

Summary of service provider complaint report

St Vincent's 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

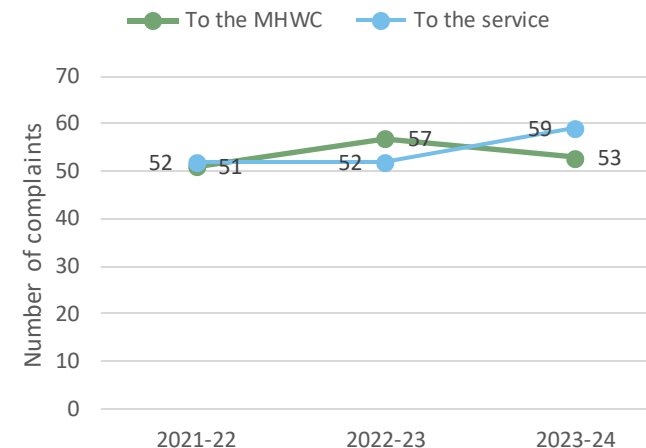
How many complaints were made?

Complaints about St Vincent's Hospital

The MHWC received **53** complaints about St Vincent's Hospital

St Vincent's Hospital receive **59** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	51	57	53	-7%
To the service	52	52	59	+13%

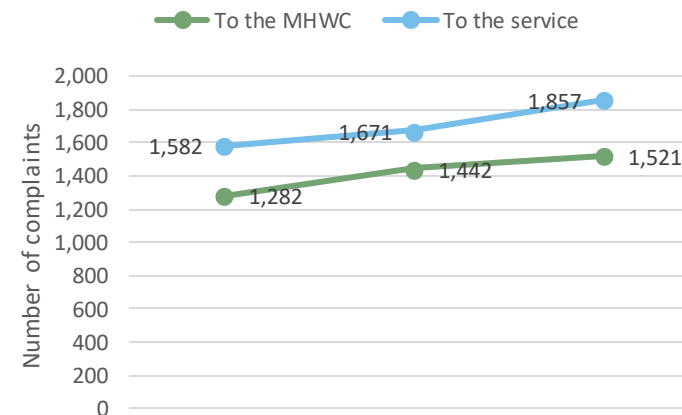


Complaints across all services

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%

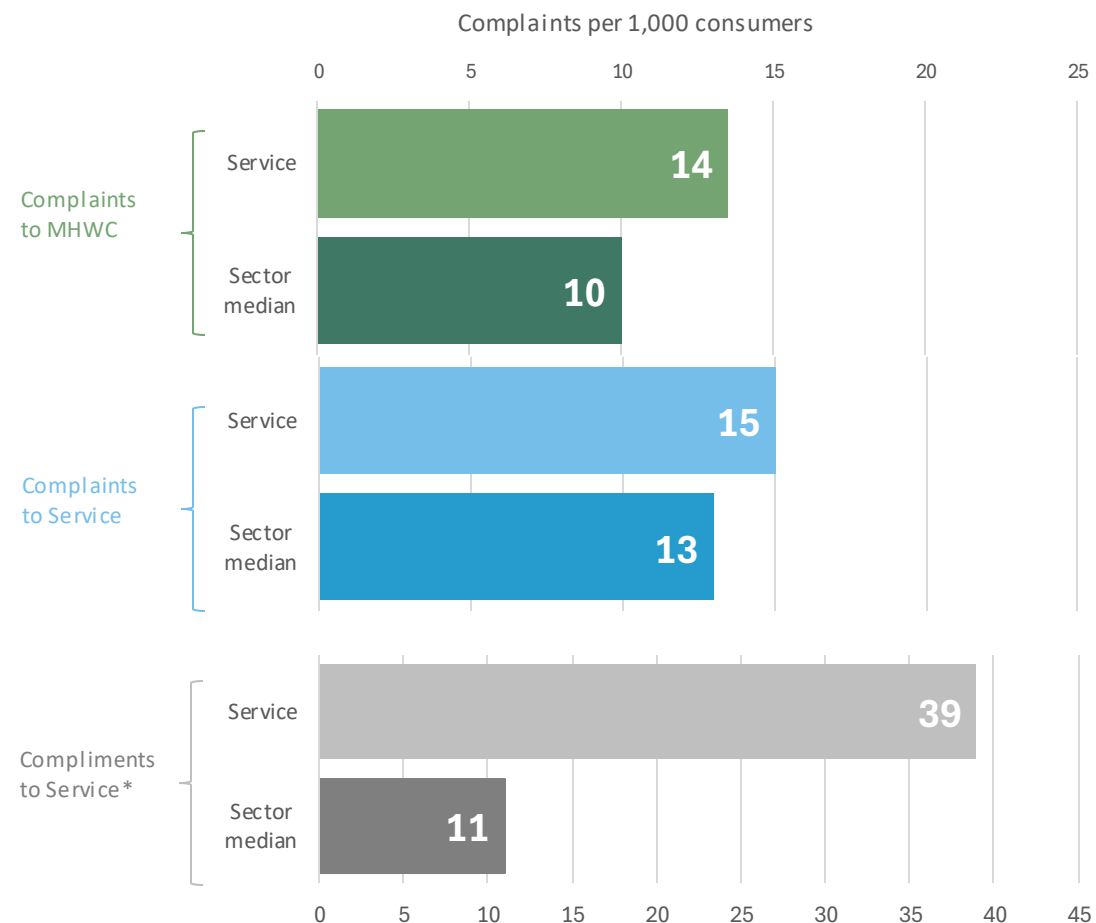


Complaint rates

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
St Vincent's Hospital	13.5	53
Sector median	10.0	1,514
Complaints directly to service		
St Vincent's Hospital	15.0	59
Sector median	13.0	1,857
Compliments directly to service		
St Vincent's Hospital	39.0	39
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 St Vincent's Hospital.

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 St Vincent's Hospital

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	68%	28%	2%	2%
Complaints directly to service	49%	36%	15%	0%

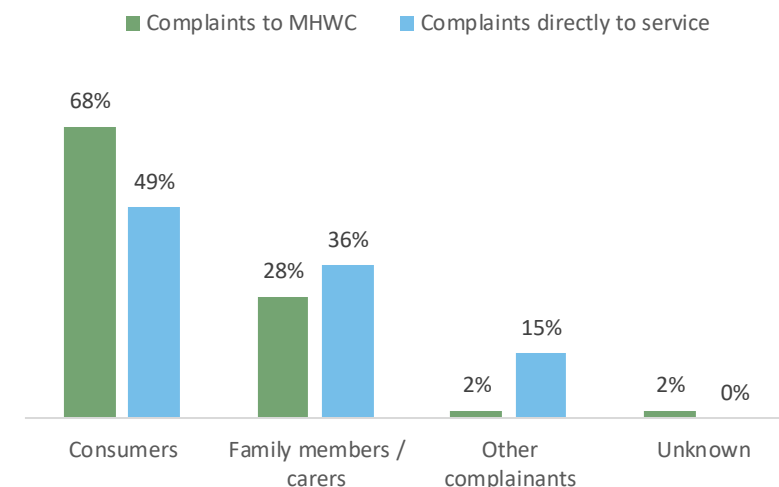
This chart shows who made complaints about all service providers sector-wide.

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

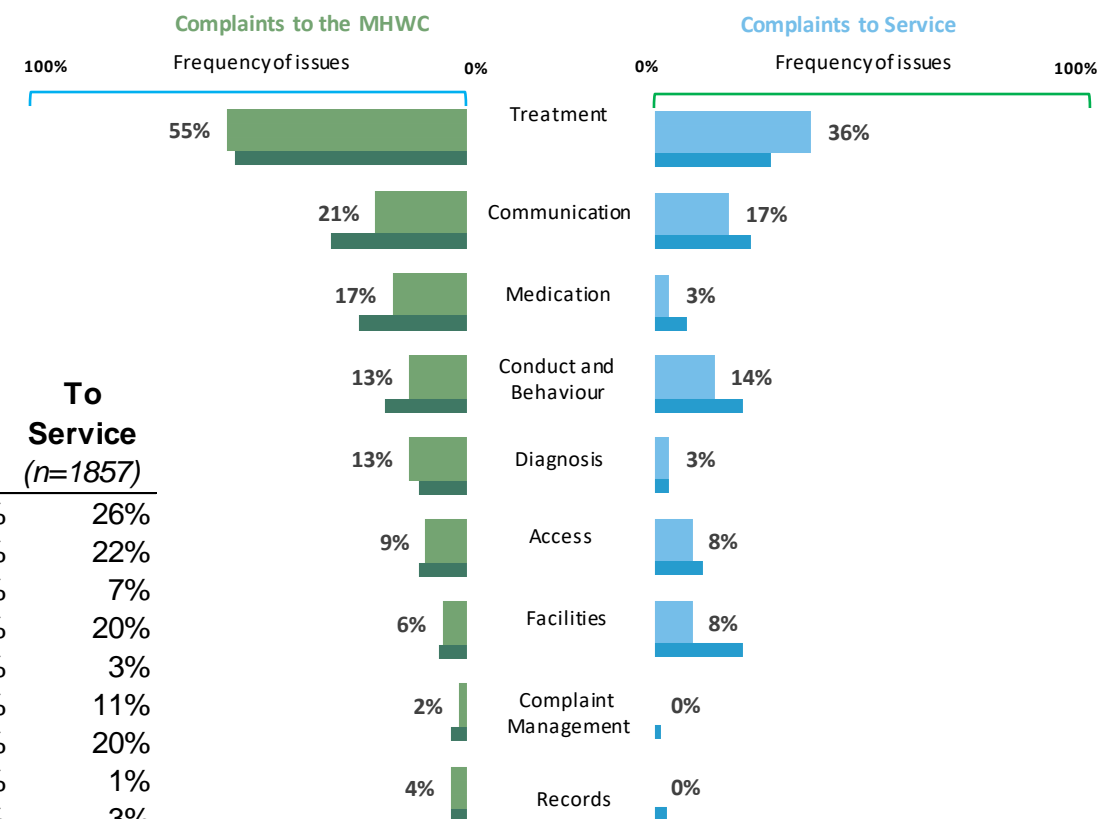


What were complaints about?

Level 1 issues raised about St Vincent's 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 St Vincent's Hospital to the MHWC were Treatment and Communication
The most commonly raised issues for complaints about St Vincent's Hospital to the service were Treatment and Communication*



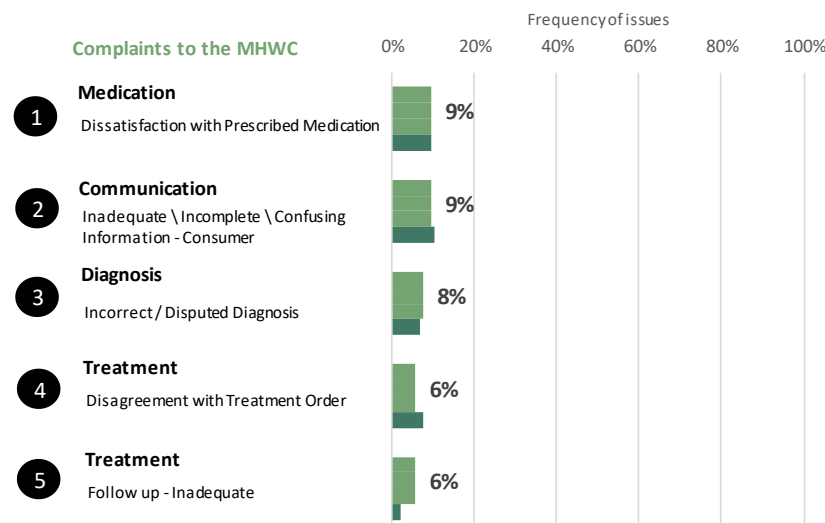
Proportions of complaints with issue	St Vincent's Hospital		Sector averages	
	To MHWC (n=53)	To Service (n=59)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	55%	36%	53%	26%
2 Communication	21%	17%	31%	22%
3 Medication	17%	3%	25%	7%
4 Conduct and Behaviour	13%	14%	19%	20%
5 Diagnosis	13%	3%	11%	3%
6 Access	9%	8%	11%	11%
7 Facilities	6%	8%	7%	20%
8 Complaint Management	2%	0%	4%	1%
9 Records	4%	0%	4%	3%

What were complaints about?

Level 3 issues raised about St Vincent's Hospital

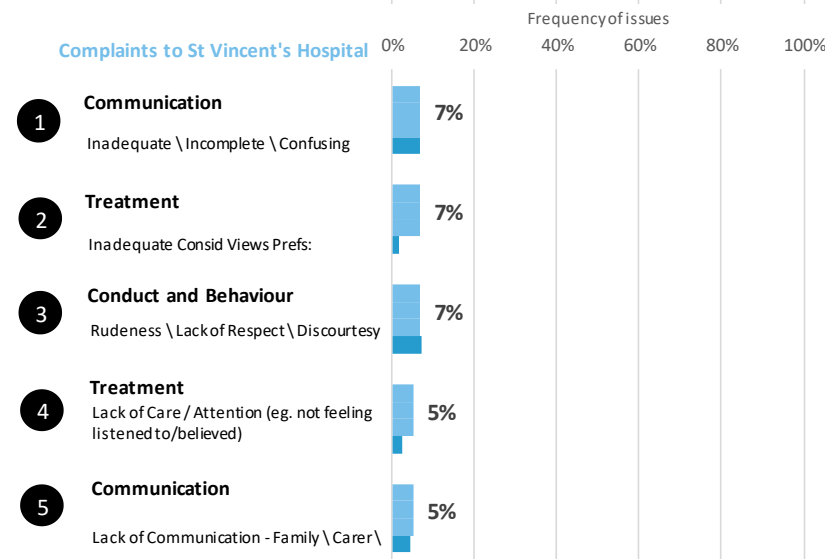
Complaints to the MHWC

Rank	Level 1	Level 3	About St Vincent's Hospital (n=53)	Sector average (n=1521)
1	Medication	Dissatisfaction with Prescribed Medication	9%	9%
2	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	9%	10%
3	Diagnosis	Incorrect / Disputed Diagnosis	8%	7%
4	Treatment	Disagreement with Treatment Order	6%	8%
5	Treatment	Follow up - Inadequate	6%	2%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to St Vincent's (n=59)	Sector average (n=1857)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	7%
2	Treatment	Inadequate Consid Views Prefs: Consumer Voluntary/Unkn	7%	2%
3	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	7%	7%
4	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	5%	3%
5	Communication	Lack of Communication - Family \ Carer \ Nominated Person	5%	5%

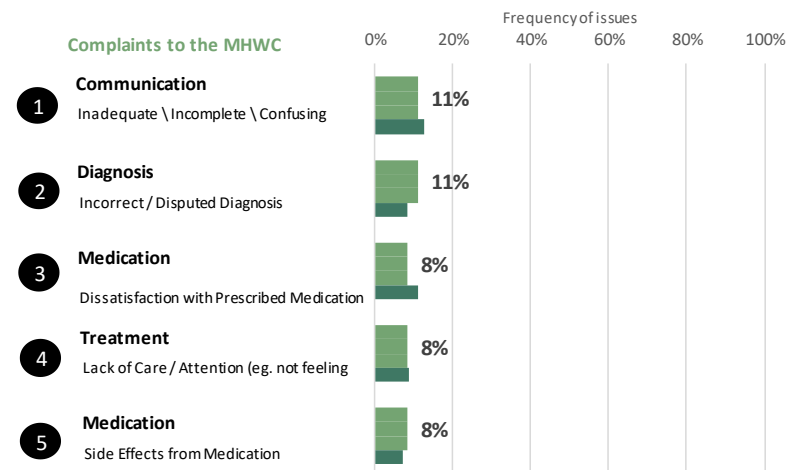


What were consumer complaints about?

Level 3 issues raised by consumers about St Vincent's Hospital

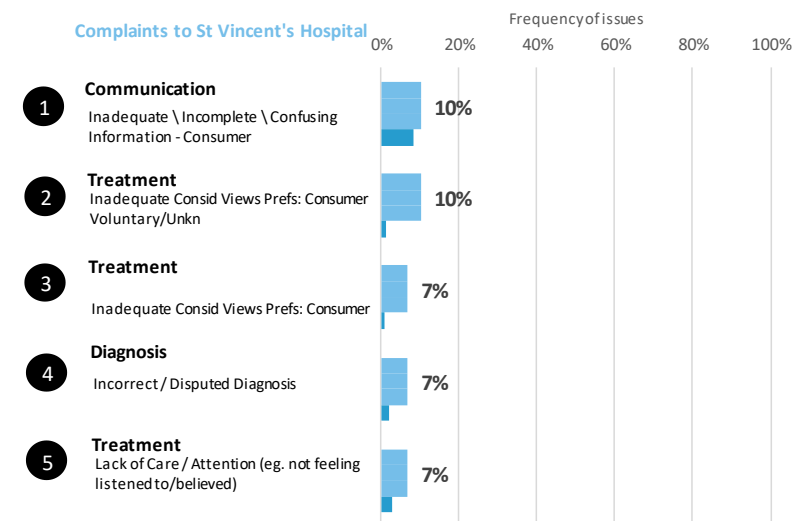
Complaints to the MHWC

Rank	Level 1	Level 3	About St Vincent's Hospital (n=36)	Sector average (n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	11%	13%
2	Diagnosis	Incorrect / Disputed Diagnosis	11%	8%
3	Medication	Dissatisfaction with Prescribed Medication	8%	11%
4	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	8%	9%
5	Medication	Side Effects from Medication	8%	7%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to St Vincent's (n=29)	Sector average (n=1053)
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	10%	8%
	Treatment	Inadequate Consid Views Prefs: Consumer Voluntary/Unkn	10%	1%
	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	7%	1%
	Diagnosis	Incorrect / Disputed Diagnosis	7%	2%
	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	7%	3%



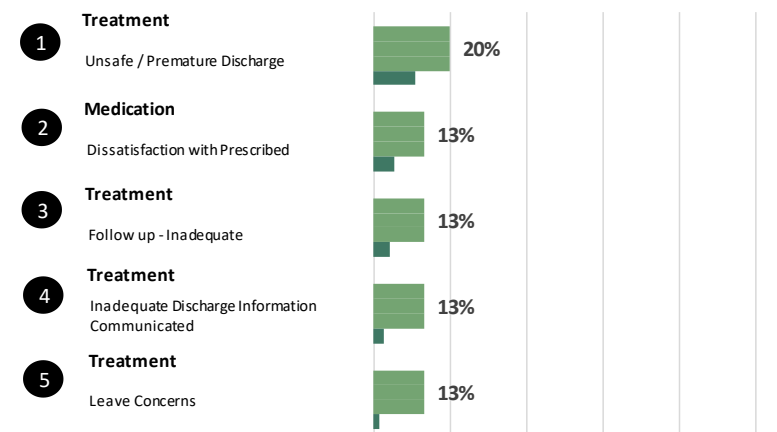
What were carer complaints about?

Level 3 issues raised by carers about St Vincent's Hospital

Complaints to the MHC

Rank	Level 1	Level 3	About St Vincent's Hospital (n=15)	Sector average (n=365)
1	Treatment	Unsafe / Premature Discharge	20%	11%
2	Medication	Dissatisfaction with Prescribed Medication	13%	5%
3	Treatment	Follow up - Inadequate	13%	4%
4	Treatment	Inadequate Discharge Information Communicated	13%	3%
5	Treatment	Leave Concerns	13%	1%

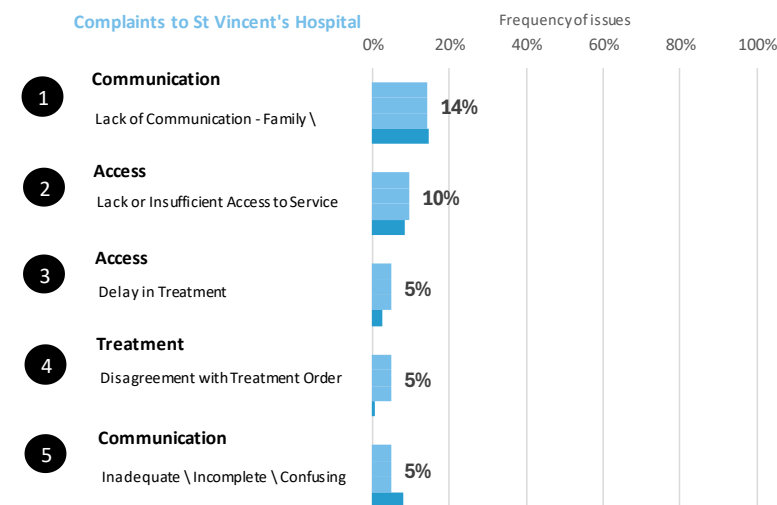
Complaints to the MHC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to St Vincent's (n=21)	Sector average (n=481)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	14%	15%
2	Access	Lack or Insufficient Access to Service	10%	9%
3	Access	Delay in Treatment	5%	2%
4	Treatment	Disagreement with Treatment Order	5%	1%
5	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	5%	8%

Complaints to St Vincent's Hospital



Outcomes of complaints

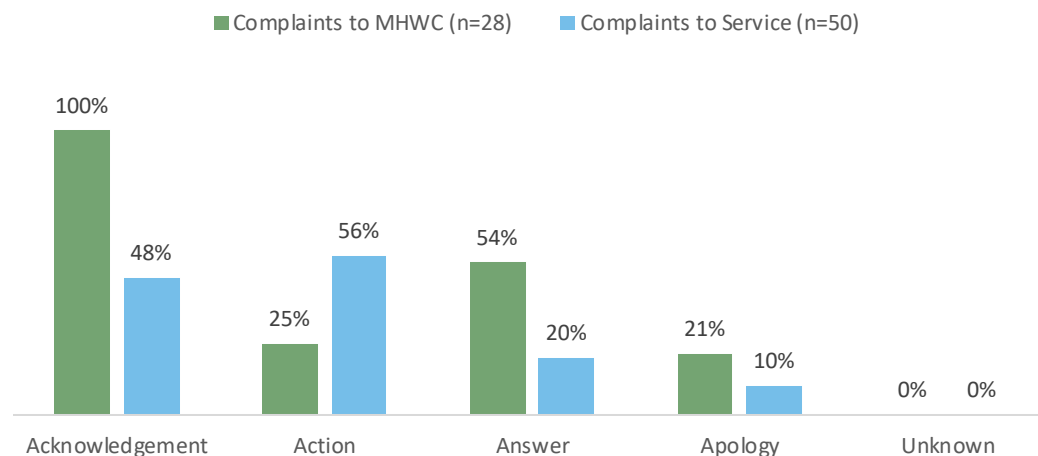
What were the outcomes of complaints?

Outcomes of closed complaints about St Vincent's Hospital

Complaint outcomes for St Vincent's Hospital

This analysis presents the outcomes for complaints to the MHWC or directly to service for St Vincent's Hospital. 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=28)	100%	25%	54%	21%	0%
Complaints to Service (n=50)	48%	56%	20%	10%	0%



What actions were taken by the service?

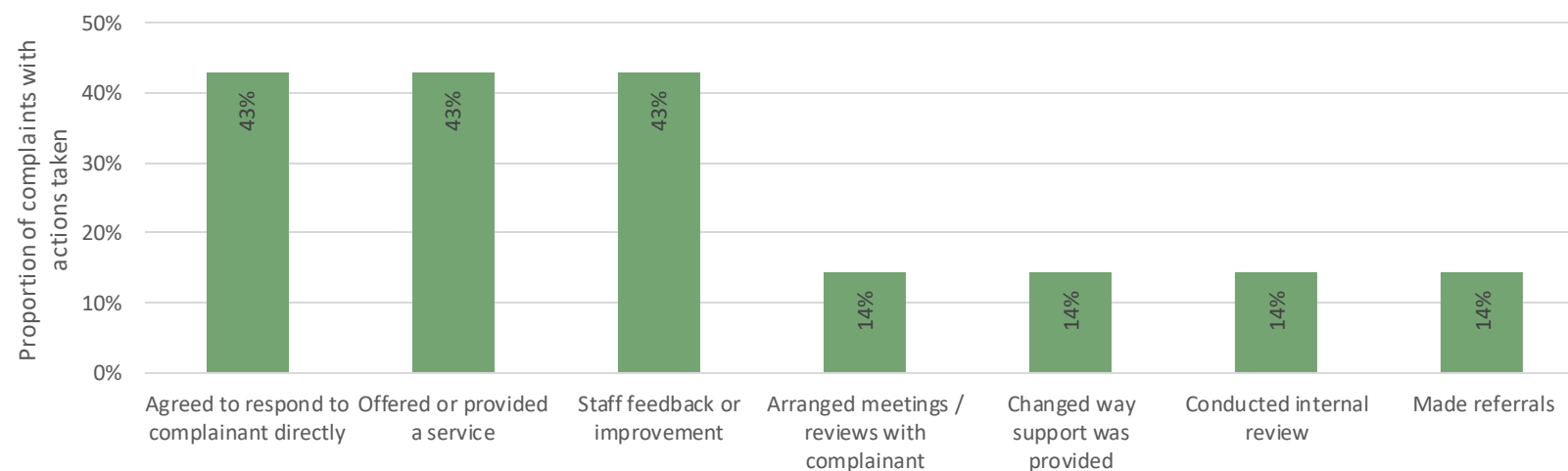
Top actions taken by the service in response to complaints to the MHWC

Actions taken to address complaints about St Vincent's Hospital

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=7)

Rank	Detailed action	Proportion
1	Agreed to respond to complainant directly	43%
2	Offered or provided a service	43%
3	Staff feedback or improvement	43%
4	Arranged meetings / reviews with complainant	14%
5	Changed way support was provided	14%
6	Conducted internal review	14%
7	Made referrals	14%



Themes in compliments

What were compliments about?

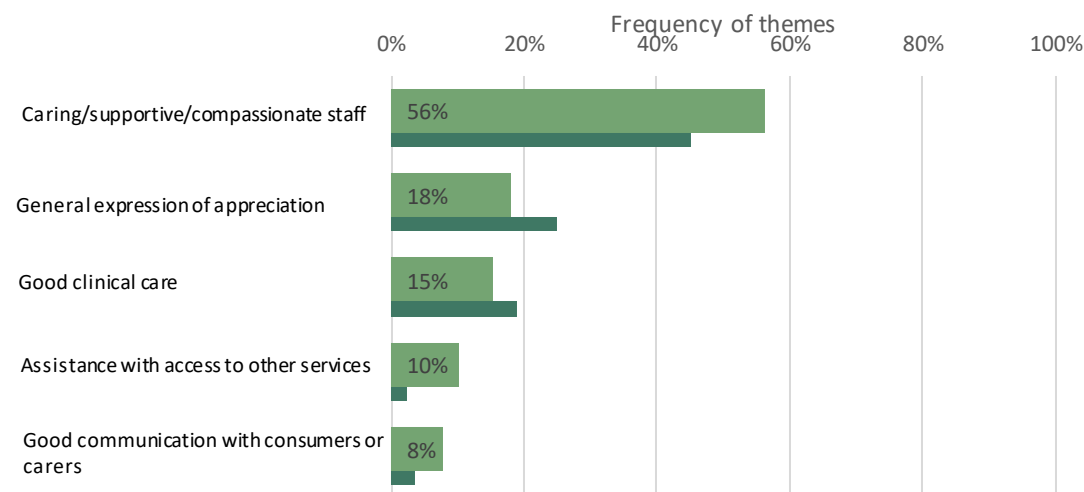
Themes raised in compliments about St Vincent's Hospital

Compliments to service

This analysis shows the proportion of compliments by theme raised for St Vincent's Hospital

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

	Compliment	About Service	All services
1	Caring/supportive/compassionate staff	56%	45%
2	General expression of appreciation	18%	25%
3	Good clinical care	15%	19%
4	Assistance with access to other services	10%	2%
5	Good communication with consumers or carers	8%	4%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

