

Summary of service provider complaint report

Eastern Health



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHWC and complaints and compliments directly to your service, largely focusing on the 2023-24 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 MHWC, reflecting that people feel confident to raise their concerns with the service.

The role of the MHWC

The MHWC collects 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

The MHWC also has a role in system oversight, including monitoring the quality, safety, and performance of the sector.

It is expected that this report will continue to adjust to align to the MHWC's system monitoring and oversight functions over time.

Trends in complaints and compliments

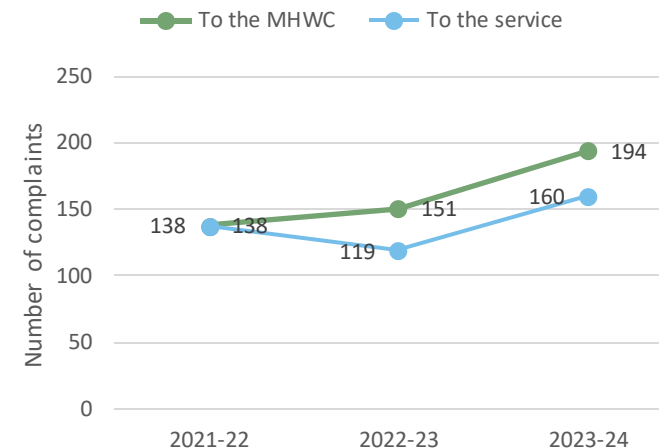
How many complaints were made?

Complaints about Eastern Health

The MHWC received **194** complaints about Eastern Health

Eastern Health received **160** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	138	151	194	+28%
To the service	138	119	160	+34%

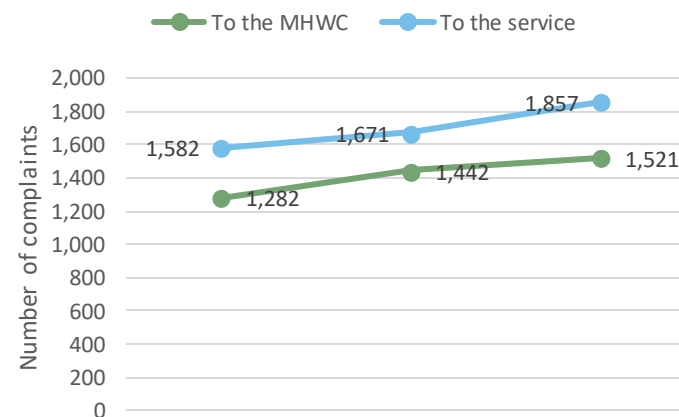


Complaints across all services

Complaints to the MHWC increased by: **5%**

Complaints to service providers increased by: **11%**

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	1,282	1,442	1,521	+5%
To the service	1,582	1,671	1,857	+11%

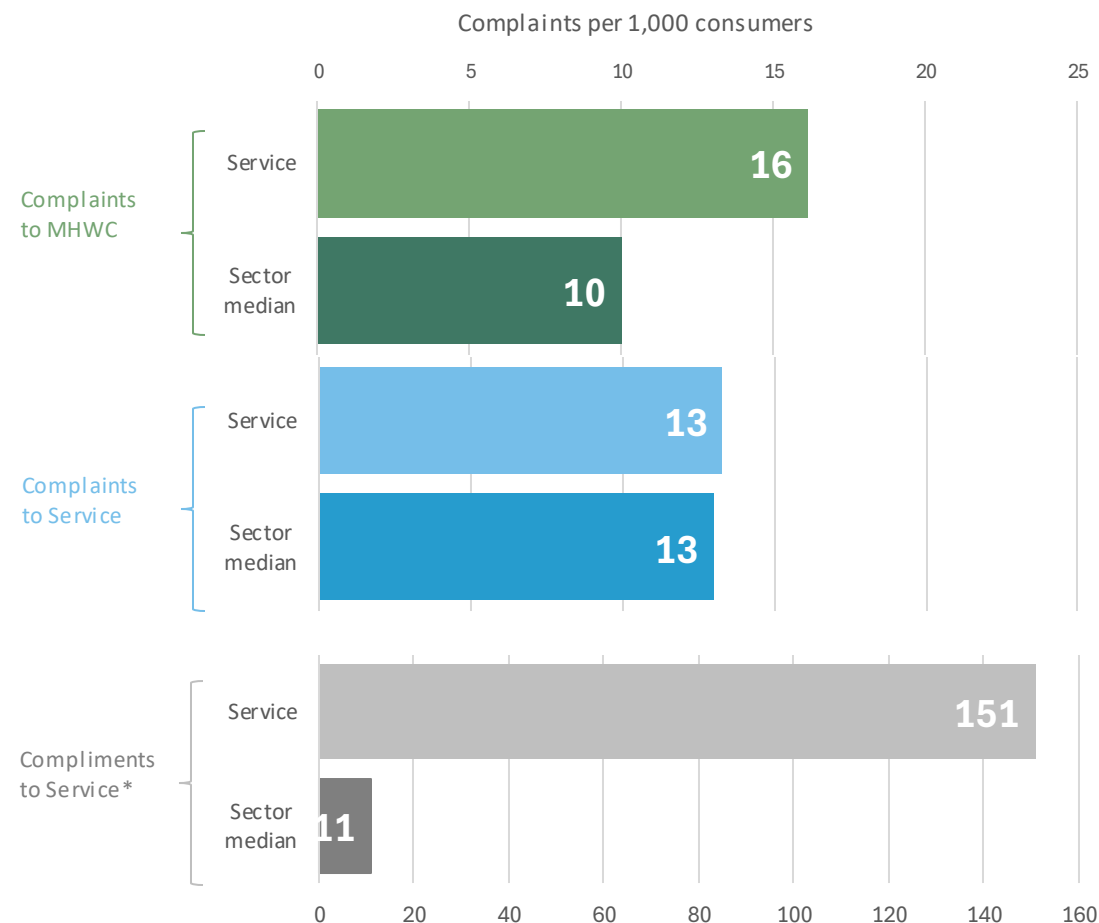


Complaint rates

Complaints per 1,000 consumers

This chart shows complaint and compliment rates per 1,000 consumers, compared to sector medians. Sector medians are shown to avoid particular service types providing a skewed picture of inter-service performance. Half of all services have complaint and compliment rates below the sector median.

Complaints per 1,000		
Complaints to MHWC about service	consumers	Sample size
Eastern Health	16.1	194
Sector median	10.0	1,514
Complaints directly to service		
Eastern Health	13.3	160
Sector median	13.0	1,857
Compliments directly to service		
Eastern Health	151.0	151
Sector median	11.0	1,188



**Note: Not all services reported compliments, and services use different approaches to capture these data.*

Who is making complaints?

Complainant relationship to consumer

This chart shows who made complaints about Eastern Health.

For complaints to the MHWC the most complaints were made by Consumers.

For complaints directly to the service the most complaints were made by Consumers.

Complaints about Eastern Health

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	76%	21%	3%	1%
Complaints directly to service	47%	38%	8%	8%

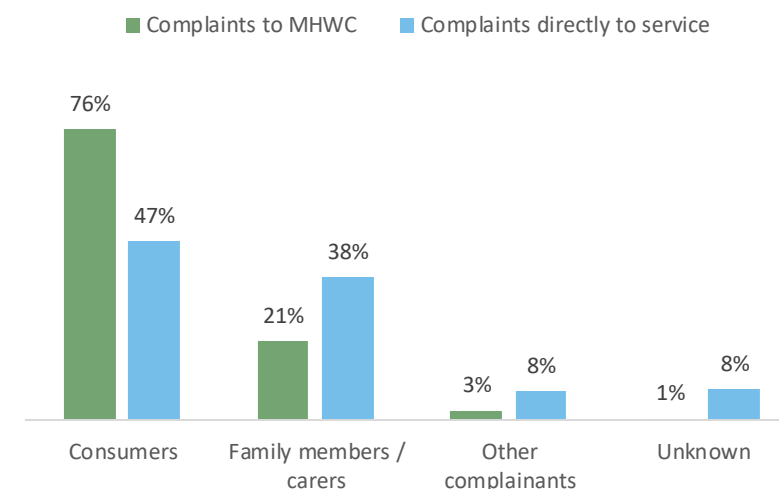
This chart shows who made complaints about all service providers sector-wide.

For complaints to the MHWC the most complaints were made by Consumers.

For complaints directly to the service the most complaints were made by Consumers.

Complaints about all service providers

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	73%	24%	3%	0%
Complaints directly to service	57%	26%	7%	10%



Issues raised in complaints

How does the MHWC categorise issues?

The MHWC uses three levels of categories to classify complaints



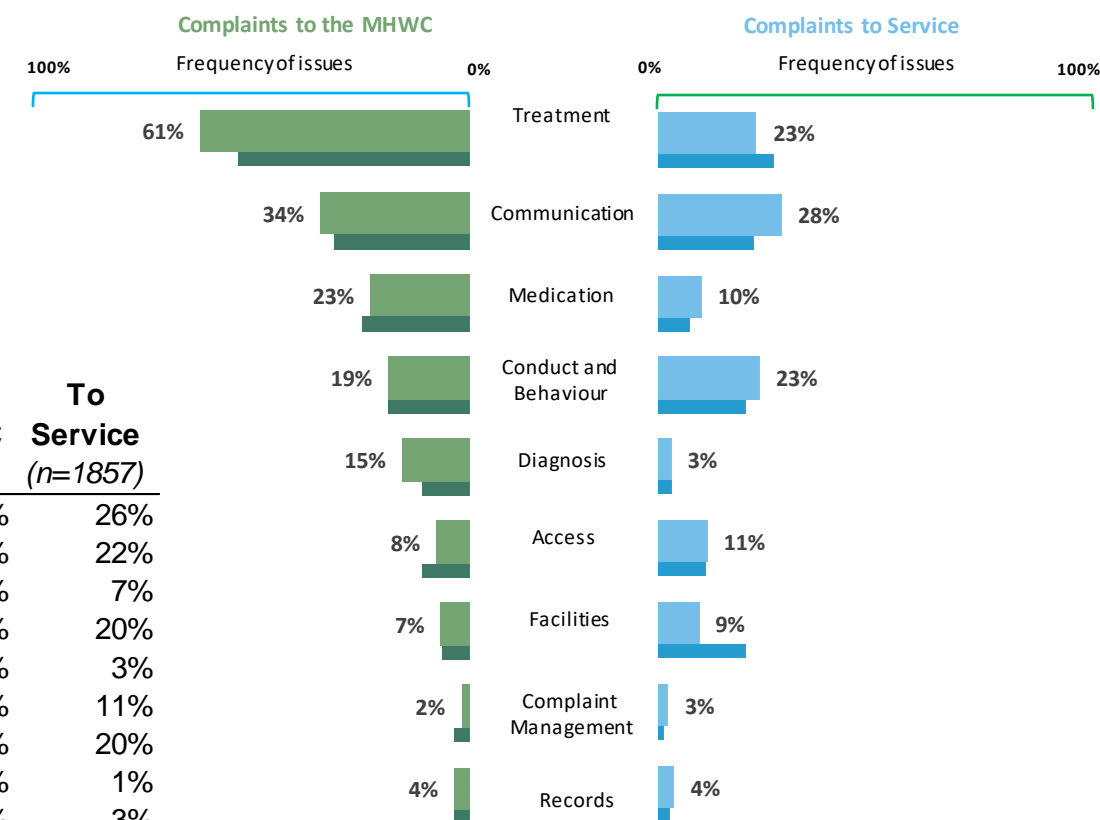
What were complaints about?

Level 1 issues raised about Eastern Health

*This chart shows the proportion of complaints that related to each level 1 issue.
It includes complaints made by all complainant types.
Sector averages are the total proportion across all complaints across all services.*

The most commonly raised issues for complaints about Eastern Health to the MHWC were Treatment and Communication

The most commonly raised issues for complaints about Eastern Health to the service were Communication and Conduct and Behaviour



Proportions of complaints with issue	Eastern Health		Sector averages	
	To MHWC (n=194)	To Service (n=160)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	61%	23%	53%	26%
2 Communication	34%	28%	31%	22%
3 Medication	23%	10%	25%	7%
4 Conduct and Behaviour	19%	23%	19%	20%
5 Diagnosis	15%	3%	11%	3%
6 Access	8%	11%	11%	11%
7 Facilities	7%	9%	7%	20%
8 Complaint Management	2%	3%	4%	1%
9 Records	4%	4%	4%	3%

What were complaints about?

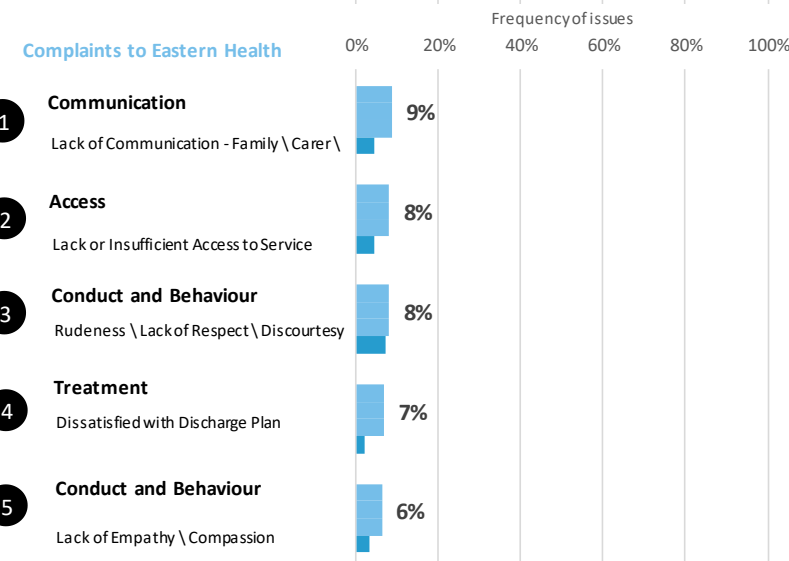
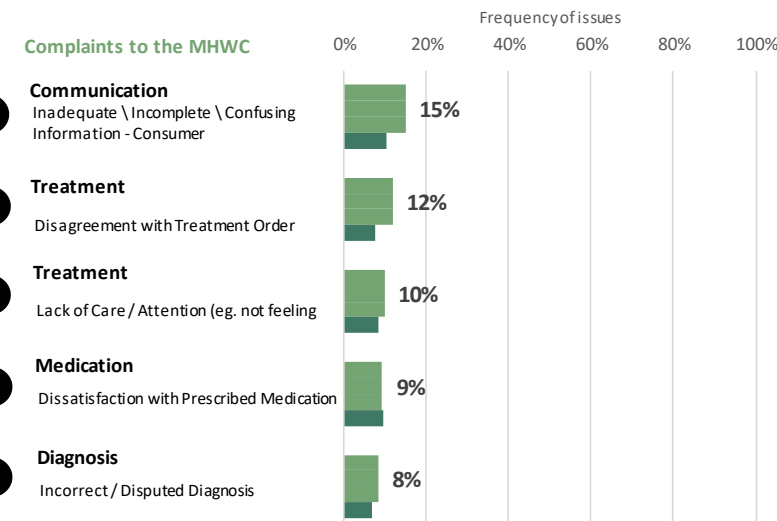
Level 3 issues raised about Eastern Health

Complaints to the MHCW

Rank	Level 1	Level 3	About Eastern Health (n=194)	Sector average (n=1521)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	15%	10%
2	Treatment	Disagreement with Treatment Order	12%	8%
3	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	10%	8%
4	Medication	Dissatisfaction with Prescribed Medication	9%	9%
5	Diagnosis	Incorrect / Disputed Diagnosis	8%	7%

Complaints directly to service

Rank	Level 1	Level 3	Complaints to Eastern Health (n=160)	Sector average (n=1857)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	9%	5%
2	Access	Lack or Insufficient Access to Service	8%	5%
3	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	8%	7%
4	Treatment	Dissatisfied with Discharge Plan	7%	2%
5	Conduct and Behaviour	Lack of Empathy \ Compassion	6%	3%



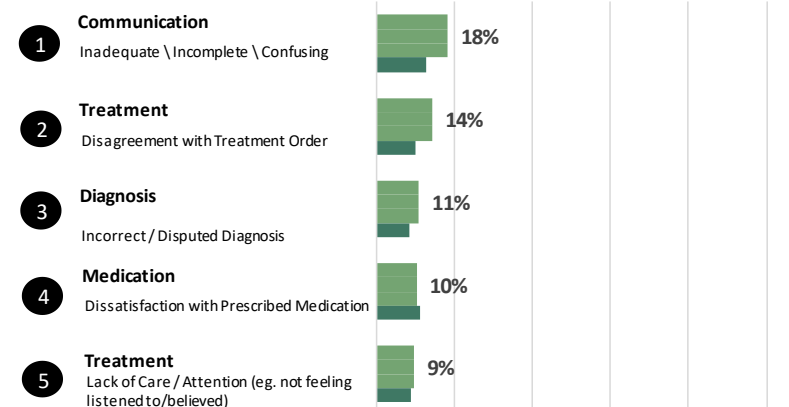
What were consumer complaints about?

Level 3 issues raised by consumers about Eastern Health

Complaints to the MHC

Rank	Level 1	Level 3	About Eastern Health (n=148)	Sector average (n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	18%	13%
2	Treatment	Disagreement with Treatment Order	14%	10%
3	Diagnosis	Incorrect / Disputed Diagnosis	11%	8%
4	Medication	Dissatisfaction with Prescribed Medication	10%	11%
5	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	9%	9%

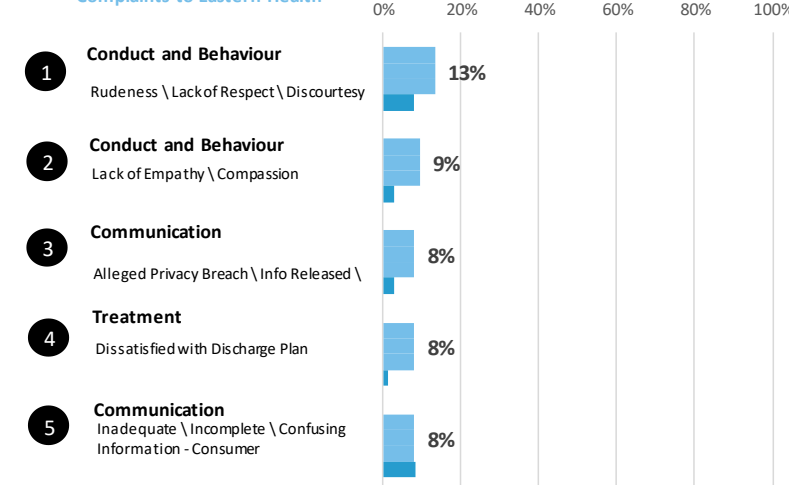
Complaints to the MHC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Eastern Health (n=75)	Sector average (n=1053)
	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	13%	8%
	Conduct and Behaviour	Lack of Empathy \ Compassion	9%	3%
	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	8%	3%
	Treatment	Dissatisfied with Discharge Plan	8%	1%
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	8%	8%

Complaints to Eastern Health



What were carer complaints about?

Level 3 issues raised by carers about Eastern Health

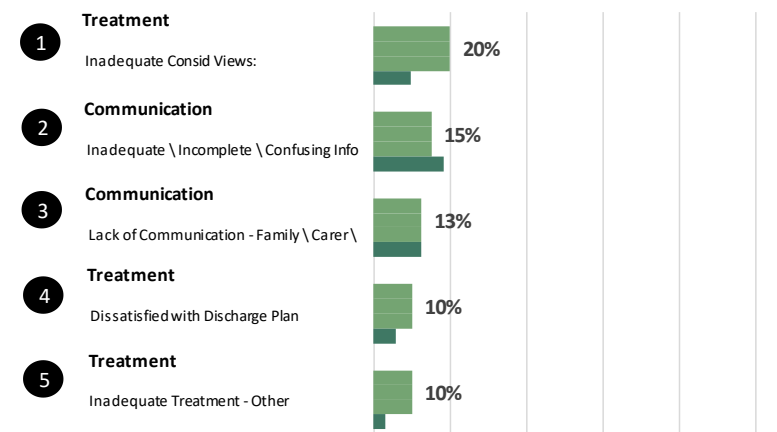
Complaints to the MHC

Rank	Level 1	Level 3	About Eastern Health (n=40)	Sector average (n=365)
1	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	20%	10%
2	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	15%	18%
3	Communication	Lack of Communication - Family \ Carer \ Nominated Person	13%	12%
4	Treatment	Dissatisfied with Discharge Plan	10%	6%
5	Treatment	Inadequate Treatment - Other	10%	3%

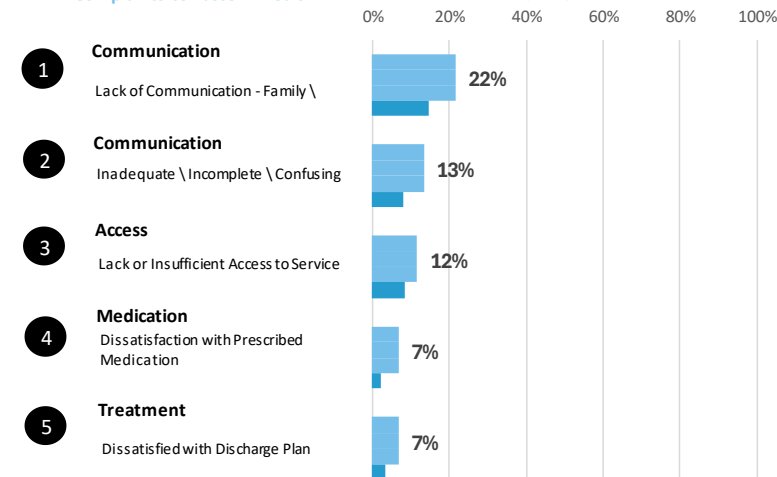
Complaints directly to service

Rank	Level 1	Level 3	Complaints to Eastern Health (n=60)	Sector average (n=481)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	22%	15%
2	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	13%	8%
3	Access	Lack or Insufficient Access to Service	12%	9%
4	Medication	Dissatisfaction with Prescribed Medication	7%	2%
5	Treatment	Dissatisfied with Discharge Plan	7%	4%

Complaints to the MHC



Complaints to Eastern Health



Outcomes of complaints

What were the outcomes of complaints?

Outcomes of closed complaints about Eastern Health

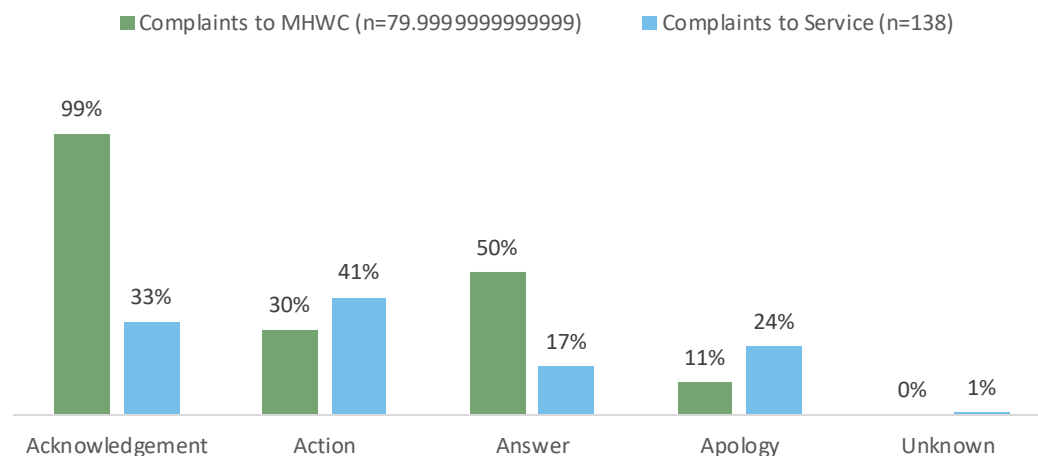
Complaint outcomes for Eastern Health

This analysis presents the outcomes for complaints to the MHWC or directly to service for Eastern Health.

The figures shown are the proportion of complaints for which an outcome has been recorded.

Outcomes of complaints are framed in terms of the 4A's model - acknowledgement, action, answers and apology.

	Acknowledgement	Action	Answer	Apology	Unknown
Complaints to MHWC (n=79.99999999999999)	99%	30%	50%	11%	0%
Complaints to Service (n=138)	33%	41%	17%	24%	1%



What actions were taken by the service?

Top actions taken by the service in response to complaints to the MHWC

Actions taken to address complaints about Eastern Health

This analysis shows the proportion of complaints resulting in each of the detailed actions that the MHWC records.

These data reflect when the service has agreed to take an action for a complaint raised with the MHWC (n=24)

Rank	Detailed action	Proportion
1	Agreed to respond to complainant directly	38%
2	Improved communication	21%
3	Offered or provided a service	17%
4	Changed way support was provided	13%
5	Reviewed recovery/treatment plan	13%
6	Staff feedback or improvement	13%
7	Arranged meetings / reviews with complainant	8%



Themes in compliments

What were compliments about?

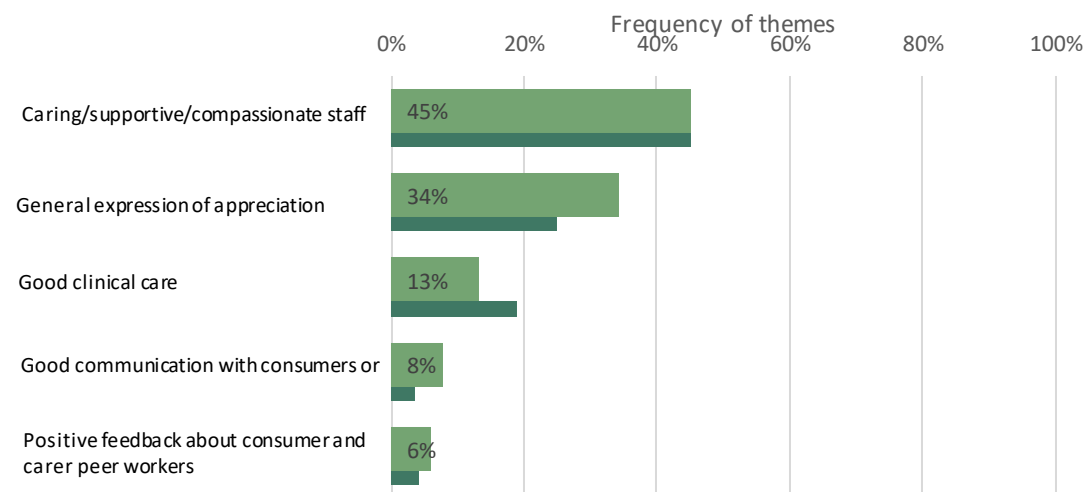
Themes raised in compliments about Eastern Health

Compliments to service

This analysis shows the proportion of compliments by theme raised for Eastern Health

This is compared to the compliments received across all services across the sector.

	Compliment	About Service	All services
1	Caring/supportive/compassionate staff	45%	45%
2	General expression of appreciation	34%	25%
3	Good clinical care	13%	19%
4	Good communication with consumers or carers	8%	4%
5	Positive feedback about consumer and carer peer workers	6%	4%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

