

Summary of service provider complaint report

Outer East AMHS

2022-23



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 2022-23 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:



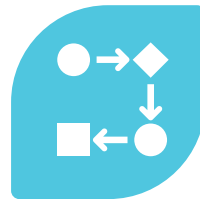
identify key themes
and emerging issues
across the sector



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



increase awareness of
systemic issues and
improvement opportunities



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



inform our projects
and recommendations



Number of
complaints and
compliments

How many complaints were made? 2022-23

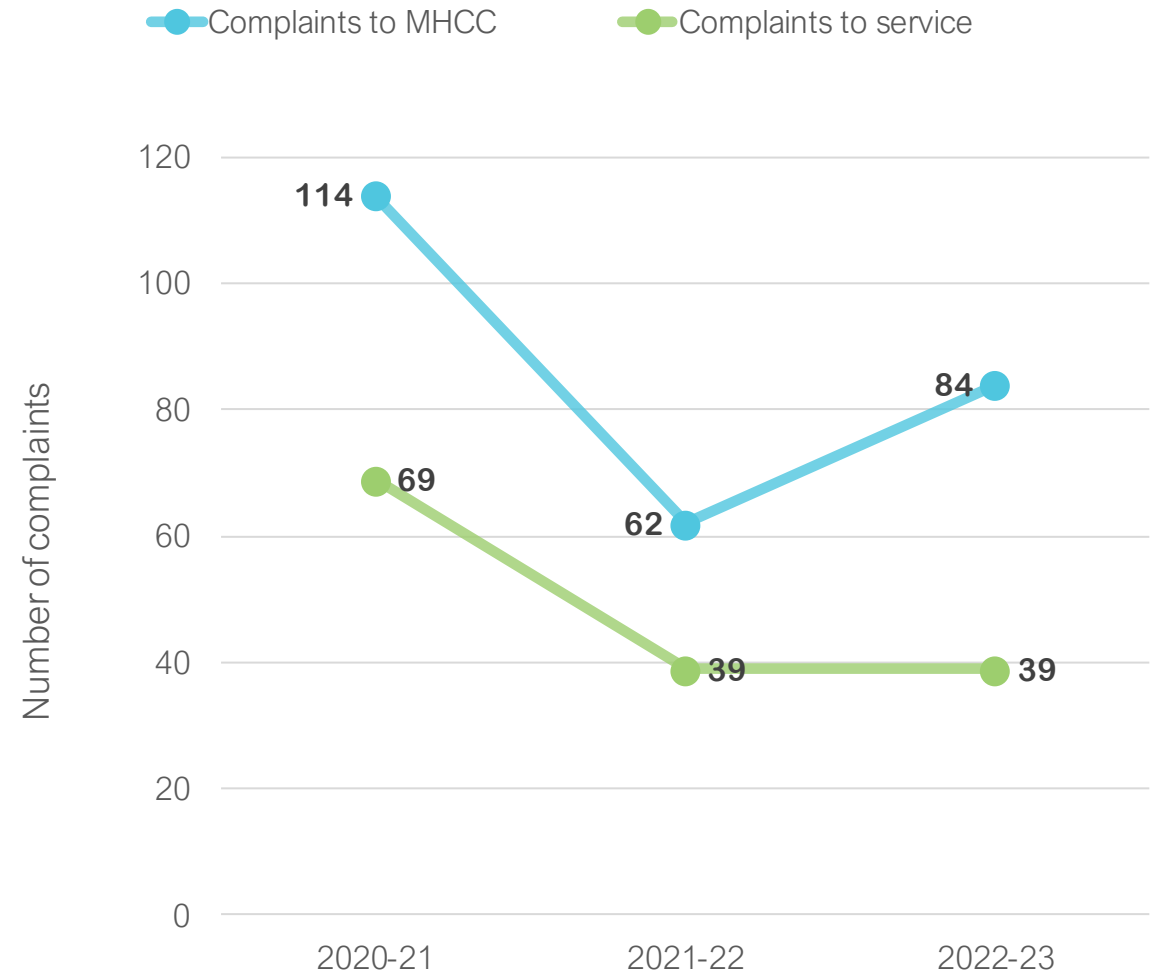
84

Complaints to the MHCC about Outer East AMHS

39

Complaints to Outer East AMHS

- The number of complaints made to the MHCC about Outer East AMHS was higher in 2022-23 than the previous year, while the number of complaints made directly to the service remained unchanged.
- The number of complaints made to the MHCC about Outer East AMHS remained higher than complaints directly to the service.

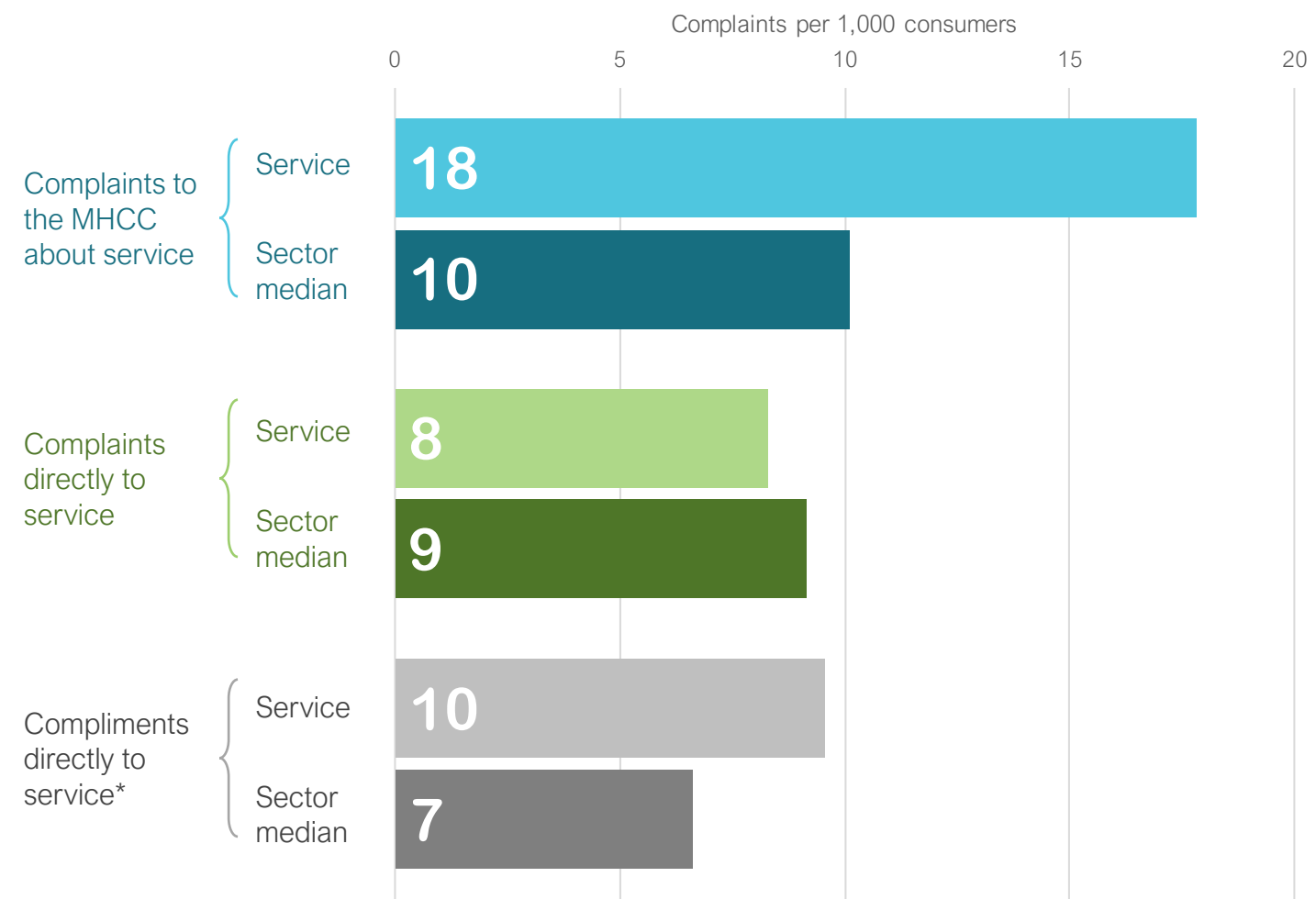


Complaint and compliment rates

2022-23

- 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.
- The rate of complaints received by the MHCC about Outer East AMHS was higher than the sector median and have increased since 2021-22.
- The rate of complaints made directly to the service was below the sector median, which have decreased since 2021-22.
- The rate of compliments made directly to the service was higher than the previous year and higher than the sector median.

Complaints about Outer East AMHS	Sector-wide complaint
● to the MHCC (n=84)	● to the MHCC (n=1442)
● to the service (n=39)	● to the service (n=1671)
● Compliments to Outer East AMHS (n=45)	● Compliments to services sector-wide (n=1041)

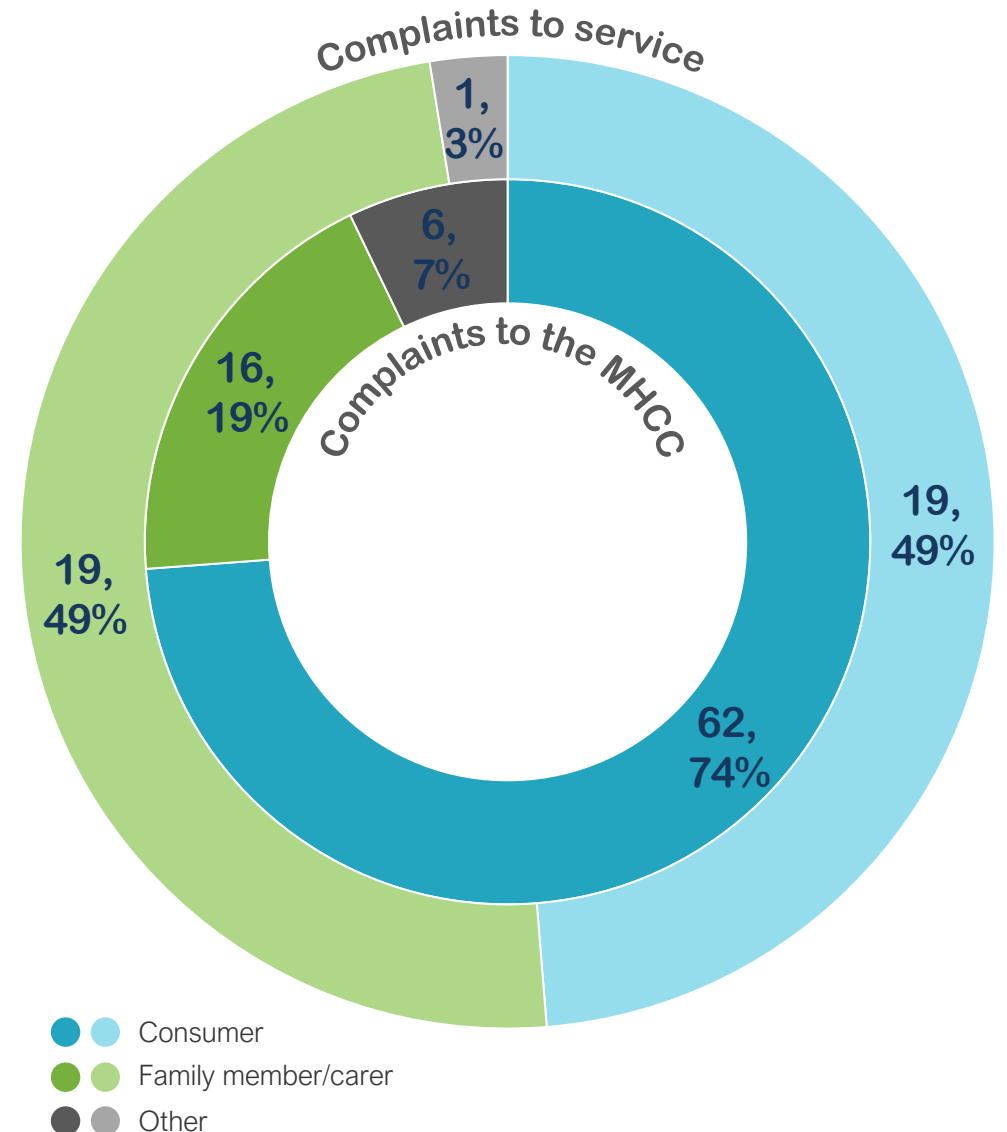


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Outer East AMHS

- Consumers made the majority of complaints to the MHCC about Outer East AMHS (74%), with carers accounting for less than a fifth (19%) of complaints.
- Complaints made directly to the service were split evenly between consumers and carers, each making 49% of complaints.



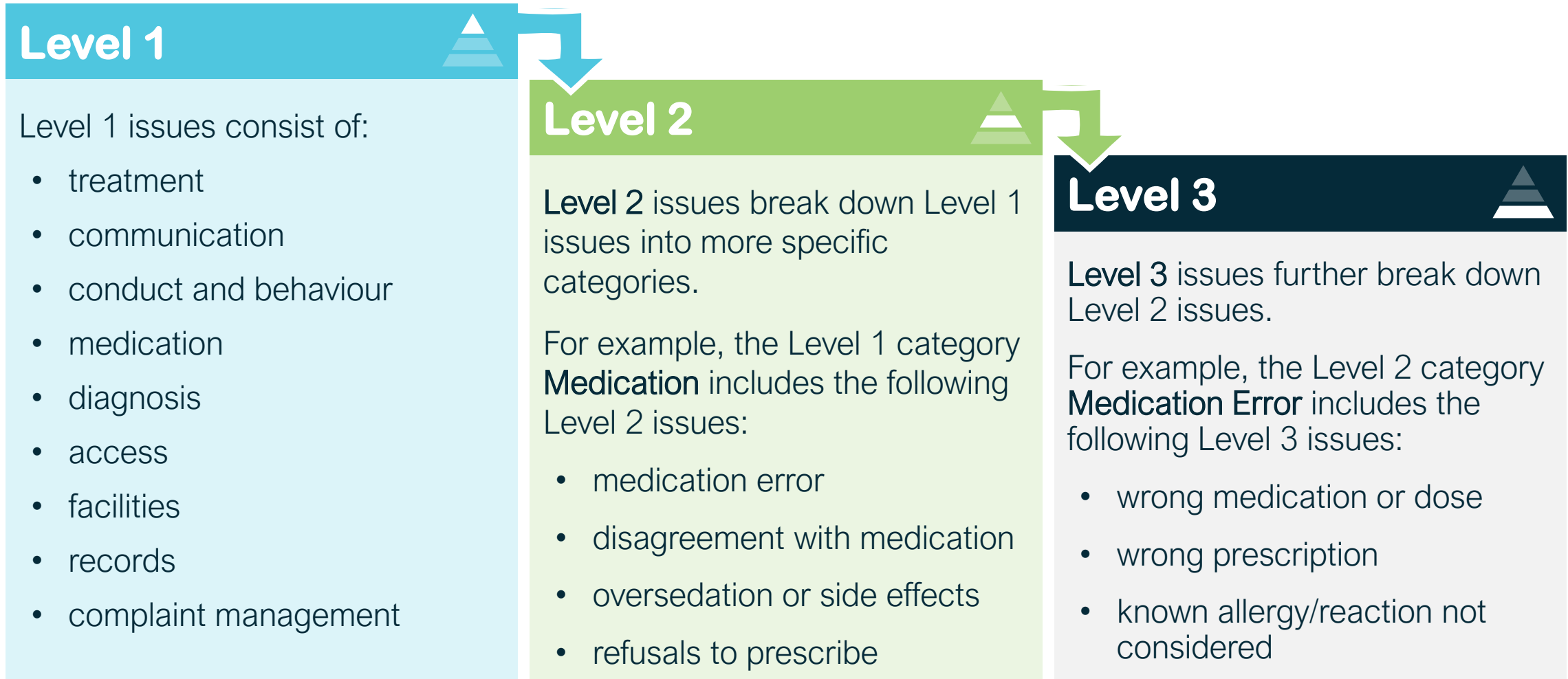
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

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



What were complaints about? 2022-23

Level 1 issues raised about Outer East AMHS

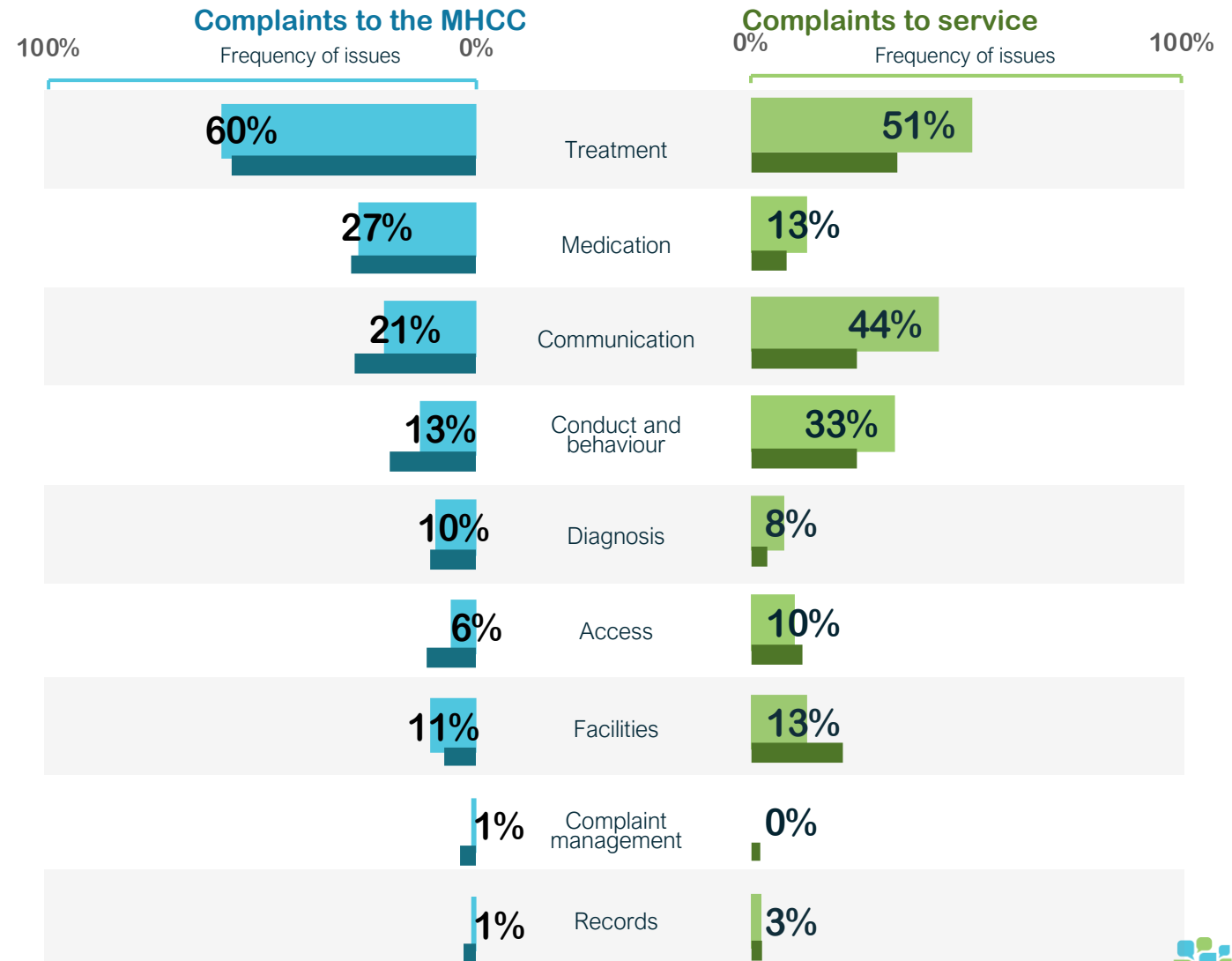
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Outer East AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication being the most common issues.
- Issues raised in complaints made directly to the service were also broadly consistent with sector wide trends, including Treatment, Communication and Conduct & behaviour as commonly raised issues.

Complaints about Outer East AMHS

- to the MHCC (n=84)
- to the service (n=39)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)



What were complaints about? 2022-23

Most frequent Level 3 issues raised about Outer East AMHS

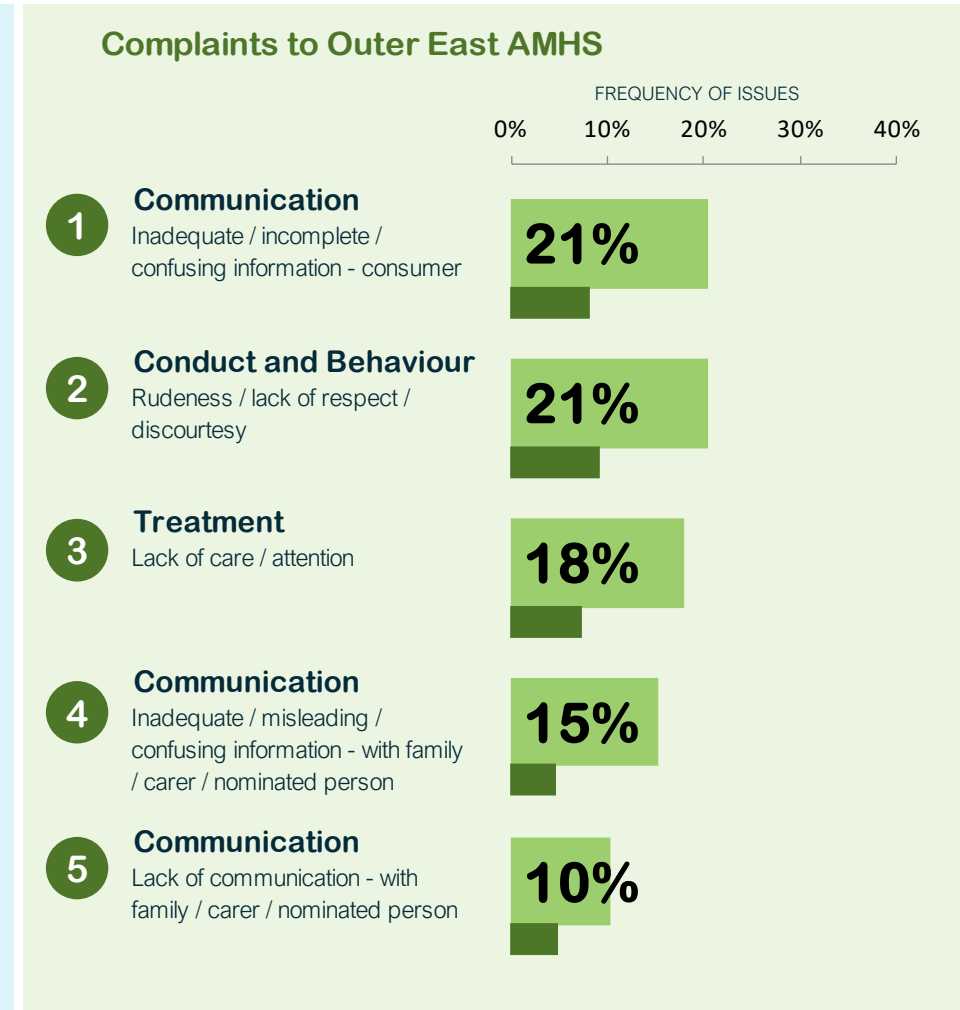
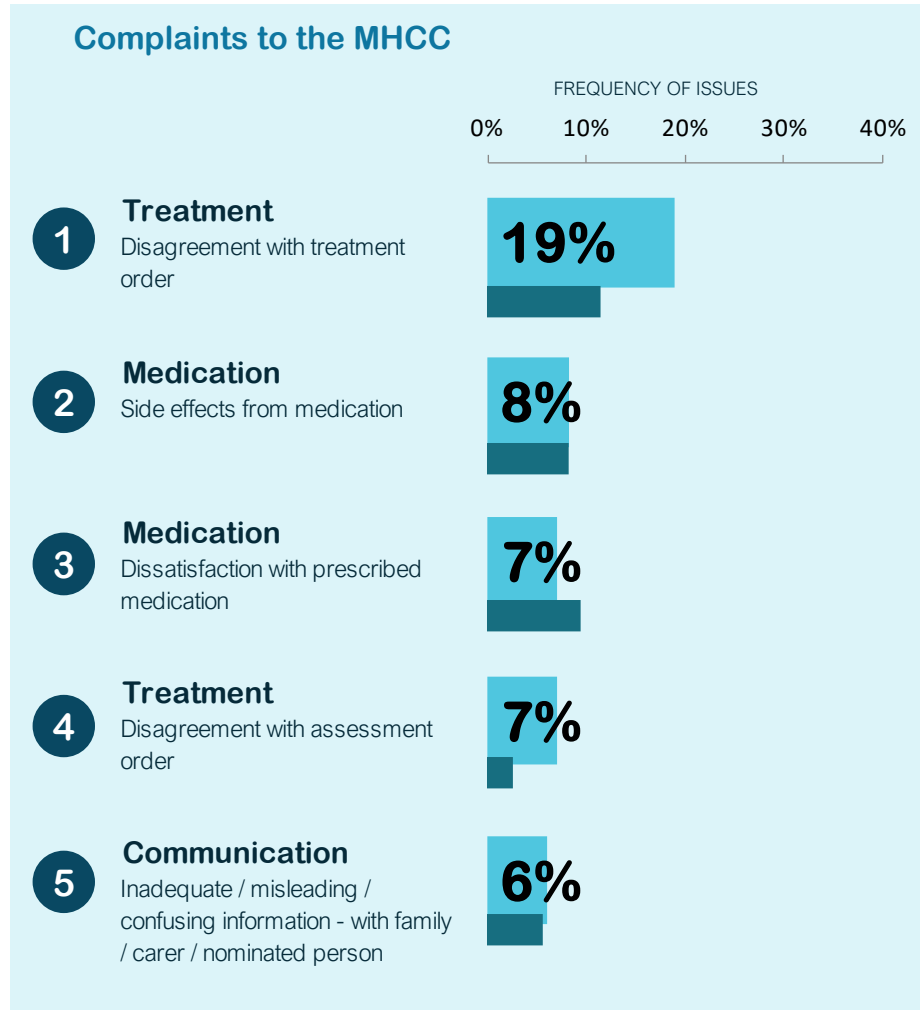
Complaints about Outer East AMHS

- to the MHCC (n=84)
- to the service (n=39)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

- The issue most frequently raised in complaints made to the MHCC about Outer East AMHS were disagreements with treatment orders.
- The issues most frequently raised in complaints made directly to the service were inadequate / incomplete / confusing information, and rudeness / lack of respect / discourtesy.

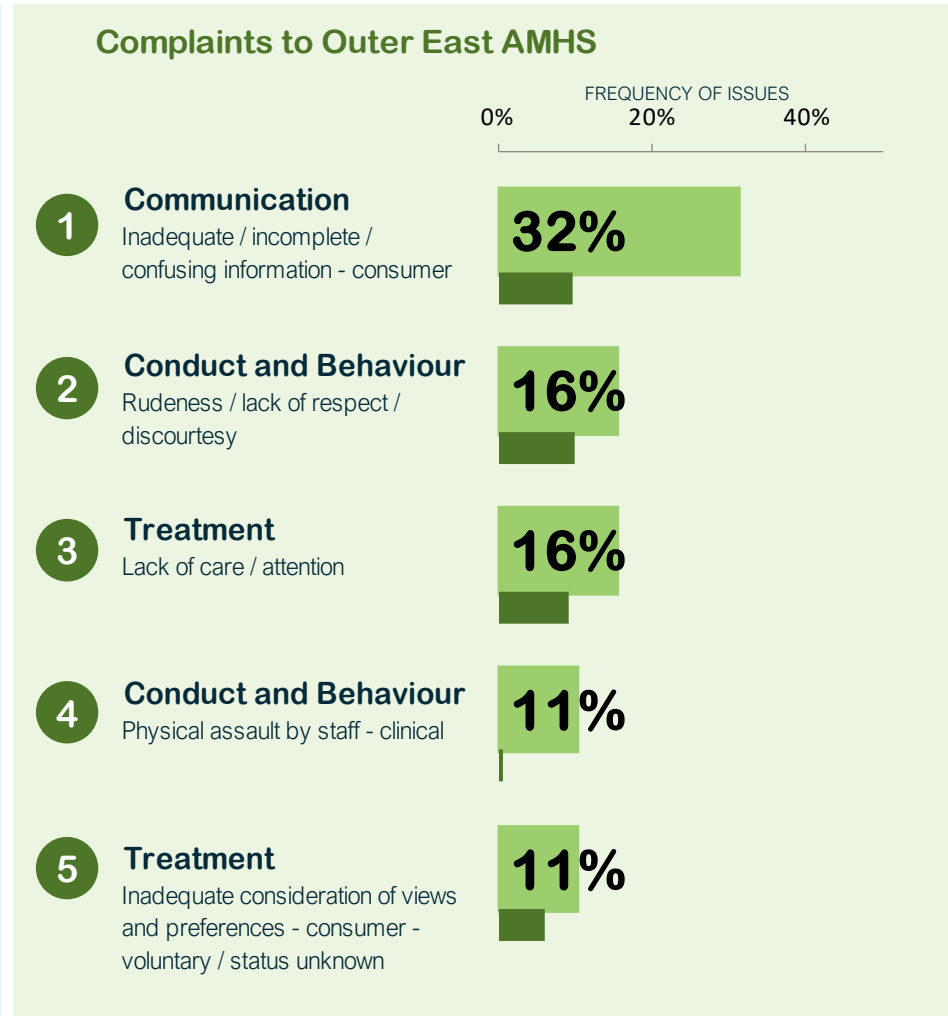
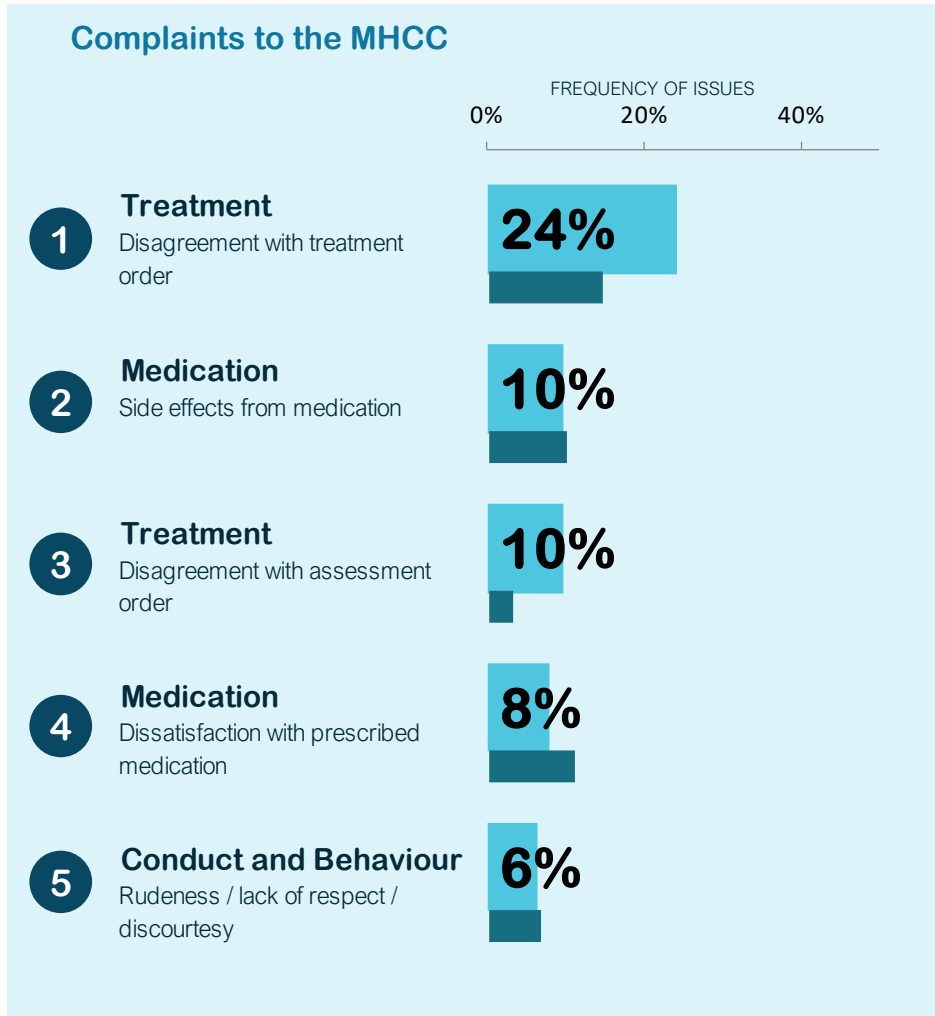


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Outer East AMHS

Complaints about Outer East AMHS		Sector-wide complaints	
●	to the MHCC (n=62)	●	to the MHCC (n=1074)
●	to the service (n=19)	●	to the service (n=1039)

- Disagreement with treatment orders, side effects from medication, and disagreements with assessment orders were the most frequently occurring issues in complaints made by consumers to the MHCC about Outer East AMHS.
- The issues most frequently raised in complaints made directly to the service by consumers included inadequate / incomplete / confusing information, rudeness / lack of respect / discourtesy, and a lack of care / attention.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Outer East AMHS

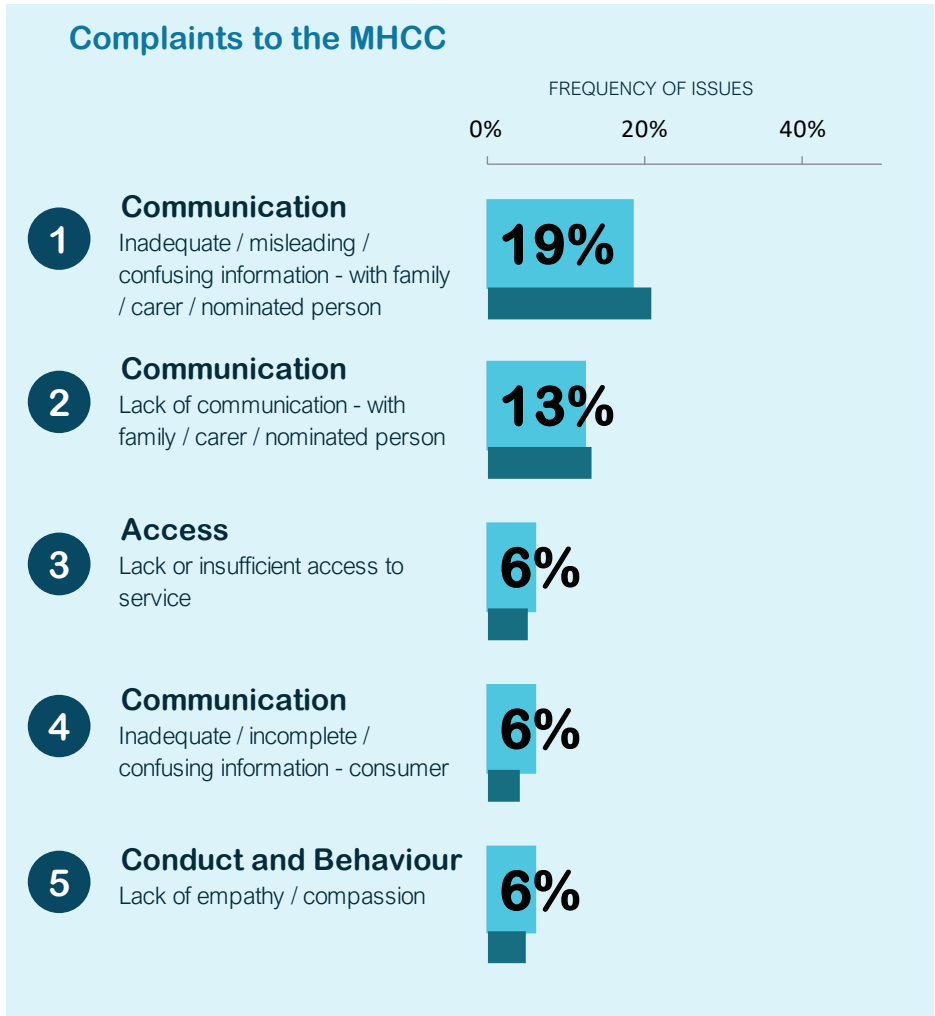
- The issues most frequently raised in complaints made by carers to the MHCC about Outer East AMHS were communication-related, including inadequate / misleading / confusing information, and lack of communication.
- The issues most frequently raised in complaints made by carers directly to the service were inadequate / misleading / confusing information and rudeness / lack of respect / discourtesy.

Complaints about Outer East AMHS

- to the MHCC (n=16)
- to the service (n=19)

Sector-wide complaints

- to the MHCC (n=320)
- to the service (n=380)



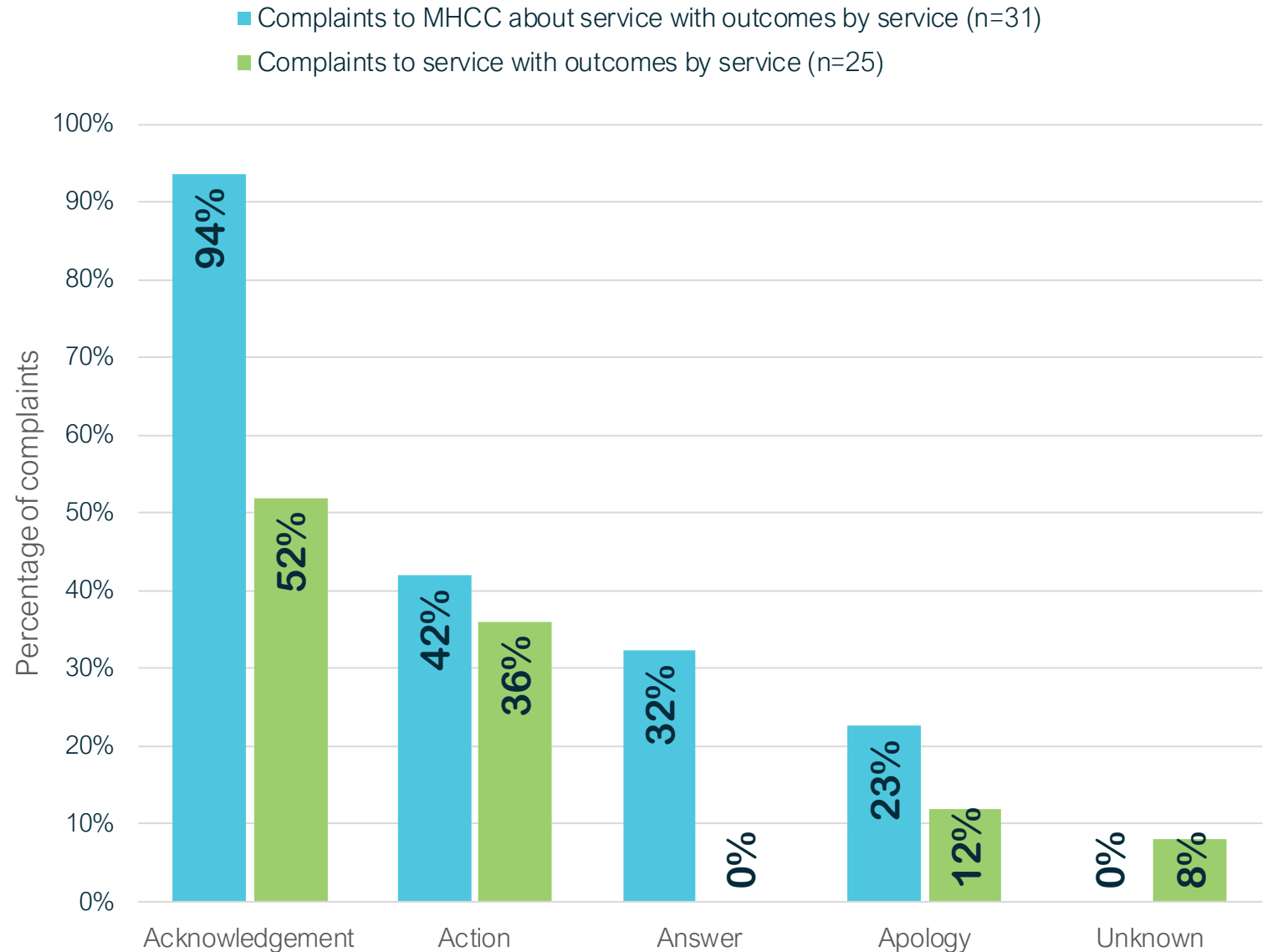


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Outer East AMHS

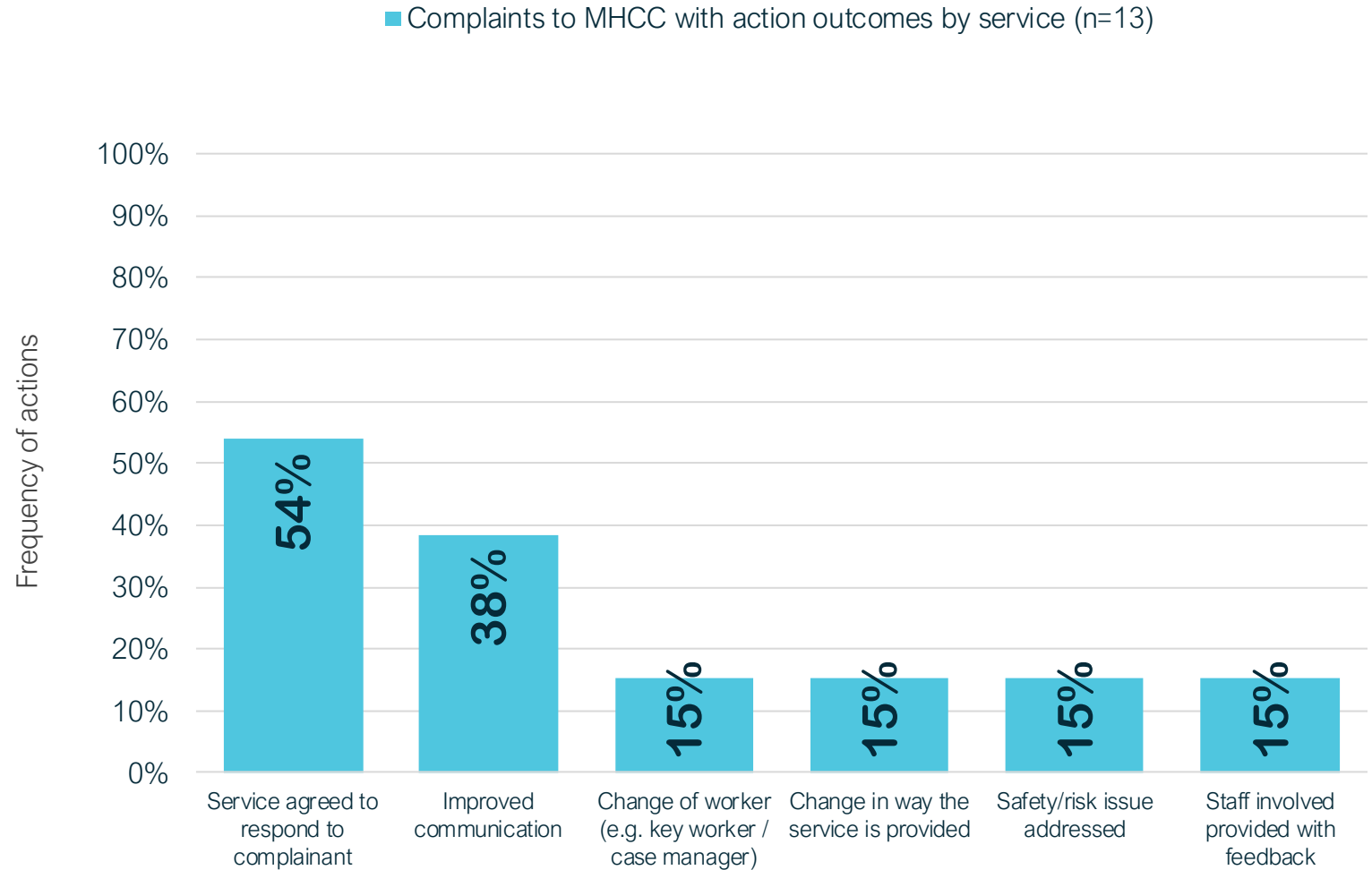
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Outer East AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



What actions were taken by the service? 2022-23

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

- Actions most frequently undertaken by Outer East AMHS in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improving communication





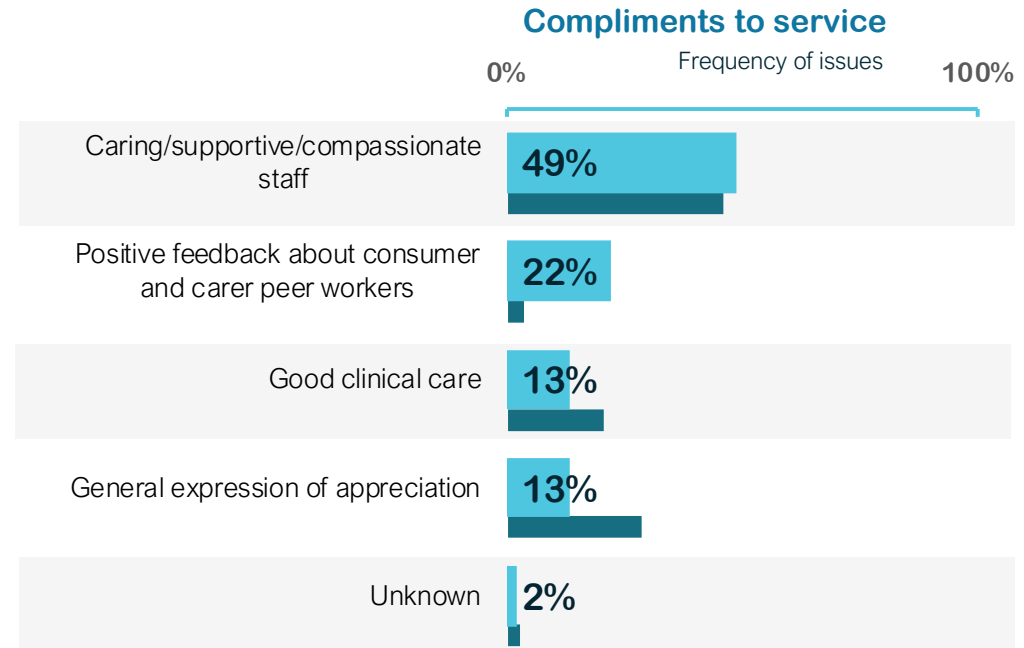
Themes in compliments

What were compliments about? 2022-23

● Compliments to Outer East AMHS (n=45) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Outer East AMHS

- The most frequently raised compliment issue was caring / supportive / compassionate staff.
- Other notable compliment topics include positive feedback about consumer and care peer workers (22%), good clinical care and general expressions of appreciation (13%).
- A considerable level of detail was provided by Outer East AMHS about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Outer East AMHS was higher in 2022-23 than the previous year, while the number of complaints made directly to the service remained unchanged.
- Consumers made the majority of complaints to the MHCC about Outer East AMHS (74%), with carers accounting for less than a fifth (19%) of complaints.



Issues raised

- Issues raised in complaints to the MHCC about Outer East AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication being the most common issues.
- Issues raised in complaints made directly to the service were also broadly consistent with sector wide trends, including Treatment, Communication and Conduct & behaviour as commonly raised issues.



Outcomes

- The most common outcome for complaints to the MHCC and to the service was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- The most common action undertaken by Outer East AMHS in response to complaints to the MHCC was responding to the complainant or consumer directly.