

Summary of service provider complaint report

Mildura Base 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:



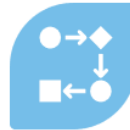
identify key themes
and emerging issues
across the sector



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 Mildura Base Hospital

The MHWC received **12** complaints about Mildura Base Hospital

Mildura Base Hospital received **0** complaints directly

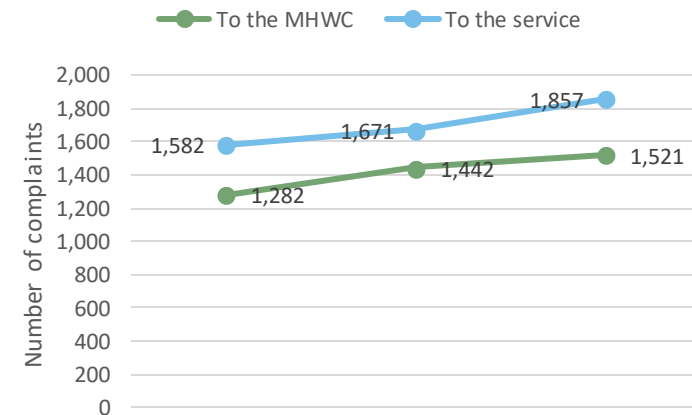
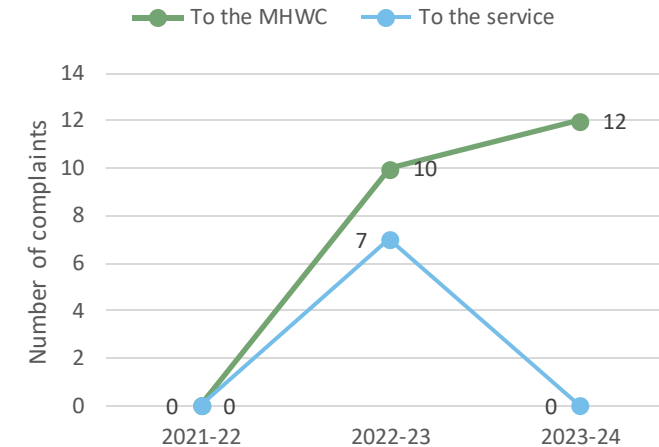
	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	0	10	12	+20%
To the service	0	7	0	-100%

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%



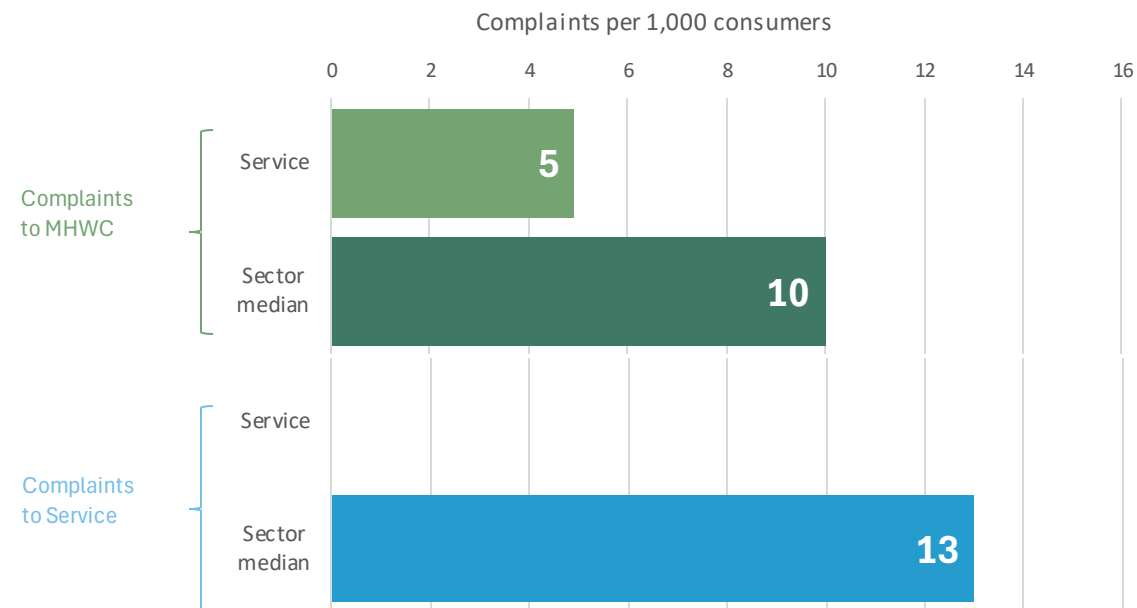
Complaint rates

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 to MHWC about service	Complaints per 1,000 consumers	Sample size
Mildura Base Hospital	4.9	12
Sector median	10.0	1,514

Complaints directly to service	Complaints per 1,000 consumers	Sample size
Mildura Base Hospital	0.0	0
Sector median	13.0	1,857



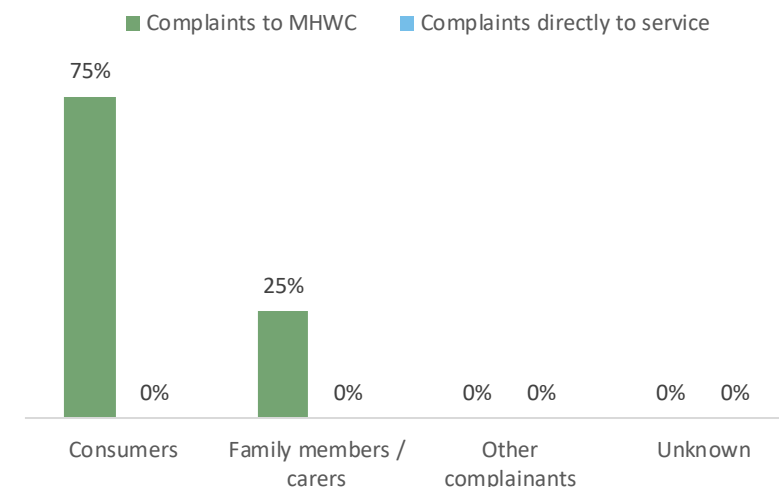
Who is making complaints?

Complainant relationship to consumer

*This chart shows who made complaints about Mildura Base Hospital.
For complaints to the MHWC the most complaints were made by Consumers.
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Complaints about Mildura Base Hospital

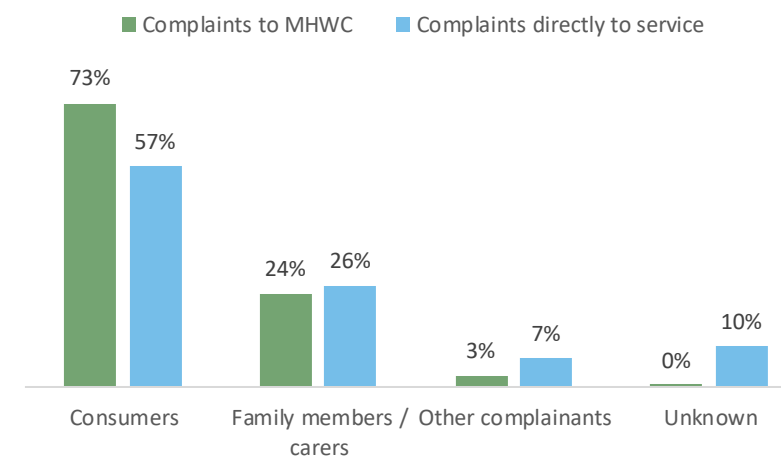
	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	75%	25%	0%	0%
Complaints directly to service	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!



*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

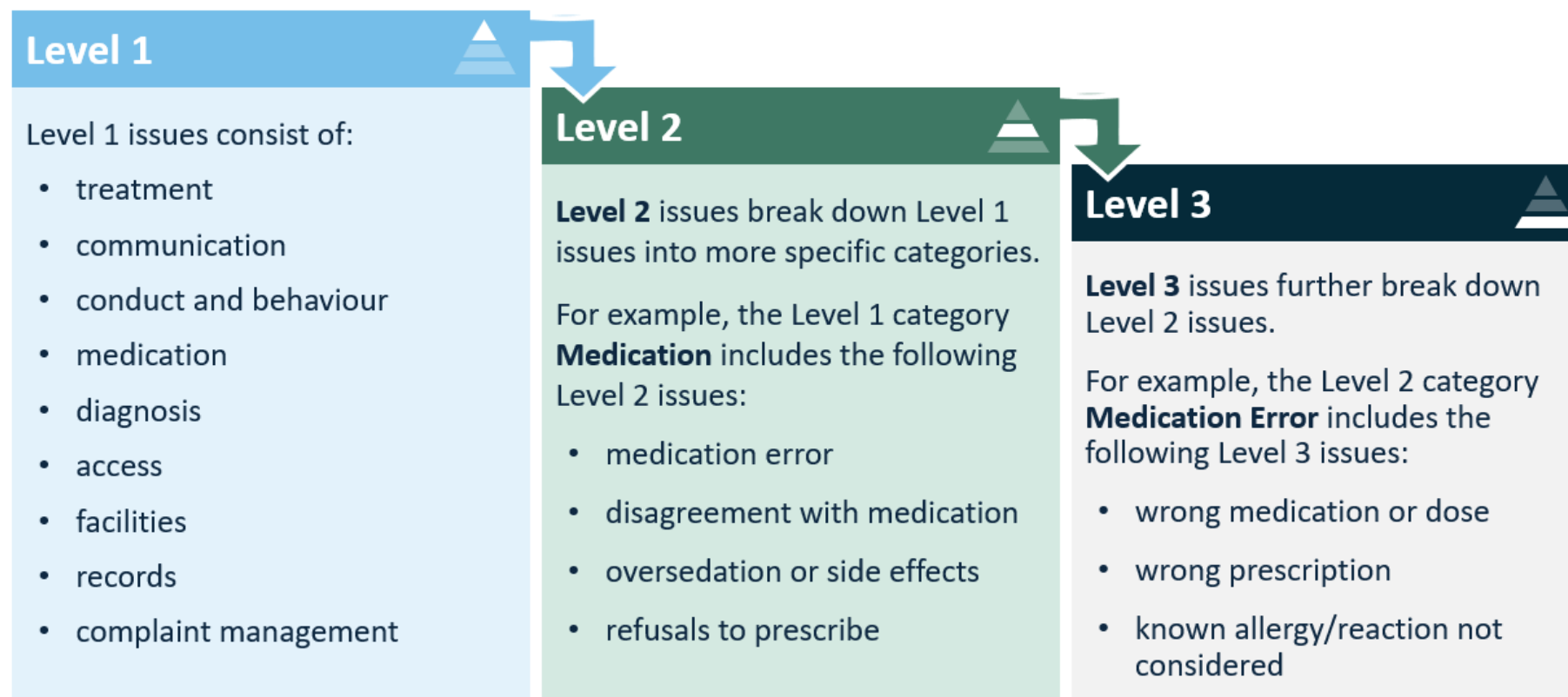
	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	73%	24%	3%	0%
Complaints directly to service	57%	26%	7%	10%



Issues raised in complaints

How does the MHWC categorise issues?

The MHWC uses three levels of categories to classify complaints



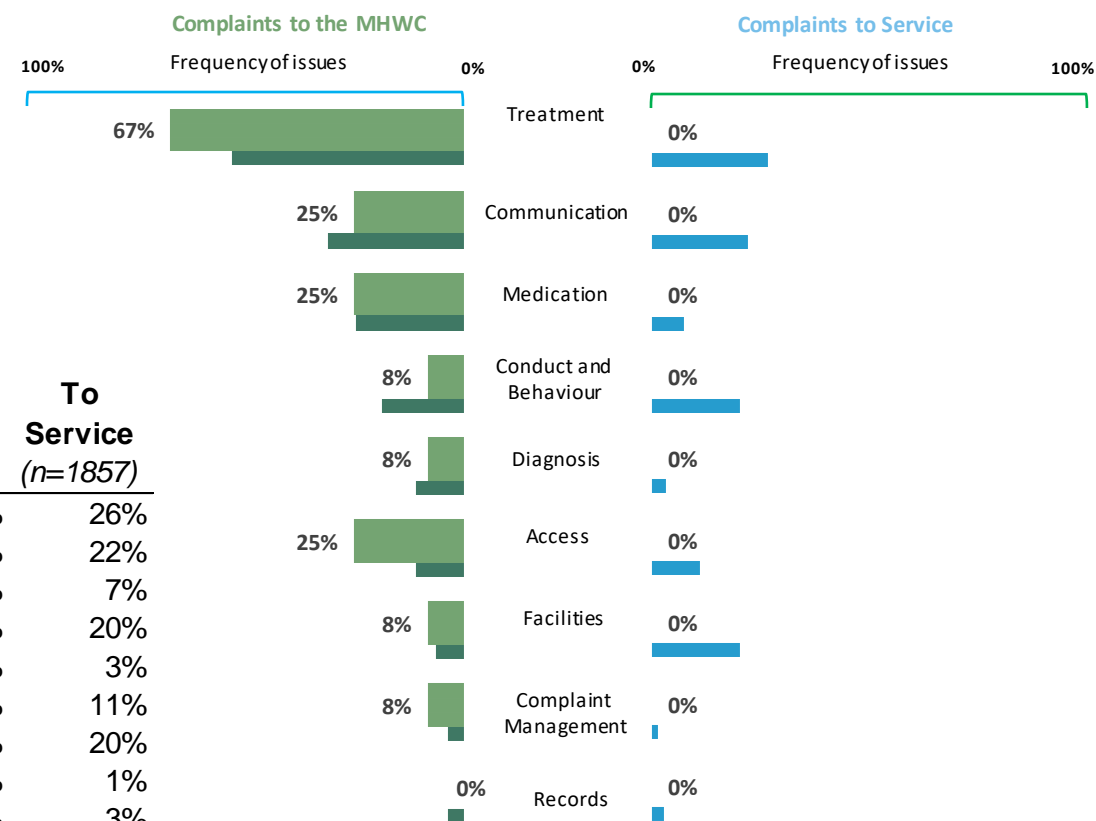
What were complaints about?

Level 1 issues raised about Mildura Base 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 Mildura Base
Hospital to the MHWC were Treatment and Communication*

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Proportions of complaints with issue	Mildura Base		Sector averages	
	To MHWC (n=12)	To Service (n=0)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	67%	#DIV/0!	53%	26%
2 Communication	25%	#DIV/0!	31%	22%
3 Medication	25%	#DIV/0!	25%	7%
4 Conduct and Behaviour	8%	#DIV/0!	19%	20%
5 Diagnosis	8%	#DIV/0!	11%	3%
6 Access	25%	#DIV/0!	11%	11%
7 Facilities	8%	#DIV/0!	7%	20%
8 Complaint Management	8%	#DIV/0!	4%	1%
9 Records	0%	#DIV/0!	4%	3%

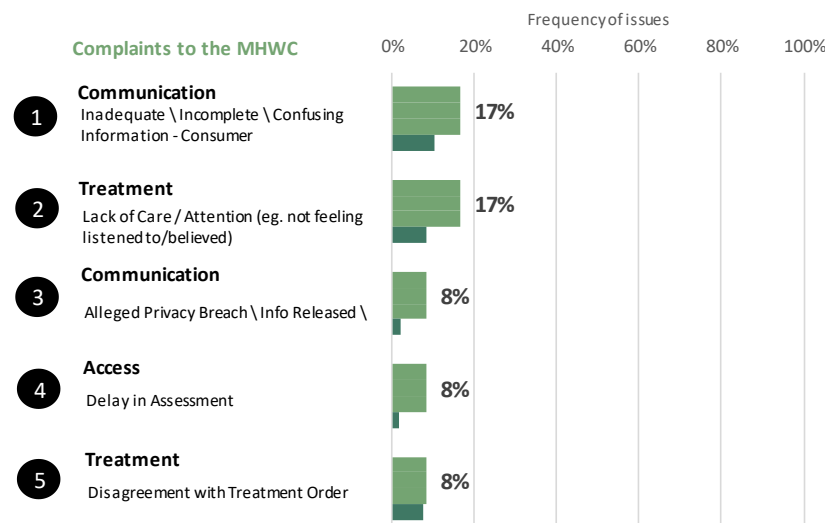


What were complaints about?

Level 3 issues raised about Mildura Base Hospital

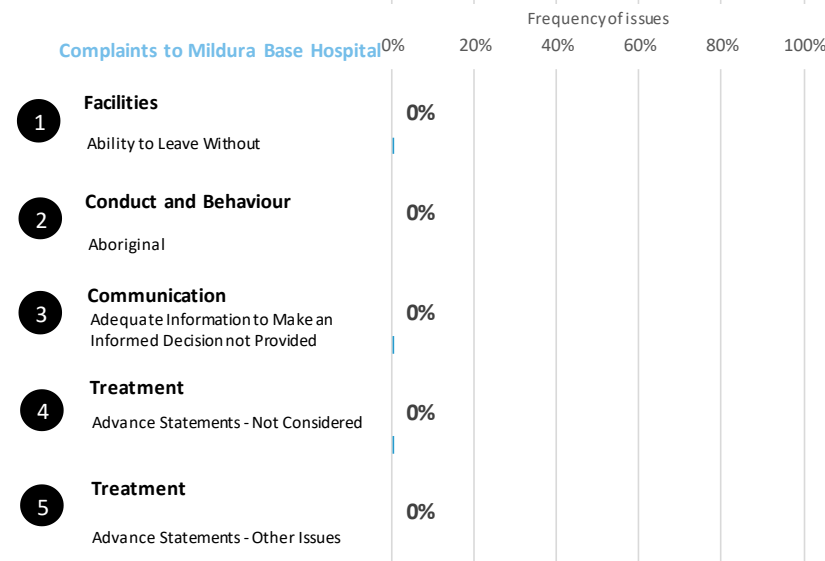
Complaints to the MHCW

Rank	Level 1	Level 3	About Mildura Base (n=12)	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)	17%	8%
3	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	8%	2%
4	Access	Delay in Assessment	8%	2%
5	Treatment	Disagreement with Treatment Order	8%	8%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Mildura Base (n=0)	Sector average (n=1857)
1	Facilities	Ability to Leave Without Agreement/Authority	#DIV/0!	0%
2	Conduct and Behaviour	Aboriginal	#DIV/0!	0%
3	Communication	Adequate Information to Make an Informed Decision not	#DIV/0!	0%
4	Treatment	Advance Statements - Not Considered	#DIV/0!	0%
5	Treatment	Advance Statements - Other Issues	#DIV/0!	0%



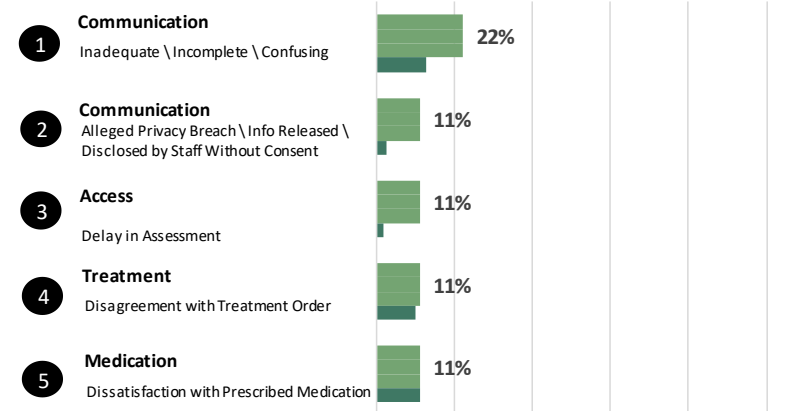
What were consumer complaints about?

Level 3 issues raised by consumers about Mildura Base Hospital

Complaints to the MHWC

Rank	Level 1	Level 3	About Mildura Base (n=9)	Sector average (n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	22%	13%
2	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	11%	3%
3	Access	Delay in Assessment	11%	2%
4	Treatment	Disagreement with Treatment Order	11%	10%
5	Medication	Dissatisfaction with Prescribed Medication	11%	11%

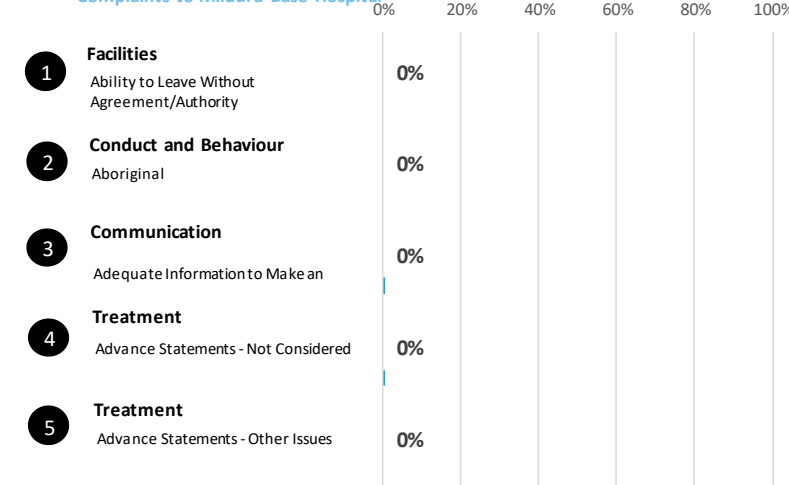
Complaints to the MHWC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Mildura Base (n=0)	Sector average (n=1053)
	Facilities	Ability to Leave Without Agreement/Authority	#DIV/0!	0%
	Conduct and Behaviour	Aboriginal	#DIV/0!	0%
	Communication	Adequate Information to Make an Informed Decision not Provided	#DIV/0!	0%
	Treatment	Advance Statements - Not Considered	#DIV/0!	0%
	Treatment	Advance Statements - Other Issues	#DIV/0!	0%

Complaints to Mildura Base Hospital



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

