Central East AMHS were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as positive and reflects the level of detail provided by Central East AMHS about their compliments data that enabled the MHCC to identify more specific themes.

Frequency of issues 0% 100% Caring/supportive/compassionate 75% staff Good clinical care 42% 17% Positive feedback about facilities Good communication with **8**% consumers or carers Positive feedback about therapeutic <mark>8</mark>% options offered Assistance with access to other **8**% services General expression of appreciation 0% Positive feedback from other **0**% providers Positive feedback about consumer 0%

Compliments to service

Compliments to Central East

AMHS (n=12)



Compliments to services

sector-wide (n=1109)

and carer peer workers

How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.

Level 1

Level 1 issues consist of:

- treatment
- communication
- conduct and behaviour
- medication
- diagnosis
- access
- facilities
- records
- complaint management

Level 2

Level 2 issues break down Level 1 issues into more specific categories.

For example, the Level 1 category Medication includes the following Level 2 issues:

- medication error
- disagreement with medication
- oversedation or side effects
- refusals to prescribe

Level 3

Level 3 issues further break down Level 2 issues.

For example, the Level 2 category **Medication Error** includes the following Level 3 issues:

- wrong medication or dose
- wrong prescription
- known allergy/reaction not considered



What were complaints about? 2020-21

Level 1 issues raised about Central East AMHS

- Issues raised in complaints to the MHCC about Central East AMHS were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Central East AMHS were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour and Communication being the most commonly raised issues. A higher rate of complaints raised issues about facilities to the service when compared to the sector.

Complaints about Central
East AMHSSector-wide complaintsto the MHCC (n=57)to the MHCC (n=1641)to the service (n=35)to the service (n=1679)



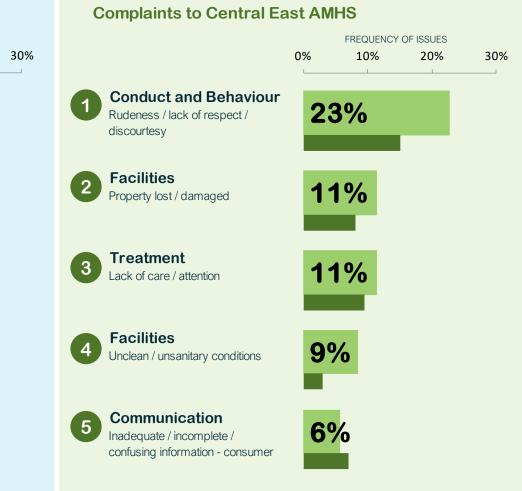
What were complaints about? 2020-21

Most frequent Level 3 issues raised about Central East AMHS

- Inadequate/ incomplete/ confusing information
 provided to consumers was the most frequently
 occurring issue in complaints to the MHCC about Central
 East AMHS, raised in a
 slightly higher proportion of complaints than the sector
- In complaints made directly to Central East AMHS,
 rudeness / lack of respect / discourtesy was the most frequently occurring issue,
 consistent with the sector.
 Concerns about property
 lost/ damaged was also
 frequently raised, in a higher
 proportion of complaints
 than the sector.

Complaints to the MHCC						(
		FREQUENCY OF ISSUES				
		0%	10%	20%	30%	
	D Communication Inadequate / incomplete / confusing information - consumer		9%			1
	2 Medication Side effects from medication	18	3%			2
	3 Medication Dissatisfaction with prescribed medication	16	6%			3
	4 Treatment Inadequate consideration of views and preferences - compulsory patient	16	6%			4
	5 Conduct and Behaviou Rudeness / lack of respect / discourtesy	^r 12	2%			5

Complaints about Central East AMHS	Sector-wide complaints			
to the MHCC (n=57)	to the MHCC (n=1641)			
to the service (n=35)	to the service (n=1679)			





Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Central East AMHS

- The top five issues raised by consumers in complaints to the MHCC about Central East AMHS were consistent with the top issues raised in complaints to the MHCC about services across the sector.
- The most frequently raised issue by consumers in complaints directly to Central East AMHS was rudeness / lack of respect / discourtesy, consistent with the sector. A higher proportion of complaints by consumers were about unclean/ unsafe facilities when compared to the sector.

Complaints to the MHC	С				C	Complaints to Cen
	0%	FREQUENCY 10%	OF ISSUES 20%	30%		
Communication Inadequate / incomplete / confusing information - consume		3%			1	Conduct and Beha Rudeness / lack of respec discourtesy
2 Treatment Inadequate consideration of view and preferences - compulsory patient	NS 23	3%			2	Facilities Unclean / unsanitary condi
3 Medication Side effects from medication	20	0%			3	Facilities Property lost / damaged
4 Medication Dissatisfaction with prescribed medication	18	8%			4	Treatment Lack of care / attention
5 Conduct and Behavio Rudeness / lack of respect / discourtesy	ur 1.	5%			5	Communication Inadequate / incomplete / confusing information - cor

Complaints about Central
East AMHSSector-wide complaintsto the MHCC (n=40)to the MHCC (n=1149)to the service (n=21)to the service (n=1033)



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Central East AMHS

- Treatment and communication issues relating to inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised issues by family members / carers in complaints to the MHCC about Central East AMHS, as well as unsafe / premature discharge.
- Issues raised by family members / carers in complaints directly to Central East AMHS, was rudeness / lack of respect / discourtesy, which was raised in a higher proportion of complaints compared to the sector.

Complaints to the MHCC	Complaints to Central East AMHS
FREQUENCY OF ISSUES 0% 10% 20% 30% 40%	FREC 0% 10%
 1 Treatment Inadequate Consideration of Views - Carer / Family / Nominated Person - voluntary / status unknown 2 Treatment Unsafe / premature discharge 3 6 % 2 9 % 	 Conduct and Behaviour Rudeness / lack of respect / discourtesy Communication Inadequate / misleading / confusing information - with family / carer / nominated person
3 Communication Inadequate / misleading / confusing information - with family / carer / nominated person	3 Access Refusal to admit or treat
Communication Inadequate / incomplete / confusing information - consumer	Communication Lack of or insufficient communication - with other provider
Communication Lack of communication - with family / carer / nominated person	5 Conduct and Behaviour Lack of empathy / compassion

Complaints about Central
East AMHSSector-wide complaintsto the MHCC (n=14)to the MHCC (n=426)to the service (n=12)to the service (n=529)

QUENCY OF ISSUES

20%

30%

40%





Outcomes of complaints



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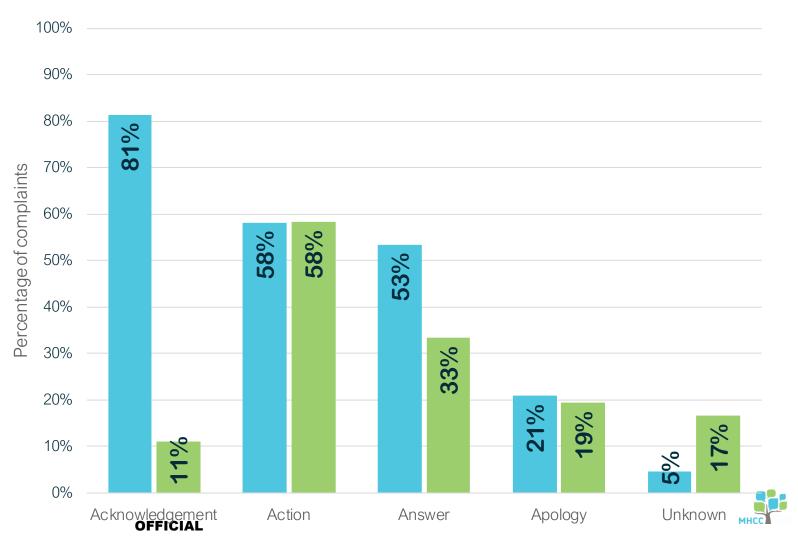
What were the outcomes of complaints? 2020-21

Closed complaints about Central East AMHS

- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Central East AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Central East AMHS of the issues raised by the complainant.
- The most common outcome of complaints made directly to Central East AMHS was action taken in response to those complaints.

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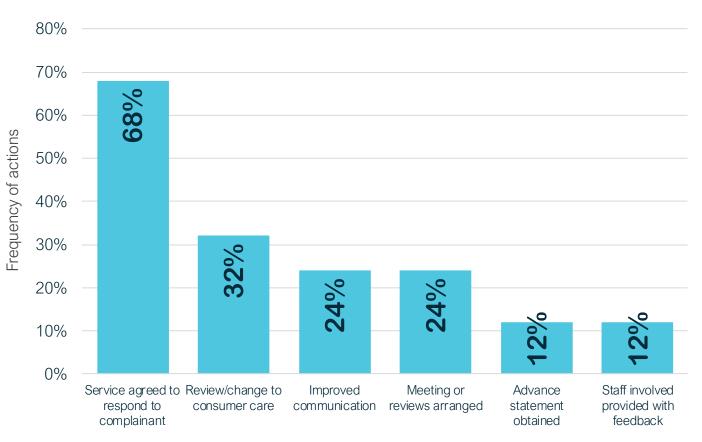
- Complaints to MHCC about service with outcomes by service (n=43)
- Complaints to service with outcomes by service (n=36)



What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Central East AMHS in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - change/review of treatment/care for individual consumers





Key points to consider

H Complaint numbers

- Overall, more complaints were made to the MHCC than directly to Central East AMHS. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/ carers feel empowered to raise concerns directly with the service.
- However, the MHCC notes the increase in complaints made directly to Central East AMHS, suggesting that improvements have been made in this regard.

Issues raised

...

- Inadequate/ incomplete/ confusing information provided to consumers was the most frequently occurring issue in complaints to the MHCC about Central East AMHS, raised in a slightly higher proportion of complaints than the sector
- In complaints made directly to Central East AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Concerns about property lost/ damaged was also frequently raised, in a higher proportion of complaints than the sector.

Outcomes

- The most common outcome of complaints made to the MHCC about Central East AMHS was acknowledgement by Central East AMHS of the issues raised by the complainant.
- The most common outcome of complaints made directly to Central East AMHS was action taken in response to those complaints.

