

Northern 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



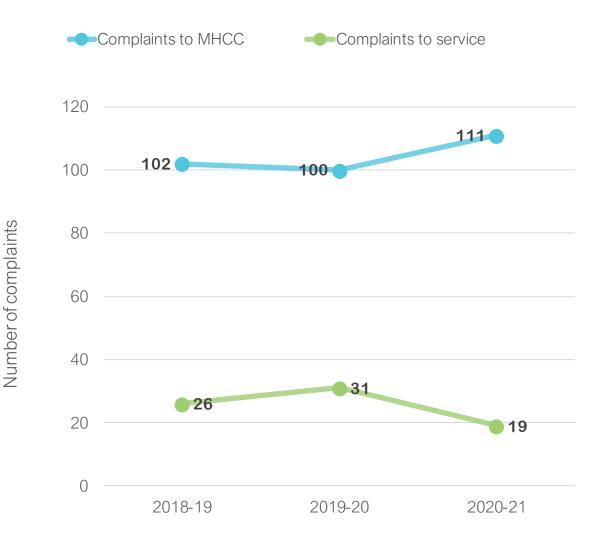
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How many complaints were made? 2020-21

1111Complaints to MHCCCoabout Northern AMHSNo

19 Complaints to Northern AMHS

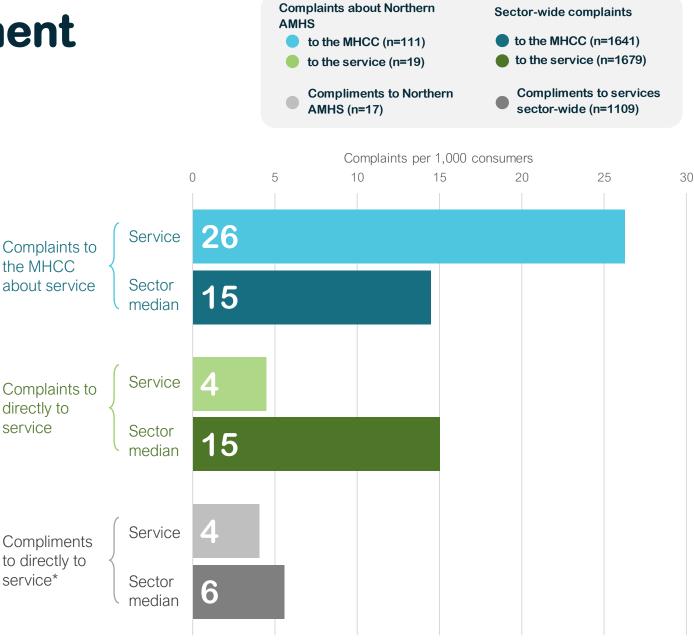
- The number of complaints to the MHCC about Northern AMHS rose in 2020-21, while the number of complaints to Northern AMHS decreased in the same timeframe.
- Overall, more complaints were made to the MHCC than directly to Northern AMHS. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.





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 higher rate of complaints was made to the MHCC about Northern AMHS, and a lower rate of complaints was made directly to the service. A slightly lower rate of compliments were made to Northern AMHS directly, compared to the sector.

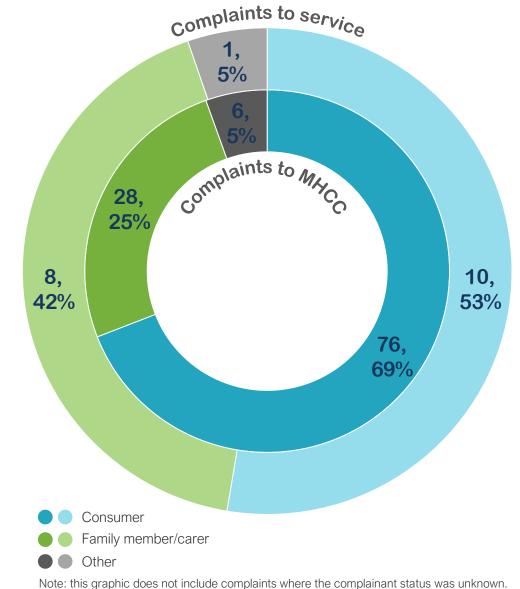




Who is making complaints? 2020-21

Complaints raised about Northern AMHS

- Consumers made the majority of complaints to the MHCC about Northern AMHS. Meanwhile, family members and carers made about a quarter of complaints.
- In contrast, consumers, and family members / carers / other made roughly half of all complaints directly to Northern AMHS.





Issues raised in complaints and compliments

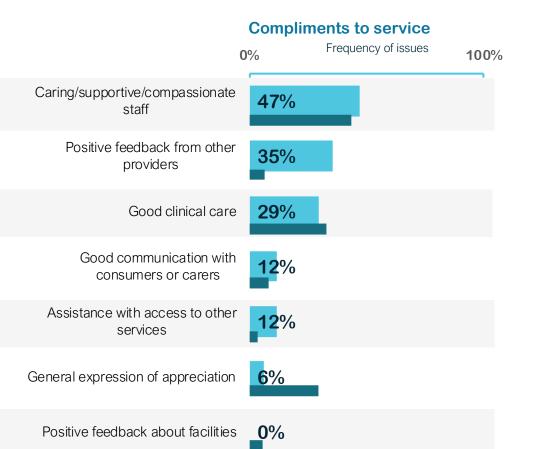


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What were compliments about? 2020-21

Themes raised in compliments about Northern 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 Northern AMHS were most commonly about caring/supportive/compassionate staff, positive feedback from other providers, and good clinical care. Compliments were provided at a similar or higher rates when compared to the sector.
- A lower percentage of complaints made to Northern AMHS were classified as general expression of appreciation compared to the sector as a whole. This is a positive thing and reflects the level of detail provided by Northern AMHS about their compliments data that enabled the MHCC to identify more specific themes.



0%

0%

Compliments to Northern

AMHS (n=17)



Positive feedback about therapeutic

options offered

Positive feedback about consumer

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 Northern AMHS

- Issues raised in complaints to the MHCC about Northern 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 Northern AMHS were less consistent with those raised in complaints to services for the sector.
 Although Treatment, Conduct and Behaviour were among the most commonly raised issues,
 Communication was raised less frequently when compared with the sector.

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Sector-wide complaints AMHS to the MHCC (n=111) • to the MHCC (n=1641) to the service (n=19) • to the service (n=1679) **Complaints to the MHCC Complaints to service** Frequency of issues Frequency of issues 0% 0% 100% 47% 75% Treatment **41% 5**% Communication 41% 11% Medication Conduct and behaviour 37% 25% **5**% 18% Diagnosis 11% Access 10% **16%** Facilities 5% Complaint management 0% 5% 2% Records

Complaints about Northern

100%

What were complaints about? 2020-21

Most frequent Level 3 issues raised about Northern AMHS

- Dissatisfaction with the prescribed medication was the most frequently occurring issue in complaints to the MHCC about Northern AMHS, complaints regarding this were raised in a higher proportion of complaints than the sector.
 - In complaints made directly to
 Northern AMHS, rudeness /
 lack of respect / discourtesy
 was the most frequently
 occurring issue, consistent
 with the sector. Lack of care or
 attention was also frequently
 raised. Both were raised in a
 higher proportion of complaints
 than the sector.

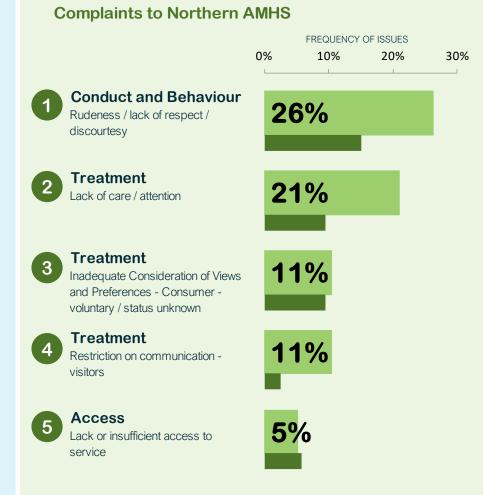
С	omplaints to the MHCC	;				C	omplai
		0%	FREQUENCY O	20%	30%		
1	Medication Dissatisfaction with prescribed medication	20	%			1	Condu Rudeness discourte
2	Communication Inadequate / incomplete / confusing information - consumer	19	%			2	Treatn Lack of ca
3	Treatment Inadequate consideration of views and preferences - compulsory patient	18	%			3	Treatm Inadequa and Prefe voluntary
4	Medication Side effects from medication	14	%			4	Treat Restrictio visitors
5	Diagnosis Incorrect / disputed diagnosis	12	.%			5	Acces Lack or in service

Complaints about Northern AMHS Sector-wide complaints

to the MHCC (n=111)

to the service (n=19)

- to the MHCC (n=1641)
- to the service (n=1679)





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Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Northern AMHS

- Among the top five issues raised by consumers in complaints to the MHCC about Northern AMHS, four were raised in a higher proportion than complaints raised to the MHCC for the sector.
 - The most frequently raised
 issues by consumers in
 complaints directly to
 Northern AMHS was
 rudeness / lack of respect /
 discourtesy, and lack of care /
 attention, both were raised in
 a considerably higher
 proportion when compared
 with the sector.

Complaints to the MHCC	Complaints to Northern AMHS
FREQUENCY OF ISSUES 0% 10% 20% 30%	FREQUENCY OF ISSUES 0% 10% 20% 30%
Medication Dissatisfaction with prescribed medication	Conduct and Behaviour Rudeness / lack of respect / discourtesy
2 Treatment Inadequate consideration of views and preferences - compulsory patient 25%	2 Treatment Lack of care / attention 30%
3 Communication Inadequate / incomplete / confusing information - consumer	3 Treatment Inadequate Consideration of Views and Preferences - Consumer - voluntary / status unknown
4 Medication Side effects from medication	Access Refusal to admit or treat
5 Treatment Disagreement with treatment order	5 Conduct and Behaviour Sexual assault - by another consumer



Complaints about Northern AMHS to the MHCC (n=76) to the service (n=10)

Sector-wide complaints

to the MHCC (n=1149)
to the service (n=1033)

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Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Northern AMHS

Communication and Treatment issues relating to inadequate information and lack of communication with family members / carers, as well as unsafe or premature discharge were the most frequently raised by family members / carers in complaints to the MHCC about Northern AMHS.

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The top five issues raised by
family members / carers in
complaints directly to Northern
AMHS varied between issues of
Access, Conduct and Behaviour,
Diagnosis, Facilities and
Medication. All were raised in
higher proportions than the
sector.

С	omplaints to the MHCC	;						
		FREQUENCY OF ISSUES						
		0%	10%	20%	30%			
1	Communication Inadequate / misleading / confusing information - with family carer / nominated person Communication Lack of communication - with family / carer / nominated person	/	9% 8%					
3	Treatment Unsafe / premature discharge	18	8%	ī.				
4	Access Refusal to admit or treat	14	4%					
5	Treatment Inadequate consideration of views carer / family / guardian of compulsory patient	- 14	4%					







Outcomes of complaints



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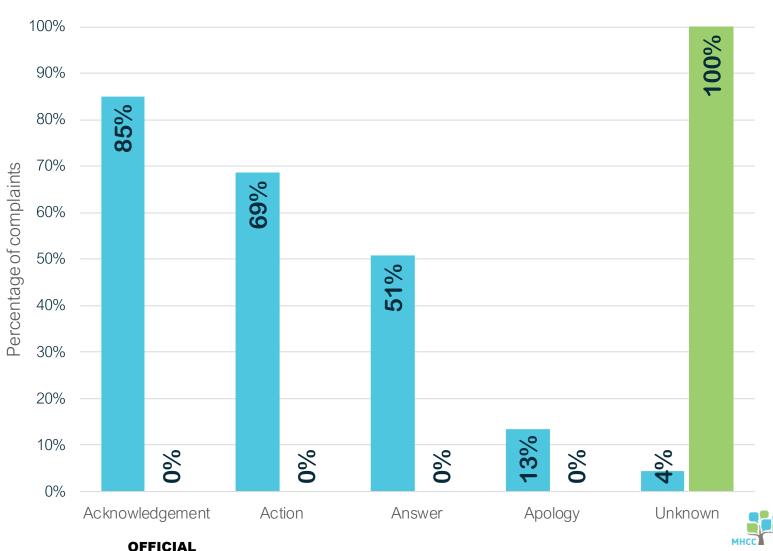
What were the outcomes of complaints? 2020-21

Closed complaints about Northern 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 Northern 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 Northern AMHS of the issues raised by the complainant.
- The most common outcome of complaints made directly to Northern AMHS was unknown.

Complaints to MHCC about service with outcomes by service (n=67)

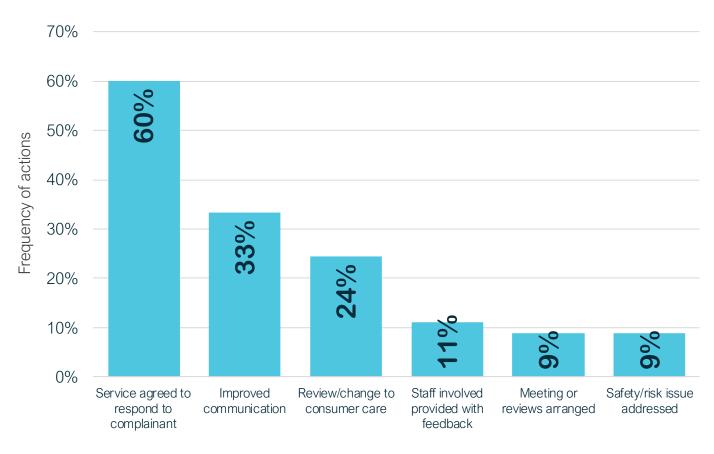
Complaints to service with outcomes by service (n=23)



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 Orygen 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

- The number of complaints to the MHCC about Northern AMHS rose in 2020-21, while the number of complaints to Northern AMHS decreased in the same timeframe.
- Overall, more complaints were made to the MHCC than directly to Northern 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.

Issues raised

- Dissatisfaction with the prescribed medication was the most frequently occurring issue in complaints to the MHCC about Northern AMHS, complaints regarding this were raised in a higher proportion of complaints than the sector.
- In complaints made directly to Northern AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Lack of care or attention was also frequently raised. Both were raised in a higher proportion of complaints than the sector.



- The most common outcomes of complaints made to the MHCC were acknowledgement and action taken by Northern AMHS on the issues raised by the complainant.
- The MHCC would like to see more data on outcomes of complaints made directly to the service.
- The most common action undertaken by Northern AMHS in response to complaints to the MHCC was to respond to the consumer or complainant directly.

