

Summary of service provider complaint report

Goulburn Valley 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:



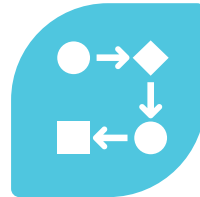
identify key themes and emerging issues across the sector



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

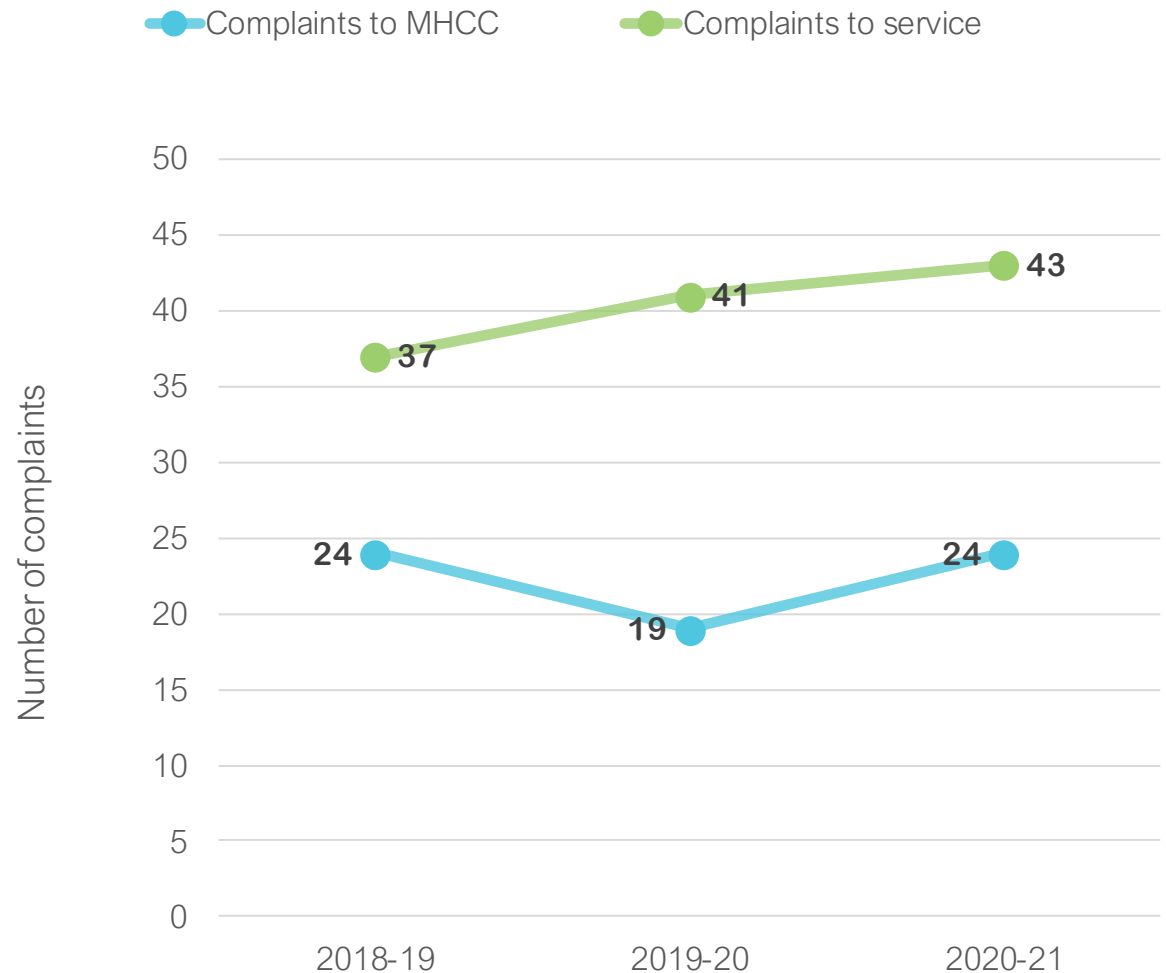
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Complaints to MHCC about Goulburn Valley Health

43

Complaints to Goulburn Valley Health

- The number of complaints to both the MHCC about Goulburn Valley Health and to Goulburn Valley Health directly rose in 2020-21.
- Overall, more complaints were made to Goulburn Valley Health directly 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.
- The MHCC also notes the increase in complaints made directly to Goulburn Valley Health, suggesting that improvements have been made in this regard.



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 lower rate of complaints was made to the MHCC about Goulburn Valley Health, and a slightly higher rate of complaints was made directly to the service. A higher rate of compliments were made to Goulburn Valley Health compared to the sector.

Complaints about Goulburn Valley Health

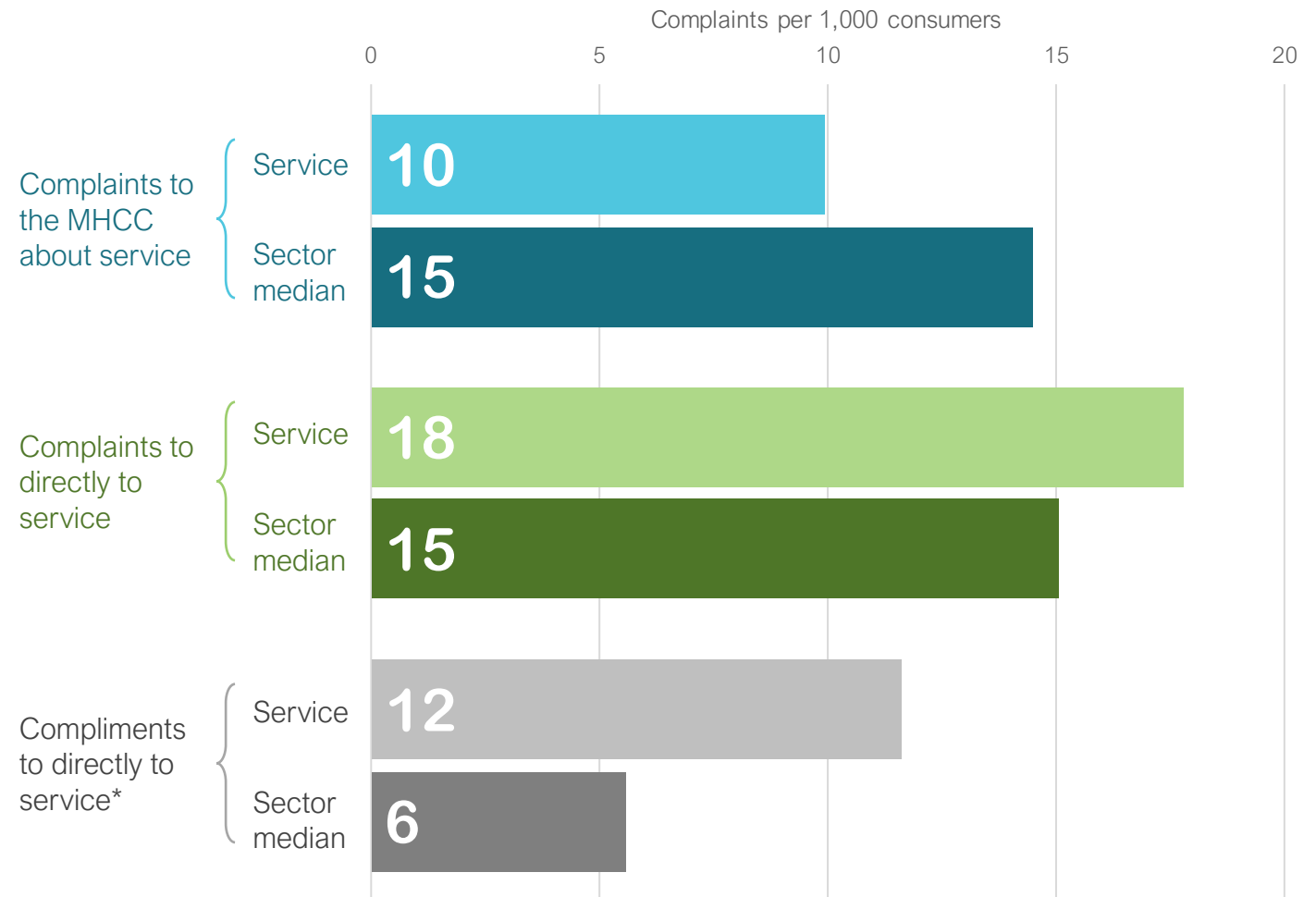
- to the MHCC (n=24)
- to the service (n=43)

Compliments to Goulburn Valley Health (n=28)

Sector-wide complaints

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

Compliments to services sector-wide (n=1109)

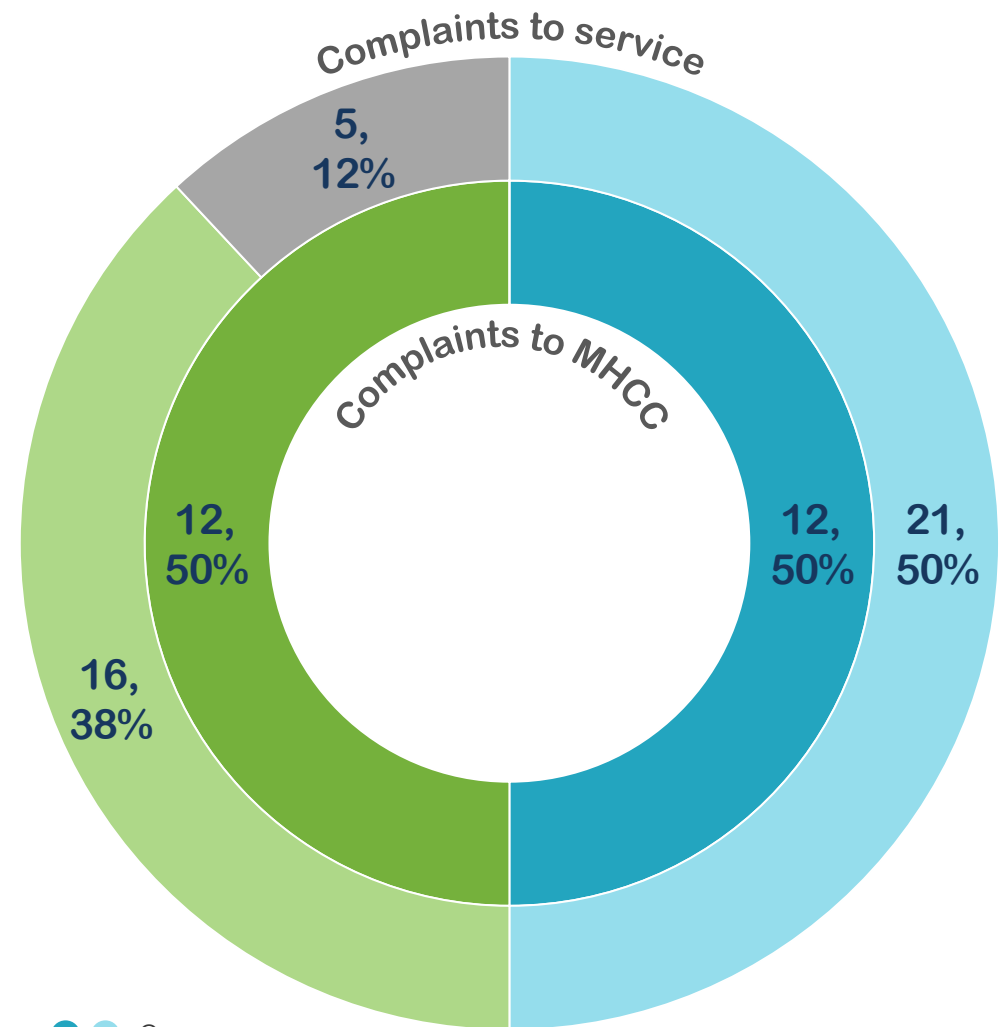


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Goulburn Valley Health

- Consumers and family members / carers made half of complaints each to the MHCC about Goulburn Valley Health.
- In contrast, consumers made half of all complaints and family members/ carers made about a third of complaints directly to Goulburn Valley Health.



- Consumer
- Family member/carer
- Other

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



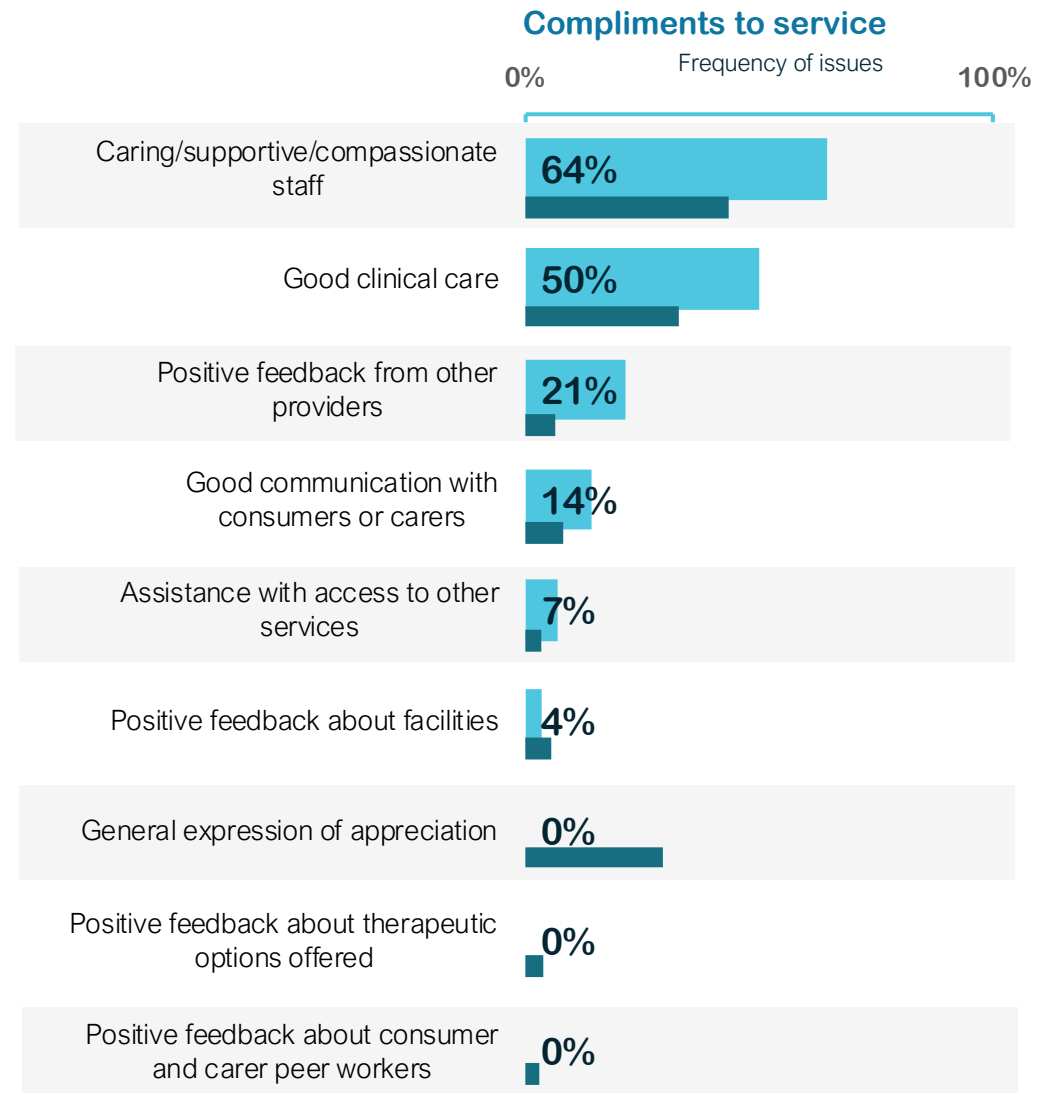
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Goulburn Valley Health (n=28)
 ● Compliments to services sector-wide (n=1109)

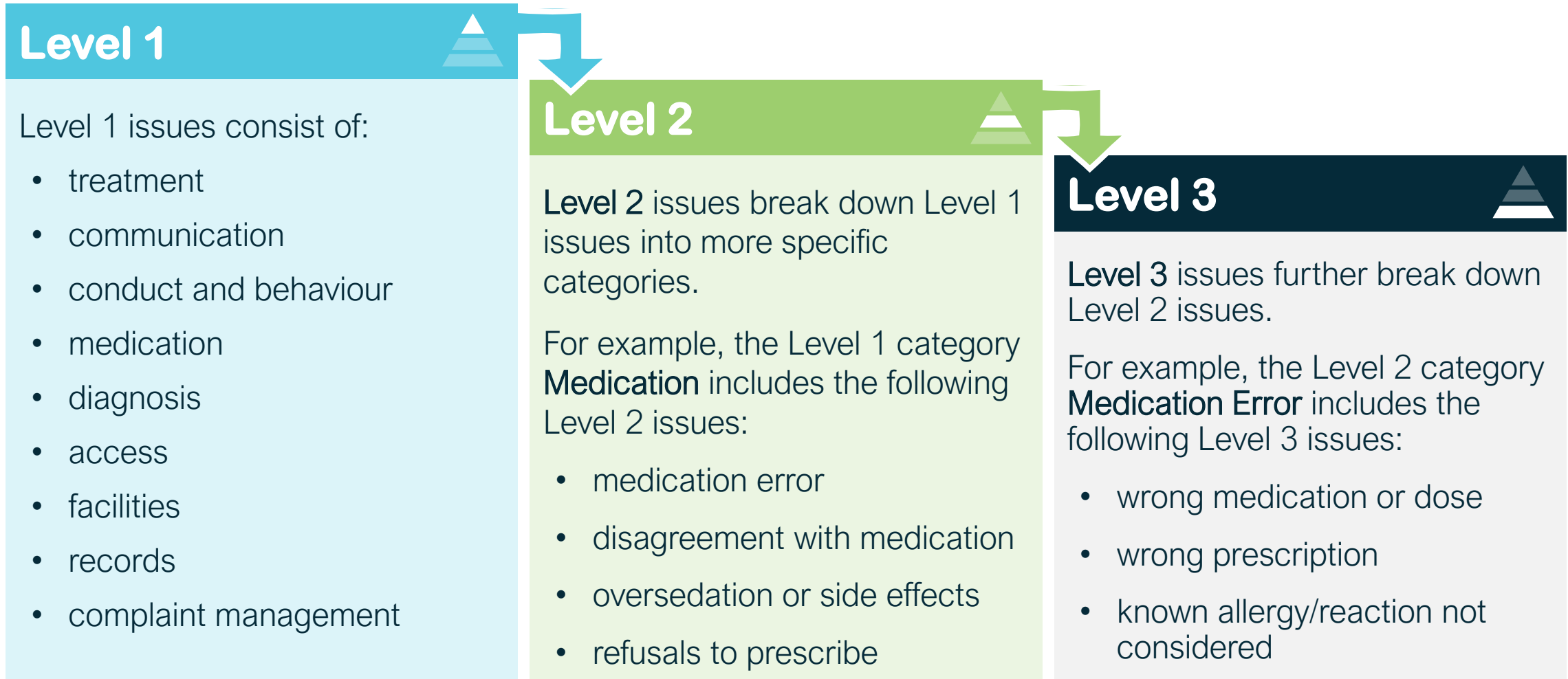
Themes raised in compliments about Goulburn Valley Health

- 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 Goulburn Valley Health were most commonly about caring/ supportive/ compassionate staff and good clinical care, and greater percentages of compliments raised these issues compared to the sector as a whole.
- A lower percentage of complaints made to Goulburn Valley Health were classified as general expression of appreciation compared to the sector as a whole. This is viewed as positive and reflects the level of detail provided by Goulburn Valley 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 Goulburn Valley Health

Complaints about Goulburn Valley Health

to the MHCC (n=24)

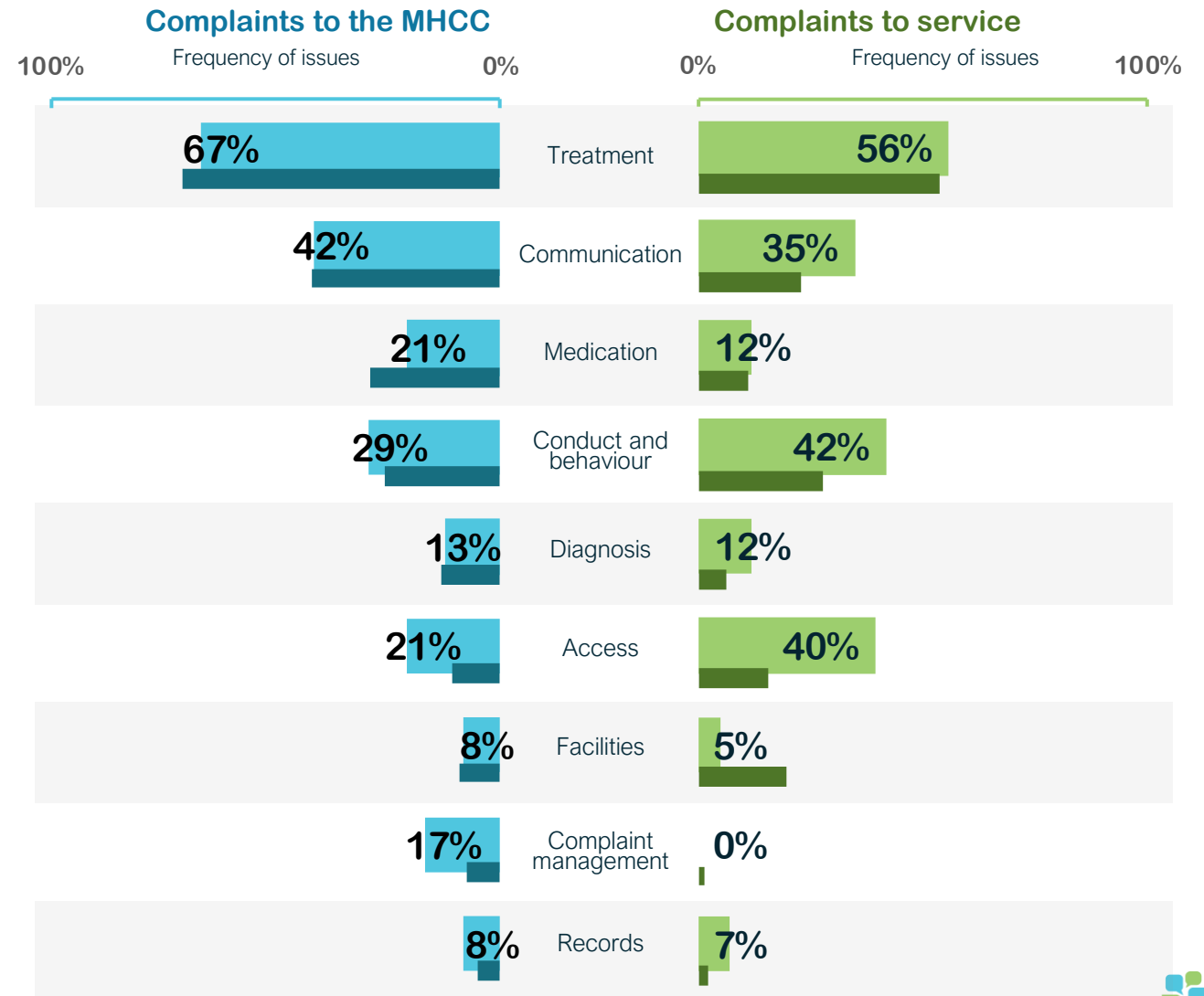
to the service (n=43)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)

- Issues raised in complaints to the MHCC about Goulburn Valley Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Conduct and Behaviour and Medication being the most commonly raised issues.
- Issues raised in complaints made directly to Goulburn Valley Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, Access and Communication being the most commonly raised issues, some slightly higher than the service median.



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Goulburn Valley Health

Complaints about Goulburn Valley Health

● to the MHCC (n=24)

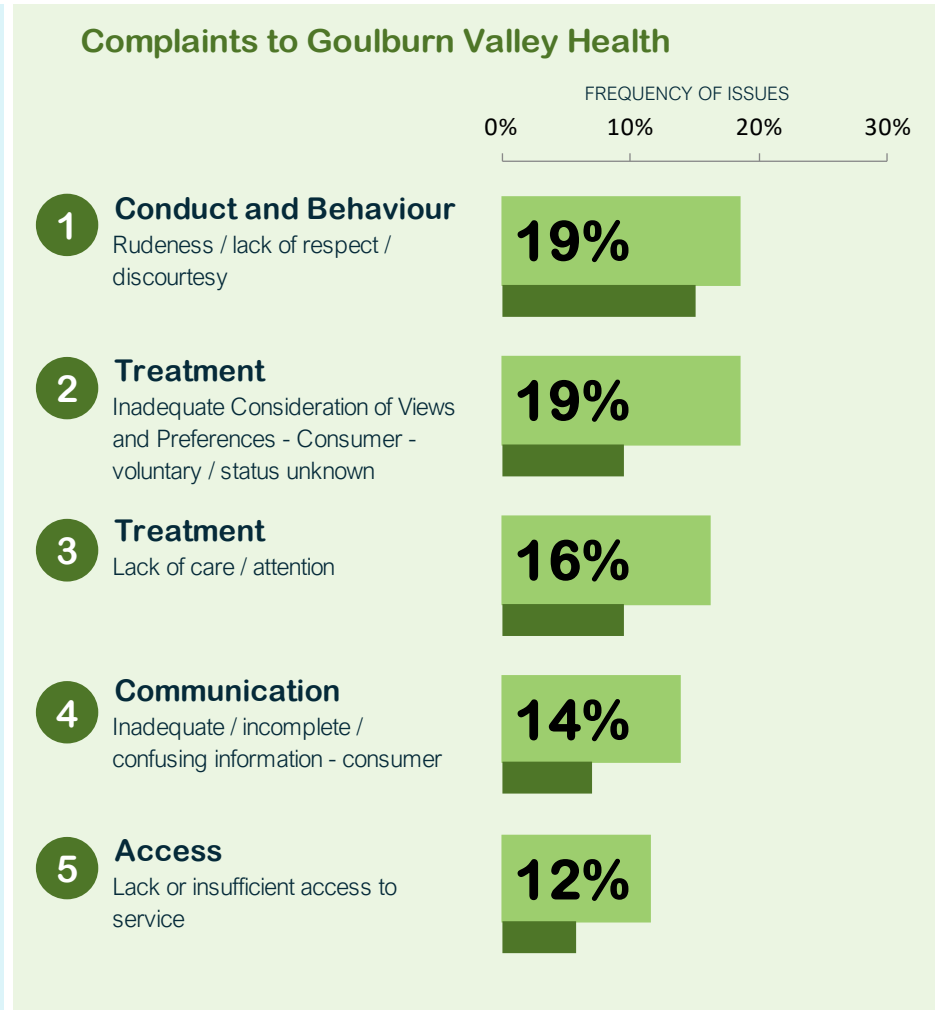
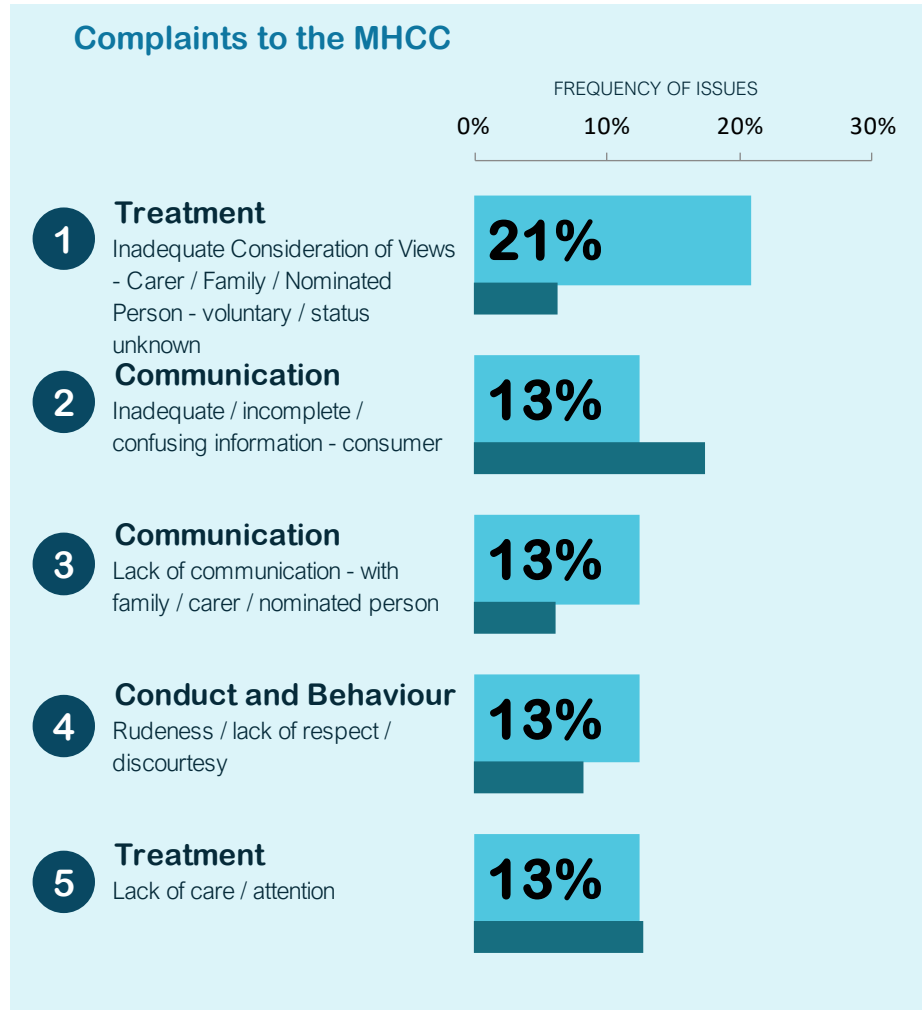
● to the service (n=43)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Inadequate consideration of the views and preferences of family members / carers was the most frequently occurring issue in complaints to the MHCC about Goulburn Valley Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Goulburn Valley Health, rudeness / lack of respect / discourtesy and inadequate consideration of the views and preferences of voluntary consumers were the most frequently occurring issues, raised in higher proportion compared to the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Goulburn Valley Health

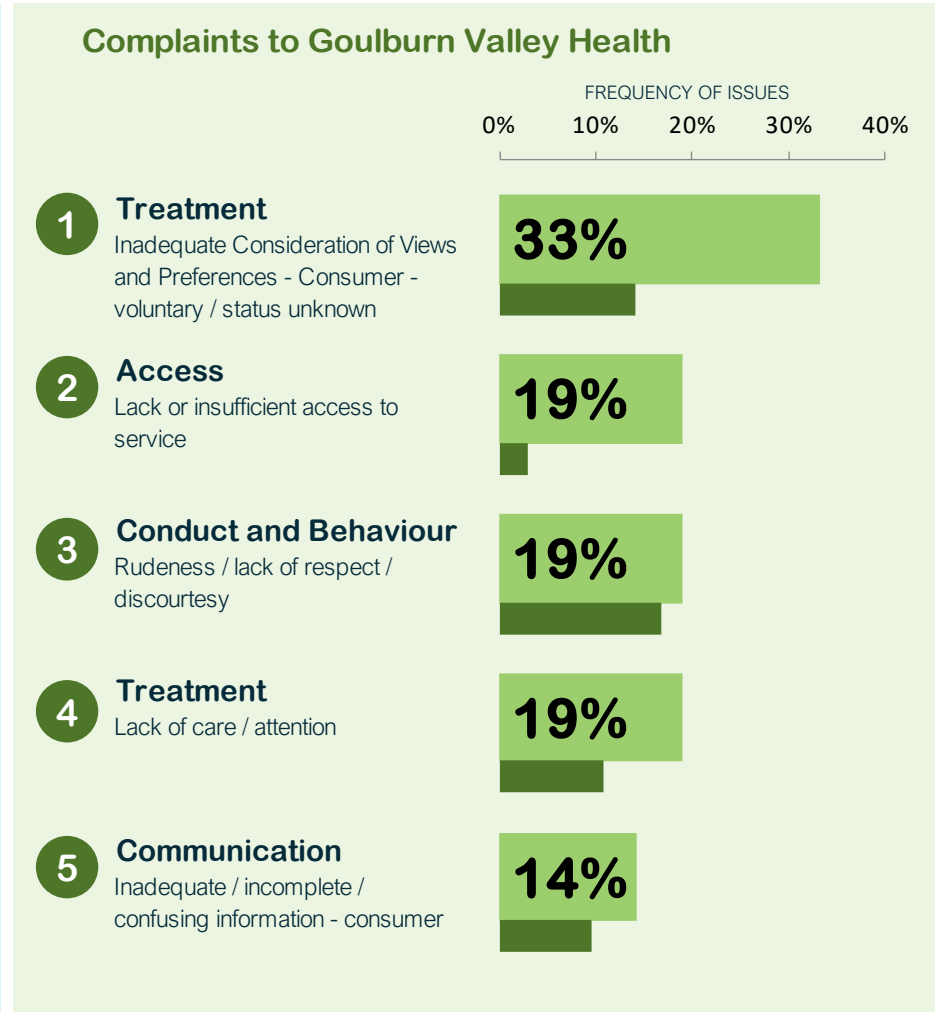
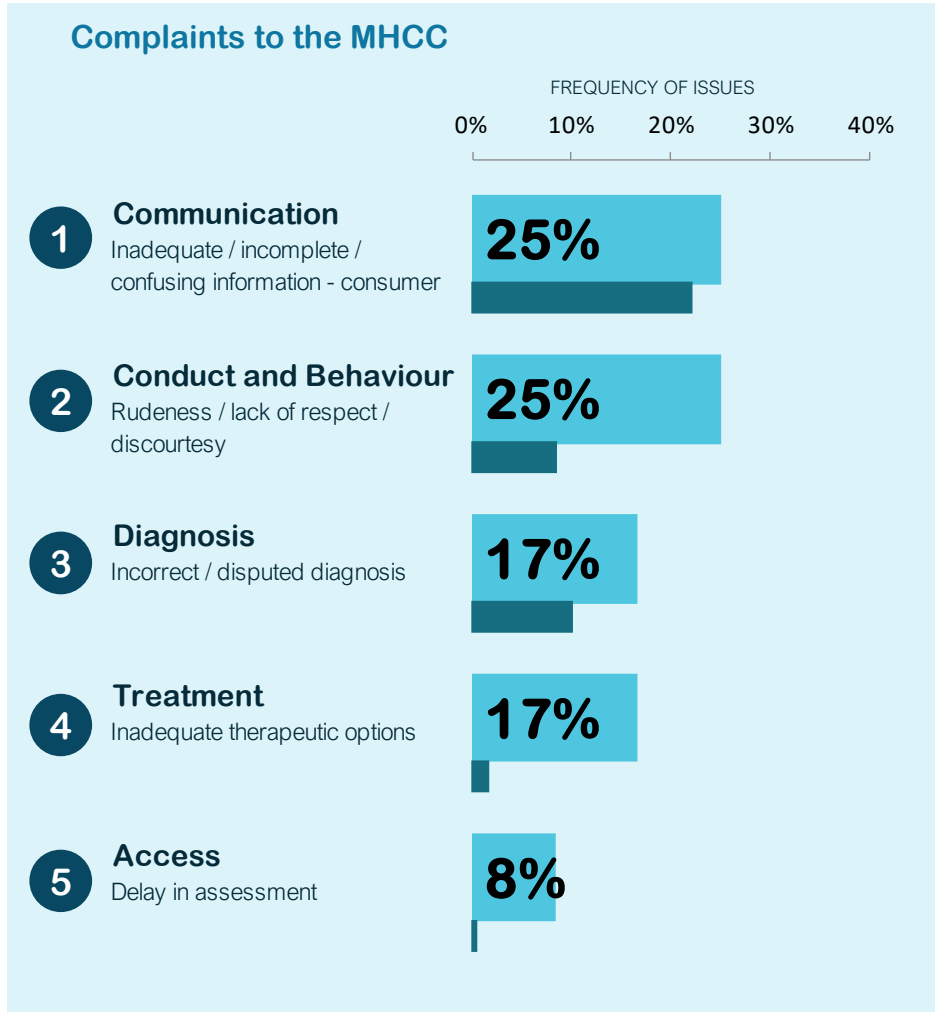
Complaints about Goulburn Valley Health

- to the MHCC (n=12)
- to the service (n=21)

Sector-wide complaints

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

- The top issues raised by consumers in complaints to the MHCC about Goulburn Valley Health were inadequate/ incomplete/ confusing information and rudeness/ lack of respect/ discourtesy as well as incorrect/ disputed diagnosis and inadequate therapeutic options.
- The most frequently raised issue by consumers in complaints directly to Goulburn Valley Health was inadequate consideration of the views and preferences of voluntary consumers, raised in a higher proportion compared with the sector. A higher proportion of complaints by consumers were about lack or insufficient access to service compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Goulburn Valley Health

Complaints about Goulburn Valley Health

● to the MHCC (n=12)

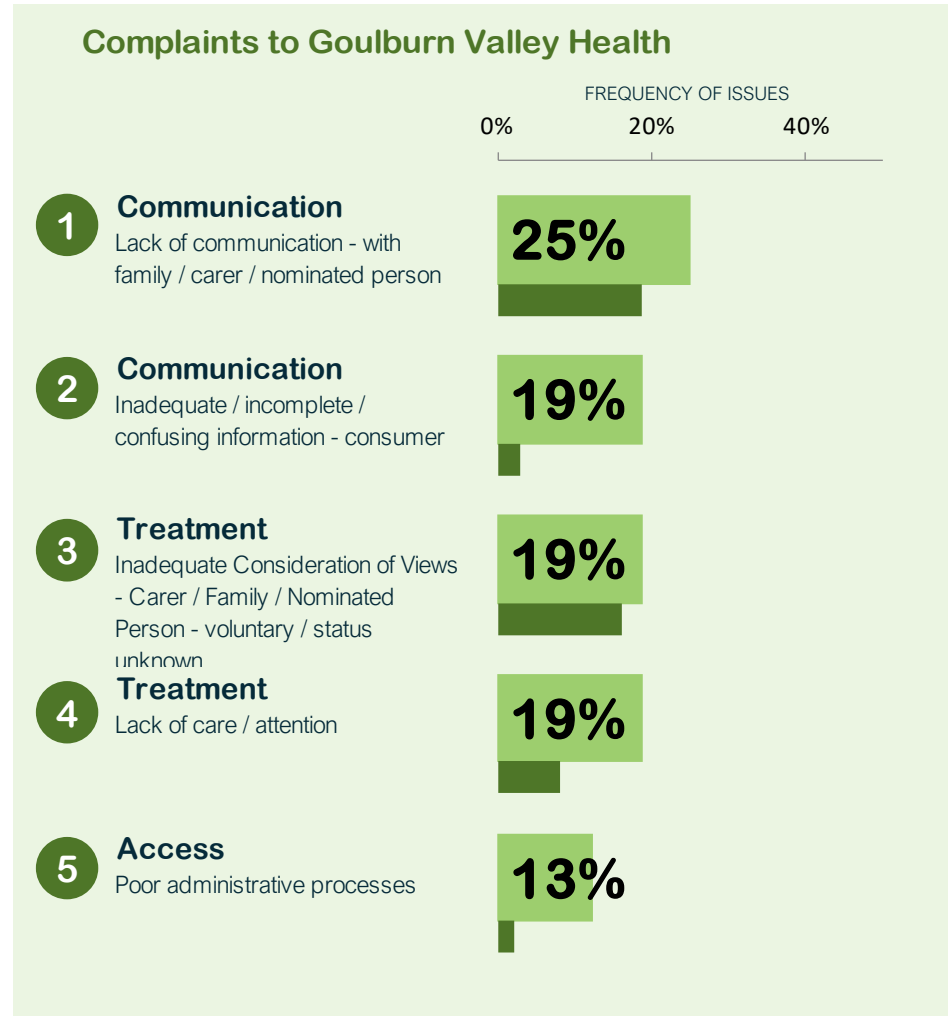
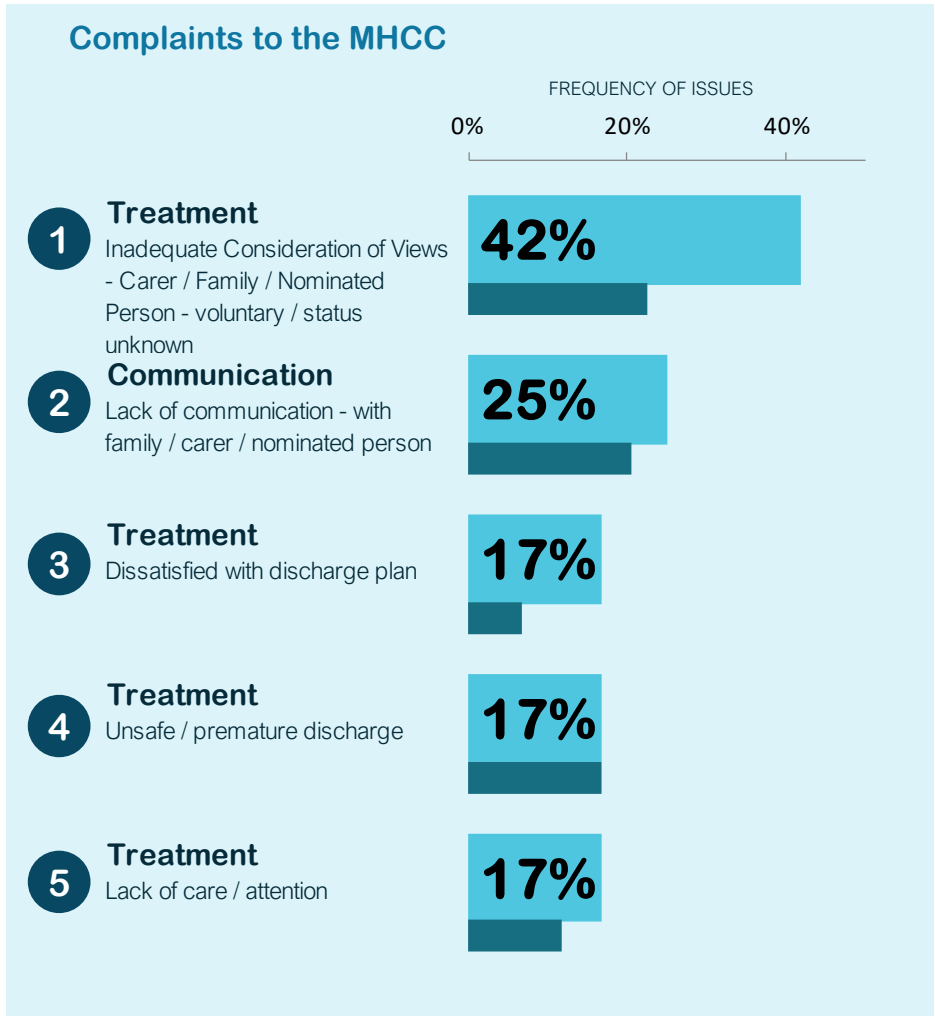
● to the service (n=16)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Treatment and communication issues relating to inadequate consideration of the views and preferences of carers/ family and lack of communication with family members / carers were the most frequently raised by family members / carers in complaints to the MHCC about Goulburn Valley Health.



- Lack of communication with family / carer was also raised by family members / carers in complaints directly to Goulburn Valley Health. Inadequate or incomplete information provided to the consumer was raised in a higher proportion of complaints compared to the sector.

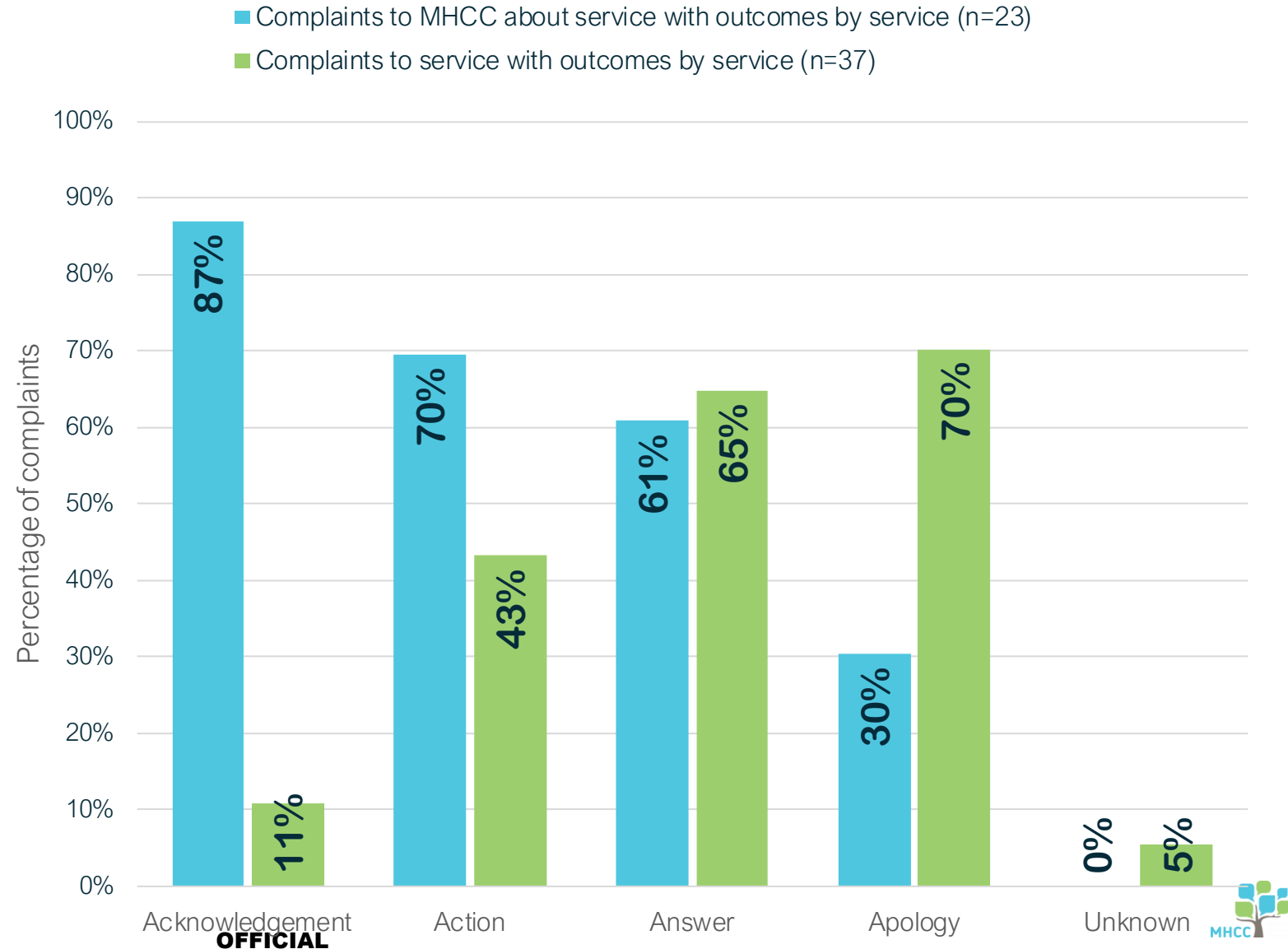


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Goulburn Valley Health

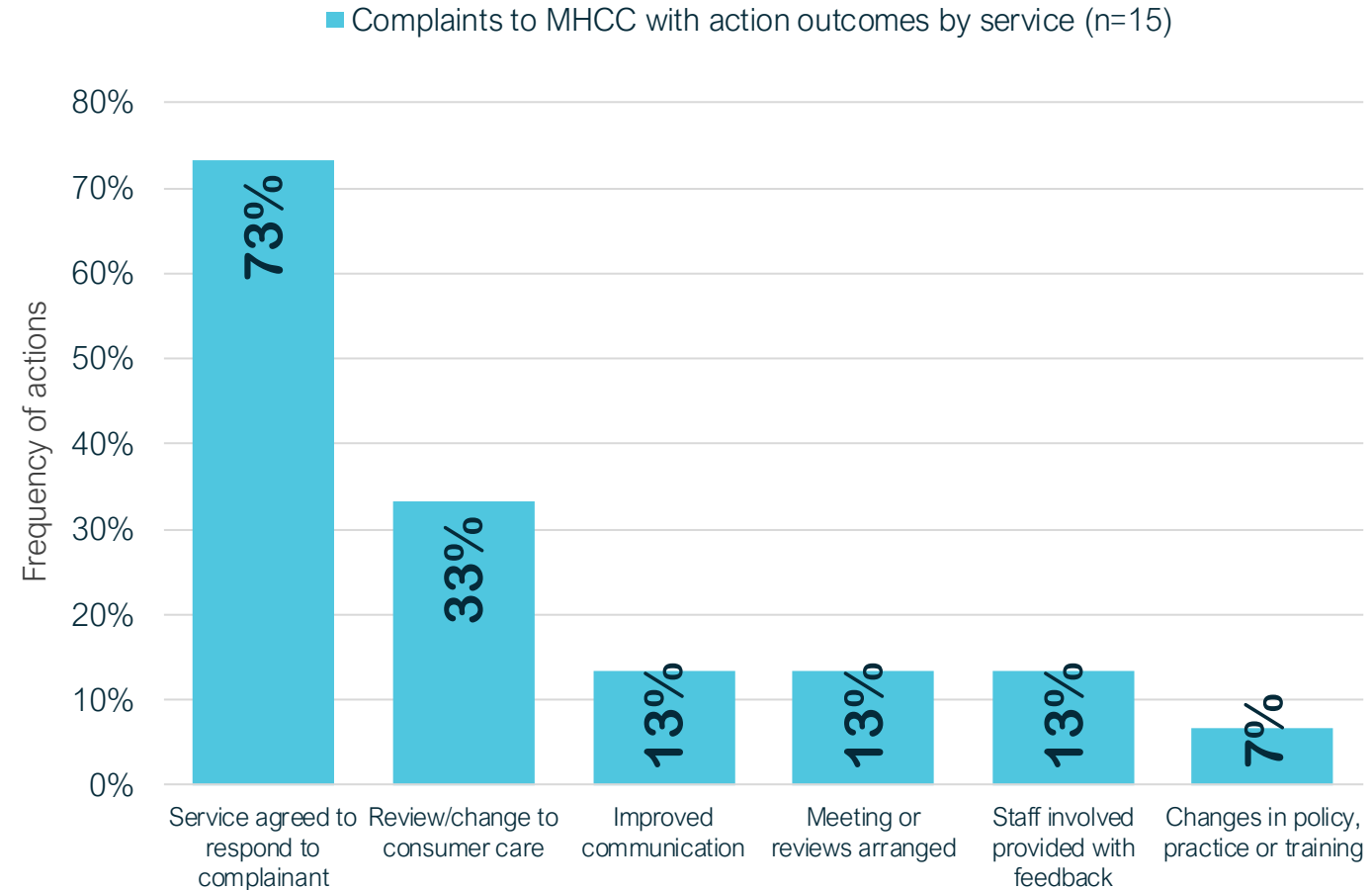
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Goulburn Valley Health that were assessed as being in scope for resolution or having a known service outcome. The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



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 Goulburn Valley 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
 - Meetings / reviews arranged by provider with service user / complainant
 - Staff involved provided with feedback



Key points to consider



Complaint numbers

- The number of complaints to both the MHCC about Goulburn Valley Health and to Goulburn Valley Health directly rose in 2020-21.
- Overall, more complaints were made to Goulburn Valley Health directly than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service.
- The MHCC also notes the increase in complaints made directly to Goulburn Valley Health, suggesting that improvements have been made in this regard.



Issues raised

- Inadequate consideration of the views and preferences of family members / carers was the most frequently occurring issue in complaints to the MHCC about Goulburn Valley Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Goulburn Valley Health, rudeness / lack of respect / discourtesy and inadequate consideration of the views and preferences of voluntary consumers were the most frequently occurring issues.



Outcomes

- The most common outcome of complaints made directly to Goulburn Valley Health was providing an apology.
- The most common action undertaken by Goulburn Valley Health in response to complaints made to the MHCC was to respond to the consumer or complainant directly.