

Summary of service provider complaint report

La Trobe Regional Hospital



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

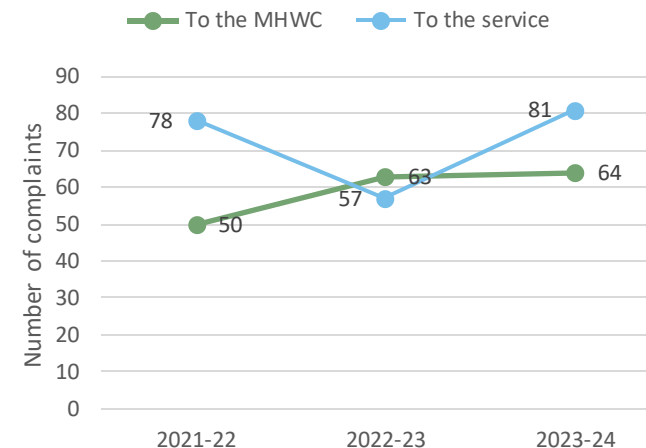
How many complaints were made?

Complaints about La Trobe Regional

The MHWC received **64** complaints about La Trobe Regional

La Trobe Regional received **81** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	50	63	64	+2%
To the service	78	57	81	+42%

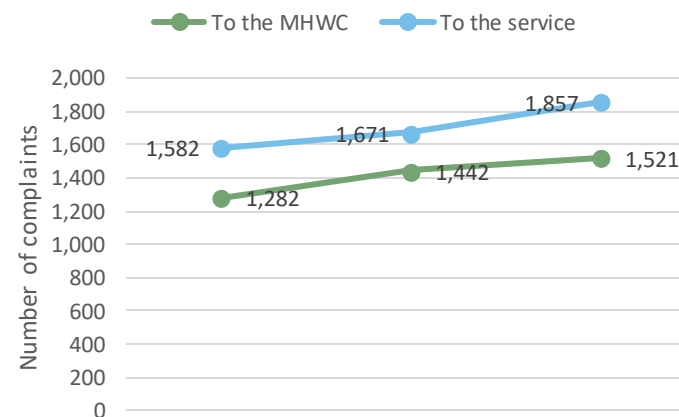


Complaints across all services

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%

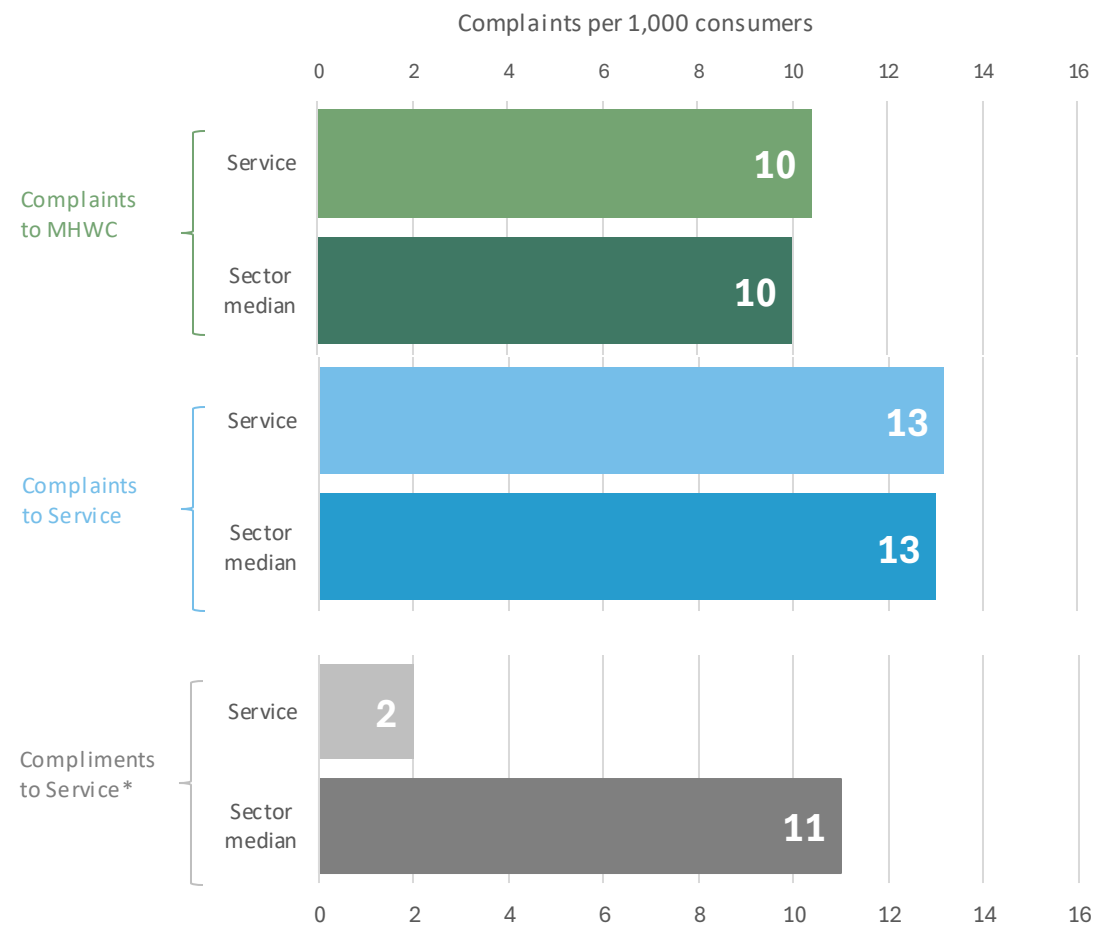


Complaint rates

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
La Trobe Regional	10.4	64
Sector median	10.0	1,514
Complaints directly to service		
La Trobe Regional	13.2	81
Sector median	13.0	1,857
Compliments directly to service		
La Trobe Regional	2.0	2
Sector median	11.0	1,188



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

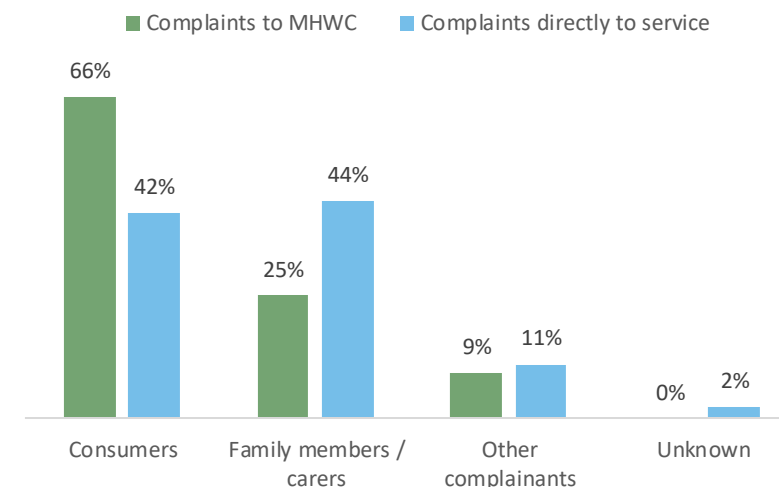
Who is making complaints?

Complainant relationship to consumer

*This chart shows who made complaints about La Trobe Regional.
For complaints to the MHWC the most complaints were made by Consumers.
For complaints directly to the service the most complaints were made by Family members / carers.*

Complaints about La Trobe Regional

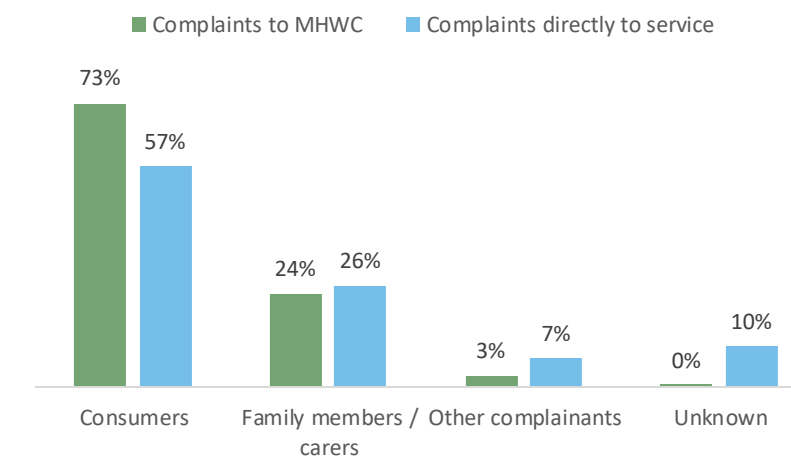
	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	66%	25%	9%	0%
Complaints directly to service	42%	44%	11%	2%



*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



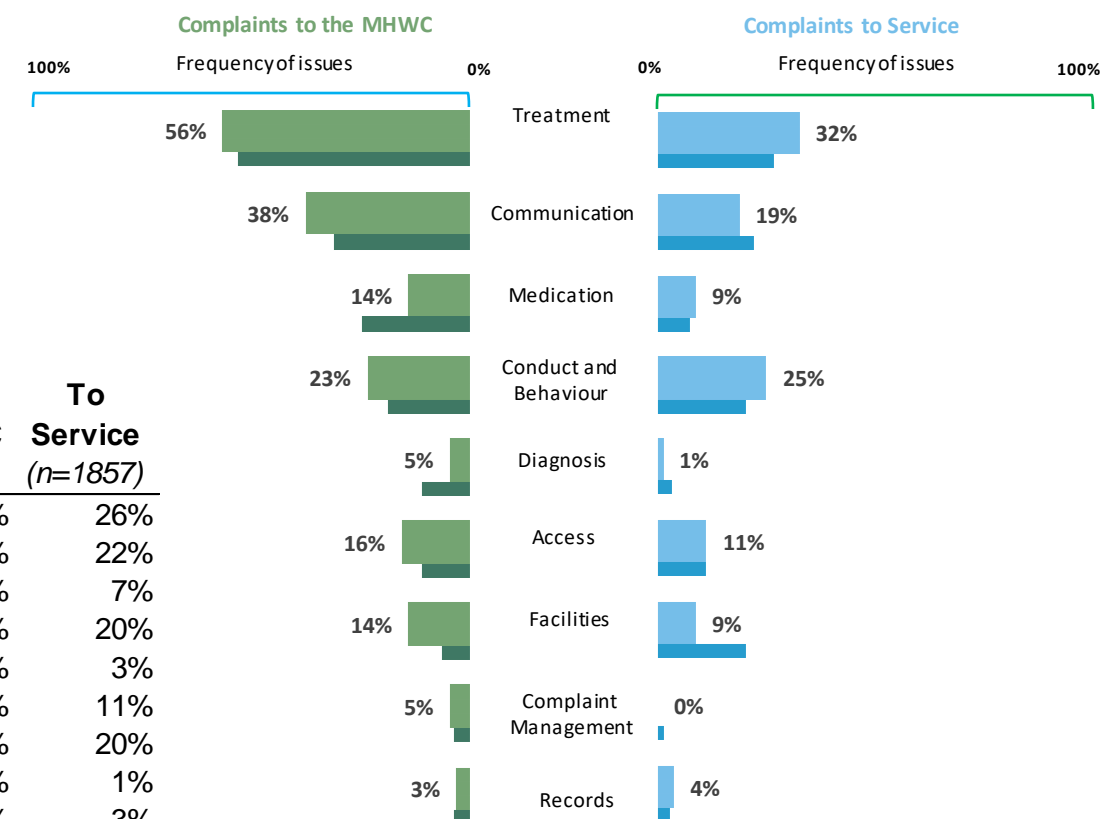
What were complaints about?

Level 1 issues raised about La Trobe Regional Hospital

*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 La Trobe Regional to the MHCW were Treatment and Communication

The most commonly raised issues for complaints about La Trobe Regional to the service were Treatment and Conduct and Behaviour



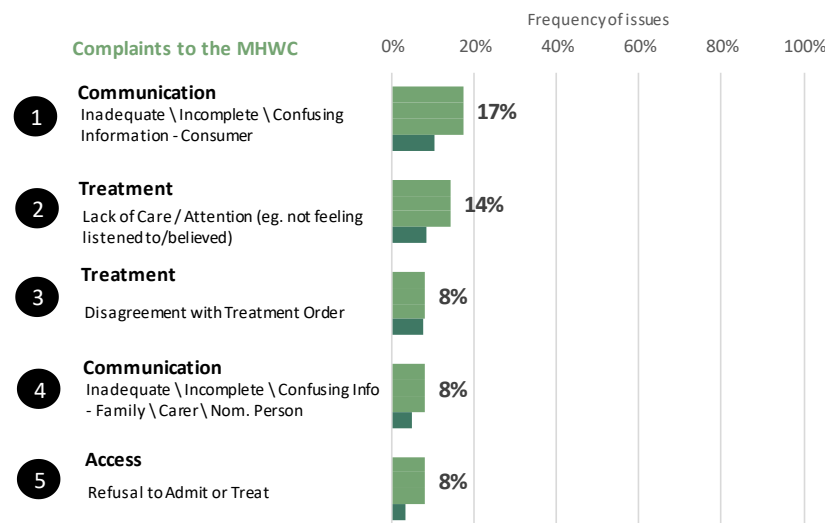
Proportions of complaints with issue	La Trobe Regional		Sector averages	
	To MHCW (n=64)	To Service (n=81)	To MHCW (n=1521)	To Service (n=1857)
1 Treatment	56%	32%	53%	26%
2 Communication	38%	19%	31%	22%
3 Medication	14%	9%	25%	7%
4 Conduct and Behaviour	23%	25%	19%	20%
5 Diagnosis	5%	1%	11%	3%
6 Access	16%	11%	11%	11%
7 Facilities	14%	9%	7%	20%
8 Complaint Management	5%	0%	4%	1%
9 Records	3%	4%	4%	3%

What were complaints about?

Level 3 issues raised about La Trobe Regional Hospital

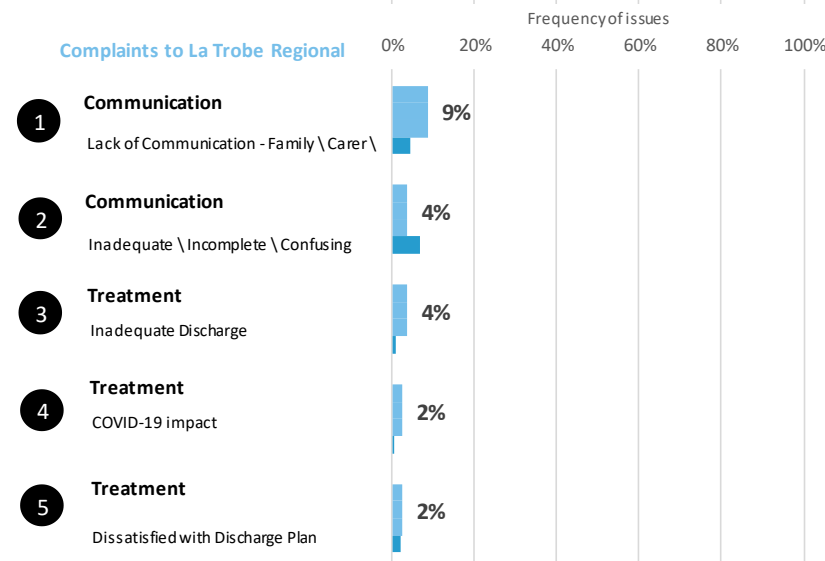
Complaints to the MHCW

Rank	Level 1	Level 3	About La Trobe Regional (n=64)	Sector average (n=1521)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	17%	10%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	14%	8%
3	Treatment	Disagreement with Treatment Order	8%	8%
4	Communication	Nom. Person	8%	5%
5	Access	Refusal to Admit or Treat	8%	3%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to La Trobe Regional (n=81)	Sector average (n=1857)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	9%	5%
2	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	4%	7%
3	Treatment	Inadequate Discharge	4%	1%
4	Treatment	COVID-19 impact	2%	0%
5	Treatment	Dissatisfied with Discharge Plan	2%	2%



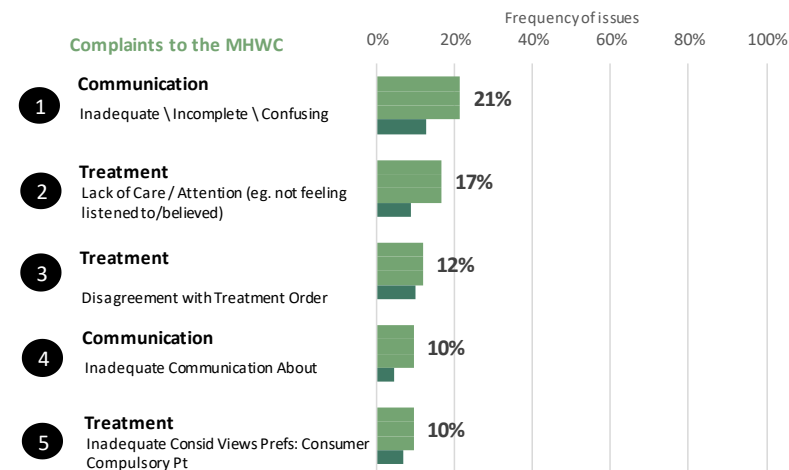
What were consumer complaints about?

Level 3 issues raised by consumers about La Trobe Regional Hospital



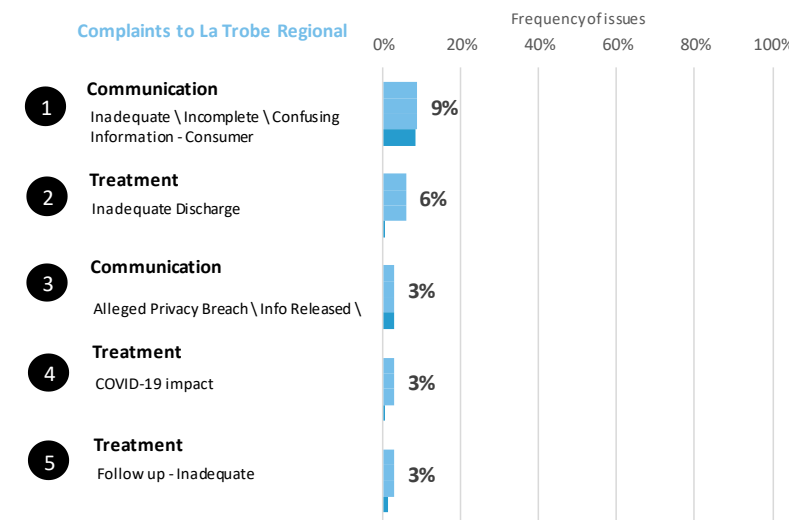
Complaints to the MHC

Rank	Level 1	Level 3	About La Trobe Regional (n=42)	Sector average (n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	21%	13%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	17%	9%
3	Treatment	Disagreement with Treatment Order	12%	10%
4	Communication	Inadequate Communication About Compulsory Status	10%	5%
5	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	10%	7%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to La Trobe Regional (n=34)	Sector average (n=1053)
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	9%	8%
	Treatment	Inadequate Discharge	6%	0%
	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	3%	3%
	Treatment	COVID-19 impact	3%	0%
	Treatment	Follow up - Inadequate	3%	1%



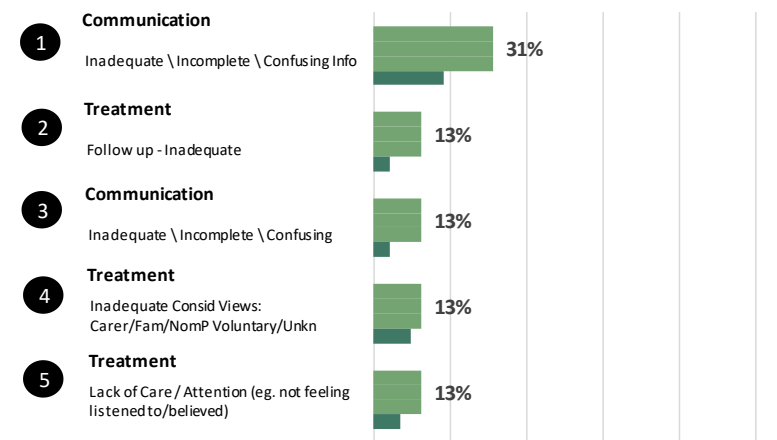
What were carer complaints about?

Level 3 issues raised by carers about La Trobe Regional Hospital

Complaints to the MHC

Rank	Level 1	Level 3	About La Trobe Regional (n=16)	Sector average (n=365)
1	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	31%	18%
2	Treatment	Follow up - Inadequate	13%	4%
3	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	13%	4%
4	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	13%	10%
5	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	13%	7%

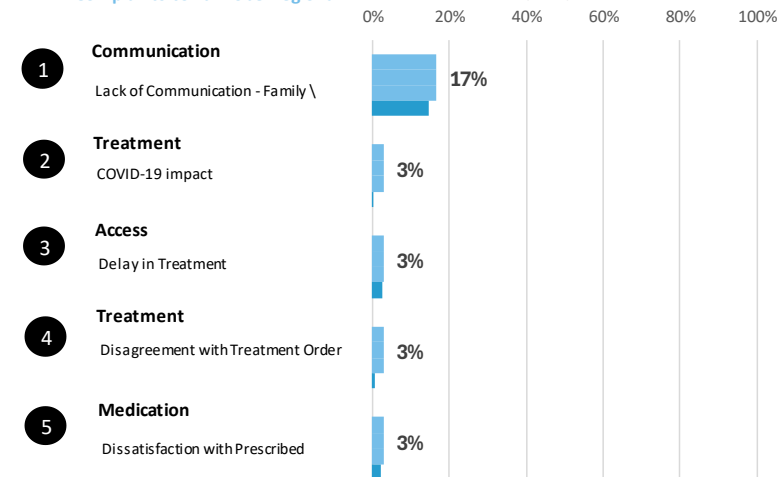
Complaints to the MHC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to La Trobe Regional (n=36)	Sector average (n=481)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	17%	15%
2	Treatment	COVID-19 impact	3%	0%
3	Access	Delay in Treatment	3%	2%
4	Treatment	Disagreement with Treatment Order	3%	1%
5	Medication	Dissatisfaction with Prescribed Medication	3%	2%

Complaints to La Trobe Regional



Outcomes of complaints

What were the outcomes of complaints?

Outcomes of closed complaints about La Trobe Regional Hospital

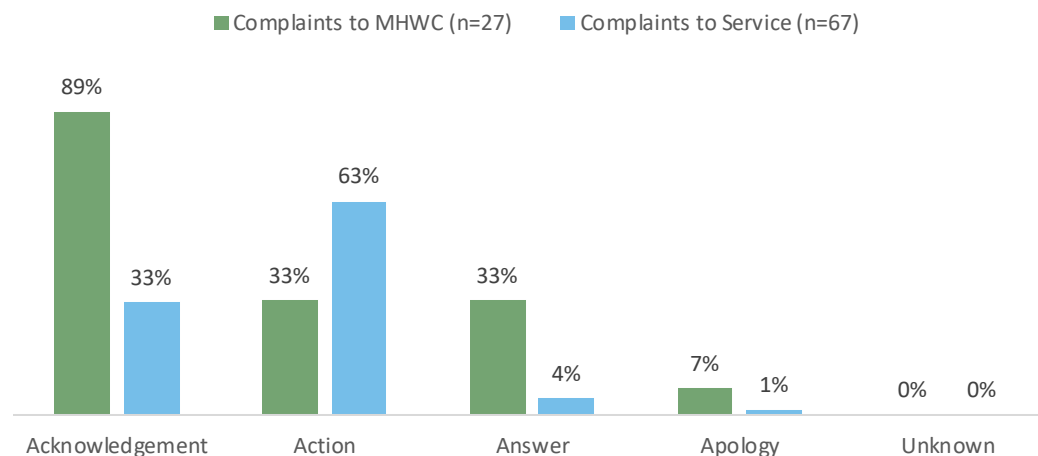
Complaint outcomes for La Trobe Regional

This analysis presents the outcomes for complaints to the MHWC or directly to service for La Trobe Regional.

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=27)	89%	33%	33%	7%	0%
Complaints to Service (n=67)	33%	63%	4%	1%	0%



What actions were taken by the service?

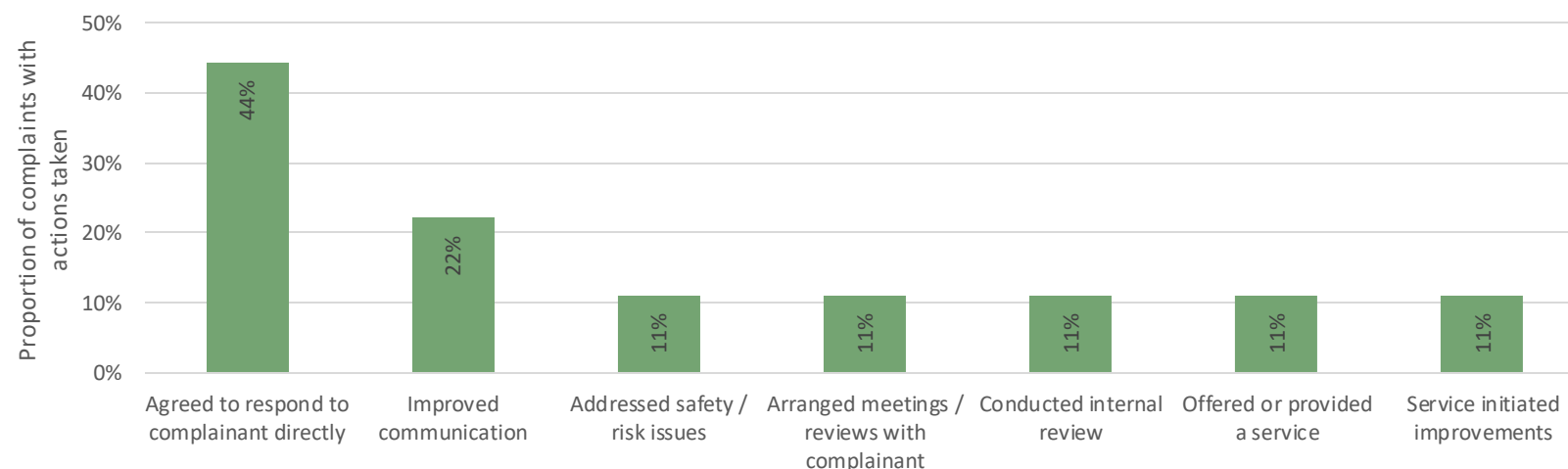
Top actions taken by the service in response to complaints to the MHWC

Actions taken to address complaints about La Trobe Regional

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=9)

Rank	Detailed action	Proportion
1	Agreed to respond to complainant directly	44%
2	Improved communication	22%
3	Addressed safety / risk issues	11%
4	Arranged meetings / reviews with complainant	11%
5	Conducted internal review	11%
6	Offered or provided a service	11%
7	Service initiated improvements	11%



Thank you

Contact us

E: info@mhwc.vic.gov.au



**Mental Health
and Wellbeing**
Commission

