

Summary of service provider complaint report

Inner West AMHS

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:



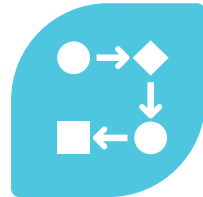
identify key themes and emerging issues across the sector



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

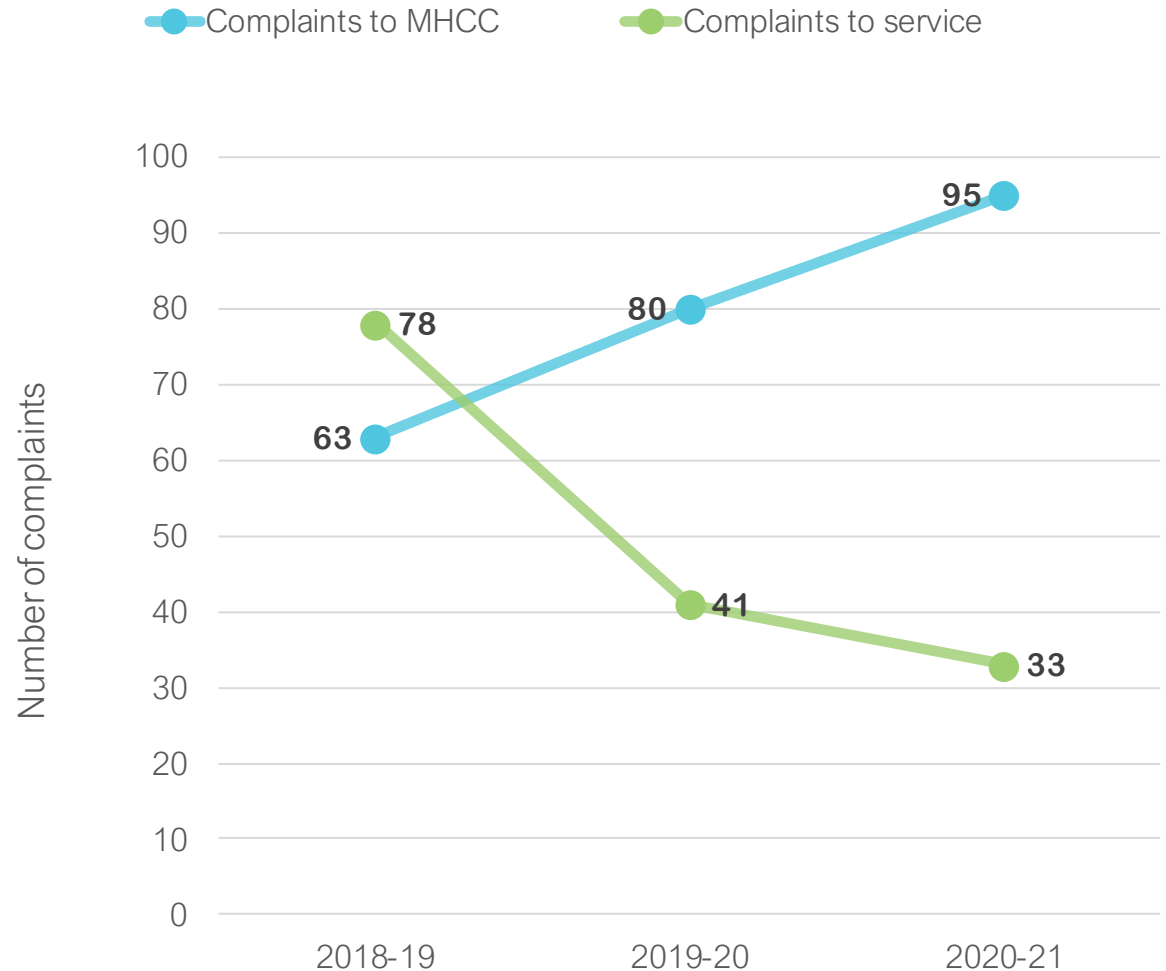
95

Complaints to MHCC
about Inner West AMHS

33

Complaints to Inner
West AMHS

- The number of complaints made to the MHCC about Inner West AMHS rose in 2020-21, where the number of complaints made directly to Inner West AMHS decreased.
- Overall, more complaints were made to the MHCC than directly to Inner West AMHS.
- The MHCC would like 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 higher rate of complaints was made to the MHCC about Inner West AMHS, and a lower rate of complaints was made directly to the service.
- A lower rate of compliments was made to Inner West AMHS compared to the sector.

Complaints about Inner West AMHS

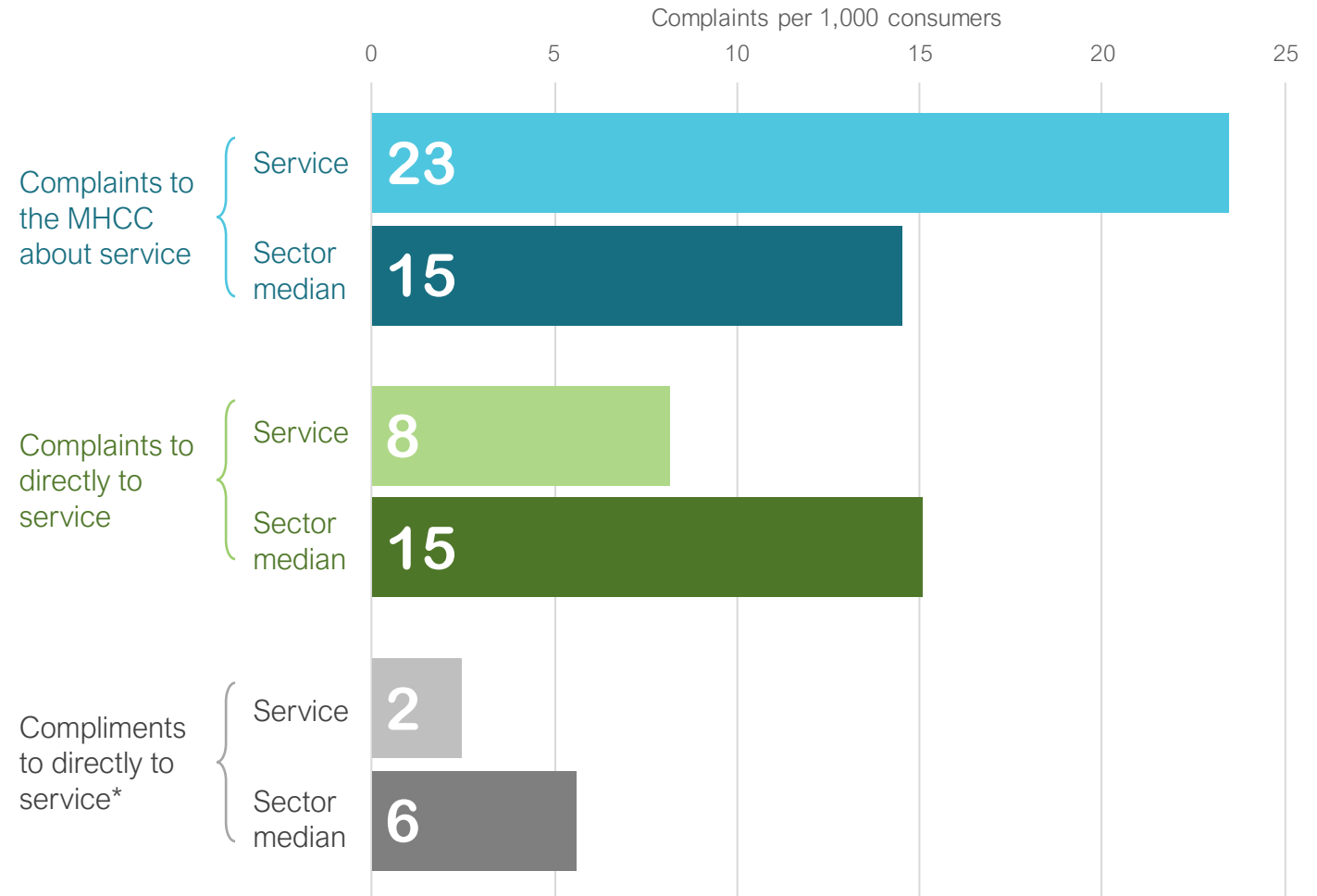
- to the MHCC (n=95)
- to the service (n=33)

● Compliments to Inner West AMHS (n=10)

Sector-wide complaints

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

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

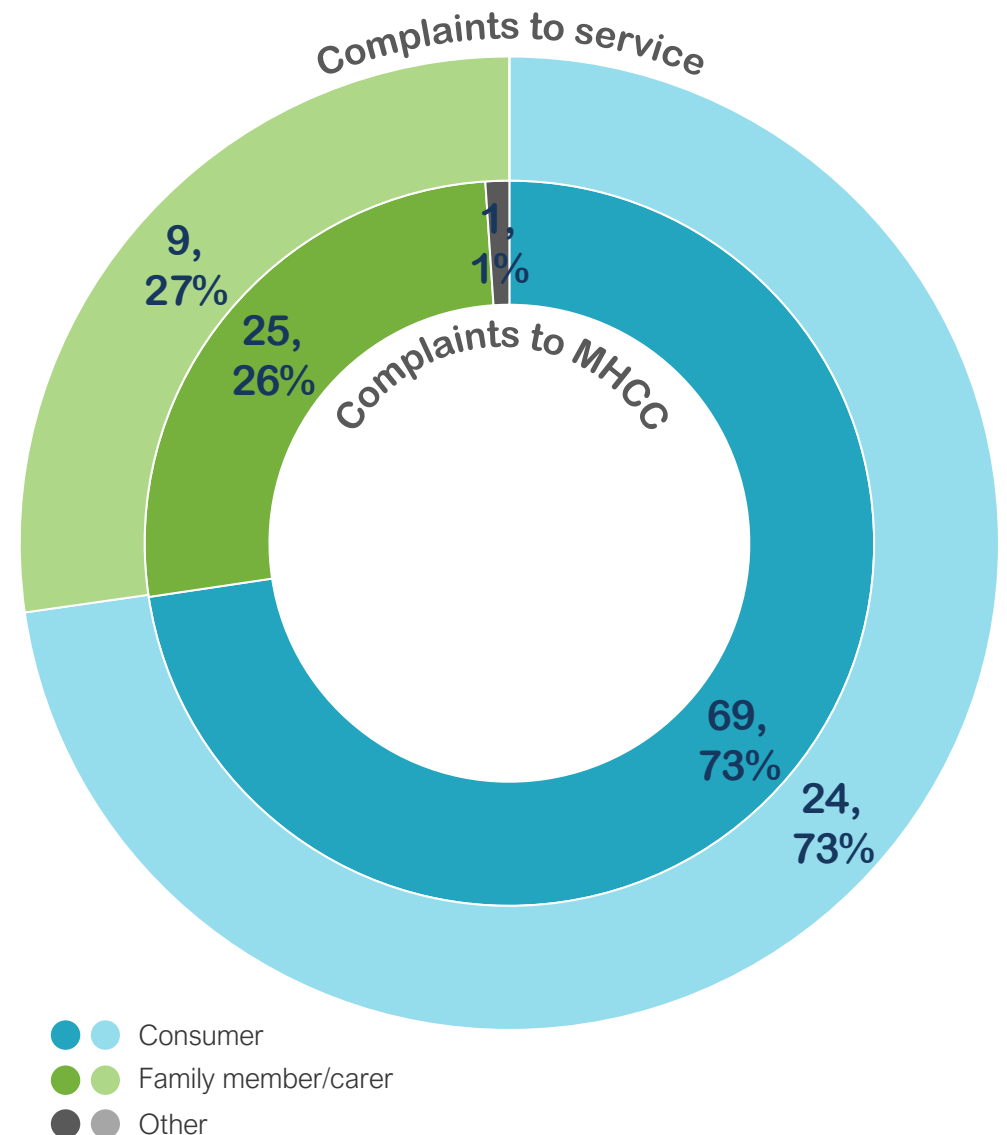


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Inner West AMHS

- The proportions of complaints made by different groups to the MHCC about Inner West AMHS were broadly consistent with the sector, with consumers making most complaints.
- For complaints made directly to Inner West AMHS, a greater proportion of complaints was made by consumers, broadly consistent with the sector as a whole.



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



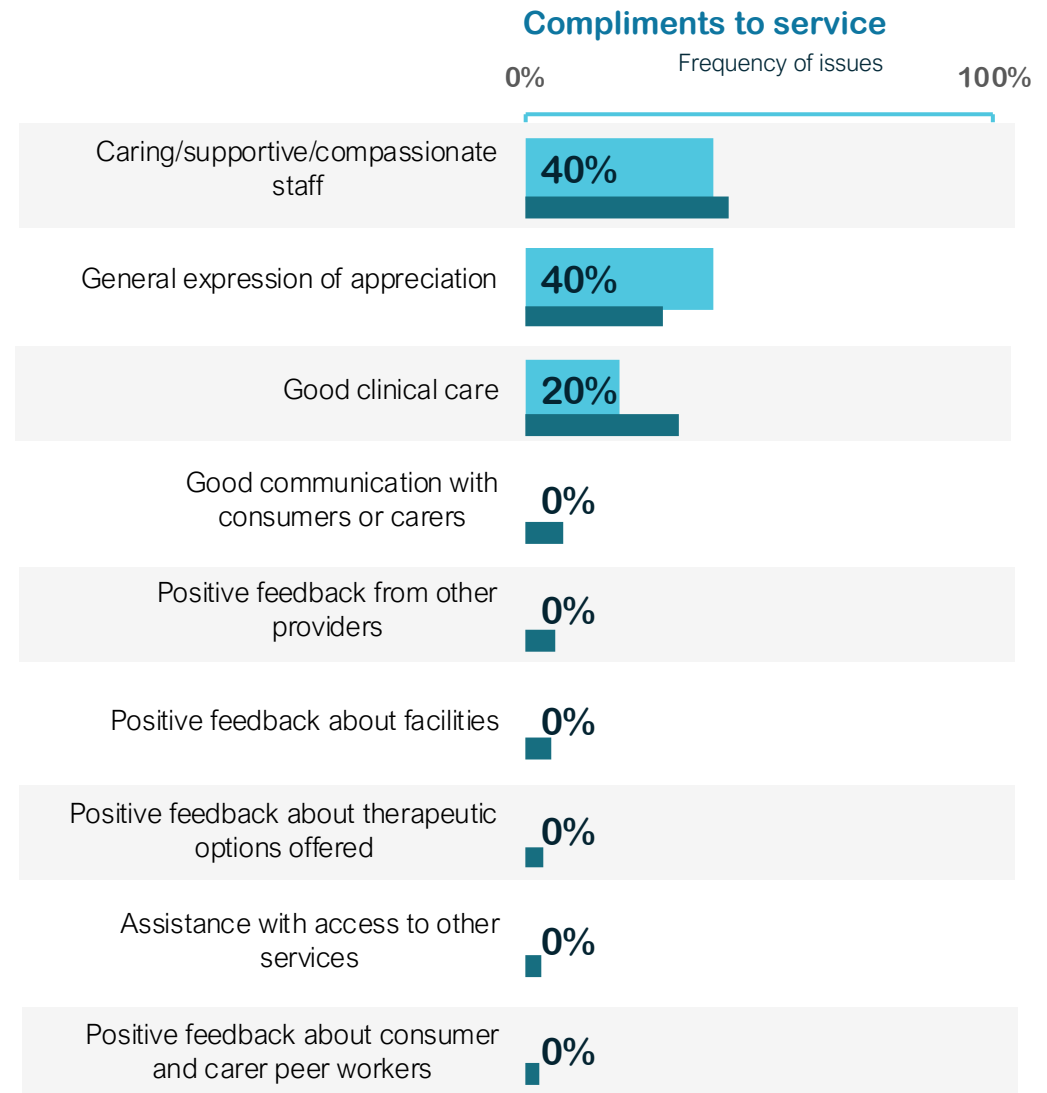
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Inner West AMHS

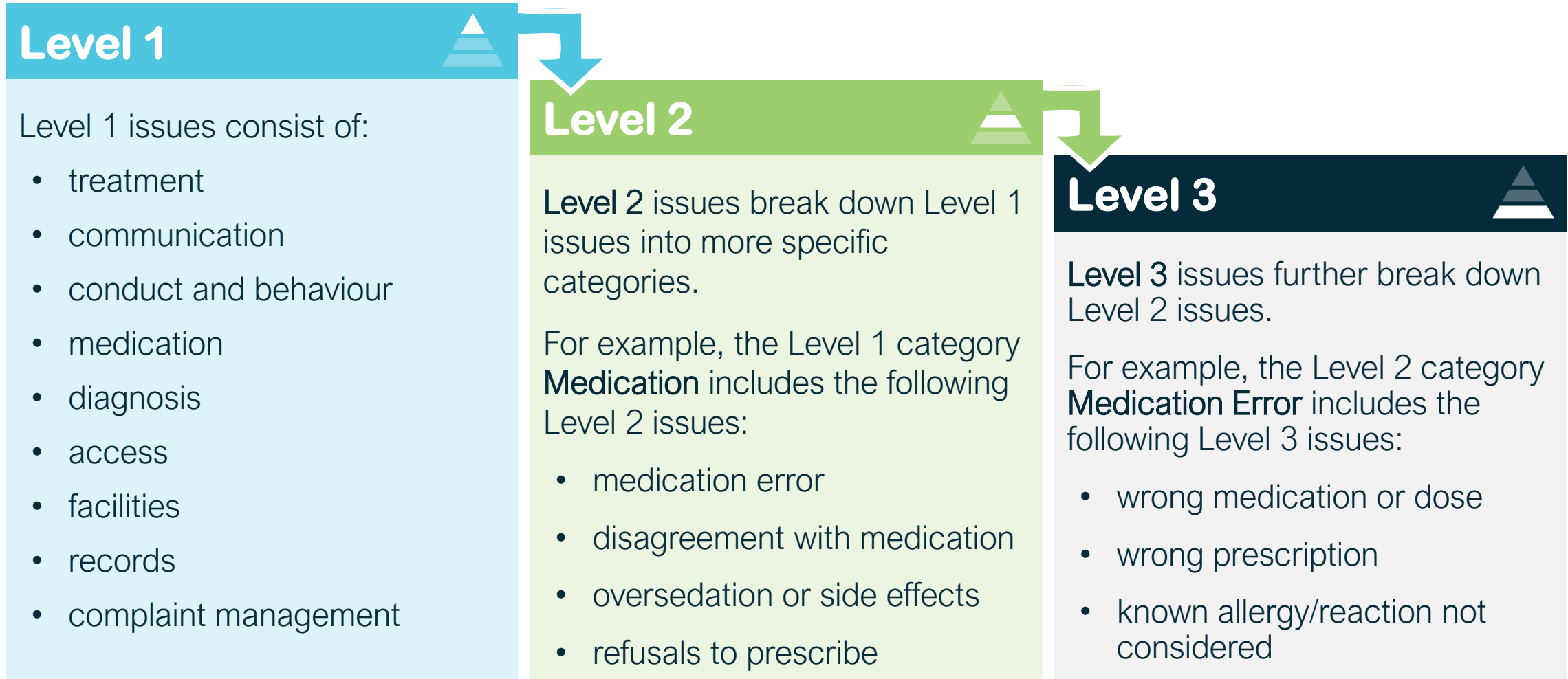
● Compliments to Inner West AMHS (n=10)
 ● Compliments to services sector-wide (n=1109)

- 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 Inner West AMHS 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 high percentage of compliments made to Inner West AMHS were classified as general expression of appreciation. The MHCC would like to see a lower percentage of those to enable 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 Inner West AMHS

Complaints about Inner West AMHS

to the MHCC (n=95)

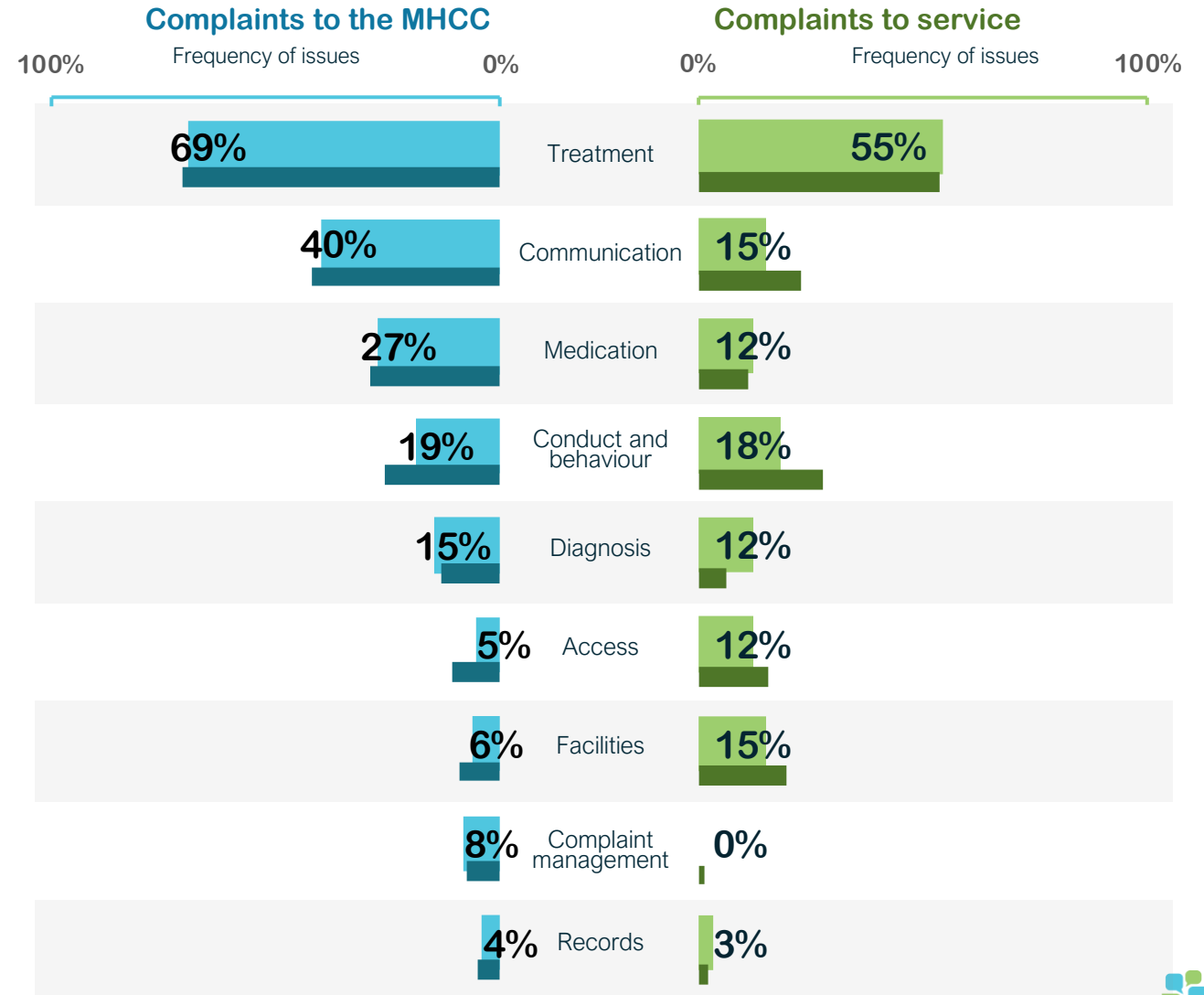
to the service (n=33)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)

- Issues raised in complaints to the MHCC about Inner West AMHS 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 Inner West AMHS were also broadly 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.



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Inner West AMHS

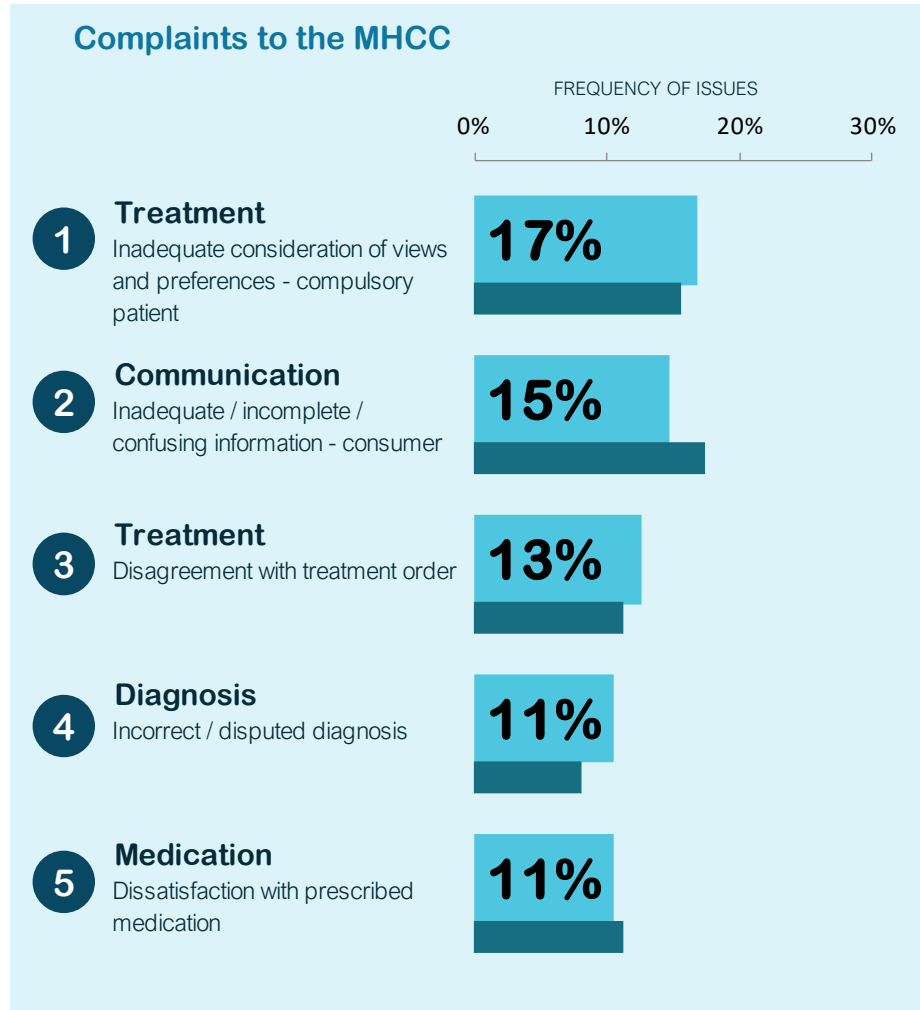
Complaints about Inner West AMHS

- to the MHCC (n=95)
- to the service (n=33)

Sector-wide complaints

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

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about Inner West AMHS, raised in a slightly higher proportion of complaints than the sector.
- In complaints made directly to Inner West AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Lack of care / attention was also frequently raised, in a higher proportion of complaints than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Inner West AMHS

Complaints about Inner West AMHS

● to the MHCC (n=69)

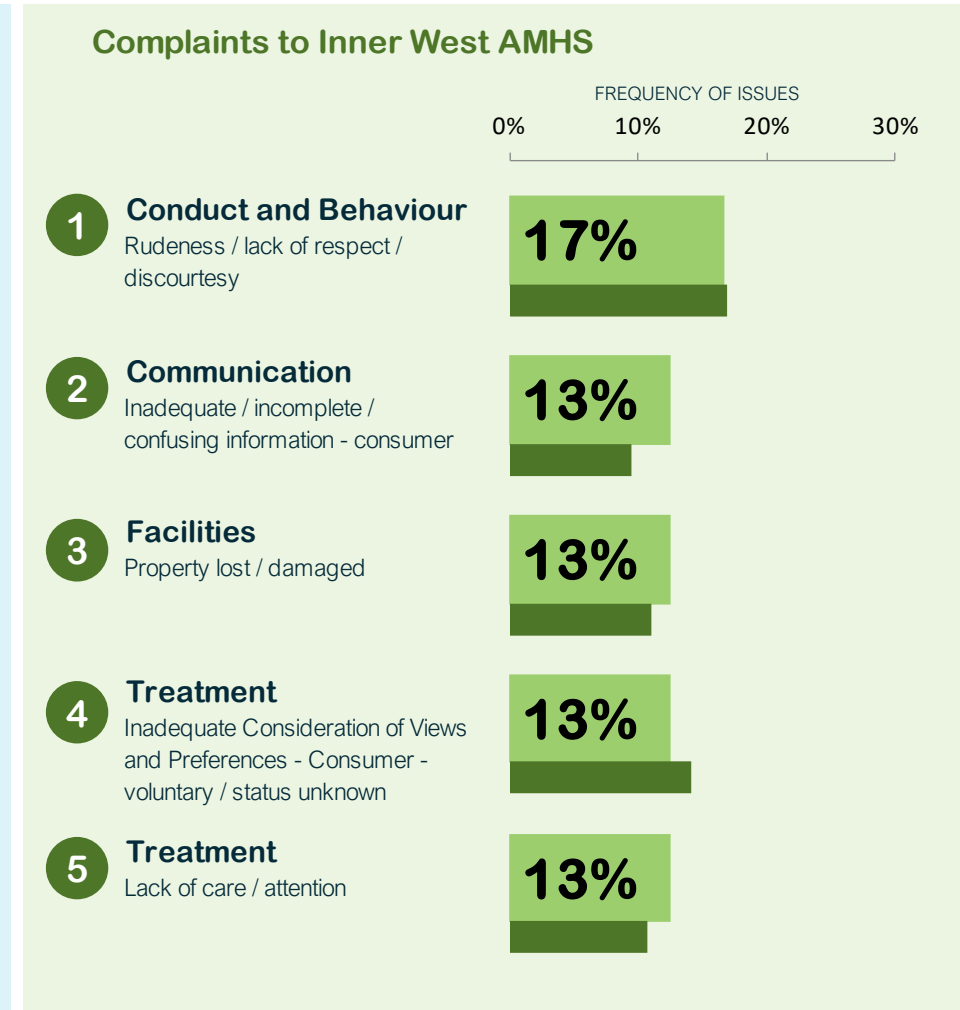
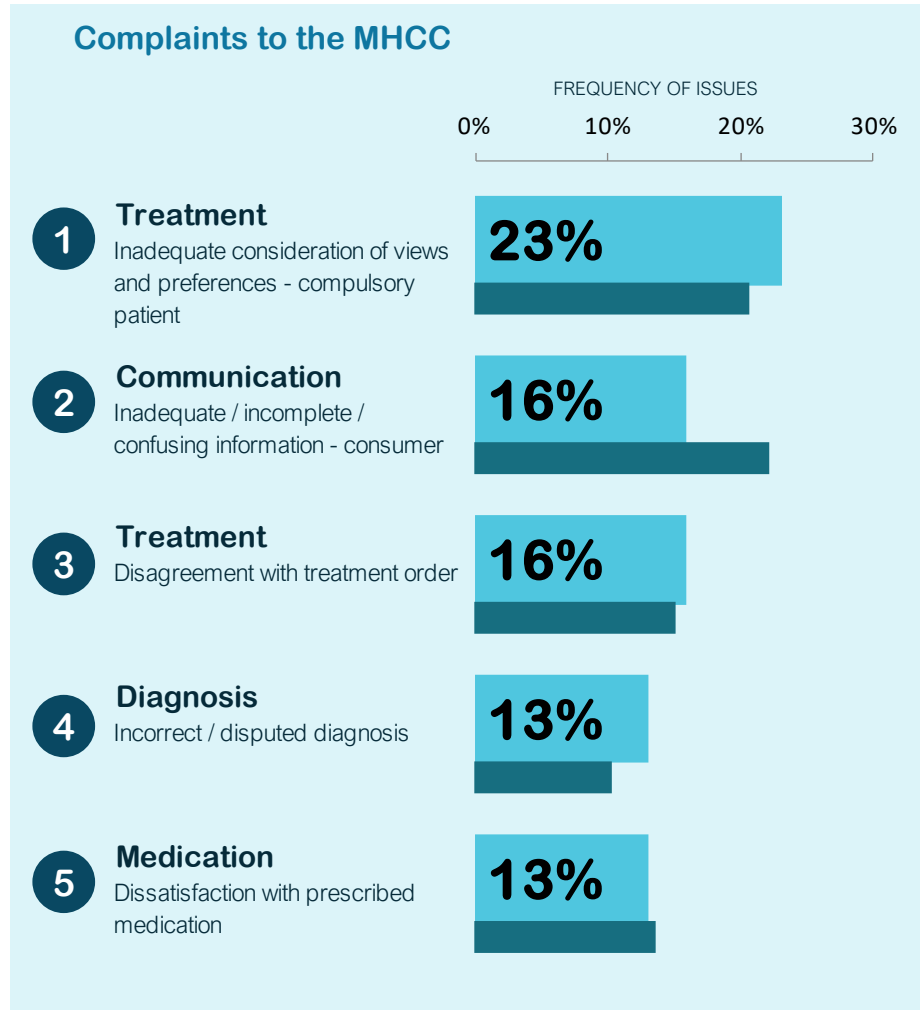
● to the service (n=24)

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 Inner West AMHS were consistent with the top issues raised in complaints to the MHCC about services across the sector.
- The most frequently raised issue by consumers in complaints directly to Inner West AMHS was rudeness / lack of respect / discourtesy, consistent with the sector. Complaints that raised concerns about inadequate or confusing information to consumers, were made at a higher proportion, when compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Inner West AMHS

Complaints about Inner West AMHS

● to the MHCC (n=25)

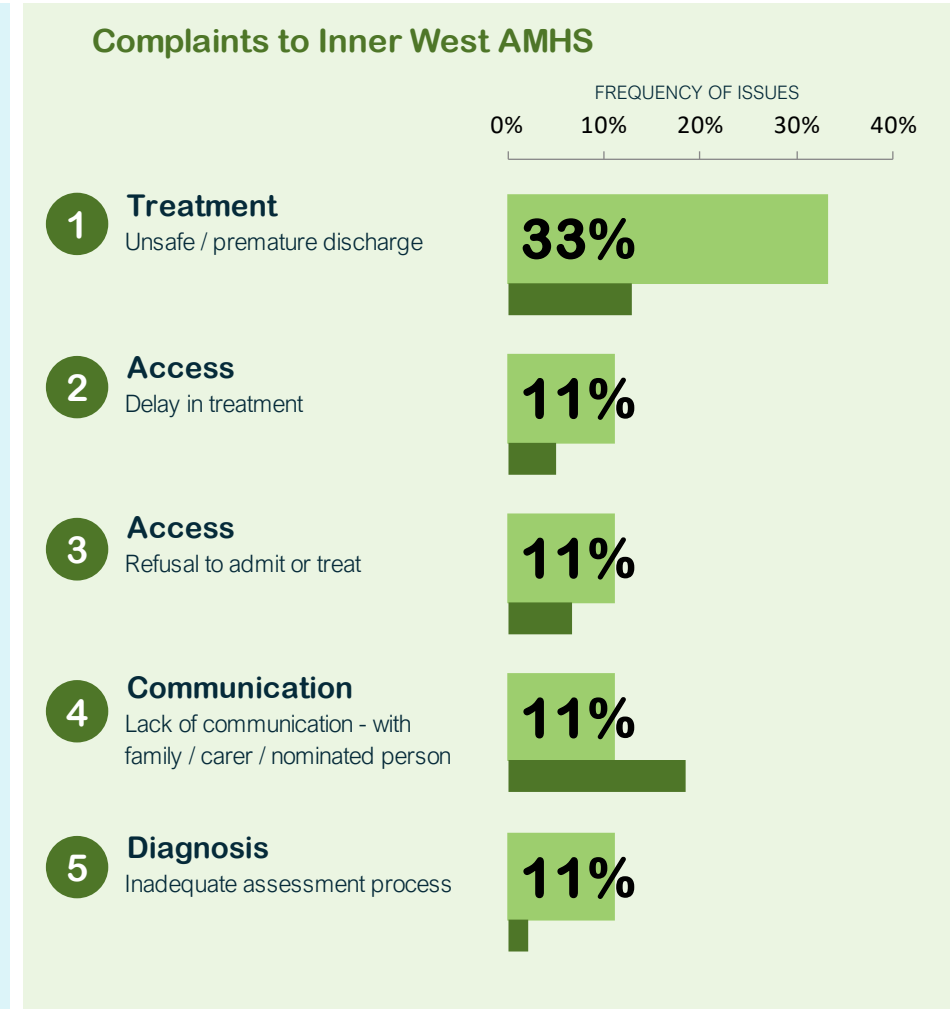
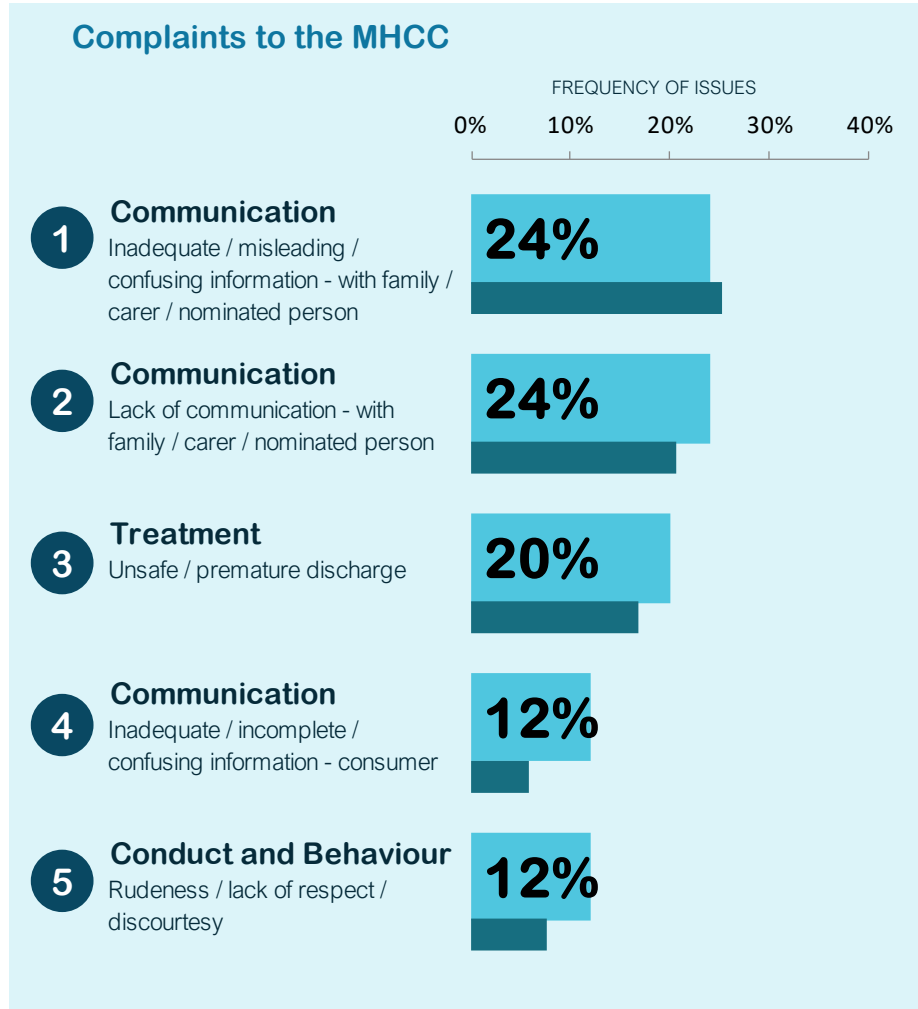
● to the service (n=9)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Communication and Treatment issues relating to inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised issues in complaints to the MHCC about Inner West AMHS, as well as unsafe / premature discharge.
- Similar communication issues were also raised by family members / carers in complaints directly to Inner West AMHS, as well as unsafe / premature charge, which was raised in a much higher proportion of complaints made to the sector as a whole.





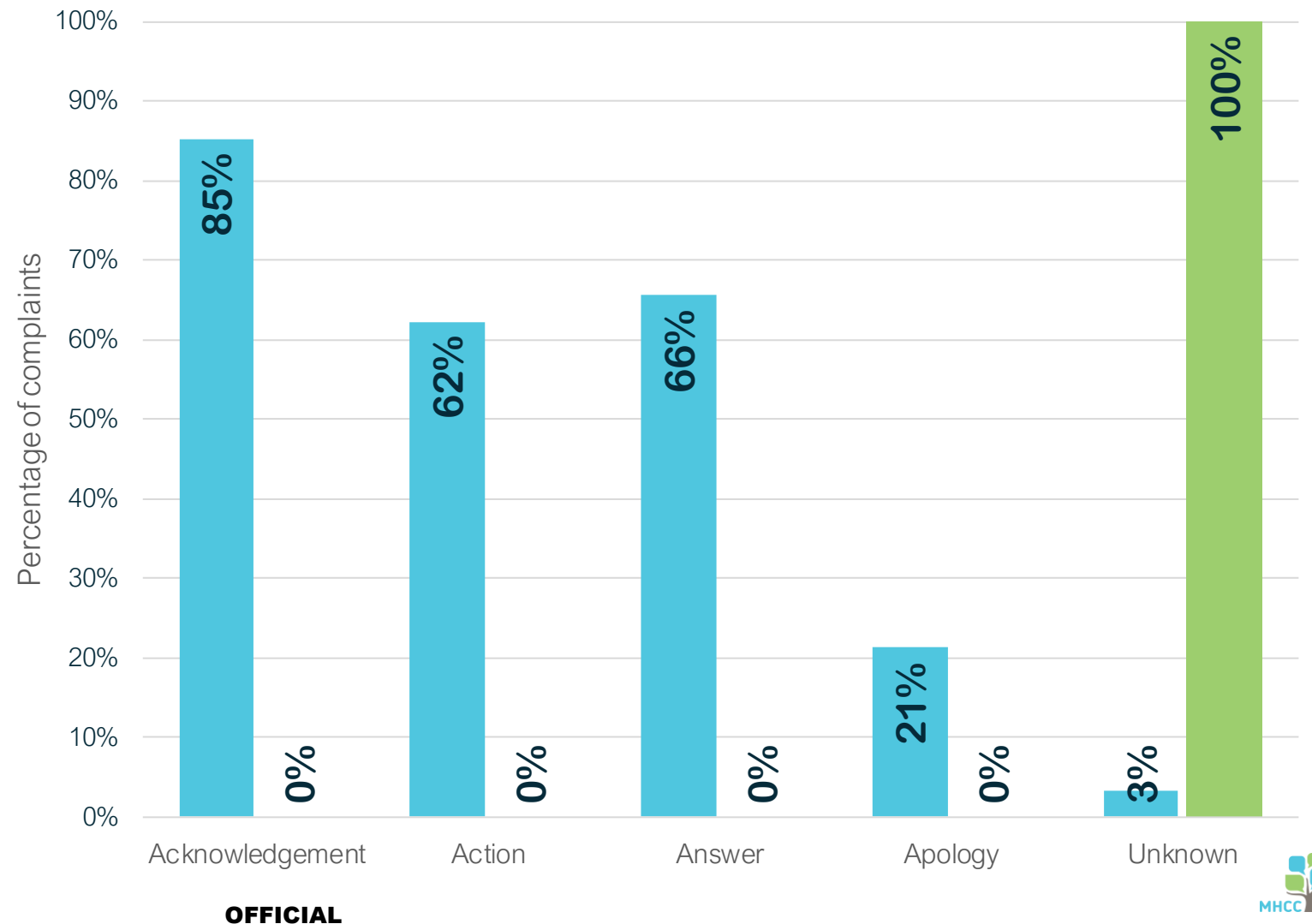
Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Inner West AMHS

- 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 Inner West AMHS 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 Inner West AMHS of the issues raised by the complainant.
- Inner West AMHS did not report on outcomes of complaints made directly to the service, therefore, outcomes are unknown.

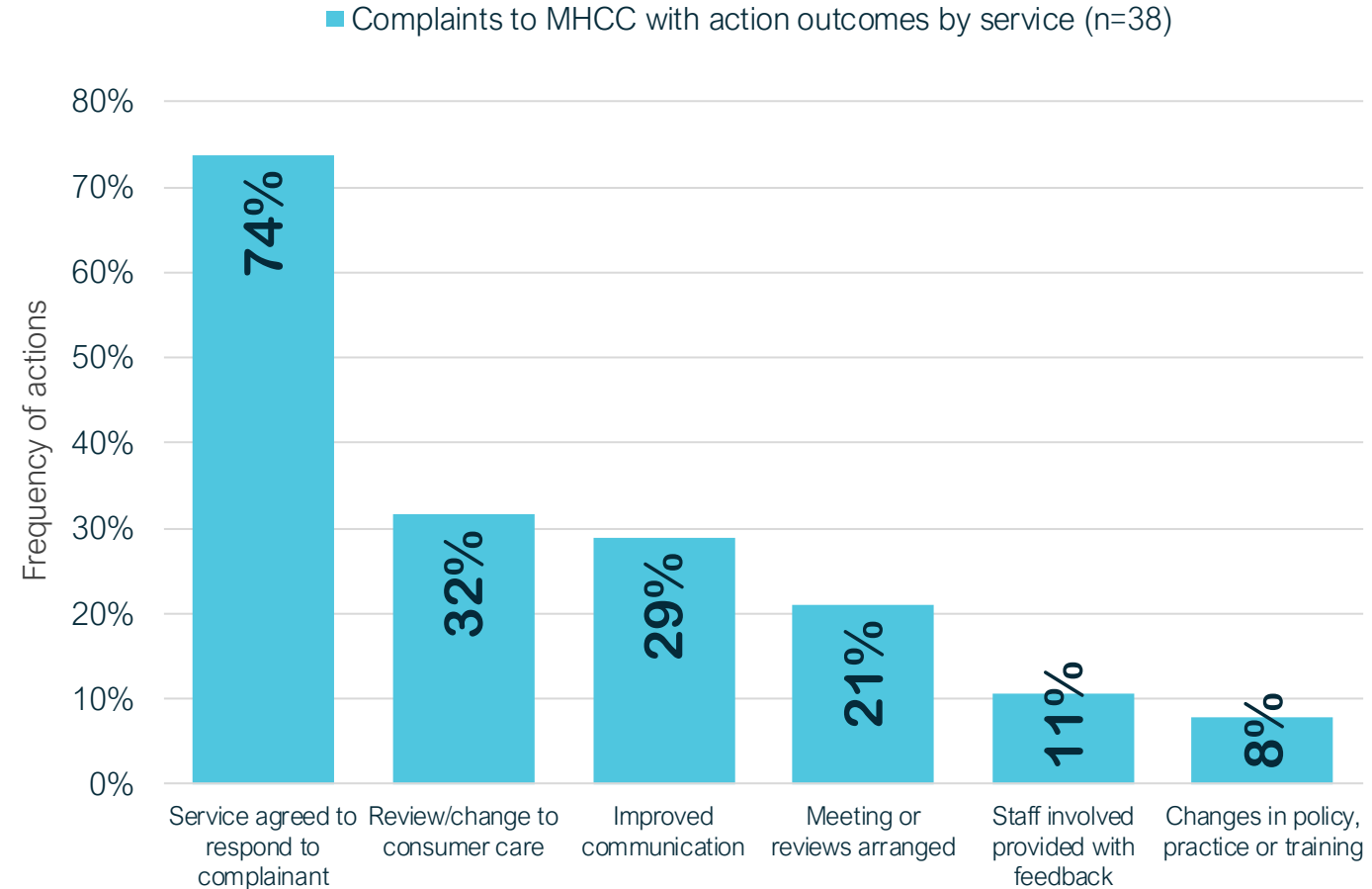
■ Complaints to MHCC about service with outcomes by service (n=61)
■ Complaints to service with outcomes by service (n=31)



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 Inner West AMHS 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 to the MHCC than directly to Inner West AMHS.
- The MHCC would like 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.



Issues raised

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about Inner West AMHS, raised in a slightly higher proportion of complaints than the sector.
- In complaints made directly to Inner West AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Lack of care / attention was also frequently raised, in a higher proportion of complaints than the sector.



Outcomes

- The most common outcome of complaints made directly to the MHCC about the service was acknowledgement by Inner West AMHS of the issues raised by the complainant.
- Inner West AMHS did not report on outcomes of complaints made directly to the service, therefore, outcomes are unknown.