

Summary of service provider complaint report

South West Healthcare



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

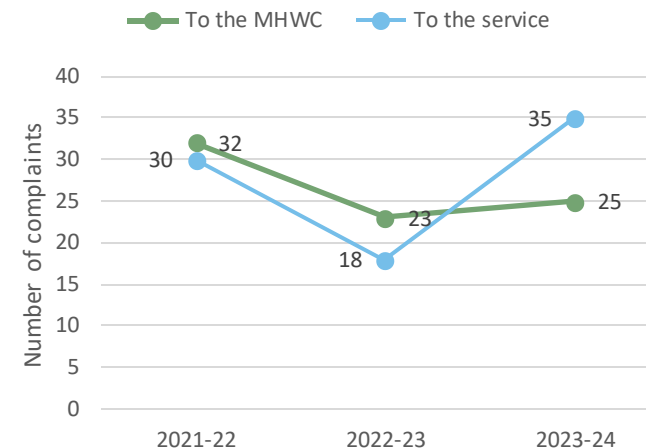
How many complaints were made?

Complaints about South West Healthcare

The MHWC received **25** complaints about South West Healthcare

South West Healthcare received **35** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	32	23	25	+9%
To the service	30	18	35	+94%

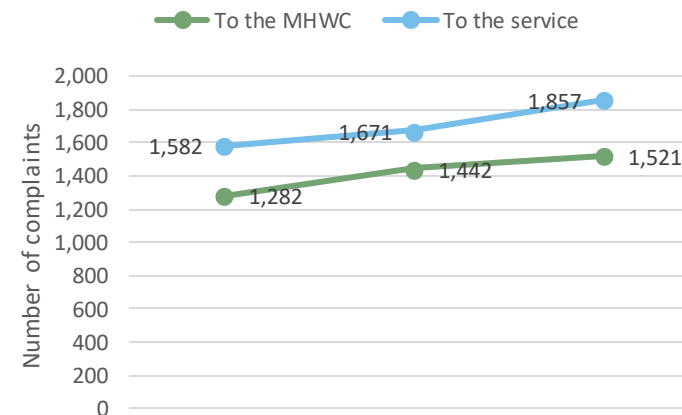


Complaints across all services

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%



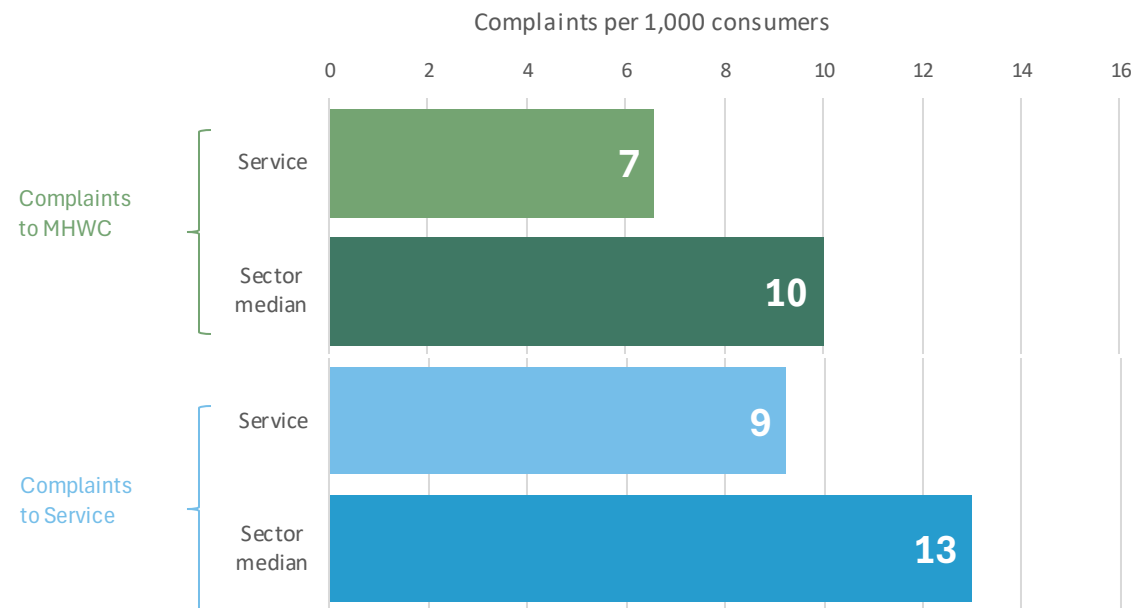
Complaint rates

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
South West Healthcare	6.6	25
Sector median	10.0	1,514

Complaints directly to service	Complaints per 1,000 consumers	Sample size
South West Healthcare	9.2	35
Sector median	13.0	1,857



Who is making complaints?

Complainant relationship to consumer

This chart shows who made complaints about South West Healthcare.

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 South West Healthcare

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	64%	32%	4%	0%
Complaints directly to service	57%	40%	3%	0%

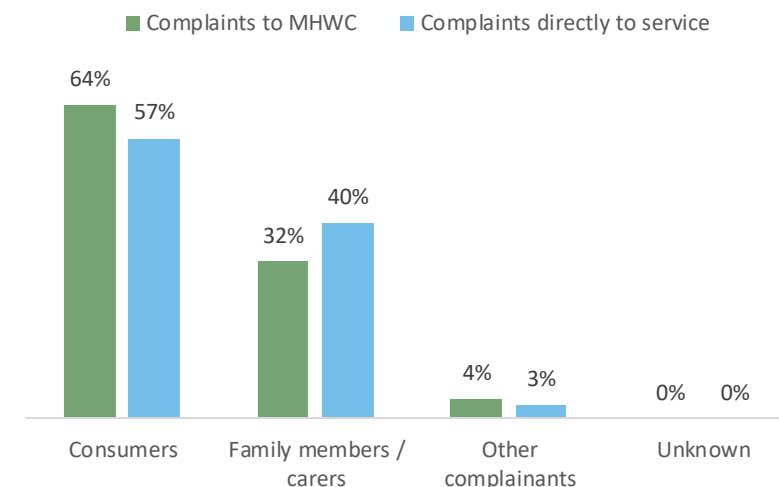
This chart shows who made complaints about all service providers sector-wide.

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

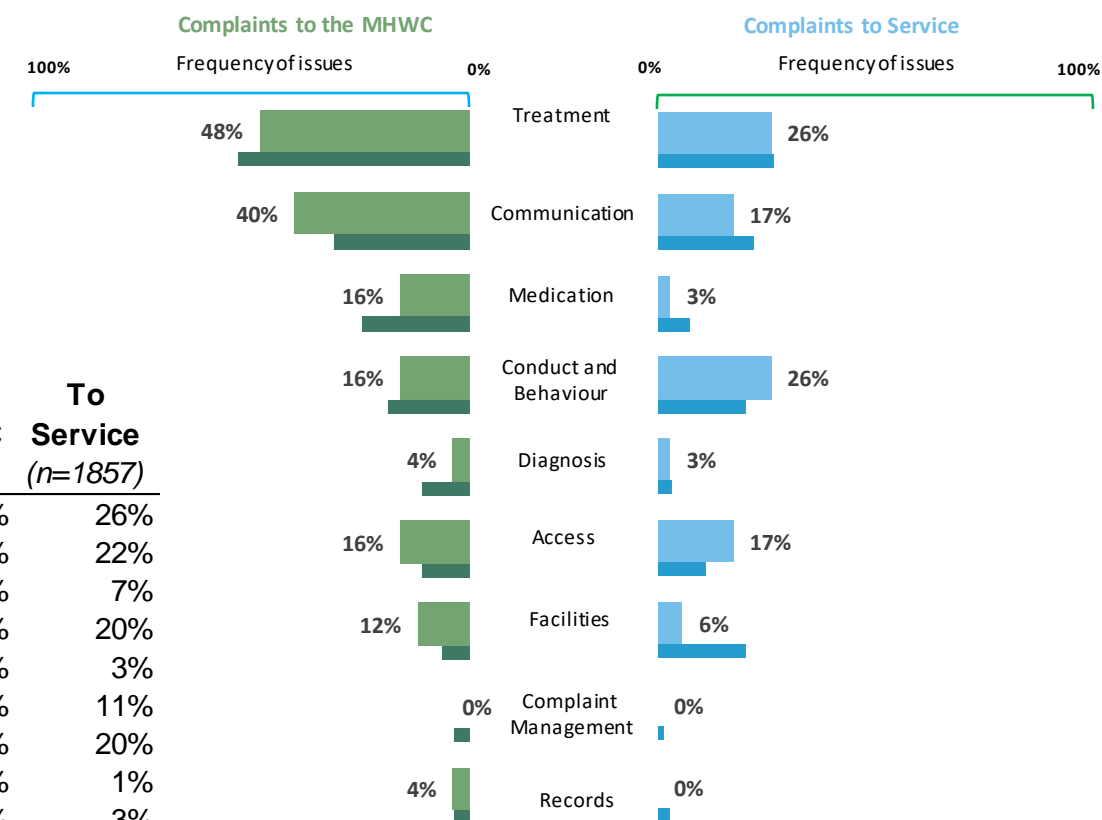


What were complaints about?

Level 1 issues raised about South West Healthcare

*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 South West Healthcare to the MHWC were Treatment and Communication
The most commonly raised issues for complaints about South West Healthcare to the service were Treatment and Treatment*



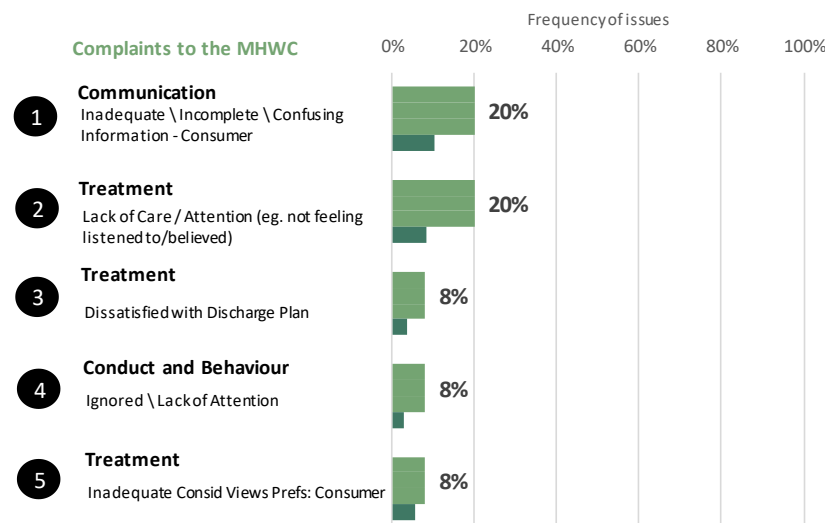
Proportions of complaints with issue	South West Healthcare		Sector averages	
	To MHWC (n=25)	To Service (n=35)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	48%	26%	53%	26%
2 Communication	40%	17%	31%	22%
3 Medication	16%	3%	25%	7%
4 Conduct and Behaviour	16%	26%	19%	20%
5 Diagnosis	4%	3%	11%	3%
6 Access	16%	17%	11%	11%
7 Facilities	12%	6%	7%	20%
8 Complaint Management	0%	0%	4%	1%
9 Records	4%	0%	4%	3%

What were complaints about?

Level 3 issues raised about South West Healthcare

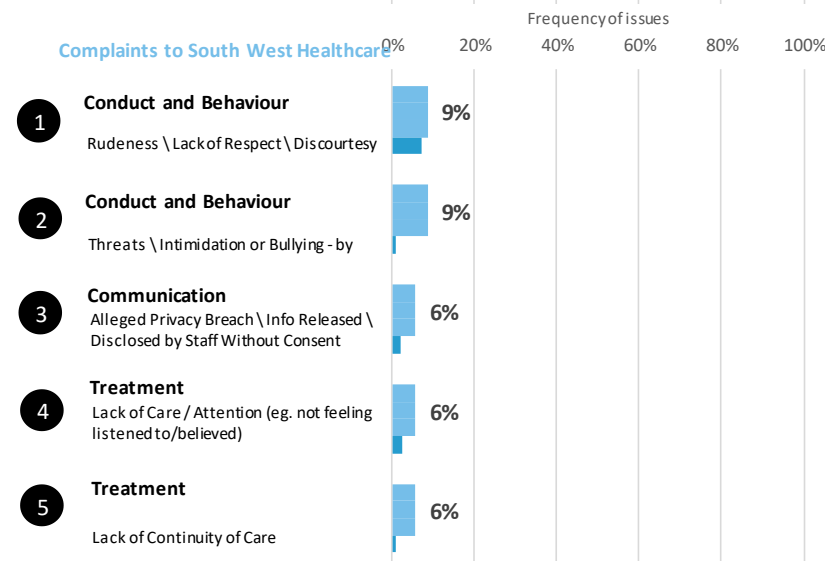
Complaints to the MHWC

Rank	Level 1	Level 3	About South West Healthcare (n=25)	Sector average (n=1521)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	20%	10%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	20%	8%
3	Treatment	Dissatisfied with Discharge Plan	8%	4%
4	Conduct and Behaviour	Ignored \ Lack of Attention	8%	3%
5	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	8%	6%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to South West (n=35)	Sector average (n=1857)
1	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	9%	7%
2	Conduct and Behaviour	Threats \ Intimidation or Bullying - by Another Consumer	9%	1%
3	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	6%	2%
4	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	6%	3%
5	Treatment	Lack of Continuity of Care	6%	1%



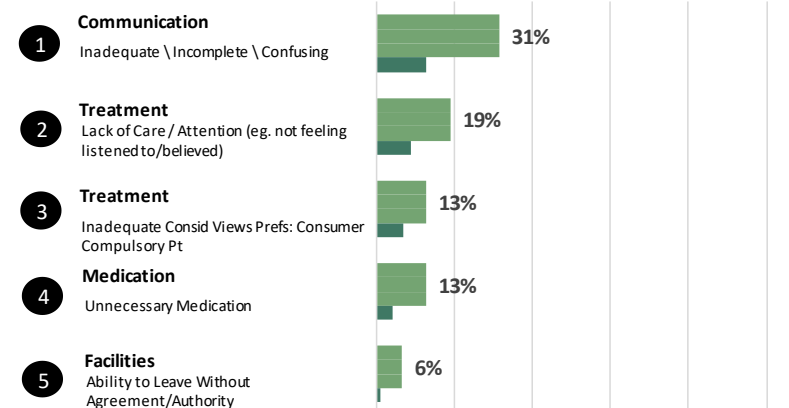
What were consumer complaints about?

Level 3 issues raised by consumers about South West Healthcare

Complaints to the MHWC

Rank	Level 1	Level 3	About South West Healthcare (n=16)	Sector average (n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	31%	13%
2	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	19%	9%
3	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	13%	7%
4	Medication	Unnecessary Medication	13%	4%
5	Facilities	Ability to Leave Without Agreement/Authority	6%	1%

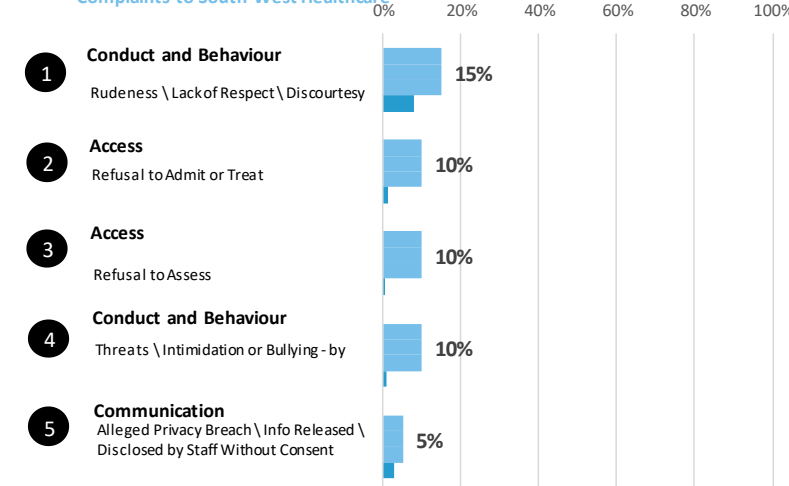
Complaints to the MHWC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to South West (n=20)	Sector average (n=1053)
	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	15%	8%
	Access	Refusal to Admit or Treat	10%	1%
	Access	Refusal to Assess	10%	1%
	Conduct and Behaviour	Threats \ Intimidation or Bullying - by Another Consumer	10%	1%
	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	5%	3%

Complaints to South West Healthcare



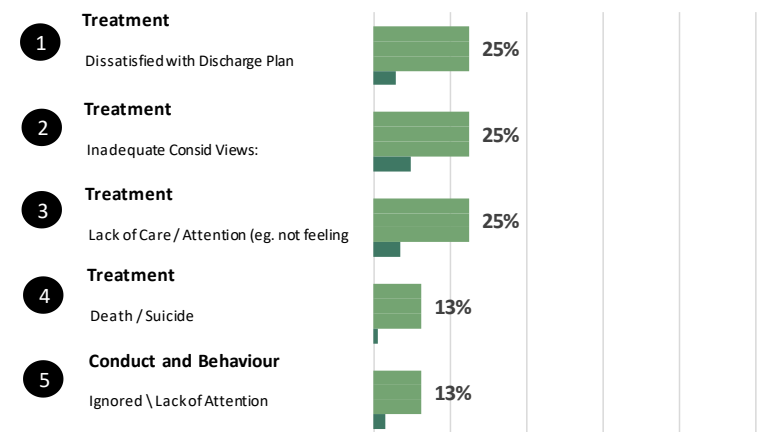
What were carer complaints about?

Level 3 issues raised by carers about South West Healthcare

Complaints to the MHWC

Rank	Level 1	Level 3	About South West Healthcare (n=8)	Sector average (n=365)
1	Treatment	Dissatisfied with Discharge Plan	25%	6%
2	Treatment	Inadequate Consid Views: Carer/Fam/NomP Voluntary/Unkn	25%	10%
3	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	25%	7%
4	Treatment	Death / Suicide	13%	1%
5	Conduct and Behaviour	Ignored \ Lack of Attention	13%	3%

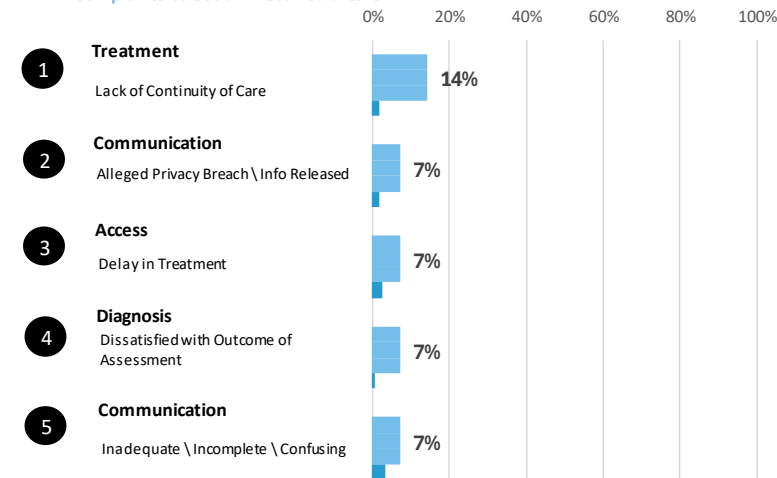
Complaints to the MHWC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to South West (n=14)	Sector average (n=481)
1	Treatment	Lack of Continuity of Care	14%	2%
2	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	7%	2%
3	Access	Delay in Treatment	7%	2%
4	Diagnosis	Dissatisfied with Outcome of Assessment	7%	1%
5	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	4%

Complaints to South West Healthcare



Outcomes of complaints

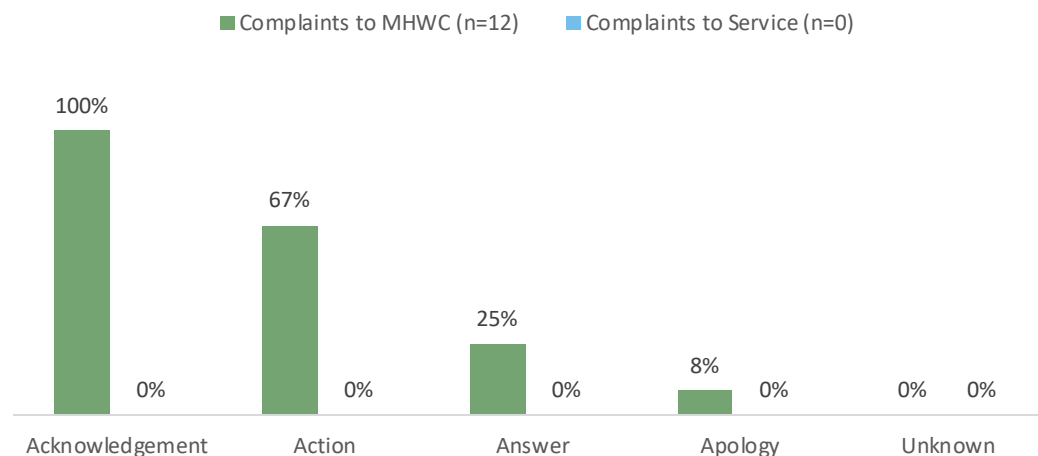
What were the outcomes of complaints?

Outcomes of closed complaints about South West Healthcare

Complaint outcomes for South West Healthcare

This analysis presents the outcomes for complaints to the MHWC or directly to service for South West Healthcare. 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=12)	100%	67%	25%	8%	0%
Complaints to Service (n=0)	No outcomes available				



What actions were taken by the service?

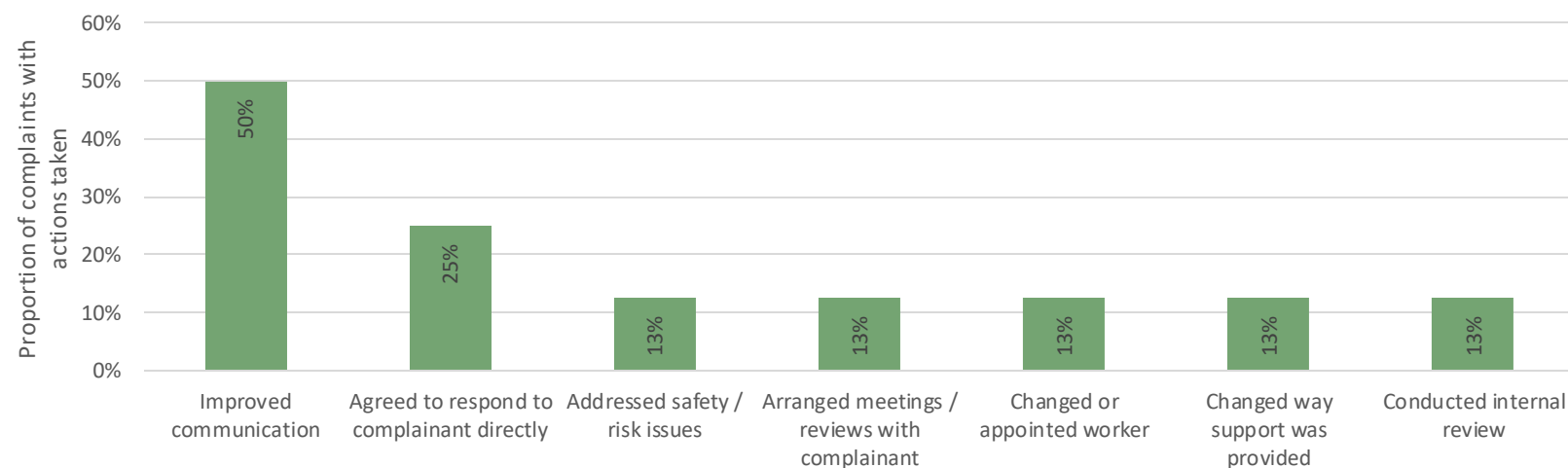
Top actions taken by the service in response to complaints to the MHWC

Actions taken to address complaints about South West Healthcare

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=8)

Rank	Detailed action	Proportion
1	Improved communication	50%
2	Agreed to respond to complainant directly	25%
3	Addressed safety / risk issues	13%
4	Arranged meetings / reviews with complainant	13%
5	Changed or appointed worker	13%
6	Changed way support was provided	13%
7	Conducted internal review	13%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

