

# Summary of service provider complaint report

## Alfred Health

2020-21



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2020-21 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 MHCC, reflecting that people feel confident to raise their concerns with the service.

# The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



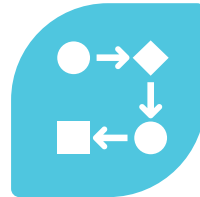
identify key themes and emerging issues across the sector



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



Number of  
complaints and  
compliments

# How many complaints were made? 2020-21

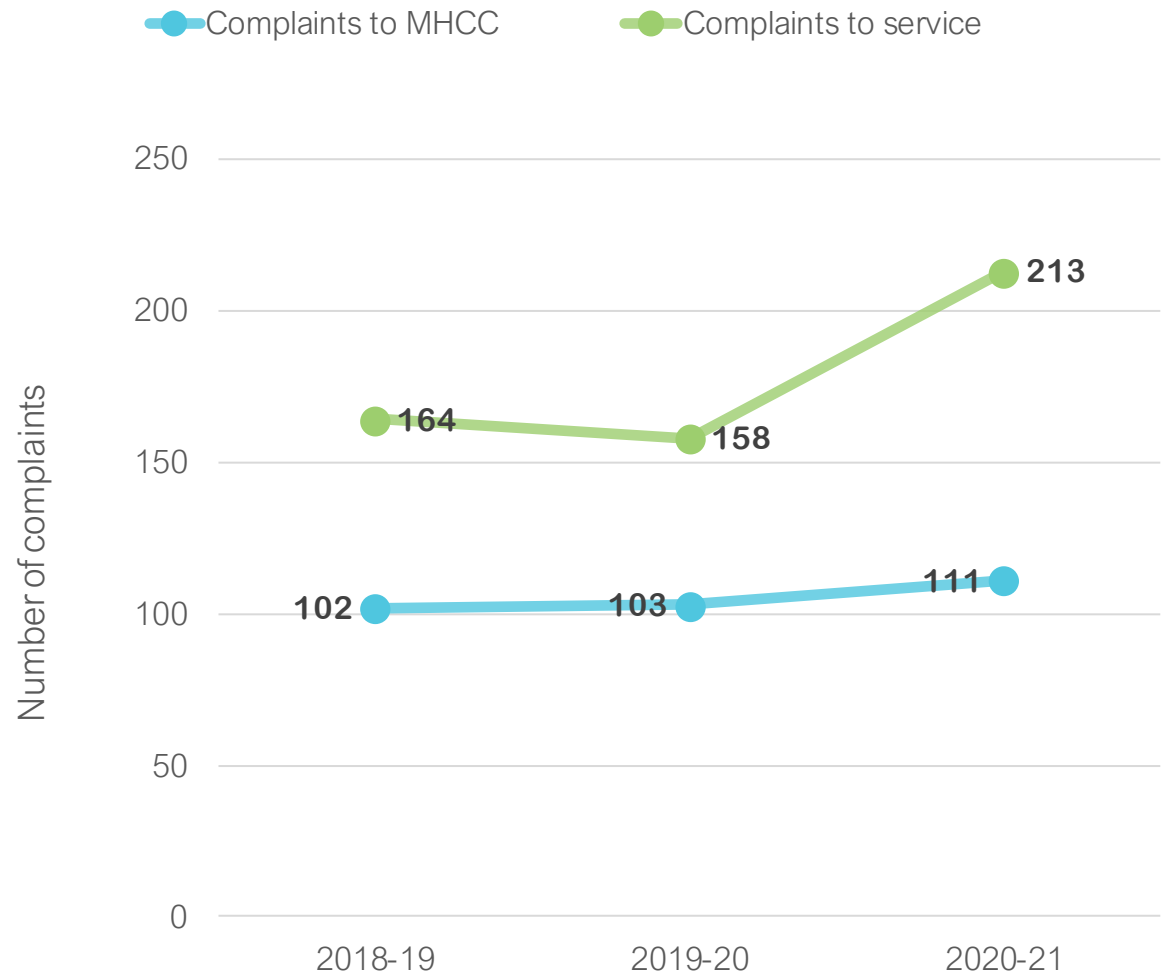
111

Complaints to MHCC  
about Alfred Health

213

Complaints to Alfred  
Health

- The number of complaints to both the MHCC about Alfred Health and to Alfred Health directly rose in 2020-21.
- Overall, more complaints were made directly to Alfred Health than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.

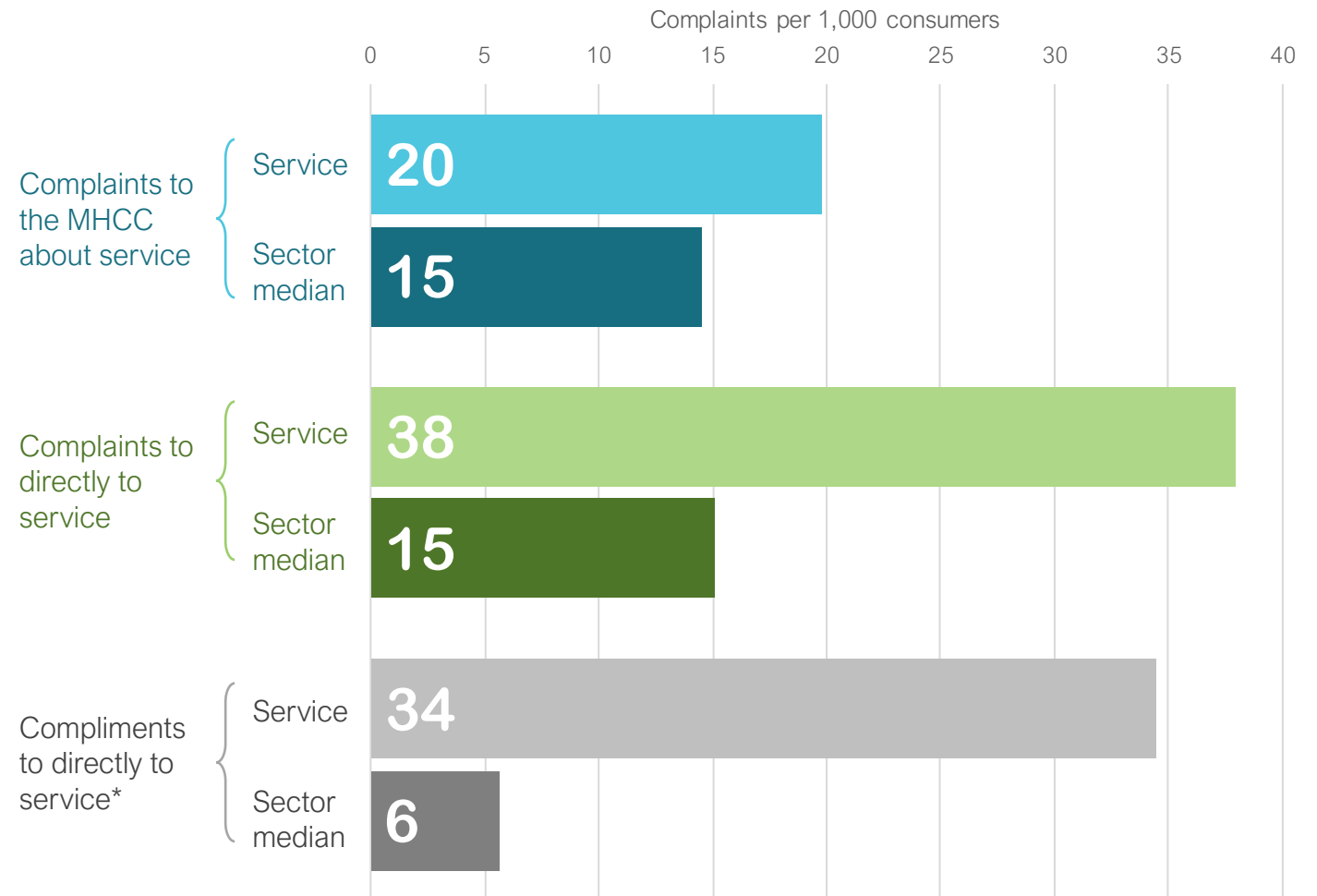


# Complaint and compliment rates

2020-21

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared to the sector, a slightly higher rate of complaints was made to the MHCC about Alfred Health, and a higher rate of complaints was made directly to the service. Additionally, a higher rate of compliments were made to Alfred Health compared to the sector.

<b>Complaints about Alfred Health</b>	<b>Sector-wide complaints</b>
<span style="color: #00A0C0;">●</span> to the MHCC (n=111)	<span style="color: #005A70;">●</span> to the MHCC (n=1641)
<span style="color: #90D090;">●</span> to the service (n=213)	<span style="color: #508040;">●</span> to the service (n=1679)
<span style="color: #A0A0A0;">●</span> Compliments to Alfred Health (n=193)	<span style="color: #606060;">●</span> Compliments to services sector-wide (n=1109)

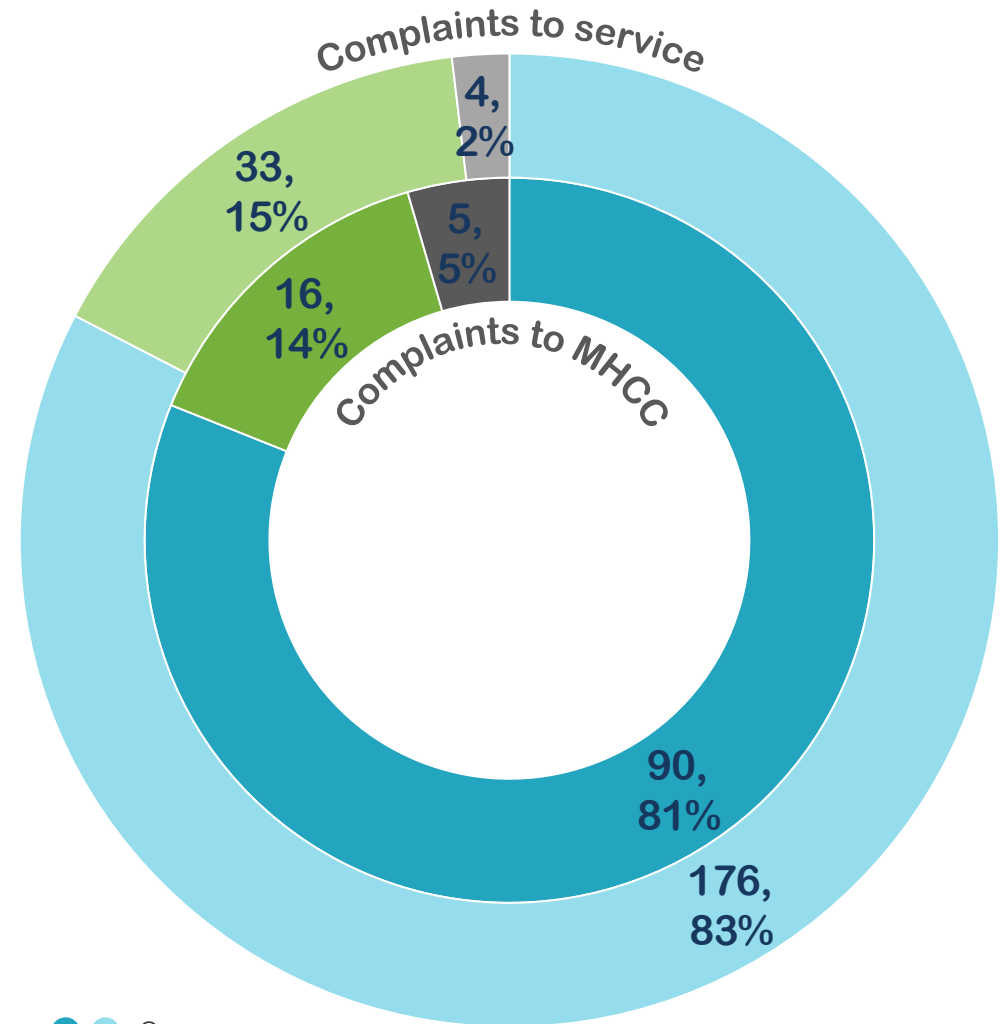


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Alfred Health

- Consumers made the majority of complaints to the MHCC about Alfred Health.
- Similarly, consumers made the majority of all complaints directly to Alfred Health.
- In contrast, about a quarter of complaints made to the MHCC and to Alfred Health directly were made by family members/carers and others.



- Consumer
- Family member/carer
- Other

Note: this graphic does not include complaints where the complainant status was unknown.



# Issues raised in complaints and compliments

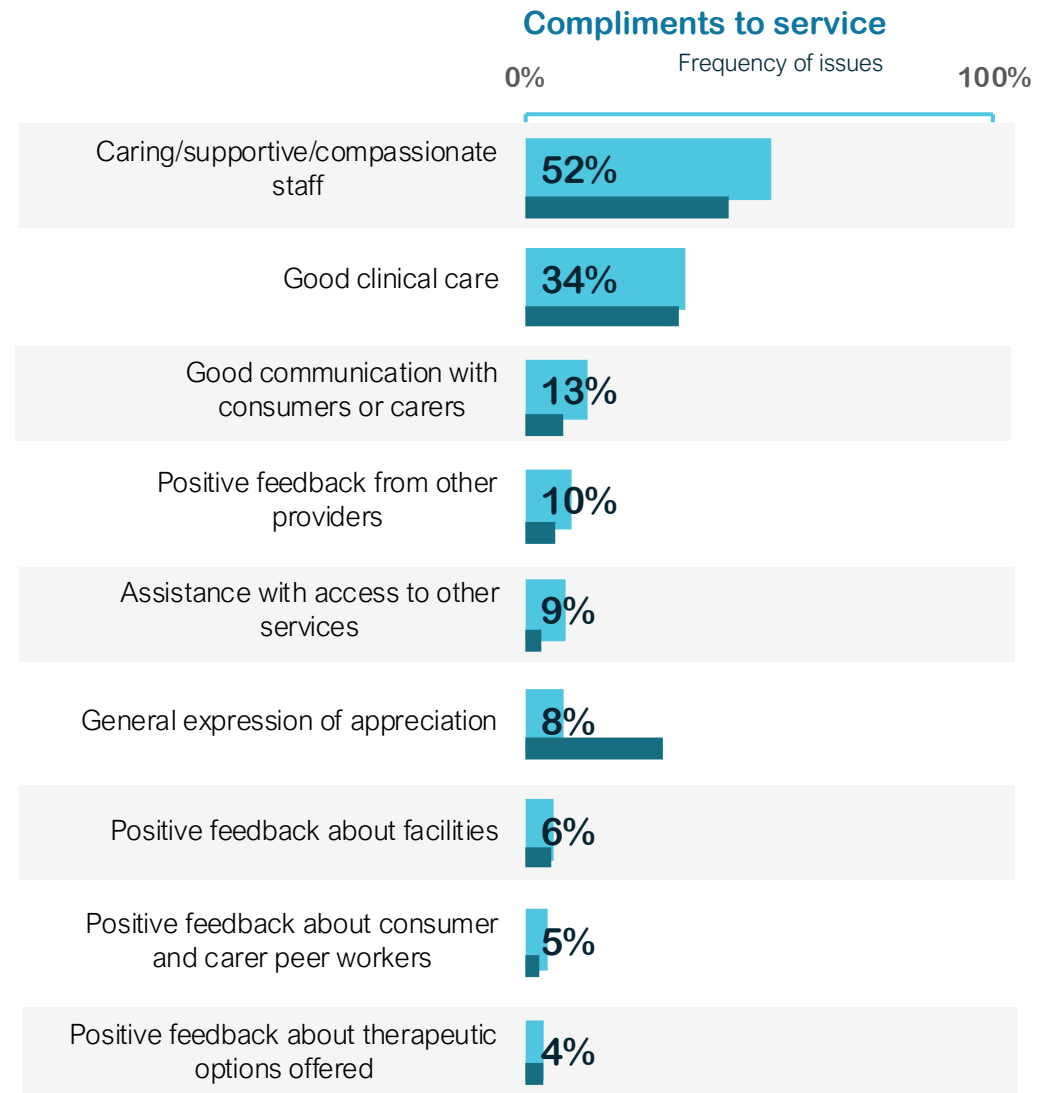


# What were compliments about? 2020-21

● Compliments to Alfred Health (n=193) ● Compliments to services sector-wide (n=1109)

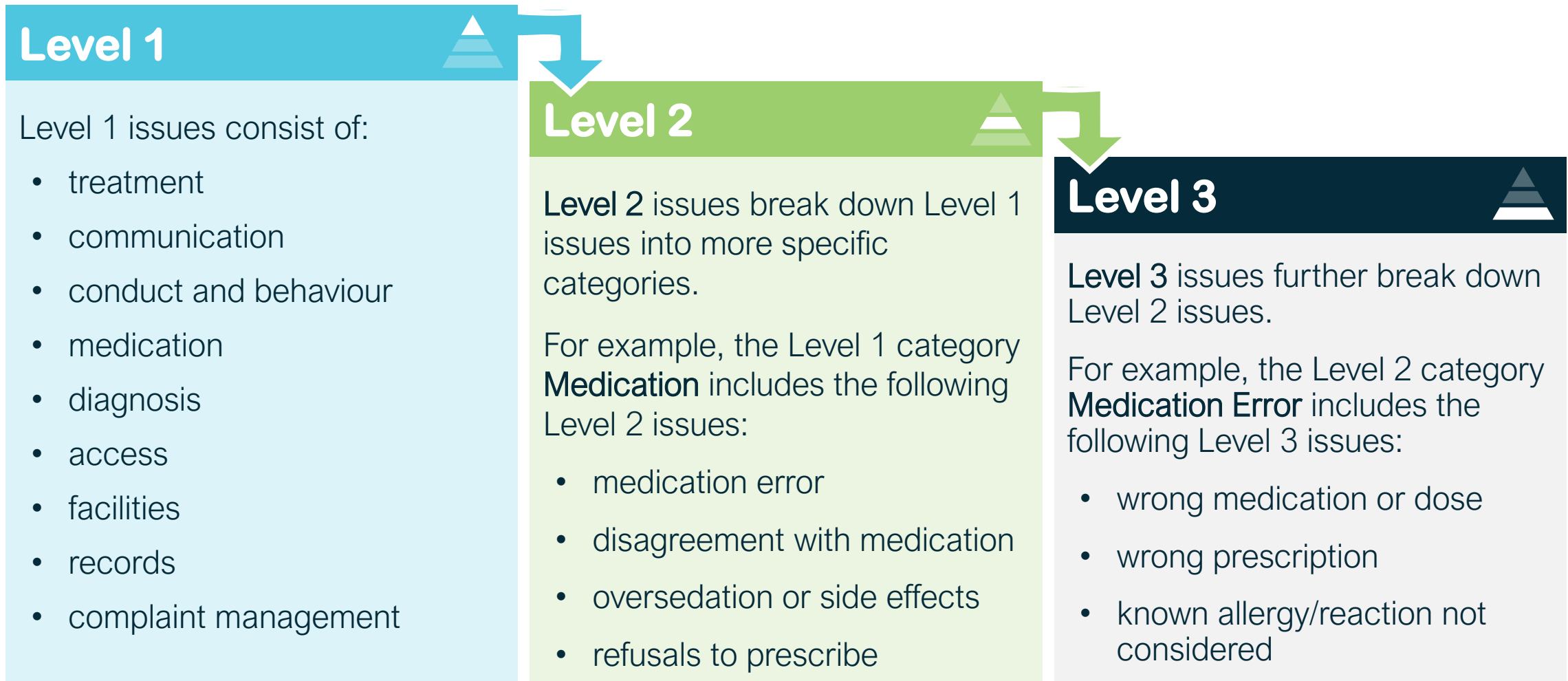
Themes raised in compliments about Alfred Health

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Alfred Health were most commonly about caring/supportive/compassionate staff and good clinical care, these compliments were raised in a similar proportion to the sector as a whole.
- A lower percentage of compliments made to Alfred Health were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as a positive and reflects the level of detail provided by Alfred Health about their compliments data that enabled the MHCC to identify more specific themes.



# How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



# What were complaints about? 2020-21

## Level 1 issues raised about Alfred Health

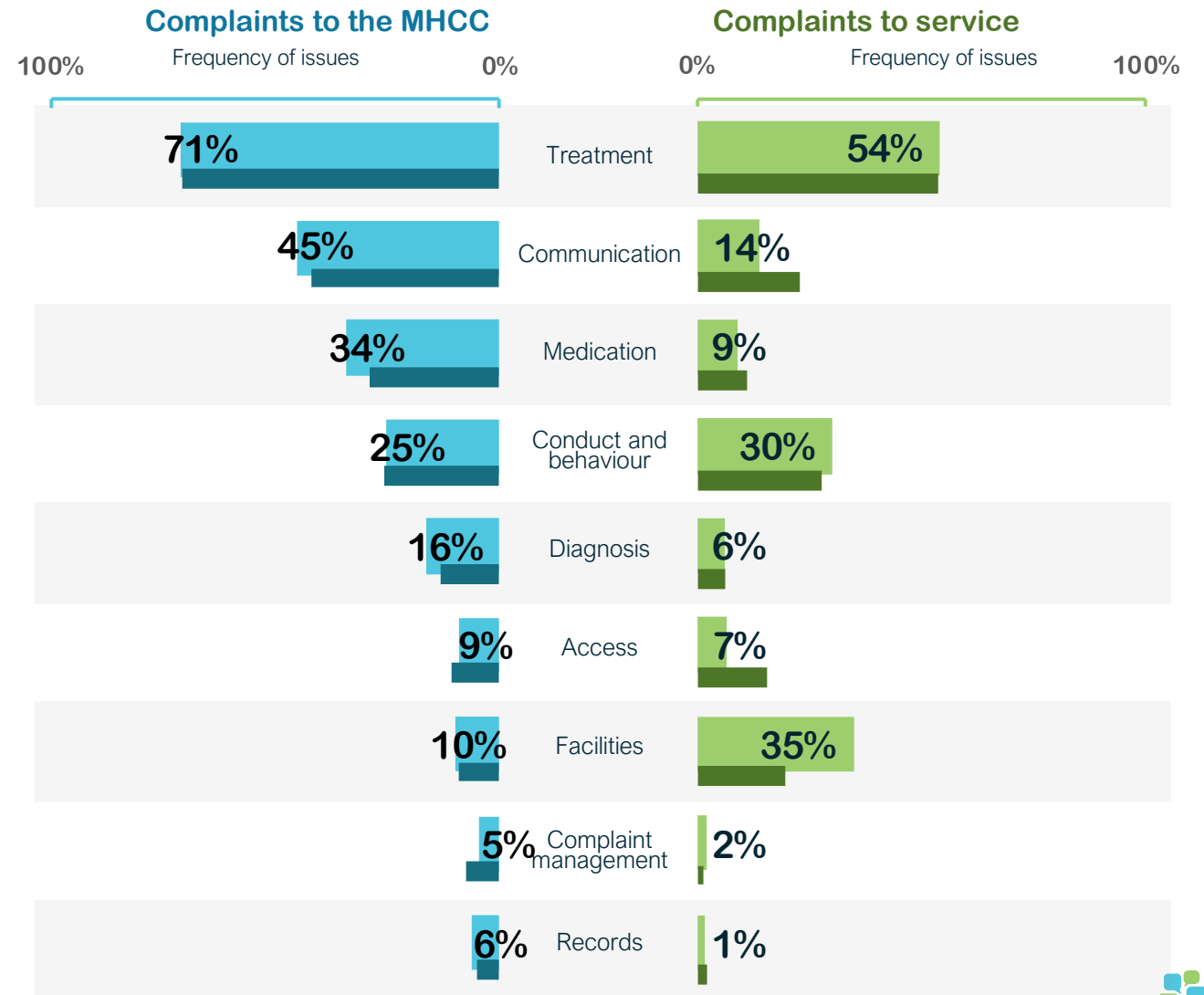
- Issues raised in complaints to the MHCC about Alfred Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Alfred Health were mostly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, Facilities and Communication being the most commonly raised issues. Issues of communication were raised in a lower rate when compared with the sector, while issues around facilities were raised at a higher rate than the sector.

Complaints about Alfred Health

- to the MHCC (n=111)
- to the service (n=213)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about Alfred Health

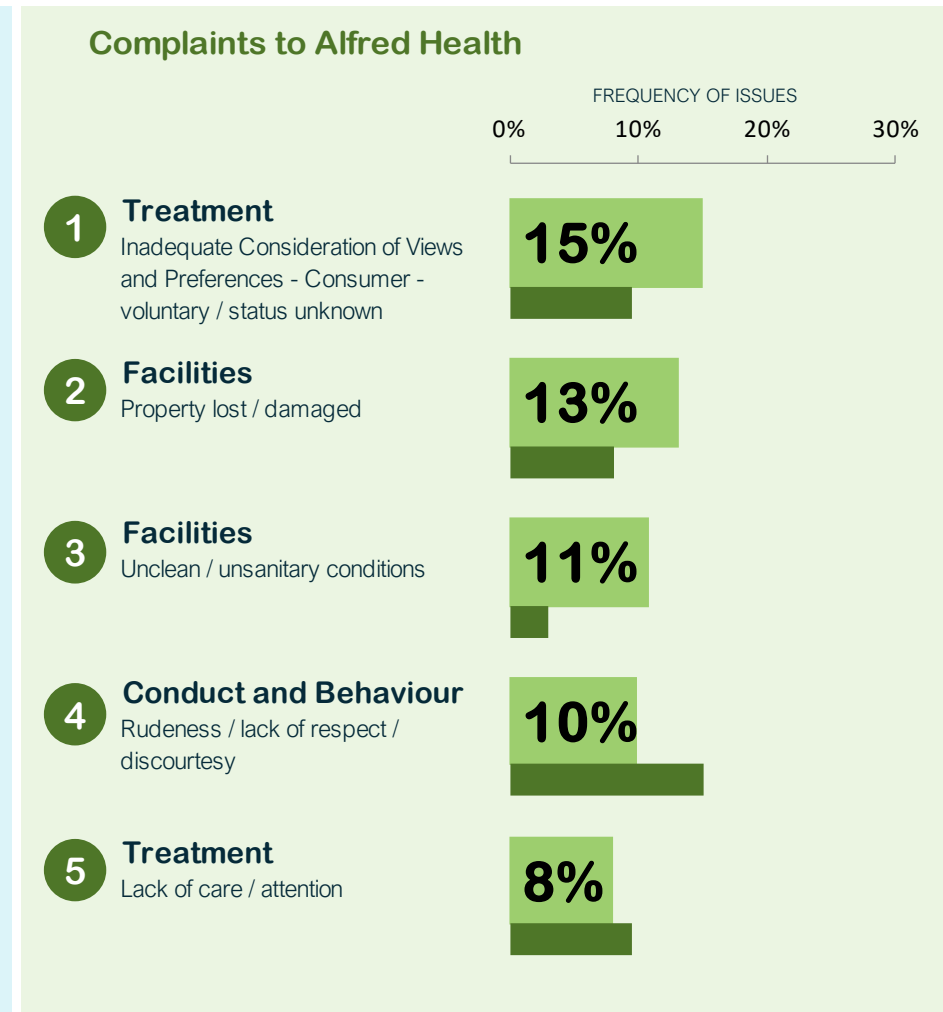
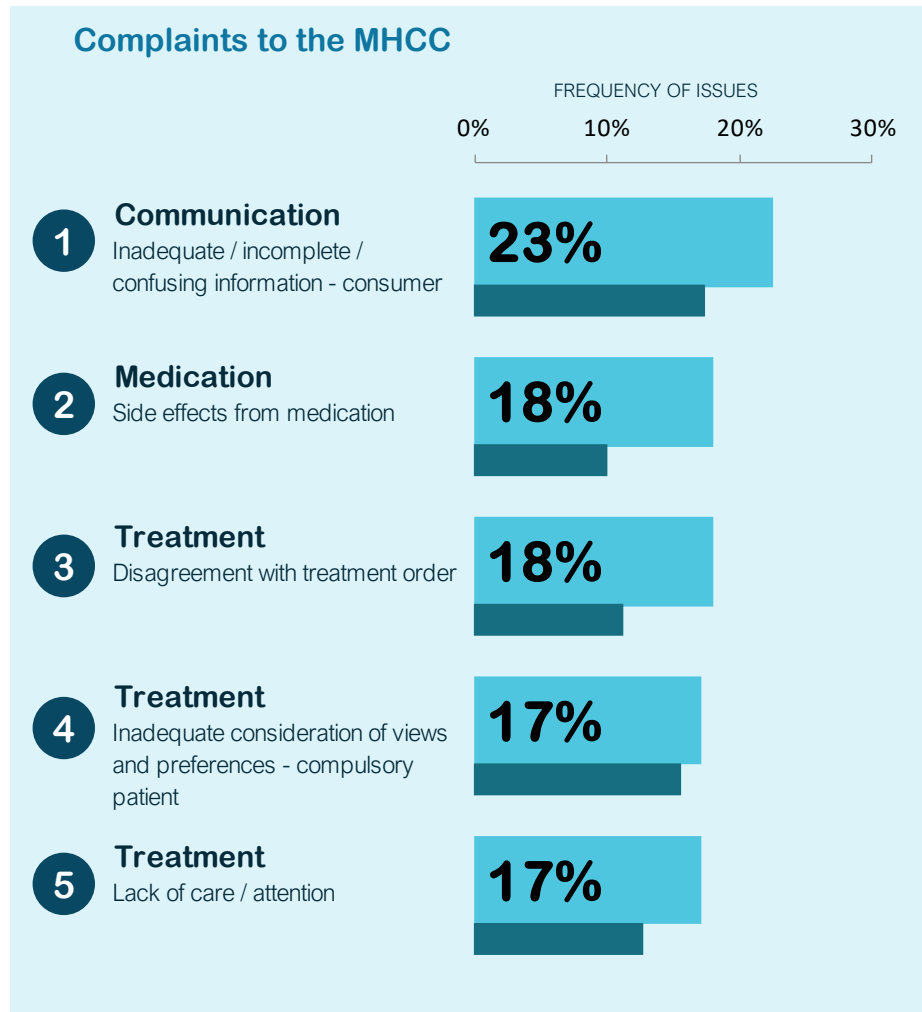
Complaints about Alfred Health

- to the MHCC (n=111)
- to the service (n=213)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

- Inadequate, incomplete or confusing information provided to the consumer was the most frequently occurring issue in complaints to the MHCC about Alfred Health, raised in a slightly higher proportion of complaints than the sector.
- In complaints made directly to Alfred Health, inadequate consideration of the views and preferences of consumers and loss or damage of property were the most frequently occurring issues, raised in a slightly higher proportion than to the sector. Unclean or unsanitary conditions of the facilities, was also raised frequently and in a higher proportion than the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Alfred Health

Complaints about Alfred Health

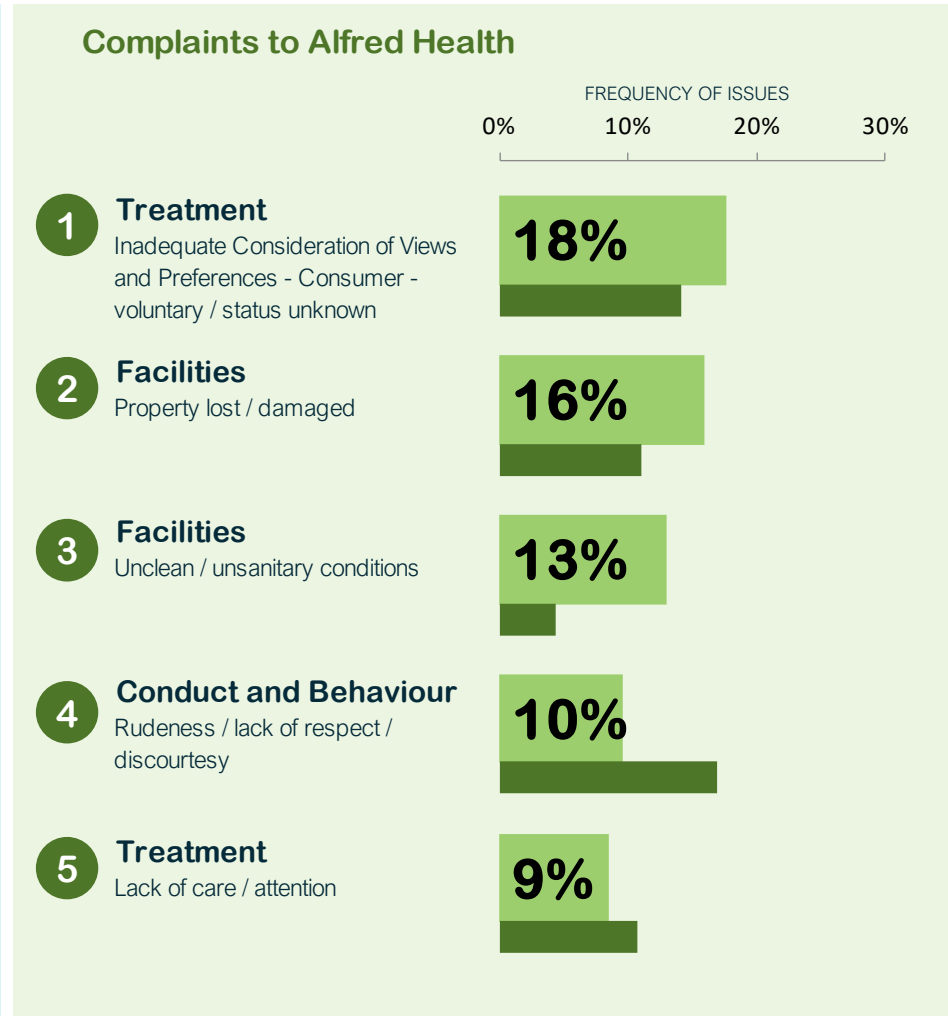
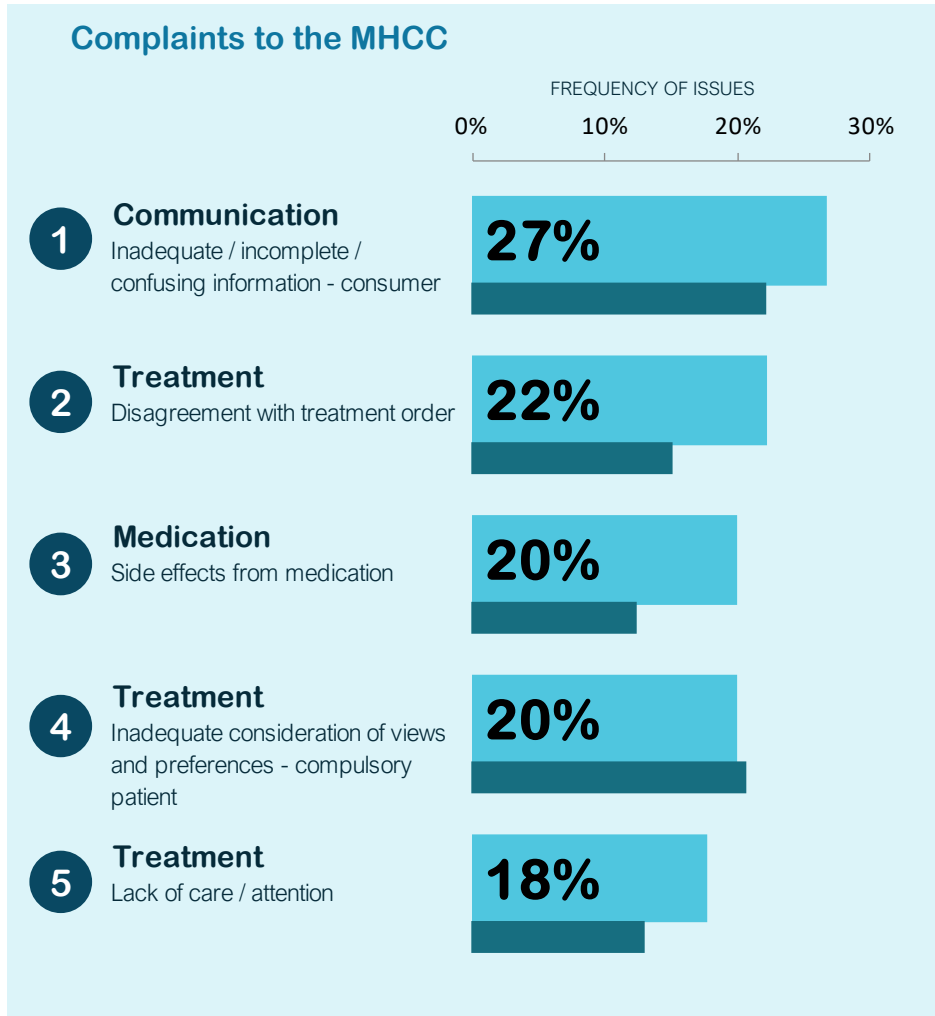
- to the MHCC (n=90)
- to the service (n=176)

Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

The top five issues raised by consumers in complaints to the MHCC about Alfred Health were broadly consistent with the top five issues raised in complaints to the MHCC overall. Disagreement with the treatment order and side effects from medications were raised in a slightly higher proportion when compared with the sector.

The most frequently raised issue by consumers in complaints directly to Alfred Health was inadequate consideration of the views and preferences of consumers. While rudeness / lack of respect / discourtesy were the most commonly raised issues for the sector, they were raised in a lower proportion directly to the service.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Alfred Health

Complaints about Alfred Health

● to the MHCC (n=16)

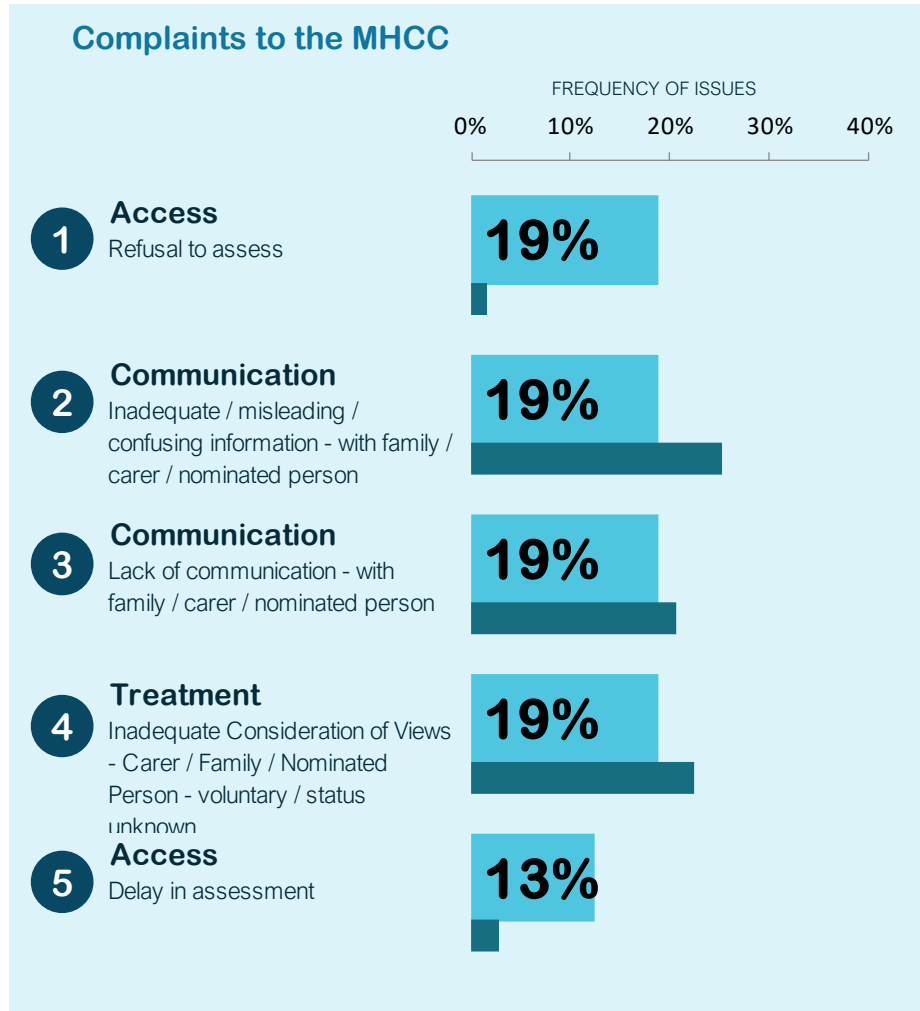
● to the service (n=33)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Access, communication and treatment issues relating to refusal to assess and inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised by family members / carers in complaints to the MHCC about Alfred Health.
- Among issues raised by family members / carers in complaints directly to Alfred Health, inadequate consideration of the views of carers or family members was the most common and was raised in a considerably higher proportion of complaints compared to the sector.



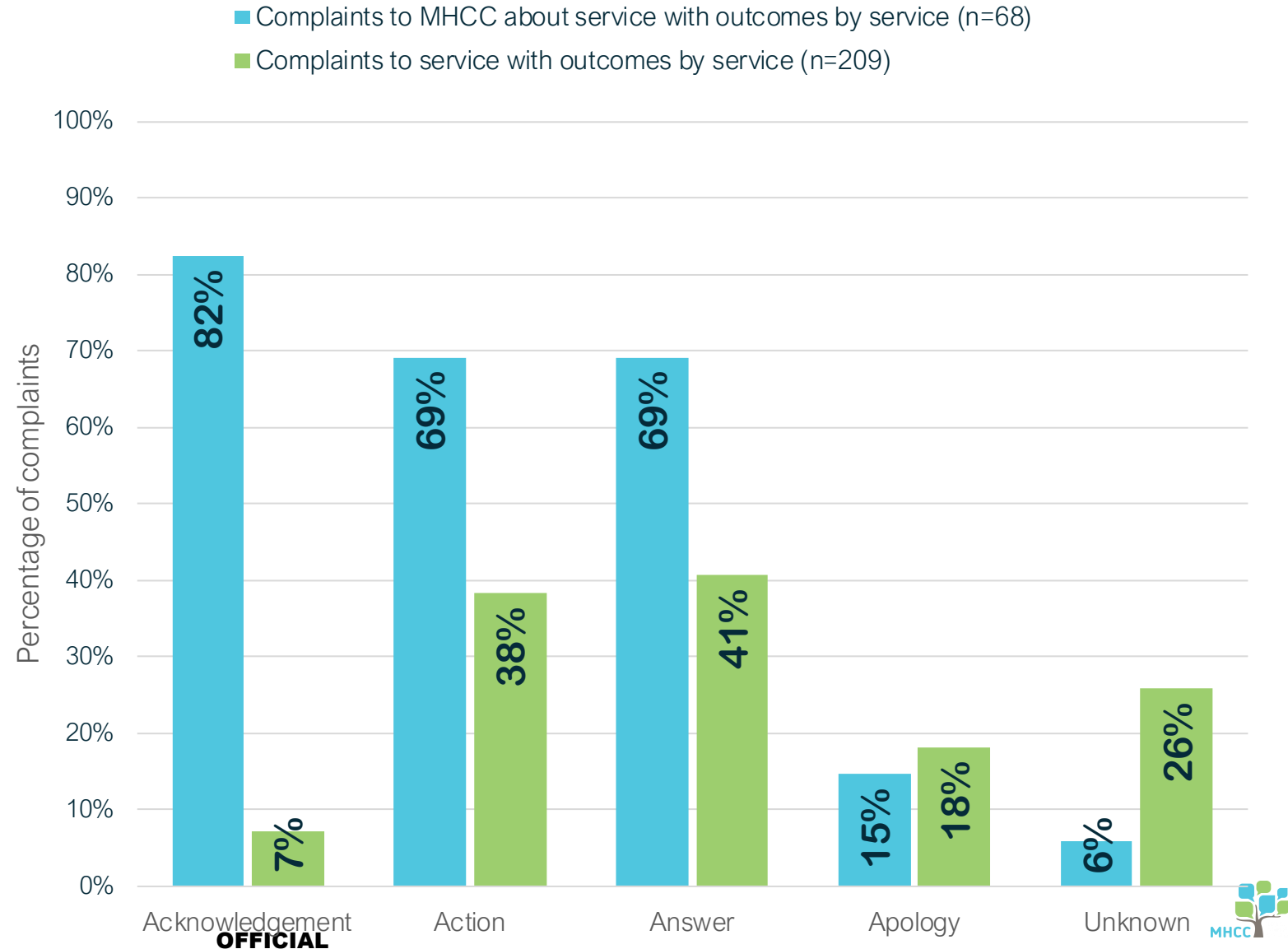


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

Closed complaints about Alfred Health

- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Alfred Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome was acknowledgement by Alfred Health of the issues raised by the complainant.
- The most common outcome of complaints made directly to Alfred Health was to provide an answer in response to the issues raised by the complainant.

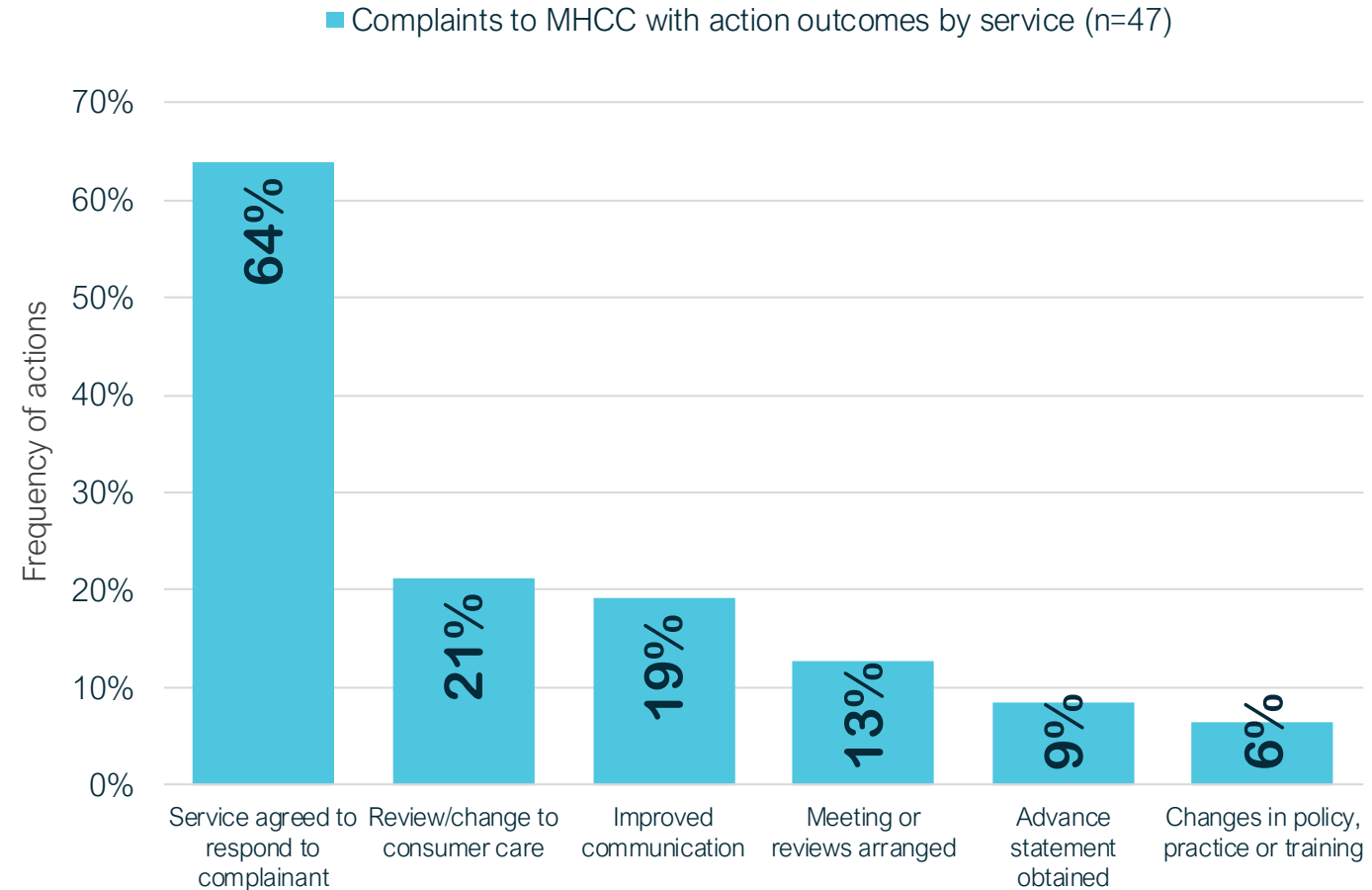




# What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Alfred Health in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - change/review of treatment/care for individual consumers
  - improved communication/resolution of misunderstandings



# Key points to consider



## Complaint numbers

- Overall, more complaints were made directly to Alfred Health than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- Consumers made the majority of complaints to the MHCC about Alfred Health and complaints made to Alfred Health directly.



## Issues raised

- Inadequate, incomplete or confusing information provided to the consumer was the most frequently occurring issue in complaints to the MHCC about Alfred Health, raised in a slightly higher proportion of complaints than the sector.
- In complaints made directly to Alfred Health, inadequate consideration of the views and preferences of consumers and loss or damage of property were the most frequently occurring issues, raised in a slightly higher proportion than to the sector.



## Outcomes

- The most common outcome of these complaints was acknowledgement by Alfred Health of the issues raised by the complainant. The most common outcome of complaints made directly to Alfred Health was to provide an answer.
- The most common action undertaken by Alfred Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.